



# *Riverside Day Nursery Policies and Procedures*

## **BACKGROUND**

Law requires this policy document. It forms a part of the Nursery's Operational Folder and describes our policies and procedures.

The Nursery is inspected by OFSTED as dictated by the Children's Act 1989. A certificate is issued stating that we have maintained acceptable standards, which includes the quality of care and education, qualifications of the staff, standards of Health and Safety and the suitability of the grounds, building and equipment.

The Nursery is part of the Early Years Development and Childcare Partnership (EYDCP), therefore receiving grant funding for all eligible children (3 and 4 year olds) and therefore legally we must ensure that we are working towards the Early Learning Goals. These are learning goals for children to reach by the time they enter compulsory education at five and are part of the National Foundation Stage Curriculum. We keep up close links and good relations with the local primary schools. In 2008 we gained the additional support of the East Reading Children's Centre.

Nursery policies and procedures, including risk assessments, will be reviewed annually.

All parents are advised to read the policies on a termly basis to ensure they are fully updated on Nursery policy and practice.

**If you require these policies in any other format please ask a member of the management team.**

Where the term "parents" has been used it refers to anyone acting in the role of parent, carer or guardian bringing his or her child to the Nursery.

**Policies and Procedures Reviewing Checklist**

	Date last reviewed	Reviewed by whom	Next review date	Signed on behalf of the committee	Page Number
Nursery Aims	June 2011	Manager			5
Admission	Feb 2011	Manager			6-7
Alcohol and Drugs	Feb 2011	Manager			8
Accident and incident	Feb 2011	Manager			9-10
Assessment & Recording	Feb 2011	Manager			11-12
Positive Behaviour	July 2011	All Staff			13-15
Complaints	Jan 2011	Manager			16-18
Confidentiality	Jan 2011	Manager			19-20
Curriculum	Jan 2011	Manager			21-23
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Equal Opportunities	Jan 2010	Acting Manager	Jan 2012		26-29
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Health & Safety	April 2009	Swan Staff			43-46
Home Visit	June 2011	Inclusion & Transition Coordinator			47-50
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ICT	Jan 2012	Manager			53-57
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Looked After Children	Jan 2012	Manager			67

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Missing Child	March 09	All Staff			68-69
Mobile phone	October 09	All Staff			70
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Non-smoking	January 2010	Manager			73
Outings	January 2009	All Staff			74-75
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Private Work	December 2011	Manager and Committee			78
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Selecting Equipment and Toys	January 2012	Manager			98
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Use of internet and e-mail	January 2012	Manager			101-102

## **Aims of Riverside Day Nursery**

The staff at Riverside Day Nursery are committed to providing a happy, safe and secure environment for the children in our care to enable them to reach their full potential. We aim to provide a broad and balanced curriculum in line with the Early Years Foundation Stage. The EYFS aims to be accessible for all of the children in our care, focussing on their own individual needs.

We aim: -

- To provide a happy, safe, stimulating, caring and secure environment in which the child can develop as a whole person, socially, emotionally, physically and intellectually.
- To foster a good relationship with parents and carers and share in each child's early education.
- To encourage confidence, self-control and independence.
- To promote learning through shared experiences.
- To offer a wide-ranging curriculum adequately resourced, encouraging appropriate individual development.
- To meet special needs of individuals enabling all to benefit fully from the opportunities provided.
- To offer opportunities for quiet times and individual space for those children here for extended periods.
- To maintain and improve our professional expertise as individuals and as a Nursery.

## **Admissions Policy**

Riverside Day Nursery (Reading) Ltd. Is a 42 place day nursery meeting the needs of parents and carers in Reading. The nursery is the child care element part of the East Reading Children's Centre. It is the Nursery's intention to make itself accessible to all sections of the local community; we aim to ensure that all sections of our community have access to the Nursery through open, fair and clearly communicated procedures, and in order to accomplish this we will:

- Place advertisements for the Nursery in areas where all sections of the community can see them. This will ensure the Nursery is as widely known as possible.
- Provide information in clear, concise language, whether in spoken or written form.
- Monitor the gender and background of all new children joining the Nursery to ensure there is no accidental discrimination.
- Ensure that we do not discriminate against a child with a disability or refuse a child entry to our Nursery because of any disability.
- Be flexible about choice of session patterns as to accommodate the needs of individual children and families where possible.
- During the settling period, we will ensure that families are welcome in the Nursery for as long as it takes their child to settle.

### **Criteria**

- Lone parent families
- One parent working full time claiming Working Families Tax Credit
- One parent working more than 16 hours claiming Working Families Tax credit
- Referrals from outside agencies
- Parents in higher/further education/ job related training
- Parents accessing New Deal
- Parents accessing Care to Learn
- Parents working full time

All places are allocated on availability within the appropriate age group. It is the parent's responsibility to keep the nursery informed of any changes to their care requirements; this is explained to parents at the time of completing the child's application for a place.

The admissions policy is enforced alongside the nurseries Equal Opportunities Policy

The Nursery Education Grant can be applied for the term after the child's 3<sup>rd</sup> birthday, covering 15 hours of childcare over 5 x 3 hour sessions/3 x 5 hour sessions. This will be reflected weekly in the fees payable. Parents are reminded that the funding is over a period of 38 weeks during term times only, and that their fees will return to full payment during holiday periods.

### **Waiting List**

A place may be reserved once pregnancy has been confirmed by filling an application form and putting name down on the waiting list. This information may be shared with other professionals. For older children parents/carers may apply at any time. Parents will be contacted near their start date to inform of availability of sessions and where applicable arrange pre visits and a time for the parents to complete registration forms and other necessary paper work.

### **Deposits**

The nursery requires a £50 deposit to secure a place. This will be deducted from the last invoice.

If the parent/carer does not take up the nursery place/or if the child attends for less than 6 months the £50 deposit is non refundable.

### **Registration Form**

Children will be registered when the registration form has been completed.

Information will include:

- Family name
- Date of registration
- Date of birth
- Address
- Names of parents/carers
- Telephone numbers of parents/carers/Emergency Numbers
- Day care requirements
- Health and dietary detail if any
- Copy of Birth Certificate
- Health Visitor

### **Additional Letters**

Parents requiring additional letters from the Finance Officer will be charged £5.00 per letter onto headed paper.

### **College Students**

As a non profit making day nursery it is impossible, financially for the nursery to hold places over the holiday periods, whilst students are not in college.

Should a parent wish to maintain their child's nursery place at Riverside Day Nursery during the college holidays, they will need to pay a retainer of 50% of the booked nursery sessions.

**Please Note:** This percentage will be periodically reviewed in line with the nursery financial planning.

If a retainer is not maintained and the parent wishes to use the nursery in the following academic term/year, they will need to reapply for their child's place. The nursery will make every effort to accommodate the return of a child in the following academic term/year. However we **cannot** guarantee that the place will be available.

**If a parent is not paying the retainer fee for the holiday period, they will need to give one month's written notice as termination of their child's place, as laid out in the terms and conditions signed on the child's registration.**

### **Alcohol and Drugs**

Alcoholic drinks may not be brought into the nursery premises unless permission has been sought from the nursery management team.

Illegal drugs are forbidden from the nursery.

#### **Employees**

Any employees found under the influence and in the possession of alcohol will be subject to disciplinary action, including summary dismissal.

Illegal drugs of any description may not be brought into the nursery premises and should a member of staff be under the influence of illegal drugs, have these drugs about your person or in your personal possessions then you will be suspended from your duties until a full investigation can be carried out. This could lead to disciplinary action and possible dismissal.

#### **Parents and Visitors**

The nursery's priority is to provide a safe and caring environment for the children within our care. Should a visitor or a parent be suspected of being under the influence of alcohol or drugs the nursery staff may ask you to leave the nursery building. Should the parent or visitor refuse to leave the nursery staff will call the police.

In the event of a parent collecting a child while under the influence, the nursery staff will endeavour to contact another relative before the parent leaves with the child, to inform them of the situation. Unfortunately the nursery cannot force a parent collecting a child to stay but if a parent should drive off with a child whilst being suspected of being under the influence, the police will be contacted.

## **ACCIDENT & INCIDENT RECORDING AND REPORTING POLICY**

We follow the guidelines of the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) for the reporting of accidents and incidents. Child protection matters or behavioural incidents between children are not regarded as Incidents for this purpose and there are separate procedures for these.

### **Accident Book**

Our Accident Book is kept safely and is accessible to all staff and volunteers who know how to complete it. Any accident, however minor, is entered into the Accident Book by the member of staff witnessing the accident. It is then that member of staff's responsibility to ensure that either the parent, or carer is informed and the Accident Book is signed by the parent (or carer) on the day that the accident occurred.

In the Accident Book, an individual accident record is used for each child to ensure confidentiality; the following information is recorded:

- Time
- Date
- Child details
- Injury details
- Any witness details
- First aid treatment given
- A senior staff member also signs the form
- Any further action taken – this may be recorded at a later date

The summary sheet is completed after each form is completed and the Accident Book is reviewed half-termly to identify any potential or actual hazards.

When there is any injury requiring GP or hospital treatment to a child, parent, staff member, volunteer or visitor, or in the unlikely death of a child or adult on the premises, we make a report to the Health and Safety Executive using the RIDDOR format. Ofsted is also informed in these circumstances.

### **Dealing with Incidents**

Great care should be taken at all times to prevent injury to children and staff. However, accidents will happen and the way they are dealt with is extremely important.

