

Old School Day Nursery

Ascot

Westview Day Nursery

Bradford on Avon

Shambles Day Nursery

Bradford on Avon

The Club

Ascot

POLICY AND PROCEDURE DOCUMENT

This Document is updated annually
Updated June 2023

Our nursery is a place where children can **play, learn and grow** in a **healthy, natural environment**, where each child is valued as a **unique individual**, developing **confidence, independence and well-being** through **magic, curiosity and discovery**.

Childcare with a difference, as we take children **around the world** on a **journey of exploration, wonder and excitement**.

ABOUT US

From experience, we understand the importance of flexible childcare and the nursery is structured so that children and parents' needs are of paramount consideration. It is our intention to offer the children of working parents the same opportunities as children of non-working parents. We would like to create an atmosphere where children can gain experience and confidence in a safe environment.

ADMISSIONS

We admit children into the settings regardless of sex, race, culture, and ability. Prospective parents are invited to visit with their children to meet the staff and see the environment for themselves at a time that is mutually convenient. A registration form and prospectus will be available for completion should the parents require a place. If an immediate place is not available for a child, they will be placed on a waiting list and parents will be notified as soon as a place becomes available. A place is not guaranteed until an offer and starting date is agreed. A non-refundable registration fee secures the place that is requested. We reserve the right to decline registration if our ethos and general principles are not acceptable to the parents.

SECURE SETTING

Parents are requested to be vigilant of safety when in the nursery ensuring gates and doors are securely closed. Nursery children are aware that they are not permitted to open the gates/doors. Siblings must not be permitted to open the gates/doors. We request that an adult is responsible for the drop off and collection of children in the nursery. If someone other than the parents or legal guardians collects the child staff must be informed in advance, with a brief description of the person and a password. For obvious reasons care needs to be taken in the car park. The nursery is not responsible for any loss or damage to a person or property whilst in the car park.

Parent drop offs are done at the main door, parents are respectfully asked not to enter the building unnecessarily. Parents are requested to click their children in when they drop off and out when they collect on the FAMILY App system which can be accessed via the App on any mobile iPhone. As we work on a flexible hourly basis this is paramount to the children's safety. This register acts as a fire register.

STAFFING

A high adult to child ratio is essential in providing good quality care. It is our policy to ensure that there is always sufficient staff to give the children the care and attention that they need. We ensure that two staff are on duty at any one time. Individual staff will work alone with small groups of children. I.e. while in vehicles on route or key work group time. The legal requirements are as follows:

Under 2's	1:3 ratio
2 to 3 years	1:4 ratio
3 to 5 years	1:8 ratio
3 years to 8 years	1:8 ratio Early Years Teacher
1:13 ratio Over 8 year's	1:13 ratio

On outings and trips the staffing ratios will be maintained at the same level. Staff will ensure all outings/trips will be rigorously risk assessed and when necessary, additional staff will be brought in.

All of the staff hold Paediatric First Aid certificates, Food Hygiene and Advanced Safeguarding which are renewed every three years. All of the staff have Statutory Disclosure Barring Service (DBS) and are permanent members of staff; we do not use agency staff, but rely on our permanent time staff to cover sickness and holidays.

PLACEMENTS AND STUDENTS

We work in conjunction with local colleges and schools to host 3rd year placements and work experience placements. The students attend an interview and if successful they are invited in to do a full induction. Once work experience has started the student is supervised at all times. At no stage is a student left alone with the children. Students who are required to undertake an individual child study will obtain parents' permission in advance. Local Senior Schools also request that year 11 students do a week's work experience in the Nursery. We also have students that help in our After School Club, at NO stage is a student left alone with the children.

KEY PERSON AND FOCUS WEEKS

Children are in mixed age key groups, usually with other children in their family and friends. In the year before your child attends school these key groups can change to allow the children attending the same schools to be together. We work on FOCUS weeks every 4 to 6 weeks. The key person will contact the family to discuss the child's next steps of development and goals they can be working towards. The Keyworker will post observations on the FAMLY App. We encourage parental feedback and aim to work in partnership with parents. Parents can expect daily feedbacks via the App with photos and a general synopsis of the day.

LEARNING AND PLAY

We use the guidelines of the EYFS and the seven areas of learning that chart a child's development and allow children to develop at their own rates and in their own way.

Personal, social and emotional development involves helping children to develop a positive sense of themselves, and others; to form positive relationships and develop respect for others; to develop social skills and learn how to manage their feelings; to understand appropriate behaviour in groups; and to have confidence in their own abilities.