- Riverside Nursery staff will have an Ofsted approved current First Aid certificate covering babies and young children.
- The Nursery will ensure that the first-aid equipment is kept clean, replenished and replaced as necessary. Sterile items will be kept sealed in their packages until needed.
- Safety gloves must be worn when dealing with any cuts, saliva or other body fluids; and then disposed of in the appropriate manner

- The wound will be cleaned with sterile cloths or a cold compress applied. No ointments will be applied
- If hospital attention is needed then the nursery manager, deputy or room supervisor will make that decision and will take the necessary action to get that person to hospital.
- Staff must be aware of procedures for telephoning for an ambulance. Every effort must be made to contact the parents/carers.

### **Emergency Treatment**

- Prior parental consent for emergency/medical treatment is asked for on the registration form completed by parents when the child joins the Nursery.

We meet our legal requirements for the safety of our employees by complying with RIDDOR. We report to the Health and Safety Executive:

- Any accident to a member of staff requiring treatment by a GP or hospital.
- Any dangerous occurrences. This may be an event that causes injury or fatalities or an event that does not cause an accident but could have done so, such as a gas leak.
- Any dangerous occurrence is recorded in our incident book.

### **Incident Book**

We have ready access to telephone numbers for emergency services. For areas of the premises we are responsible for, contact numbers for suitable services are available. As the premises are rented, we also ensure that we have access to the landlord's representative and that there is a procedure for dealing with emergencies.

We keep an Incident Book for recording incidents including those that are reportable to the Health and Safety Executive, these include:

- Break in, burglary, theft of personal or setting property
- Intruder gaining unauthorised access to the premises
- Fire, flood, gas leak or electrical failure
- Attack on member of staff or parent on the premises or nearby
- Any racist incident involving staff or family on the premises
- Death of a child
- A terrorist attack or the threat of one

In the Incident Book we record the date, time and nature of the event, who was affected and how it was dealt with. If it is reported to the police, we make a note of the crime reference number.

In the unlikely event of a terrorist attack, we will follow the advice of the emergency services with regard to evacuation, medical aid and contacting children's families. Our standard Fire Safety Policy will be followed and staff will take charge of the children. The incident is recorded when the threat is averted.

In the unlikely event of a child dying on the premises, the emergency services would be called and the advice of these services followed.

## **Assessment and Recording Policy**

The assessment of children is an integral part of our nursery. We need to know what children understand and can do in order to plan effectively for their development. We feel that good early years practice is based on:

- a) Observation of children in action
- b) Conversations with children as they reflect on their actions

Our skill is to match these identified developmental needs of children with the provision made in the nursery classrooms in partnership with parents and the child itself:

- We acknowledge and share the principal that time spent on observation and conversation is time well spent and, therefore, an integral part of our planning process.
- We will use a workable, user-friendly, confidential, but accessible system of recording significant observations and conversations, which are used to inform and influence future planning.
- We place our assessment emphasis on what children can do or nearly do and encourage children to make their own self-assessment.
- We collect evidence of process as well as product by using photo's and sticky labels.
- We develop trust and partnership between practitioner, child and parent.
- We keep two main types of record:

### **Formative records** (mainly kept in our own files)

- dated
- written in narrative form - what children say and do
- based on observation and conversation
- contributions from parents, children and all adults who work with the child
- incorporate analysis with some next planned steps for progress

### **Summative records**

- Settling in forms on the child's first day and weeks at nursery
- Transition forms filled in by key person with parent contribution
- Termly ( 4 month) reviews written by key person with parent and child contribution
- usually written as brief summaries, e.g. entry profile,
- regular profile assessment, transition records to primary school
- they are based on the information gained through formative record keeping
- designed to inform others, e.g. parents, next nursery or school, outside agencies

Both include appropriate test results and reports from outside professionals whose help has been requested by parents and nursery staff through the Code of Practice.

Our system of developmental records is based on: -

- Opportunity for parents to see and discuss the child's development with the relevant key person.
- Regular team analysis of the child's progress and any particular concerns plus significant needs for the child's future education.
- Developmental records are completed on the child to transfer to primary School
- Confidentiality, where appropriate, and sensitivity of access to records will be observed.
- Close links, where necessary, to Individual Education Plans for children with specific needs.
- We welcome and encourage parents to view and discuss with the key person, the developmental records of their children at a pre arranged time that is convenient to both parties

## **Positive Behaviour Policy**

### **Our Behaviour Management Co-ordinator is Helen George.**

At Riverside Day Nursery, we believe that children and adults flourish best in an established routine and environment where they know what is expected of them and where children can play freely and learn without fear of being hurt or hindered by others. And also where there are clear and developmentally appropriate expectations for their behaviour.

It is our continuing aim to:

- To create a safe, secure and happy environment, that encourages and reinforces acceptable behaviour by consistent and considered response.
- To be a positive role model for all children with regard to friendliness, care, courtesy and language.
- Ensure that all children feel included all the time.
- Enable the children to share their experiences with each other and with staff.
- Display a range of positive images and objects that reveal people in non-stereotypical roles.
- Celebrate diversity within the nursery and to use resources that reflect diversity – including books, toys and role-play,
- To help and make children appreciate and value each other, and to feel valued as an individual.
- To enhance self-esteem, self-control and mutual consideration.
- To give a high priority to clear communications within the nursery and to further Develop positive partnerships with families.

In order to implement this policy it is important that our staff themselves have a high self-esteem and also believe completely in what the nursery is doing, in the way that it is providing nursery education for children in our area. This also links to our stress policy.

### **Putting Policy into practice:**

1. As a nursery we will ensure that children and adults feel valued, respected, trusted and responsible for our nursery community by providing positive role models, a context of genuine praise and by encouraging considerate attitudes within a consistent environment.
2. We recognise that all individuals need to feel special and need to be responsible for their own actions, whilst being aware of the needs and rights of others. We will encourage good relationships based on kindness and respect.
3. We also recognise that individuals bring a wide variety of behaviour patterns to nursery. These are based on differences in home values, attitudes, parenting skills and culture. We will value these whilst ensuring fair treatment for all regardless of age, gender, race, ability or disability. It may be necessary for children that have

been identified with behaviour difficulties that may be due to SEN, to have individual behaviour plans, which will be discussed with the parents and the SENCO.

4. In our alliance with children, parents and other professionals we will maintain positive attitudes by building links based on mutual trust. We will develop an appropriate approach to behavioural expectations and strategies for dealing with situations within the curriculum and beyond. Communicating at a level all can understand. To begin with a child may be **redirected/distracted** to another activity. Staff are advised to ignore attention seeking behaviour if appropriate. If a child is still showing signs of negative behaviour the child will be spoken to directly at their level and in a calm and quiet tone. Our next step is to tell the child what the consequences of their actions may be, e:g removing the child from the situation or removing privileges these will be carried out if inappropriate behaviour continues.

An incident form detailing all information may be filled in and the parents will be asked to read and sign it. If a child's behaviour continues to be negative we would work with the parents and prepare an action plan and observations would also be undertaken and patterns of behaviour will be monitored.

5. We have expectations of warm, caring, mutually satisfying relationships, which will rise, when necessary, to the challenges of occasional inconsistency of behaviour.
6. Any behavioural problem will be dealt with in an appropriate and positive manner depending on the child's age and level of understanding. Staff will help distract the child from a negative situation and support in a positive way. There will not be any form of physical, emotional or nutritional punishment.
7. We believe that the child is not 'naughty' or 'bad' but it is the behaviour that is unacceptable. We aim to teach the children the values of what is right and wrong.
8. The staff will refrain from using negative language/criticism or labelling, shouting and raising voices in a threatening way, humiliating, frightening, discriminating or any form of corporal punishment. This maintains the child's self esteem whilst dealing with the unacceptable behaviour.
9. We aim to build on positive behaviour by rewards, stickers, charts, praise and acknowledgement. Any negative and unwanted behaviour will be ignored but monitored so that any child will not be in any danger.
10. Physical punishment will not be used or threatened.
11. We will support children's learning to empathise with others, understanding they have feelings too and that their actions have an impact on others feelings. Insisting on a child saying 'sorry' is not developmentally appropriate and not productive. Staff will use every opportunity to discuss positive behaviour and respect for each other.

### **Physical intervention**

Physical intervention should only be used to manage a child's behaviour if it is necessary to prevent personal injury to the child, other children or an adult, to prevent serious damage to property or in what would reasonably be regarded as

exceptional circumstances. Any occasion where physical intervention is used to manage a child's behaviour will be recorded and parents will be informed about it on the same day.

### **Anti bullying policy**

At the age of 3-4 years children begin to understand that others can be vulnerable, have feelings and can be upset and hurt by their actions. If in the early years children experience success in achieving their objectives through intimidation of others by violence and verbal aggression, the reaction of key adults around them will determine whether they continue to use these strategies. Staff will use the same principles as mentioned before when dealing with bullying.

## **COMPLAINTS PROCEDURE**

We believe that children, and their parents, are entitled to expect courtesy with prompt and careful attention to their needs and wishes. It is our intention to work in partnership with parents and the local community and we welcome suggestions on how we can improve our group.

It is clearly of paramount importance that the nursery should run smoothly and that parents and staff work together in a spirit of co-operation in the children's best interests. In the event of complaints from either staff or parents every effort will be made to respond quickly and appropriately and the following procedure will be followed:

### **Procedures for Making a Complaint**

#### **Stage 1**

- Any parent who has a concern about any aspect of the setting's provision first of all talks over their concerns with the Room Supervisor, Deputy or Nursery Manager. Where a complaint is made to the staff the Manager should be informed immediately.
- The Manager will respond to any complaint as quickly as possible. They will talk with staff and parents to overcome the problem.
- Complaints will be recorded and dated in the Complaints Book.
  
- After a complaint has been resolved the final outcome will be written in the Complaints Book. Any recommendations for changes in procedure will be made and noted against the complaints policy.
- Most complaints should be resolved amicably and informally at this stage.

#### **Stage 2**

- If this does not result in a satisfactory outcome, or if the problem recurs, the parent should then put their concerns in writing to either the Nursery Manager, Deborah Wood, or to the Chair of the Committee, Joan Hayes.
- For parents who are not comfortable making written complaints, we can supply a template complaint form that may be completed together with the either of the above named persons and then signed by the parent.
- During any investigation, all aspects of the written complaint will be stored in an investigation file designated for the complaint and stored confidentially.
- When the investigation into the complaint is completed, the parent will be informed of the outcome either in writing or in a meeting with the Nursery Manager or Chair of the Committee.
- When the complaint is resolved at this stage, the summative points are logged in the Complaints Record.

#### **Stage 3**

- If the parent is not satisfied with the outcome of the investigation, they should request a meeting with the Nursery Manager or Chair of the Committee. The

parent may have a friend present if they so wish and the Nursery Manager or Chair will have a member of the Nursery Committee to support them. An administrator will be present to record the minutes of the meeting.

- An agreed written record of the meeting is made as well as a decision or action agreed as a result. All parties present at the meeting will be asked to sign the record and will receive a copy of it.
- The signed record signifies that the procedure has concluded.
- When the complaint is resolved at this stage, the summative points are logged in the Complaints record.

#### **Stage 4**

- If at the stage 3 meeting a conclusion cannot be reached, an external mediator will be invited to help to settle the complaint. This person should be acceptable to both parties, listen to both sides and offer advice. The mediator has no legal powers but can help define the problem, review the action so far and suggest further ways in which a resolution may be achieved.
- The mediator keeps all discussions confidential. They can hold separate meetings with Nursery personnel and the parent, if this is deemed to be helpful. The mediator will keep a written record of any meetings and any advice given.

#### **Stage 5**

- When the mediator has concluded their investigation, a final meeting will take place between the parent, the Nursery Manager and the Chair of the Committee. The purpose of this meeting will be to reach a decision on the action to be taken to deal with the complaint. The mediator's advice will be used to reach this conclusion. The mediator can be invited to this meeting if it is deemed to be helpful.
- A record of this meeting will be taken by a Nursery Administrator. Everyone present at the meeting will sign this record and receive a copy. This signed record signifies that the procedure has concluded.

### **The Role of the Registering Authority**

In some circumstances, it will be necessary to bring in the local authority Registration and Inspection Unit who have a duty to ensure established requirements are adhered to and with whom the Nursery works in partnership to encourage high standards. The registering authority would be involved if a child appeared to be at risk or where there seemed to be a possible breach of registration requirements. In these cases, both the parent and Nursery would be informed and would work with the social services department to ensure a proper investigation of the complaint followed by appropriate action.

If a complaint is made against a member of staff, the Nursery Manager or Chair of the

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Committee will immediately inform Ofsted by registering this complaint and asking for advice. To allow for a full investigation and to protect both the staff member and the child the staff member will be suspended, and the above procedure will be followed. To ensure confidentiality, the investigation will be conducted by the Chair of the Committee. They will also ensure that any investigation carried out by OFSTED is not interfered with. If a member of staff or a volunteer is dismissed from the Nursery or is internally disciplined because of misconduct relating to a child, we notify the Department of Health administrators so that their name may be included on the List for the Protection of Children and Vulnerable Adults.

The Nursery is regulated by Ofsted (The Office for Standards in Education). Any parent who feels their complaint has not been dealt with appropriately by the Nursery can contact Ofsted at the following address:

Ofsted, Royal Exchange Buildings, St Ann's Square, Manchester, M2 7LA

Telephone 0300 123 1231

Or by email: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

OFSTED details are also available on the Nursery notice board

If the Nursery receives a complaint via Ofsted, parents will be informed in the following way:-

- Newsletter or
- Poster

A record of all complaints will be kept for at least 3 years from the date of the last record and is accessible to Ofsted, parents and other officials upon request.

## **CONFIDENTIALITY POLICY**

In our Nursery, staff and volunteers can be said to have a “confidential relationship” with our families. It is our intention to respect the privacy of children and their parents and carers, while ensuring that they access high quality early years care and education in our setting. We aim to ensure that all parents and carers can share their information in the confidence that it will only be used to enhance the welfare of their children. There are record keeping systems in place that meet legal requirements: means of storing and sharing information take place within the framework of the Data Protection Act and the Human Rights Act.

The Nursery’s work with children and families will sometimes bring us into contact with confidential information. Confidentiality will be respected as follows:

- Parents will have ready access to the files and records of their own children but will not have access to information about any other child.
- The nursery will endeavour to provide parents with a private comfortable room to facilitate any discussions with the appropriate member of staff.
- Staff will endeavour to deal sensitively and professionally with any confidential issues that may arise, concerning the children in our care and their families.
- The nursery staff will respect the feelings of the parents and deal with any sensitive matter in a calm and appropriate manner.
- Staff will not discuss individual children, other than for purposes of curriculum planning/group management, with people other than the parents/carers of that child.
- Information given by parents/carers to the Nursery leader or key-worker will not be passed on to anyone other than staff members without permission.
- Issues to do with the employment of staff, whether paid or unpaid, will remain confidential to the people directly involved with making personnel decisions.
- Any anxieties/evidence relating to a child’s personal safety will be kept in a confidential file and will not be shared within the group except with the child’s key-worker/Nursery leader and the Chair of the Management Committee.
- Students on Pre School Learning Alliance or other recognised courses observing in the Nursery will be advised of our confidentiality policy and required to respect and adhere to it.
- A confidential file will be kept of any worries concerning a child’s safety and this file will only be accessible to the Manager, Key person and Chair of the Committee.
- We always check with parents whether they regard the information they share with us to be confidential or not.
- We keep all records securely

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Some parents sometimes share information about themselves with other parents: the setting cannot be held responsible if information is shared beyond those parents whom the person has “confided in”. In addition to this staff, students and parents are advised to be cautious in the use of internet social network sites. Any information concerning any stakeholder of the Nursery is subject to this confidentiality policy. Appropriate action will be taken if this policy is breached in any way.

All the undertakings above are subject to the paramount commitment of the Nursery, which is to the safety and well being of the child. Please see our policy on Safeguarding Children. **All staff and students will adhere to this policy, failure to do so could result in disciplinary action.**

## **CURRICULUM POLICY**

All children will be respected and their individuality and potential recognised, valued and nurtured. Activities and the use of play equipment offer children opportunities to develop in an environment free from prejudice and discrimination. Appropriate opportunities will be given to children to explore, acknowledge and value similarities and differences between themselves and others.

The Nursery provides a curriculum for the foundation stage of education. This curriculum is set out in a document, published by the Qualifications and Curriculum Authority and the Department for Education and Skills, and called *The Early Years Foundation Stage*. Our Nursery follows this guidance.

The aims of the curriculum are to: -

- Stimulate imagination and creativity
- Enrich language
- Form the basis for understanding problem solving, reasoning and numeracy
- Come to terms with the child's own life and develop expression of feelings
- Develop manipulative skills
- Explore and enjoy natural materials
- Develop muscular strength and co-ordination
- Use symbols and patterns as a basis for reading and writing
- Value all types of people
- Develop social awareness
- Create habits of listening and concentrating
- Extend understanding of science
- Develop the five senses
- Develop independence

All Key persons plan each days, week, month and terms, planning for each child uniquely based on their level and interests. Parents can view a copy of the weekly planning sheet in the main room.

The curriculum sets out goals – Desirable Learning Outcomes (DLO's) - for children to achieve by the time they enter compulsory education which are:

- Personal, social and emotional development
- Communication, language and literacy development
- Problem solving, reasoning and numeracy development
- Knowledge and understanding of the world
- Physical development
- Creative development

These goals are met in the following way at Nursery:

## **PERSONAL, SOCIAL AND EMOTIONAL DEVELOPMENT**

The children are encouraged to work and play well, individually and as part of a group. They are encouraged to have a positive approach to learning and finding out about the world around them, to take turns and to show care and concern for others

They are expected to treat toys and property of the Nursery and other children with respect and to help tidy up their group area before snack time. The children become aware of - and are encouraged to keep to - the rules which we all need to help us to look after ourselves, other people and our environment

They learn confidence and self respect and form friendships with both children and staff. They are taught what is acceptable behaviour and what is unacceptable and have reasons explained to them. They can expect to have their ways of doing things respected and to respect other people's ways of doing things

Hygiene is emphasised by washing their hands after using the toilet and before snack time, handling food and lunchtime. Independence is encouraged in this.

## **COMMUNICATION, LANGUAGE AND LITERACY DEVELOPMENT**

The children are given opportunities to develop confidence in speaking in small groups, during showing time and individually at snack time. They are given the opportunity to explain why they have brought in a particular object for the Theme Table.

There are opportunities to look at a large selection of books alone and as a small group. Occasionally stories are read to the whole group.

Equipment is labelled with pictures and words and each child has a name card to help them with letter recognition.

Singing and listening to music is a regular occurrence at the sessions.

At every opportunity children's vocabulary is extended and new words and their meanings are introduced.

They learn that books have a beginning and an end, that words and pictures carry meanings and that English is read from left to right and from top to bottom. Their name cards are used during the session, which enables them to recognise their names. Other familiar words are used when they complete the weatherboard each session. They learn to recognise letters of the alphabet by shape and sound.

## **PROBLEM SOLVING, REASONING AND NUMERICAL DEVELOPMENT**

Counting is a regular activity and number rhymes are used to learn counting upwards, downwards and subtracting. Ideas about *how many*, *how much*, *how far* and *how big* are incorporated into the routine of Nursery. Many of the activities and equipment are maths orientated, building ideas about patterns, the shape of objects and parts of objects, and the amount of space taken up by objects through play with, for example, pegboards, board games, building blocks and dominoes. We help the children to recognise numbers 1 to 10 and become familiar with larger numbers.