Communication and language development involves giving children opportunities to experience a rich language environment; to develop their confidence and skills in expressing themselves; and to speak and listen in a range of situations.

Physical development involves providing opportunities for young children to be active, interactive and to develop their co-ordination, control, and movement. Children must also be helped to understand the importance of physical activity, personal hygiene and also how to make healthy choices in relation to food.

Literacy involves encouraging children to link sounds and letters and to begin to read and write. Children must be given access to a wide range of reading materials (books, poems, and other written materials) to ignite their interest.

Mathematics involves providing children with opportunities to develop and improve their skills in counting, understanding/using numbers, calculating simple addition/subtraction problems and to describe shapes, spaces, and measures.

Understanding the world involves guiding the children to make sense of their physical world and their community through opportunities to explore, observe and find out about people, places, technology, and the environment.

Expressive arts and design involves enabling children to explore and play with a wide range of media and materials, as well as providing opportunities and encouragement for sharing their thoughts, ideas and feelings through a variety of activities in art, music, movement, dance, role play, and design and technology.

To enable a child to become an effective learner, the Early Years Foundation Stage identifies three interchangeable characteristics which help children to learn. Being aware of these characteristics enables the adult to support and extend a child's learning whilst the child is involved in play or at an activity in the Nursery. The three characteristics are as follows:

Playing and Exploring - engagement

Finding out and exploring, playing with what they know and being willing to 'have a go'.

Active Learning - motivation

Being involved, concentrating, always trying and the enjoyment of achieving what they set out to do

Creating and Thinking Critically

The children having their own ideas, making links and then choosing which way to do things.

PROMOTING BRITISH VALUES

We actively promote the fundamental British values of:

Democracy - we give children the option to choose which activities, books and games they would like to play. We encourage them to respect each other's decisions and promote sharing and turn taking.

Rule of law We work with the children to create rules and codes of behaviour, such as agreeing rules about tidying up, and also ensuring children understand that the rules apply to everyone. We have nursery rules making sure we model this behaviour by following these rules too.

Mutual respect and tolerance We encourage the children to share stories of their home life that reflect the values and the diversity of their experiences. We provide resources and activities that challenge gender, cultural and racial stereotyping. We try and take the children on visits that engage with the wider community.

Individual Liberty We encourage children to understand and value their own self and to gain confidence in making choices. Self-esteem, self-confidence, and self-awareness are key. We provide opportunities for risk taking such as obstacle courses and encourage a range of experiences that allow the children to explore the language of feelings and responsibility, reflect on their differences and understand everyone is free to have different opinions. We allow them to voice their own feelings and understand that they are free to have different opinions.

EQUAL OPPORTUNITIES

We will treat the children we are asked to provide day care for with equal concern and in doing so we agree to meet their specific needs with regard to their religious persuasion, racial origin, cultural and linguistic background as well as sex and disability.

The nursery has dual language books, toys, visual resources and photographs to stimulate the children talking, promote language development and reflect positive images of different cultures. Where appropriate parents are invited to stay and play and share cultural experiences, traditional cooking activities and songs. Our projects move around the world geographically celebrating different cultures.

All children learn language by hearing and using it in context through practical activities and real-life experiences. We plan small group and paired activities with good language role models for children learning EAL. The staff will use Makaton, photographs and visual routines to aid communication.

CHILDREN'S ATTIRE AND BELONGINGS

All clothing should be clearly labelled, and Children need suitable clothes and footwear to attend nursery. We take no responsibility for any jewellery worn by children. Parents are asked to be mindful that children having fun will get dirty, roll in leaves, climb trees, be splattered with paint and cornflour so please do not send them in their best Sunday attire.

ANTI-BULLYING

Although most of the children in our care are very young and may not understand their actions, we do all we can to prevent any bullying behaviour by developing an ethos in the Nursery in which this behaviour is regarded as unacceptable. We believe that every child has the right to expect an environment which:

- Is safe and caring
- Provides challenges but is non-threatening
- Encourages children to feel secure
- Values opinions
- Shows an awareness of children's individual needs and attempts to meet them.
- Allows them to develop to their full potential and allows them to work through disagreements

FIT TO WORK

Working with children, although extremely rewarding, does demand that the staff are physically fit to do the job, emotionally stable to support the children in our care and alert and aware at all times. If a member of staff feels that they are not FIT TO WORK, it is their responsibility to inform management and seek relevant support. Management where necessary will document a FIT TO WORK procedure and review.