## **KNOWLEDGE & UNDERSTANDING OF THE WORLD**

Recognition and exploration of the features of living things, objects, tools and events in the natural and man made world are encouraged. The children walk in the local community with visits to the library, park and shops.

The weatherboard is used at the end of each session where the children observe the weather and record it daily. They are asked the day, date and month, which are also recorded.

Plants are grown in our own garden, which the children actively look after by planting and watering. Cooking is a regular activity allowing the children to observe changes and ingredients by following a recipe using words and symbols.

The children have use of a computer on which they are encouraged to develop skills through playing a variety of games.

We value the cultural diversity of our group and encourage the children to learn about their own and other cultures.

The children have the opportunity to explore a range of resources and use different skills to cut, fold and join for a variety of purposes.

### **PHYSICAL DEVELOPMENT**

We provide a wide range of large equipment in our garden to encourage co-ordination and body control by using climbing frames and ladders. The children have lots of outside space to move around and use a range of equipment including tricycles and balls.

Manipulative skills are developed with the opportunity to use paint, playdough, clay, sand and water etc. The children learn to use the appropriate tools for the activities available.

Through focused activities, the children learn about the importance of - and how to look after - their bodies.

### **CREATIVE DEVELOPMENT**

The children are encouraged to explore sound, colour, texture, shape, form and space in two and three dimensions. A range of materials and resources encourage them to express their ideas and communicate their feelings.

Imaginative play, musical instruments and listening to music are used to express themselves creatively.

## **DIET POLICY AND PRACTICE**

The sharing of refreshments plays an important part in the social life of the Nursery as well as reinforcing children's understanding of the importance of healthy eating. Children's medical and personal dietary requirements are known and respected, for example allergies to eggs or nuts. Children's understanding of the importance of healthy eating will be reinforced at Nursery.

The Nursery will ensure that:

- Snacks provided will be nutritious and food containing large quantities of fat, sugar, salt, additives, preservatives and colourings will be avoided.
- The dietary rules of religious and cultural groups and also of vegetarians/vegans are known and met in appropriate ways.
- Milk provided for children is whole and pasteurised and water is offered as an alternative. Water is freely available throughout each Nursery session, both indoors and out.
- A cake to celebrate birthday is welcome, this can be shop bought or home made, but must not contain nuts and must be supplied with a list of ingredients.
- We discourage sweets to celebrate birthdays.
- When cooking with children as an activity, the adults will provide healthy wholesome food, promoting and extending the children's understanding of a healthy diet.
- A multi-cultural diet is offered to ensure that children from all backgrounds encounter familiar tastes and that all children have the opportunity to try unfamiliar foods.
- The Nursery will observe current legislation regarding food hygiene and obtain training for staff to appropriate levels.

### **Special Dietary Needs Procedure**

When a child joins the Nursery Parents are asked to inform the Nursery of all food allergies and dietary, medical or cultural requirements. This information is recorded and circulated to all staff. Information regarding specific individual needs are recorded and kept on a sheet displayed in the Nursery kitchen for Staff preparing snack to adhere to. These include children's

- Allergies;
- Strong likes or dislikes;
- Cultural or religious requirements.

In cases of a severe food allergy the Nursery will make very careful efforts to ensure food screening. The Nursery will not include any unsuitable food in any activity which would exclude the child. We will if necessary have an alternative to offer the child where the food cannot be screened.

## **Meal Times**

Lunch time and snack time are viewed as another learning opportunity for the children. Meal times are social occasions in which children learn to develop their Personal and Social skills as well as language and communication. Meal times should always be a positive experience and the staff will work hard to develop a structured routine to maintain this, whilst maintaining sensitivity to each child's individual needs. The nursery staff will endeavour to not allow situations to manifest so that an issue is made out of food and eating.

The nursery respects different cultures and beliefs and will work with parents to ensure any dietary requirements are adhered to.

At meal times;

- Adults will sit with the children in small groups to promote a family atmosphere
- Children will be encouraged to follow good table manners and hygiene practices.
  - Wash hands before and after eating
  - Wash faces after eating
- Not talk with their mouth full
- Say please and thank you
  - Staff will praise and encourage the children to give them a sense of achievement and encouragement.
- Children will not be made to eat against their wishes. Children will be encouraged to try their savoury before moving onto their sweet.
- Refusal to eat will not be punished.
- Parents will be informed of their child's eating habits and staff will work with them to address any issues and develop an appropriate plan for them both to work to, ensuring that there is consistency at home and in the nursery.
- We will aim to accommodate parent's wishes when appropriate for the child's stage of development.

## **EQUALITY OF OPPORTUNITY POLICY**

The Nursery's Equal Opportunities Officer is our Manager Deborah Wood.

The legal framework for this policy includes the:

- The Equality Act 2006, 2010
- Disability Discrimination Act 1995, 2005
- Race Relations Act 1976
- Race Relations Amendment Act 2000
- Sex Discrimination Act 1976, 1986
- Children Act 1989, 2004
- Special educational needs and Disability Act 2001

We believe that the group's activities should be open to all children and families, and to all adults committed to their welfare. We aim to ensure that all who wish to work in, or volunteer to help with, our Nursery have an equal chance to do so.

We will ensure that our service is fully inclusive in meeting the needs of all children, particularly those that arise from their ethnic heritage, social and economic background, gender, ability or disability. Our setting is committed to anti-discriminatory practice to promote equality of opportunity and valuing diversity for all children and families.

We aim to:

- Provide a secure and accessible environment in which all our children can flourish and in which all contributions are considered and valued
- Include and value the contribution of all families to our understanding of equality and diversity
- Provide positive non stereotyping information about gender roles, diverse ethnic and cultural groups and disabled people
- Improve our knowledge and understanding of issues and anti-discriminatory practice, promoting equality and valuing diversity and
- Make inclusion a thread that runs through all of the activities in the Nursery

### **Admissions**

- We advertise our setting widely
- We reflect the diversity of our society in our promotional materials
- We provide information in clear, concise language
- We base our admissions policy on a fair system
- We ensure that all parents are made aware of our Equality of Opportunity Policy
- We do not discriminate against a child or their family, or prevent entry to our setting on the basis of colour, ethnicity, religion, social background
- We do not discriminate against a child with a disability and will endeavour to ensure that any disability is supported to the best of our ability
- We develop an action plan to ensure that people with a disability can participate successfully in the services we offer
- We ensure wherever possible that we have a balanced intake of boys and girls

- We take action against any discriminatory behaviour by staff or parents. Displaying of openly discriminatory and possibly offensive materials, name calling, threatening behaviour are unacceptable on or around the premises and will be dealt with in the strongest manner

## **Employment**

- Posts are advertised and all applicants are judged against explicit and fair criteria
- Applicants are welcome from all backgrounds and posts are open to all
- We may use the exemption clause in relevant legislation to enable the service to best meet the needs of the community
- The applicant who best meets the criteria is offered the post, subject to references and checks by the Criminal Records Bureau. This ensures fairness in the selection process.
- All job descriptions include a commitment to promoting equality and recognising and respecting diversity as part of their specification
- We monitor our application process to ensure that it is fair and accessible.
- Selection for employment, promotion, training or any other benefit will be on the basis of aptitude and ability.
- Every employee is entitled to a working environment that promotes dignity and respect for all. No form of intimidation, bullying or harassment will be tolerated.
- Breaches of the Nursery's Equality and Diversity Policy will be regarded as misconduct and could lead to disciplinary proceedings. Commitment to implementing the group's Equality and Diversity Policy will form part of the job description for all workers.

## **Training**

- We seek out training opportunities for staff and volunteers to enable them to develop anti-discriminatory and inclusive practices, which enable children to flourish
- We ensure that all staff are confident and fully trained in administering relevant medicines and performing invasive care procedures when these are required
- We review our practices to ensure that we are fully implementing our policy for promoting equality, valuing diversity and inclusion

## **Environment**

Our environment is as accessible as possible for all visitors and service users. If access to the building is found to treat disabled children or adults less favourably, we will make reasonable adjustments to the setting to accommodate the needs of the disabled children and adults.

We do this by:

- Making children feel valued and good about themselves
- Ensuring that children have equality of access to learning
- Undertaking an access audit to establish if the setting is accessible to all children
- Making adjustments to the environment and resources to accommodate a wide range of learning, physical and sensory impairments
- Making appropriate provision within the curriculum to ensure each child receives the widest possible opportunity to develop their skills and abilities
- Positively reflecting the widest range of communities possible in the choice of resources
- Avoiding stereotypes or derogatory images in visual material
- Celebrating a wide range of festival
- Creating an environment of mutual respect and tolerance
- Differentiating the curriculum to meet children's special educational needs
- Ensuring that children learning English as an additional language have full access to the curriculum and are supported in their learning and are supported in the maintenance of their own language

### **Valuing diversity in families**

Our aim is to show respectful awareness of all major events in the lives of the children and families in the Nursery, and in our society as a whole, and to welcome the diversity of backgrounds from which they come.

In order to achieve this, we aim to acknowledge all the festivals, which are celebrated in our area and/or by the families involved in the Nursery:

- Without indoctrination in any specific faith, children will be made aware of the festivals which are being celebrated by their own families or others, and will be introduced where appropriate to the stories behind the festivals.
- Before introducing a festival with which the adults in the Nursery are not themselves familiar, appropriate advice will be sought from people to whom the festival is a familiar one.
- Children and families who celebrate at home festivals with which the rest of the Nursery is not familiar will be invited to share their festival with the rest of the group, if they themselves wish to do so.
- Children will be encouraged to welcome a range of different festivals, together with the stories, celebrations and special food and clothing they involve, as part of the diversity of life.
- We welcome the diversity of family lifestyles and work with all families
- We encourage children to contribute to stories of their everyday life to the setting
- We encourage parents to take part in the life of the setting and to contribute fully
- For families who speak languages in addition to English, we will develop means to ensure their full inclusion

## **The Curriculum**

All children will be respected and their individuality and potential recognised, valued and nurtured. Activities and the use of play equipment offer children opportunities to develop in an environment free from prejudice and discrimination. Appropriate opportunities will be given to children to explore, acknowledge and value similarities and differences between themselves and others.

## **Resources**

These will be chosen with a view to showing children a balanced view of the world and an appreciation of the rich diversity of our multiracial society. Materials will be selected to help children to develop their self-respect and to respect other people by avoiding stereotypes and derogatory pictures and messages about any group of people.

## **Inclusion**

The Nursery recognises the wide range of needs of children and families in the community, and will consider what part it can play in meeting these needs. Planning for Nursery meetings and events will take into account the needs of people with disabilities.

## **Discriminatory behaviour/remarks**

These are unacceptable in the Nursery. The response will aim to be sensitive to the feelings of the victim(s) and to help those responsible to understand and overcome their prejudices.

## **Language**

Information, written and spoken, will be clearly communicated in as many languages as necessary. Bilingual/multilingual children and adults are an asset. They will be valued and their languages recognised and respected in the Nursery.

## **Food**

Medical, cultural and dietary needs will be met. We help children to learn about a range of food, cultural approaches to mealtimes and eating and to respect the differences among them.

## **Meetings**

The time, place and conduct of meetings will ensure that all families have an equal opportunity to be involved in the running of the Nursery.

## **FEES POLICY**

Our Nursery is a charity and as such, our aim is to run our finances at a suitably sustainable level. We do not aim to make any profit but to develop a healthy surplus in order to maintain our building, enhance our stock of equipment and to retain contingency funds.

- Fees are set at the lowest level possible in order to fulfil the above objective.
- Fees are reviewed annually. The Committee takes full account of financial commitments throughout the year.

### **Deposits**

The nursery requires a £50 deposit to secure a place. This will be deducted from the last invoice.

If the parent/carer does not take up the nursery place/or if the child attends for less than 6 months the £50 deposit is non refundable.

### **Collection of fees**

- All fees must be paid in advance. Fees will be invoiced monthly and these can be paid by instalment upon arrangement with the finance officer but in all cases they must be paid in advance.
- Fees must be paid even when a child is absent for any reason. (Please note that even if you tell the Nursery about a child's absence you still have to pay for the sessions they miss). If a child is away for one month and the Nursery has not heard from you their place may be given to another child.
- One month's written notice is required of any intention to leave the Nursery.
- If you are more than one month behind in paying your fees, your child's place may be given to someone else.
- When a place at Nursery is accepted, by signing the registration form the parent agrees to pay the relevant fees. Fees are payable in the first week of each month. If fees have not been paid after this time, the child's place could be re-allocated
- We appreciate that if a family is experiencing financial difficulty, it may be hard to make complete payment in one instalment. In such situations, and on a case-by-case basis, the Nursery Manager will negotiate payment in alternative instalments.

If fees are not paid as agreed, the following procedure will apply:

- A late charge of 5% per week will be levied upon invoices unpaid after 7 days of issue and every 7 days thereafter until the bill is settled unless a payment plan has been agreed with the manager or finance officer.
- The Nursery Manager will make a verbal request for payment by an agreed date.
- If no payment is received, the Nursery Manager will ask for payment in writing, noting that the child's place could be withdrawn if payment is not

forthcoming by a particular date.

- In the unlikely and unfortunate event that payment is not received, we will reluctantly withdraw the child's place, and begin proceedings to claim monies owed

### **Debt Collection Procedure**

The nursery policy is that payment needs to be settled on nursery fees within one week of issue. Invoices are issued on your child's pre-visit. The conditions are laid out in the nursery Terms and Conditions as quoted below;

*Fees will be paid in advance within the next 48 hours. Failure to do so could result in your child's place being withdrawn. Fees can be paid at the nursery in cash or by cheques (made payable to Riverside Day Nursery Ltd.) A standing order may be set up if requested. If you cannot pay within 48hrs you must see the Manager to arrange a payment plan*

In the event of a parent running up a nursery bill in excess of £300, the nursery will be forced to withdraw the child's nursery place until the bill has been settled.

Should the bill remain unpaid, the nursery will instruct a debt collection agency to retrieve any outstanding money.

The following procedure will be followed:

- Invoices are raised as stated above
- Payment needs to be made within 48 hours
- A reminder letter will be issued if no payment is received within a deadline date, usually the 7th of the month.
- If no payment is received and the next invoice is issued both payments need to be met.
- If no payment is still received, the child's place will be withdrawn until full payment is made. This will be put in writing with another deadline date.
- If payment is still not met by the deadline stated above, a debt collection agency will be contacted to collect any monies owed on the nursery's behalf.

The nursery is committed to be in partnership with parents. However as a non profit making organisation, the nursery cannot allow any outstanding debts.

## **EVACUATION AND EMERGENCY PROCEDURES**

The Nursery will, in the event of a fire or emergency, evacuate all children from the Cholmeley Road site quickly, safely and without undue risk.

The evacuation procedure is prominently displayed around the Nursery.

In the event of a fire or emergency:

- No child or adult will take unnecessary personal risks.
- Staff will fully understand the required procedures and understand their role.
- Staff will follow day-to-day procedures to reduce the risk of fire.
- The Nursery will follow fire brigade advice.

### **Methods**

- We will follow the advice of the fire brigade on any matters arising from their visit, including discussing with the landlords on matters outside of our control.
- We will have a fire procedure on the wall.
- We will have a fire drill during two sessions in one week in each term, and a record will be made.
- We will ensure all staff receive training on fire procedures.
- We will perform a formal risk management assessment at least once a year, and will monitor risks each day.
- We will keep registers of children, staff and visitors to the Nursery for each session.

The evacuation procedure to follow is:

- A member of staff will telephone the fire brigade on 999 and give appropriate details.
- We will use the nearest available exit. The assembly point is the Newtown Primary School, West Playground.
- The evacuation will start immediately and people should not try to collect bags and other personal possessions.
- The Health and Safety Office and senior management will be responsible for checking that the building and garden has been completely evacuated before proceeding to the assembly point.
- If it is safe to do so, the session manager (or deputy) will collect emergency contact details, children's register and staff register and take them to the assembly point
- At the assembly point, the registers will be called and checked for any unaccounted adults or children, and fire brigade will be told of any missing people. if necessary the nominated person will contact the parents and advise them on the next steps.
- Should the Newtown Primary School, West Playground not be deemed a safe assembly point Staff and children will proceed to Rupert Square Children Centre where they will wait for the all clear. Nobody will be permitted to return to the building until the fire brigade gives the all clear.

For emergency drills, the above procedure will be followed except that the session supervisor will give the all clear.

### **Critical Incident Policy**

In the event of a critical incident i.e. closure of the premises due to adverse weather conditions, heating failure, flood or closure of nearby road or severe traffic jam the following procedure will be followed;

- The safety and well being of the children will be of paramount importance.
- In the event that we need to evacuate the building current emergency evacuation procedures will be activated
- After emergency services have been contacted all efforts will then be made to contact parents/carers or emergency contact numbers.
- As many staff as possible would stay with the children for as long as necessary. No child would ever be left without a member of Nursery staff with them.
- If Riverside Day Nursery needs to close all efforts will be made to inform parents before opening times. Staff will attempt to text or ring parents, we will put notices on the website and exterior doors if possible.
- It is impossible for Nursery to plan for every emergency which may arise; however, every effort will be made for the safety and convenience of Nursery families.
- In the event of a critical incident Ofsted and any other relevant agencies will be contacted. Staff and committee members will be informed as soon as possible

### **Severe Weather Warning Policy**

In the event of a Severe Weather Warning/Flood/Snow Alert.

- Front door must not be opened. Nobody is to leave the nursery; nobody is to enter the nursery, including the parents.
- Place issued sand bags at bottom of the slope and by the gates and also by the front doors.
- Close all windows and doors.
- Turn off the electric.
- Plug in non digital phones or use a mobile.
- Telephone 999 or 112
- Tell the operator which emergency service you require.
- Wait for the operator to connect you to the service.
- Tell the emergency service
  - ~What the trouble is
  - ~Where the trouble is
  - ~Where you are
  - ~The telephone number you are calling from
- Nominated person to gather the evacuation bags/boxes from each room.
- Nominated person to begin to call the parents.
- Inform the parents of the situation and remain calm!
- Inform the parents that once staff have been advised on what to do in the situation that they will pass on this info on to the parents.

In the event of severe snow falling during the day or overnight the Manager will assess the situation and inform parents and staff not to attend nursery due to slippery and icy conditions. If the weather is bad please check the website to see if the Nursery is open.

## **Bomb Explosion or Gas Leak, Derailed Train Procedure**

On hearing the warning:

- Front door must NOT be opened. Nobody is to leave the building and nobody is to be let in, including parents.
- Seal any vents (check tumble dryer, vents in the kitchen and the bathroom)
- In the event of a gas leak tape across windows in case there is an explosion.
- All windows and doors must be closed including internal doors in the event of a fire.
- Turn off the electric.
- Plug in non digital phones or use a mobile.
- Telephone 999 or 112.
- Tell the operator which emergency service you require.
- Wait for the operator to connect you to the emergency service.
- Tell the emergency service ;
  - What the trouble is
  - Where the trouble is
  - Where you are
  - The telephone number you are calling from.
- Nominated person from each room to gather items needed on grab bag list.
- A nominated person to begin to call the parents
- Inform the parents of the situation, remain calm and reassure!
- Inform the parents of the plan of action.
- Explain that they are not to collect and explain that we will contact again once we have further information.
- Keep all children calm.
- Follow advice from the emergency services.
- If possible contact staff whom are not on shift to meet you at place of evacuation.
- Find refuge at Rupert Square Children's Centre

## **HEALTH AND HYGIENE POLICY & PRACTICE**

Our Nursery promotes a healthy lifestyle and a high standard of hygiene in its day-to-day work with children and adults. This is achieved in the following ways:

### **HYGIENE**

To prevent the spread of all infection, adults in the group will ensure that the following good practices are observed.