ACCIDENT AND INCIDENTS

In the event of a major accident, the following procedures will be carried out simultaneously:

- An assessment will be made of any physical injury to the child and a member of staff will remain with the child offering comfort and first aid
- call 999 and the parent
- A member of staff will accompany the child with the relevant paperwork to the hospital in the absence of the parent
- The accident will be recorded in the accident file and signed by all staff

- A full investigation will need to be completed

In the event of a minor accident the following procedures will be carried out:

- A member of staff will assess the injury and offer comfort to the child and first aid
- The child will be observed and when suitable resettled back into the group
- The incident will be recorded on the FAMLY app which will be automatically sent to the parents for them to sign.

SPECIAL EDUCATIONAL NEEDS

A designated member has attended training as the Special Educational Needs Coordinator (SENCO). Our system of observation and record-keeping, which operates in conjunction with parents, enables us to monitor the children's needs and progress on an individual basis. We will implement a graduated response as follows:

IDENTIFICATION: The difficulty is identified, and specific objectives are described, with emphasis on small, achievable targets.

ONE PAGE PROFILE: The SENCO continues to gather information, possibly referring parents to, or advising them to consult outside agencies.

MY PLAN: The SENCO consults with specialist support services.

Constant monitoring will be achieved with the help of Individual Educational Plans (IEP). If a child's needs cannot be met at nursery without additional support or equipment, funding will be sought to employ an extra member of staff or to obtain the necessary resources.

We work closely with the parents and seek their views and the child's views in all planning. We see the value of working closely together with other professionals to meet specific needs and are committed to developing this further.

OFF SITE AND OUTINGS

The children visit local parks and woodland amenities as part of our daily routine and as an extension to nursery. We also arrange a number of additional trips and outings to places of interest during the year. All vehicles are suitably insured with business insurance and have suitable seat belts.

Parents will be informed and asked to sign a consent form for additional trips and outings. Rigorous risk assessments are undertaken and written up on all trips. Staff work in small groups and carry first aid kits, with any relevant medication, and sufficient drinking water. Each group has a mobile phone, full contact details and medical history of each child.

WALKING BUS

All staff are required to complete a rigorous risk assessment before taking children out of the nursery. All children will walk in pairs with one member of staff wearing a yellow jacket thus allowing clear visibility for traffic. It is ensured that the traffic has stopped before allowing the children to cross. All other staff must be positioned evenly amongst the children. All areas are to be risk assessed ensuring that all hazards are avoided. Regular headcounts are to be taken in conjunction with timesheets.

HEALTHY EATING

We are committed to a healthy eating programme and talk to the children about what is healthy and what is not. Although the children are encouraged to cook and bake daily, we are sugar free settings. We provide fresh fruit as a dessert. We employ a full-time chef to produce three home cooked meals a day. Older children are encouraged to be involved with the preparation of the food they eat. Drinking water is always available and milk is available at snack time. We request that parents do not send in cakes and sweet treats on birthdays – we can have many birthdays each week! We will celebrate birthdays with a sing song and stickers.

ALLERGIES

Our allergy management focuses on prevention, education, awareness, communication, and emergency response. All the information relating to a child's allergy will be shared with all the staff within the setting and it is included as part of our induction of new staff. We request that all information pertaining to known allergies must be put in writing. An allergy list is kept in all rooms where food is prepared and/or served and is updated monthly. As snacks and meals are freshly prepared each day, we ensure that alternative foods are given to children with allergies.

ACHIEVEING POSITIVE BEHAVIOUR

Children flourish best when their personal, social, and emotional needs are met and where there are clear and developmentally appropriate expectations for their behaviour. Where appropriate, children will be encouraged to consider the impact that their behaviour has on the people, places, and objects around them; and to consider the views, feelings, needs and rights of others. We will positively promote good behaviour, value co-operation and a caring attitude to enable children to develop as responsible members of society. These principles are embedded in the promotion of British Values across the nursery environment.

Nursery rules are concerned with safety, care, and respect for each other. It is central to the philosophy of the nursery that all staff should be positive role models. Good behaviour is consistently reinforced by staff recognising and praising positive behaviour. Discipline within the Nursery is fair, consistent, and levelled at the child's individual needs. Through example the staff will encourage the children to show consideration for each other and their surroundings. Corporal punishment is not an acceptable form of punishment in the nursery.

All staff are trained in behaviour management through in-house training. The nursery has nominated persons who will oversee behaviour management and attend the relevant Early Years courses. The nominated person is Charlotte Adcock. Any issues or problems arising are discussed with room leaders and parents. If a child shows a persistent behaviour pattern not conducive to the nursery environment the key person will discuss a behaviour plan with the nominated person and the parents. The nominated person will be responsible for monitoring and regular feedback to parents. All children coming to the nursery have a right to play and enjoy what is on offer without fear of intimidation, harassment and physical or verbal abuse. We strive to promote behaviour which encourages respect for each other.

ANIMALS

Children can learn a lot from having contact with the animals; and basic hygiene will be followed to ensure the safety of the children.

Children are encouraged to treat all animals with respect, learning how to handle them correctly and wash their hands after contact with animals and understand the reasoning behind this.

SICK CHILDREN

With working parents in mind, we understand the problems this may cause and wherever possible we will make provision for sick children at the nursery, however in some circumstances it may be necessary to follow the Department of Health Exclusion Policy to avoid infection. Parents will be kept informed and in the event that contact cannot be made we reserve the right to administer Calpol and seek medical advice.

Certain childhood illnesses can cause problems for pregnant women, such as measles, chicken pox, and slap cheek. Parents will be notified via the FAMILY newsfeed of an outbreak in the nursery and children should be excluded if necessary.

ADMINISTRATION OF MEDICINE

Any medication administered to a child will be documented in the medicine file. We ask parents to sign blanket consent for Calpol and Nurofen and if a child becomes sick at nursery, we will make every effort to contact parents. Parents will be asked to sign a medicine form on collection. We ask parents to inform us if any medication has been given before nursery. Please do NOT leave medication in nursery bags. If a child develops a temperature, the parent will be called and asked to collect the child.

If a child attends nursery with a pre-existing injury the parent will be asked to sign a pre nursery accident form.

In the event of epi-pens and asthma pumps parents will be asked to complete blanket consent. For children with epi pens a written care plan must be in place. Each epi-pen or asthma pump together with a copy of the consent and registration form must be kept in a secure container alongside the first aid box. All staff are aware of the whereabouts of epi-pens and asthma pumps at all times.

CHILD PROTECTION / SAFEGUARDING

Anyone working in the nursery environment will be subject to a DBS check. This is an Ofsted requirement and must be adhered to and in line with guidelines. This is supported by the staff's handbook which is updated annually.

Anyone who has any court orders or restrictions pertaining to children, must disclose them to management and management will ensure all enquiries are followed through with appropriate agencies.

We will respond to suspicions of abuse effectively and deal with allegations against staff members.

Charlotte Adcock, Alyssa Dark, Rhianna McCowan, Sammy Ryall, Yasmin Mitchell, and Victoria Burns are the named Designated Safeguarding leads (DSL's) in the company.

Our prime responsibility is the welfare and wellbeing of all children in our care. As such, we believe we have a duty to the children, parents, and staff to act quickly and responsibly in any instance that may come to our attention. The nursery will report any suspicions of abuse to the Local Authority. The Children's Act 1989 places a duty on the local authority to investigate such matters.

Any concerns can also be reported to:

Designated Officer for Allegations (DOFA) Wiltshire 01225 718079 or 01225 713945

Local Authority Designate Office (LADO) Bracknell 01344 351572

Accidents and incidents

If a child arrives with injuries that concern the staff, they should:

- Document the injury or concern
- Discuss the concerns with the company Designated Safeguarding Lead
- Ask the parent if they were aware of the injuries and how they occurred.
- Record the findings with diagrams and explanations.

If there is cause to suspect physical, sexual, emotional abuse or neglect the following steps must be followed:

- Inform the company Designated Safeguarding Lead.
- Document the concerns and gather evidence.
- Meet with parents to discuss their concerns with the supporting documented evidence.
- Document the parent/carer explanation and inform them of the nurseries legal obligation to inform local authority.

Once a child is referred to the appropriate multi-disciplinary agency, they will assess the child's needs. Following such a referral, staff may be required to provide statements and the designated safeguarding lead will attend an initial child protection conference.

The company has an obligation to share any information regarding child protection with other professionals, but staff must be aware of confidentiality relating to the case.

The Counter-Terrorism and Security Act 2015 requires "due regard to the need to prevent people from being drawn into terrorism", this includes children. This duty is known as the Prevent duty. The Prevent duty does not require the nursery to carry out unnecessary intrusion into family life but as with any other safeguarding risk, the nursery must act when they observe behaviour of concern. If the nursery is concerned about a child, then normal safeguarding procedures will be followed, as set out above. We ensure all staff are trained, informed, recognises vulnerability, and mitigate the risks. We will ensure the curriculum embeds British Values, teaching our staff, children, and visitors to be tolerant and have respect for all people within our multi-cultural society.