#### **Personal Hygiene**

- Hands are washed after using the toilet.
- A box of tissues is available and children are encouraged to blow and wipe their noses when necessary and that soiled tissues are disposed of hygienically.
- Children are encouraged to shield their mouths when coughing.
- Staff have a small bottle of anti bacterial liquid to use on their own hands once
- They have wiped children's noses etc.
- Paper towels are used and disposed of appropriately.
- Hygiene rules relating to bodily fluids are followed with particular care and all staff and volunteers are aware of how infections, including HIV infection, can be transmitted.

#### **Cleaning and clearing**

- Any spills of blood, vomit or excrement are wiped up and disposed of down the toilet or in the sealed yellow bin in the accessible toilet. Disposable gloves are always used when cleaning up spills of bodily fluids. Floors and other affected surfaces are disinfected using chlorine or iodine bleach diluted according to the manufacturer's instructions. Fabrics contaminated with bodily fluids are thoroughly washed in hot water.
- Spare laundered pants and other clothing are available in case of accidents and nappy bags are available in which to wrap soiled garments once they have been rinsed through.
- All surfaces are cleaned daily with a disinfectant cleaner, after each nappy change.

#### **Food**

The Nursery will observe current legislation regarding food hygiene, registration and training. The manager, deputy and cooks will hold a level 2 certificate in Food Hygiene.

In particular, each adult will:

- Always wash their hands under running water and with soap before handling food and after using the toilet.

- Adhere to best practise when storing food.
- Not be involved with the preparation of food if suffering from any infectious/contagious illness or skin trouble.
- Never smoke anywhere in or around the Nursery premises.
- Never cough or sneeze over food.
- Use different cleaning cloths for kitchen and toilet areas.
- Wash fresh fruits and vegetables thoroughly before use.
- Use separate chopping boards for the preparation of foods.
- Tea towels will be kept scrupulously clean and washed between each session.
- All utensils will be kept clean and stored in a dust free place, e.g. closed cupboard or drawer.
- Cracked or chipped china will not be used.
- Always wear a disposable apron, and tie hair back when preparing food.
- All staff will receive Food Hygiene level 1 training on the next available course.

## **HEALTH**

### **Outdoor Play**

Children will have the opportunity to play in the fresh air daily in the Nursery's own outside play area, the children will be allowed to free flow between the indoor and outdoor environment, when weather permits.

### ***Garden Guidelines***

- Check the garden is safe – gates are secure before setting up.
- Ride-on toys need to stay in designated areas.
- Bikes may be scooted, balanced on, used in a variety of ways to improve physical skills/balance, but should not be used as battering rams into others or buildings/walls.
- Correct staff/child ratio in garden at all times.
- No touching fungus. Remove any if we know it to be poisonous.
- No climbing on fences or outside of steps.
- No weapons.
- Children should not pick flowers, vegetables/fruit etc. indiscriminately, but can be picked for appropriate purposes, daisy chains, displays, gifts for helpers etc.
- When climbing on climbing equipment no nursery dressing up clothes or toys to be used unless for specific purposes e.g. fire fighters.
- Red and white tape indicates an area not in use.
- A risk assessment should be carried out in adverse weather conditions to decide on the suitability of outside activities.

### **Food**

At Riverside Day Nursery we provide a well balanced diet; all food is freshly cooked on the premises. Menus are devised by the Nursery Chef and the Deputy Manager in the

Duckling Room in conjunction with the nursery staff to ensure that the children's nutritional needs are being met.

Suppliers are sourced from fresh local producers where possible, to ensure food is fresh and of highest quality.

Children on special diets will be catered for but in exceptional cases parents may be asked to provide specific items. Children with special diets will have their meals served on RED plates so that their food is not mixed with other children's, thus ensuring cultural needs and any allergy concerns are strictly addressed. All children are encouraged to taste a little of everything on their plates.

The nursery provides bottles and formula milk for the babies. Nursery staff will liaise with parents to determine which brand of formula milk the children are on and the type of bottle and teats used at home. Most brands of formula milk are supplied but occasionally parents may be asked to supply their brand of choice. Babies have their own individual teats, which are stored and sterilized in their own pots and named.

Drinks of water or milk will be provided throughout the day. Where appropriate the children have free flow access to snacks and drinks, to allow the children freedom of choice and to ensure play is undisturbed.

When cooking with children as an activity, the adults will provide healthy, wholesome food, promoting and extending the children's understanding of a healthy diet.

## **Food Allergy Prevention**

### **Admission**

On admission parents are asked to inform the nursery of any allergies, medical conditions or cultural restrictions.

All of this information is compiled onto alert sheets and is kept in the nursery registers to ensure confidentiality is maintained.

The alert sheets are available for the staff to view and check throughout the day.

The nursery cook also has copies of any alert sheets so he/she is aware when preparing meals.

### **Cooking activities and food tasting**

Before any cooking activity is planned alert sheets are checked to ensure suitability.

Recipes should be adapted accordingly; for example regular flour should be swapped for gluten free flour if a child has Celiac Disease. All ingredients will be displayed outside rooms on the day of the activity. This gives the parents the opportunity to discuss any concerns with the staff.

All ingredients must be checked for possible allergens.

### **Snack time**

The children are offered milk or water and fruit or a biscuit. If any child has an allergy to these items an alternative must be offered.

Snack times must be supervised.

### Celebrations

In the event of the child's birthday, if the parents wish to provide a cake for their child/ children they are advised to check with their child's/children's room supervisor for any allergies.

### Illness

Parents are asked not to bring into the Nursery any child who has been vomiting or had diarrhoea until at least 48 hours has elapsed since the last incident, and to adhere to our communicable diseases information sheet, outlining advised incubation periods. Staff must also comply with these exclusion periods. Infectious illnesses such as chicken pox, conjunctivitis, head lice etc, **cannot** return to nursery until your child has been medically treated and has followed the required exclusion period on the Childhood illness chart and can cope with the nursery day. There is also a infection control guidance poster displayed on the parents notice board.

Please inform the nursery Manager or deputy if your child has any of the following:

<b>Disease/ Illness</b>	<b>Minimal Exclusion Period</b>
Chicken Pox	At least 5 days until the spots scab over
Measles	Minimum of 7 days from appearance of rash
Mumps	Until the swelling has reduced and in no case less than 7 days
Rubella (German Measles)	For 7 days after the rash has shown
Whooping Cough	For 3 weeks from the first signs. If treated with antibiotics, the child can return when doctor gives the all clear
Hand Foot and Mouth	No minimal exclusion but the child must be able to cope with the nursery day. Symptoms include high temperatures and generally feeling unwell
Diarrhoea and vomiting	Until diarrhoea and vomiting has settled. (child must be free from diarrhoea and sickness for at least 48 hours)
Head lice	None
Impetigo	Until lesions have crusted/ healed
Meningococcal Meningitis	Contact CCDC for advice any action needed
Scarlet fever	5 days from commencing antibiotics
Slapped cheek(fifth disease)	None
Salmonella	Until diarrhoea and vomiting has settled (neither for last 24 hours)
Tuberculosis	CCDC will advise on action
Threadworm	None
Tonsillitis	None
Gastro-enteritis, food poisoning, salmonellas, Dysentery	Until authorised by the doctor or District Community Physician
Poliomyelitis	See above
Typhoid fever	See above
Ringworm	None
Scabies	None

Parents are asked to keep their children at home if they have any infection, and to inform the Nursery as to the nature of the infection so that the Nursery can alert other parents, and make careful observations of any child who seems unwell.

If the children of Nursery staff are unwell, the children will not accompany their parents/carers to work in the Nursery.

Cuts and sores, which have been covered at home, may not be renewed at the Nursery. The Nursery will ensure that the first aid equipment is kept clean, replenished and replaced as necessary. A checklist is in place to ensure this. Sterile items will be kept sealed in their packages until needed.

If a child should become unwell while attending the nursery every effort will be made to contact firstly the parent and then the person designated as emergency contact, to ask for the child to be collected. The child will be looked after and comforted by a member of staff until collection. Parents will be expected to collect their child as soon as possible. The child may return when they can cope with the nursery day.

In an emergency situation an ambulance will be called and one member of staff will accompany the child. Parents will be contacted and informed of the destination.

The Nursery will immediately inform Ofsted by either telephone or letter of any food poisoning affecting 2 or more children.

### **Medication**

Medication is normally taken to mean specifically prescribed for the treatment of none contagious conditions and non prescribed medication for temperature and pain control. However the nursery will work in partnership with parents in the administration of none prescribed medication, such as;

- Calgel
- Calpol
- Aqueous cream
- Eye drops for conjunctivitis

When the parent approaches the nursery to administer none prescribed medication it must be authorized by the nursery manager/ deputy

The parents are required to fill out a medication form as with prescribed medicines. The nursery needs to know exactly how long the medication has been given to the child and they will follow guidance that is provided with the medication. Medication required to be kept in the fridge, will be stored in the main kitchen fridge/Duckling room fridge, clearly labeled with the child's name and dosage.

Wherever possible the Room Supervisor or level 3 qualified staff member will administer medication.

**If ever in doubt, the nursery reserves the right to refuse to administer non prescribed medication and request that the parent seeks further medical advice**

If a child is on prescribed medicine the following procedures will be followed:-

- If possible, the child's parents will administer the medicine.