If you are concerned about extremism in a school or organization that works with children, or if you think a child might be at risk of extremism, contact our helpline.

Email: counter.extremism@education.gov.uk

Telephone: 020 7340 7264 Open Monday to Friday from 9am to 6pm (excluding bank holidays).

WHISTLE BLOWING

All members of staff have responsibility to ensure that standards are upheld and are expected to speak out about issues they are uncomfortable with. The staff need to feel confident about raising concerns. Management will listen to staff concerns and deal with issues ensuring this does not jeopardise their standing in the nursery.

GDPR

The General Data Protection Regulation (GDPR) is a new EU law coming into effect on 25th May 2018 replacing the current Data Protection Act 1998. It will give individuals greater control over their own personal data. As a nursery it is necessary for us to collect personal information about the children who attend as well as staff and parents/carers. Our nurseries are registered with the Information Commissions Office, ICO.

GDPR condenses the Data Protection Principles into 8 areas, which are referred to as the Privacy Principles. They are:

- You must have a lawful reason for collecting personal data and must do it in a fair and transparent way.
- You must only use the data for the reason it is initially obtained.
- You must not collect any more data than is necessary.
- It must be accurate and there must be mechanisms in place to keep it up to date.
- You cannot keep it any longer than needed.
- You must protect the personal data.
- You must have appropriate measures against unauthorised or unlawful processing of personal data and against accidental loss or destruction/damage to personal Data.
- Personal Data shall not be transferred to any outside agency or country within the EU that does not comply with the new General data protection regulations.

The GDPR provides the following rights for individuals:

- The right to be informed.
- The right of access.
- The right to rectification.
- The right to erase.
- The right to restrict processing.
- The right to data portability.
- The right to object.
- Rights in relation to automated decision-making and profiling.

There are two main roles under the GDPR, the data controller and the data processor. As a childcare provider, we are the data controller. The data is our data that we have collected about the children and their families. We have contracts with other companies to process data, which makes them the data processor. The two roles have some differences but the principles of GDPR apply to both. We have a responsibility to ensure that other companies we work with are also GDPR compliant.

Lawful basis for processing personal data:

We must have a lawful basis for processing all personal data within our organisation and this is recorded on our Information audit for all the different information we collect. The six reasons as follows:

(a) Consent: the individual has given clear consent for you to process their personal data for a specific purpose.

(b) Contract: the processing is necessary for a contract you have with the individual, or because they have asked you to take specific steps before entering into a contract.

(c) Legal obligation: the processing is necessary for you to comply with the law (not including contractual obligations).

(d) Vital interests: the processing is necessary to protect someone's life.

(e) Public task: the processing is necessary for you to perform a task in the public interest or for your official functions, and the task or function has a clear basis in law.

(f) Legitimate interests: the processing is necessary for your legitimate interests or the legitimate interests of a third party unless there is a good reason to protect the individual's personal data which overrides those legitimate interests.

For the majority of data we collect, the lawful basis for doing so falls under the category of 'legal obligation' such as names, date of birth and addresses as we have a legal requirement to obtain this data as part of the Statutory Framework for the Early Years Foundation Stage.

Some data we collect, for example, photographs, requires parents to give consent for us to do so. Where this is the case, parents will be required to sign a consent form to 'opt in' and are made aware that they have the right to withdraw their consent at any time.

We may also be required to collect data as part of parent's contract with the setting or local authority, for example, for us to claim government funding.

Data retention:

We will hold information about individuals only for as long as the law says and no longer than necessary. After this, we will dispose of it securely. Business records will be retained for 7 years.

Accident reports until the child is 21 years and 3 months old

Safeguarding records and causes for concern until the child is 25 years old.

Security:

We keep data about all individuals secure and aim to protect data against unauthorised change, damage, loss or theft. All data collected is only accessed by authorised individuals. All paper forms are kept locked away and all computers and tablets are password protected.

Privacy notices:

All parents and staff are provided with privacy notices which inform them of our procedures around how and why we collect data, information sharing, security, data retention, access to their records and our commitment to compliance with the GDPR act 2018.

Ensuring compliance:

The member of staff responsible for ensuring that the setting is compliant is Patricia, Hayley & Brittany. Their main duties are:

Ensure that the provision is compliant with GDPR.