- Written information will be obtained from the parent, giving clear instructions about the dosage and administration of the medication and permission for a member of staff to follow the instructions. The batch number on the medication must be recorded and checked before administration.
- All medication needs to come in the original packaging fully labelled with the prescription details.
- A medication form will be available to log in the following details: name of child receiving medication; times that the medication should be administered; time of last dose; date and time when medication is administered; dosage given; together with the signature of the person who has administered each dose; witness and finally the parents signature.
- If a child has not had the medication before, it is advised that the parent/carer keeps the child at home for the first 48 hours to ensure there is no adverse effect as well as to give time for the medication to take effect.
- Children taking prescribed medicines must be well enough to attend the setting.
- If the administration of prescribed medication requires medical knowledge, staff training will be provided by the relevant health professionals.
- With regard to the administration of life saving medication such as insulin/adrenaline injections or the use of nebulisers, it is essential that parents provide the fullest information about the child's illness, including instructions from the child's doctor, in order to give prompt and effective care.
- With regards to the administration of life saving medicine such as insulin/adrenalin/epi pens or the use of nebulisers, the position will be clarified by reference to the Nursery's insurance company.

The medicine form should be signed by the parents at the end of each day and any medicine returned to parents. These procedures are written in line with current guidance in "Managing medicines in Schools and Early Year's Settings".

### **Children who have a long term medical condition**

Inhalers will be kept in a secure place within each room and be in original containers and clearly labeled to indicate:

- Child's name
- Photo of the child
- Date of prescription
- Expiry date
- Dosage
- Any other relevant information

Epi Pens will be stored in Red Box files with the child's photo clearly displayed. They will be stored in the office area so that the child's confidentiality is maintained. The box files will clearly identify what action needs to be taken when and after administering the Epi Pen.

A risk assessment is carried out for each child with a long term medical condition that requires ongoing medication. This is the responsibility of the senior staff and key person. Other medical or social care personnel may need to be involved in the risk assessment.

Parents will also contribute to a risk assessment. They should be shown around the setting, understand the routines and activities and point out anything they think may be a risk factor for their child.

The training needs of the staff will be part of the risk assessment.

A health care plan will be drawn up for the child with the parent, outlining the key person's role and what information must be shared with other staff that cares for the child. The health care plan should include what to do in an emergency. This will be reviewed every six months.

### **Medication on outings**

If children who are going on outings require medication, a risk assessment must be carried out.

Medication for a child will be taken in a sealed plastic box which is clearly labelled with the child's name, name of medication, inside the box a copy of the consent form and a card to record when it has been given and by whom.

On returning to the setting, the card will be stapled into the record book and the parent will sign it.

If the child requires hospital treatment, the medication should be taken with them with all of the correct details and consent forms.

This procedure is read alongside the outings policy.

(Legal framework – medicines act 1968)

### **Information Sources**

- Parents will have the opportunity to discuss health issues with Nursery staff and will have access to information available to the Nursery.
- The Nursery will maintain links with health visitors and gather health information and advice from the local health authority information services and/or other health agencies.

### **Sick child**

If a child is taken ill whilst at Nursery they will be cared for in the Quiet corner. The child's parent/carer will be contacted to arrange collection (or the next emergency contact listed for the child). If their parent/carer cannot be contacted, the child will be cared for and their symptoms observed by Nursery until the end of the session. Any medical attention need during this time will be given.

### **Procedure to be followed in the event of an accident**

1. If a child or a member of staff has an accident they will receive first aid by a member of staff or a first aied, at the discretion of the qualified member of staff in the room.
2. Gloves will be worn when dealing with blood or any other bodily fluids and then disposed of in the appropriate manner..

3. The wound will be cleaned with sterile cloths or a cold compress applied. No ointments will be applied.
4. If hospital attention is needed then the nursery manager, deputy or room supervisor will make that decision and will take the necessary action to get that person to hospital.
5. If the accident has happened to a child the person in charge will inform the parents immediately.
6. An accident form will be completed and the accident will be recorded in the accident book. It will state the time it happened, the date, how it happened, first aid given and will be signed by two members of staff.

### **Procedures for children with allergies**

When children start the setting, the parents are asked if their child suffers from any known allergies. This is recorded on their registration form and on an allergy form in the kitchen and in the register.

If a child has an allergy, a medication/allergy form is completed by the parent/carer before they start. The following details are recorded:

- The allergen
- The nature of the allergic reaction-e.g. rash, breathing problem, anaphylactic shock
- What to do in case of a reaction
- Control measures – prevent contact with allergen
- Review

This will be kept in the child's personal file and all staff will be notified of allergen and treatment required. Parents or other professionals will train the staff on how to administer special medication.

## **HEALTH AND SAFETY POLICY & PRACTICE**

Health & Safety at Work Act 1974

This is the Health & Safety Policy Statement of

**Riverside Day Nursery Ltd.**

### **Our statement of general policy is:**

- To provide adequate control of the health and safety risks arising from our work activities.
- To consult with our employees on matters affecting their health and safety.
- To provide and maintain safe equipment.
- To ensure safe handling and use of substances.
- To provide information, instruction and supervision for employees.
- To ensure all employees are competent to do their tasks, and to give them adequate training.
- To prevent accidents and cases of work related ill health.
- To maintain safe and healthy working conditions.
- To review and revise this policy as necessary at regular intervals.
- To ensure that all staff are aware of the Stress policy.

The safety of young people is of paramount importance. It is our intention to provide and maintain a safe and healthy environment and safe and healthy working conditions for all employees

Concerns relating to health and safety should be taken to the Health and Safety Officer. If these concerns cannot be dealt with directly, the Manager will raise the concerns at the next Committee meeting. A record of any such concerns will be kept in the risk assessment folder.

The person with overall and final responsibility for ensuring our Health & Safety Policy is implemented is: Julia Kempster (Chair of the Committee). Also responsible for Health and Safety is: Deborah Wood (Nursery Manager). Their role is to be vigilant to potential hazards at all times

In order to ensure the safety of both children and adults, the Nursery will make sure that:

- The safeguarding children policy is followed at all times
- No inappropriate jewellery to be worn, safety of the children to be considered.
- Dress code is followed- Nursery uniform at all times.
- Children should be encouraged to walk inside the premises.
- Children should be encouraged to run outside in a safe environment.
- All electrical sockets should be protected by safety plugs.
- Never leave adult scissors or potentially dangerous objects lying within reach of the children.

- Any accident involving body fluid must be reported to a first aider, the Nursery Manager or Deputy.
- Only named and labelled medicines will be given, ones that need to be refrigerated are to be kept in the medicine box in the milk kitchen/main kitchen fridge. The nursery will abide by the medicine policy. Parents must complete a 'medicine request form' to enable the staff to administer medicines on the parents behalf
- Where possible, only level 3 qualified staff can administer any medicines and a witness must always be present.
- No student should be left alone at any time with the children.
- No child should be left unsupervised
- Whenever children are on the premises, at least two adults are present.
- Activities such as cooking and energetic play receive close and constant supervision.
- On outings, a risk assessment is conducted.
- If a small group goes out, there will be sufficient adults to maintain appropriate ratios for staff and children remaining on the premises.
- Equipment offered to children is developmentally appropriate, recognising that materials suitable for an older child may pose a risk to younger/less mature children. Under no circumstances may a member of staff take a child from the nursery unless written consent is obtained from the parent of the named child. All parents are required to fill in an outings consent form for their child
- Sun awareness- parents are asked to supply their own sun cream for their child and they are also required to authorise administration of sun cream on their registration forms. The nursery will supply hats for the children
- On very hot sunny days outdoor play will be restricted to before 11am and after 3.00pm, when the sun is not at its hottest.
- Ratios of adults: children are adhered to at all times both inside and out.
- A register of both adults and children is completed as people arrive, so that a complete record of all those present is available in any emergency.
- There is no smoking anywhere in our Nursery.
- A correctly stocked first aid box is available at all times.
- Fire extinguishers are checked annually, by RES, and staff know how to use them.
- PAT Testing is regularly carried out.
- There are locks on doors that are checked at the beginning of each session.
- All staff receive health and safety training on induction; this includes risk assessment training, manual handling, fire safety, COSHH and RIDDOR training.

### **First Aid**

#### **The nursery aims to train all staff in first aid.**

- First aid is to be administered by first aid trained staff only. First aiders will work with the qualified members of staff in the room to determine the cause of injury.

- Gloves will be worn when dealing with blood or any other bodily fluid and then disposed of into nappy bags and then into the nappy bins.
  - Check notes for children with allergies to adhesive dressings; use a bandage on these cuts.
  - The wound will be cleaned with sterile cloths or a cold compress applied. No ointments applied.
  - In case of a severe injury or allergy call another member of staff. If in **ANY** doubt dial **999** for an ambulance.
  - If an accident has happened that needs hospital attention a staff member will contact the parents immediately and expect them to collect the child and take them to hospital/or a staff member will take the child to hospital and wait for the parents.
  - If the child is well enough to stay in nursery, they will be monitored throughout the session for any adverse reactions.
  - The first aid form is completed and a statement written
  - Photocopy for the parents to take a copy home. Parents must sign the accident form at the end of the session. All treatment, however minor, is recorded and reported to parents.
- 
- N.H.S Direct 0845 46 47 for advice.

**Please note: Staff accidents must be recorded in the data protection compliant staff accident book.**

### **First Aid Coordinators**

The First Aid Coordinator ( Katrina McAllister) has the responsibility of ensuring that the first aid kit in each room is maintained. The First Aid Coordinator informs the Manager or Deputy of any supplies running low.