Audit all personal data held.

Ensure all staff are aware of their responsibilities under the law, this may include delivering staff training.

Undertake investigations when there is a breach of personal data and report to the Information Commissions Office, ICO.

Keep up to date with the legislation.

Legal framework:

The General Data Protection Regulation (2018)

Human Rights Act 1998

E-mail messages:

We will not send emails to you unless you have given us your consent or have requested information from us. Emails will be sent via the FAMLY system or via our nursery email. On leaving the nursery your email address will be removed.

You have the right to request a copy of the information that we hold about you. We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate.

Cookies:

Information and data may be automatically collected through the use of cookies. Cookies are small files stored within your web browser from our website. Cookies do not collect personal information about you, nor do they allow us to access your computer in any way. All information is collected lawfully and in accordance with the Data Protection Act 1998 and after 25th May 2018 with the General Data Protection Regulation (GDPR). We use tracking cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website to tailor it to customer needs. We only use this information for statistical analysis purposes and no personally identifiable information is stored.

You can choose to accept or decline cookies. All web browsers automatically accept Cookies, you can modify your browser security settings to block Cookies although you should be warned that changing Cookie settings can adversely affect the performance of our website.

SOCIAL MEDIA:

Staff are not permitted to put photos or comments regarding the business or the children on their private Facebook. Staff are not permitted to 'befriend' parents and families on Facebook.

MOBILE PHONE, CAMERAS & ELECTRONIC DEVICES:

We request that only mobile phones and tablets registered with the company are used to access the FAMLY app for business use. Personal use of mobile phones, iPads or any other tablets are not permitted on site. Parents and carers are requested not to use their phones on site.

All nursery devices are to be used for business purposes only, the only exception to this is a case of an emergency, therefore, any personal use deemed by the nursery to be excessive may be recharged back to you.

This is an express written term of your contract of employment. Internet usage on Nursery mobile phones is subject to the same provisions set out in our E-mail and Internet Policy.

The Nursery reserves the right to monitor all communications made on Nursery mobile phones to ensure compliance with our policies and procedures. The mobile phones provided by the business are not to be taken off-site, except for when the children are on an outing during the nursery's trading hours. The nursery

mobile phones are subject to random checks to ensure they are being used in accordance with the business' policies and procedures.

Serial numbers for these devices will be logged and allocated to team leaders for their groups. All photos stored on the devices are linked to the company's account, such as iCloud which will be deleted bi-weekly.

Staff will be allocated time to use the nursery devices during working hours to fulfil any observations, assessments and daily updates for the children.

PHOTOGRAPHS

All parents are asked to complete a photograph consent agreement on registration. Parents and families are invited to record their child's inclusion in certain events through the year on the understanding that they will not publish any material on the internet as we do not have control of these images once they are in the public domain.

As part of EYFS observations we document learning with photographs. Photographs will not be used for purposes of marketing or advertising and will remain the property of the company. Photographs will only be taken on registered cameras or iPads. All parents are asked to complete a photograph consent agreement on registration.

VISITORS

Any visitors or works people attending the company will be accompanied at all time and are never to be left alone with children.

LOST CHILDREN

Effective risk assessment and relevant measures are taken to ensure that children are never lost. If a child should become lost, the following action should be taken:

- The safety of the other children must not be compromised.
- A member of staff should search the immediate area.
- In the event a child cannot be located in 10 mins contact the police.
- Contact manager and call parents.
- Post the event a full record on events must be done.
- Review the risk assessment and evaluate
- Notify Ofsted.

PROCEDURE FOR UNCOLLECTED CHILDREN

In the event that a child is not collected by the end of the day the staff will make every effort to contact the parents. A member of staff will stay with the child until the parents have been contacted and a convenient pick-up destination agreed. In the event parents fail to arrive and no contact can be made with authorised collectors the nursery has a legal obligation to contact the police.

COLLECTION OF CHILDREN

We reserve the right as part of our duty of care to retain a child within the setting if we believe the parent or carer who arrives to collect their child, is under the influence of alcohol or any other substances.

NO SMOKING POLICY

The company operates a strict no smoking policy in line with current legislation. We ensure that children have a completely smoke free environment, this includes e-cigarettes.

RELIGIOUS FESTIVALS

We are not associated with any specific religion and draw children from a variety of faiths, plus an increasing number of children from families that profess no faith. In view of this, either setting does not celebrate any religious festivals choosing to concentrate on traditions instead and promoting British values.

PARENTAL CONTRACTS AND PAYMENTS

When registering a child at nursery, parents are required to sign the registration form and pay a £50.00 non-refundable registration. This forms a binding contract between the parents and the nursery. Invoices will be issued on the 1st day of each month. Registered hours will be invoiced in advance, and any extra hours will be invoiced in arrears. Payment of invoices must be made by the 15th of the month in which the invoice is issued. Failure to make payment by the 15th will result in a 10% surcharge being made. We do not make a charge for bank holidays and the week between Christmas and New Year when the nursery is closed. We request one whole calendar months' notice (1sr -31st) in writing of any changes and amendments to registration. We reserve the right to revoke registration of a child for non-payment of accounts. All parents named on the registration form are responsible for fees.

EARLY EDUCATION ENTITLEMENT

The 15 hours of Entitlement is available over 2 days to all children the term after the child's 3rd birthday.

2 year old funding is available in some circumstances as determined by the local authority.

The 30 hours Entitlement is available the term after your child turns 3 years of age. The Entitlement covers basic childcare as described by the Early Years Foundation Stage on a term-time only basis (38 weeks per year). It does not include extra-curricular activities like Dance, Sports, French, Outdoor learning, Mindfulness, Swimming, Cooking, Ginger, trips, outings and any meals. Once the Entitlement hours are confirmed they cannot be changed for that term.

As a full time, Day Nursery operating over 51 weeks a year we have been asked to run a stretched offer - the total annual allocation of 570 hours (15 hours) and 1140 hours (30 hours) will be stretched equally over the 51 weeks (we are closed bank holidays and the week between Christmas Eve and New Year).

Parents of children who wish to attending Entitlement hours only will be offered between the hours of 2pm and 6.30pm daily if available. No registration fee is charged where parents wish to register their child for a free early education place only. However, where parents review their childcare needs and subsequently opt to purchase additional hours, it is important to note our standard (non-refundable) registration fee of £50 will become immediately payable, even if the child has already started their place with us.

CONCERNS, COMPLIMENTS AND COMPLAINTS

Parents can feedback verbally, in writing or via email. We acknowledge an individual's right to state a concern or to make a formal complaint if they feel that the safety or care of their child is at risk. Complaints from either parents or staff will be dealt with professionally and promptly. In the event of a minor complaint the Key Person or Room Leader will deal with the complaint. In the event of a more significant concern or if the key person is not able to resolve the issue the Nursery Manager will deal with any concerns. The Manager will fully investigate the concerns and report back within 3 days. This will be fully documented in the

complaints file. If the matter is still not resolved a formal meeting will be held between all parties. A record of the meeting will be made together with documented minutes and actions. If the matter cannot be resolved, the complainant then has the right to raise the matter with OFSTED.

The National Business unit
Ofsted Piccadilly Gate Store Street Manchester M1 2WD
0300 9231231

THIRD PARTY HARASSMENT:

Third party harassment occurs when one of our workforce is subjected to harassment by someone who is not part of our workforce but who is encountered in connection with work. This includes our customers, suppliers, members of the public. Third party harassment of our workforce will not be tolerated.

Should a customer harass a member of our workforce, they will be warned that continued provision of our service to them will cease if they are to act in a similar way again. Should their behaviour recur, they will be informed that our service to them will cease. Any criminal acts will be reported to the police.

CONFIDENTIALITY:

The nursery's work with children and their families will often bring us into contact with confidential information. To ensure that all those using and working in the nursery can do so with confidence, we will respect confidentiality in the following ways:

- Parents will only have access to the files and records of their own child.
- Staff will not discuss individual children with people other than their parents
- Information given by parents will not be disclosed to others.
- All employment issues will remain confidential unless a safeguarding concern.
- Trainees and workplace students will be advised of our confidentiality
- Under the Children Act 1989 we may be obligation to release information to the Local Authority.

SICKNESS

We promote the good health of all children attending. To help keep children healthy and minimise infection, we do not expect children to attend nursery if they are unwell or infectious.

Coronavirus

We are adhering to all Government, Early Years and Public Health England guidelines. These guidelines are intended to assist early year's providers in implementing precautionary measures to reduce the spread of the Omicron variants and other variants of the COVID-19 disease in childcare settings. The fundamental principle of this guidance is to ensure physical distancing between identified groups and to implement good hygiene practices. The company has conducted a thorough risk assessment relating to COVID-19.

Infection control

We promote the good health of all children attending through maintaining high hygiene standards and reducing the chances of infection being spread. We follow the guidance given to us by Public Health England (formerly the Health Protection Agency) for schools and other childcare settings as may be provided from time to time in relation to infection control for specific illnesses.

We follow the guidance below to prevent a virus or infection from moving around the nursery.

- Encourage all children to use tissues when coughing and sneezing
- Ensure all tissues are disposed of and children and staff wash their hands
- Clean and sanitise all potties and changing mats before and after each use
- Clean toilets at least daily and check them throughout the day
- Encourage hand washing
- Clean all toys and sanitise equipment on a regular
- Store dummies in individual hygienic boxes labelled
- Provide labelled individual bedding
- Ask parents and visitors to remove all outdoor footwear when entering rooms.
- Follow the sickness and illness policy when children or staff are ill
- Adhere to safer food better business procedure.

HEALTH AND SAFETY

We committed to ensuring that all setting practices are carried out within the requirements of the Health and Safety and Work Act 1974 and the Management of the Health and Safety at Work Act 1999. We recognise that a systematic approach to health and safety, based on systematic risk assessment and procedures (see risk assessment policy for more information) can minimise injury and ill health to staff and children.

The Manager will advise the Directors in the implementation of its Policy and Practices, undertake training and be responsible for ensuring staff are adequately versed on that training. The Manager is responsible for annual in house training and a rigorous induction at the beginning of employment.

All accidents resulting in personal injury must be recorded in the relevant sections on FAMILY App for both staff and children.

RIDDOR (The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995)

Staff will ensure that all major injuries including fractures (but not finger, thumbs or toes), dislocation, permanent or temporary loss of sight and an injury from an electric shock will be reported to RIDDOR. Injuries that last more than three days and any injuries that result in a visit to the hospital needs be reported. Certain diseases are reportable as defined on the Gov.uk website

All equipment will be bought from approved suppliers and is checked to ensure compliance with the British Safety Standards. All equipment is well maintained and checked on a regular basis to ensure that it presents no risk to the Health and Safety of the children.

A secure entry system is in place to ensure that only persons with a legitimate reason for being on the premises have access. Care must be taken to maintain the security and parents are expected to ensure gates/ doors etc are closed and latched behind them. Children of any age are not permitted to open gates or doors. Parents are requested not to allow anyone access to the building. Visitors, other than parents and carers collecting their children must pre-arrange their visits and carry identification; all visitors must make themselves known to a member of staff upon entry, stating their name and reason for visiting. Visitors are required to sign themselves in and out of the building and must be always accompanied by a member of staff.

When off site with the children the activity at hand will be risk assessed and staff to child ratios will be adjusted to meet the requirements.

COSHH (The Control of Substances Hazardous to Health Regulations) to comply with regulations all hazardous substances that are used will be stored safely. In the interests of Health and Safety, substances hazardous to health should only be used if there is no less harmful or harmless alternative.

Lighting will be suitable and sufficient in every part of the building through which people either pass or work. Doorways and potential hazards like steps are well lit.

All toys and equipment will meet the British Safety standards. Bespoke equipment built for the business will comply with BS EN 1776 regulations.

Our kitchens adhere to the Safer Food Better Business Standard. All staff have completed a Basic Food hygiene course which is reviewed every three years.

Parents are requested to notify us of any illnesses that might affect an unborn child. Staff and parents alike have a responsibility to inform the nursery as soon as possible if they are pregnant. We notify parents via the notice board of any illnesses known to us. Staff and parents alike have a responsibility to ensure the safety and wellbeing of themselves and their unborn child.

There may be times during the day when one member of staff is alone with a small group of children i.e. in a car while driving to and from school or to an activity, while changing children or helping them in the toilet, while setting up the garden etc. Only staff that have a suitable police check and First Aid will be left alone with children.

It is important to note that manual handling applies to lifting, lowering, carrying, pushing, pulling, holding or moving by bodily force any discreet moveable object including a person and babies. All staff are given full training in manual handling which is reviewed annually. Staff are aware that in Nursery their load might be more volatile than usual. Staff are instructed to keep their backs straight when lifting children, place the feet slightly apart and bend the knees.

Management are responsible for ensuring that precautions are taken against fire through annual maintenance of fire safety equipment, reviewing and posting emergency fire procedures in buildings and training staff. Monthly practice drills ensure the children and staff are well versed on evacuation.

Issue Number	Signed on behalf of Blouise and Frank LTD	Date
1	<i>ACaddow</i>	March 2022
2	<i>CAdcock</i>	June 2023