### **Kitchen Health and Safety**

#### **Food Preparation Areas**

- Any person preparing the food or drinks in the kitchen must wear appropriate clothing to avoid food contamination. Hair must be tied back or covered with a hair net
- Any person assisting in food preparation must have a valid food hygiene certificate.
- Floors can become slippery which could result in an accident for which any unauthorised person will not be insured.

Failure to comply with the said policy could result in prosecution.

Staff can support the cook by:

- Preparing their lunch in the kitchen or if necessary asking the cook if he/she could help with any necessary preparation.
- Only enter the kitchen area when necessary.

- Staff may use the fridge in the kitchen to store items and must clearly label them according to food hygiene principles.

### **Food Safety Complaints Policy**

If a child or a member of staff fall ill after eating food that has been prepared and made within the premises of Riverside Day Nursery, it must be immediately reported to the Manager who will then fill in the Allegation form. It will require details regarding symptoms, period of time, what has been eaten, where food has come from.

Depending on the scale of the food poisoning you may need to seek medical attention and advice.

The nursery will investigate by looking through temperature control forms and contacting the suppliers to see if any other food has been reported to be at risk.

### **Manual Handling Policy**

The nursery has a responsibility to ensure that the staff have the knowledge to safely and successfully complete their job. One such area is Manual Handling. Safe manual handling throughout the working day will reduce the risk of back strain or injury.

It is the nursery's responsibility to provide the staff with information of safe manual handling practices which will allow them to carry out their daily routine without being at risk.

It is the responsibility of the Risk Assessment coordinators to ensure that any risks that are brought to their attention are assessed and suitably minimised.

Employees have a duty to communicate with each other for manual handling to be effective.

The responsibility does not just lie with Riverside Day Nursery Ltd. Employees have a responsibility and a duty of care to themselves.

It is the employee's responsibility to take reasonable care of their own safety and action any advice given to them. Employees need to be responsible for asking fellow colleagues for assistance and know their own capabilities.

Employees will only lift and carry children when absolutely necessary and where possible will get down to the child's level to console and comfort (this is also good behaviour management). It is unnecessary to carry a mobile child.

Staff will assist and support each other and students in carrying out this policy.

If a back injury occurs it the employee's responsibility and duty to report the injury so a risk assessment can be carried out. If the injury has occurred at work an accident form will need to be completed.

### **Safe Working Methods and Equipment Policy**

- Please refer to the manufactures guidelines and instructions on the usage of equipment within your work setting.
- Contact your Health and Safety officer within your work setting; Deborah Wood, if you are experiencing any problems with the instructions which may arise.

## **HOME VISIT POLICY AND PROCEDURES**

**The aim of the home visits is to build positive relationships with children and their families as set out in Every Child Matters and the Guidance for the EYFS. This is seen as the beginning of a learning and care relationship that will continue throughout the child's time at Riverside Day Nursery.**

At Riverside we want to make the transition from home to nursery a positive experience that focuses on the individual needs of your child and family.

We believe that this can be achieved through positive relationships between parent/carer's and staff. Continuity for children and their families is crucial in making transitions successful. Visiting parent/carer's and children in a familiar environment at home in which they feel confident and comfortable provides staff with the opportunity to discuss with parent/carer's any concerns as well as answering parents questions and observing the children.

Staff use the information gathered during the visit to plan for each child's needs when they begin their settling in sessions at the nursery, enabling each child's key person to make the necessary adaption's to the environment and planning ensuring the needs of all children are being met.

It is important for the child's key person to establish starting points for their learning and development, ensuring their next steps is challenging and realistic. Once you have decided to accept a place at the nursery we ask each parent to complete an '**All about Me Booklet**' with their child, this provides staff with valuable information to support the transition. We will collect the booklet during the home visit and discuss the information provided in more detail.

### **Aim:**

At Riverside Day Nursery we recognize that parent/carer's are their children's first and most enduring educators. Forming relationships with parent/carer's and work closely is beneficial for each child's learning and development. We hope to establish a partnership between parent/carer's and staff where both parties share their knowledge and understanding of the child.

It is our policy to visit the children at home before they enter Nursery, where possible. We offer home visits to every family along with settling in sessions for their child at nursery. Time is taken to find out about the child's likes, dislikes and interests, visits are not to judge parent/carer's parenting skills, but to offer parent/carer's the opportunity to ask questions and gather any information needed from staff.

### **Benefits:**

Home Visits have many benefits for both parent/carer's and staff. For parents and children, a visit gives them the opportunity to meet the key person in a safe environment where they feel confident and at ease. The visit provides the opportunity to:

- Establish early, positive contact
- See children in their own familiar setting
- Meet other family member's people and pets who are important to the children

- Understand the anxieties children may feel when starting nursery, and also understand the wealth of learning that goes on at home.

This all helps staff providing care for children to get a fuller picture. Staff can gain lots of information to inform their planning from observing a child where he or she feels settled and in control.

### **Rationale:**

- To share information between parent/carer's, staff and children. Providing a starting point for staff to understand family background.
- Ensure children feel that they are valued and have a familiar face when starting at nursery.
- To provide an opportunity for parent/carer's to talk about their child and the nursery, to voice concerns, clear up any misunderstandings and to lessen worries and fears.
- To establish effective procedures to ensure the safety of parent/carer's, staff and children during the visits

### **Procedure:**

During registration the parents/carer's will be introduced to the Inclusion and Transition coordinator.

After registration parents will be informed of the following by letter

- Who will be attending the home visit and when?
- How long the home visit is expected to last?
- What will happen?
- What information staff will bring?
- Any information the key person would like to know from the parent/carer during the visit?

### **Before the visit**

Appointments should be confirmed in writing to parent/carer's and recorded in the nursery diary/message book. Home visits will take place during nursery hours at a time convenient to parent/ carer's. This will be established during registration.

- Be familiar with the Nursery's policy and procedures for home visits  
NOTE: ALL HOME VISITS MUST BE AUTHORISED BY THE NURSERY MANAGER OR OTHER SENIOR STAFF OF THE NURSERY.
- The visits will be made by the Key person and Inclusion and Transition coordinator
- Consider who you need to see, e.g. one or both parents/carer's, with or without the child.
- Make sure you are well informed about the family and are aware of personal circumstances, languages spoken, religion etc.

### **What staff may wish to take on a home visit?**

- Take a selection of toys from the nursery. As this enables the child to choose whether to play with a familiar or unfamiliar toy.
- Take information from nursery to discuss with parent/ carer's

- Take photographs of children exploring and learning in the setting e.g. photo book
- Take a learning journey to show parents and explain, as well gathering photos etc... From parent/carer's to include in the journey for when the child starts at nursery.

### **During the visit**

- Staff carrying out the home visits will be in nursery uniform, and will identify themselves before entering the family home
- Assure parents that you will treat anything they tell you sensitively and will only tell the Nursery Manager or other appropriate staff. Explain that you may need to take notes during the meeting. Do not promise not to relay information to the nursery. Remember that under the Child Protection Procedures you must report disclosures or suspicions to the Nursery Manager
- Be professional. Give professional advice and information rather than personal opinions. Be sympathetic, but remain neutral. Don't get personally involved. Be discrete and don't get caught up in gossip about the Nursery, staff or other families. Be assertive about the direction of the conversation.
- Explain the child's 'Learning Journey' and complete any background information with the key person, in their absence another member of staff from the child's area will conduct the home visit along with Inclusion and Transition coordinator
- Parents are informed about the nursery website and its contents
- If parent/carer's are not at home when staff visit, then a card will be posted to let them know we called.
- If staff feel uncomfortable in the child's home then they should leave immediately
- Any incidents that may occur during a home visit must be recorded in writing
- Any actions agreed during the home visit should be recorded and confirmed with parent/carer's
- Visits will be carried out in pairs, allowing one staff member to speak with the parent/carer's and the other to interact with the child. This enables parent/carer's to talk without worrying about the child as well as providing opportunity to observe the child at play in a familiar environment.
- If you don't know the answer to a question say so, and say that you will refer back to the Nursery or other agencies for further information, or refer the parents directly to other agencies.
- Don't stay too long. Keep to the point.

### **After the visit**

- Report back to the Nursery. Give feedback to the appropriate staff in line with nursery policy. It is essential that staff bring back any paper work to the nursery, or that you take that information into your house. (Do not leave it in your car) do not share this information with family or friends. When staff make home visits, they often gather confidential information, such as marital difficulties, alcohol abuse, financial information, etc.; this information should be handled very carefully. Confidential material must be stored appropriately (see data protection policy). Any confidential information must be reported, either verbally or in writing,

to the Nursery Manager. The Nursery Manager alone should keep any confidential written reports.

- At Nursery, do not discuss individual home visits in the staff room or with staff who are not involved with those particular children (i.e. be professional, do not gossip at school or tell other families what you have learnt or been told on a visit)

### **Making Safe Home Visits**

- ALWAYS make sure the Nursery knows where you are going/how long you expect to be. If your visit takes longer than expected ring the Nursery
  - ALWAYS log your visit. Staff will leave the following at nursery before the visit, in the nursery diary/message book,
    - Their mobile telephone numbers
    - If driving their registration number of the car
    - The name, address, and telephone number of the child's home
    - The approximate arrival time and estimated length of the visit
  - ALWAYS report back in, either in person or by phone
  - ALWAYS wear your nursery uniform
  - THINK about your own safety. Don't make a visit on your own if you are worried about your safety. Don't go into a home if you feel insecure.
- YOUR SAFETY IS IMPORTANT - DON'T TAKE RISKS! SEE INDIVIDUAL RISK ASSESSMENT FORM.**
- If there is a change to plan after leaving nursery or the child's home then the nursery must be informed

## **INCLUSION POLICY & PROCEDURE**

Our Nursery aims to welcome and provide appropriate learning opportunities for all children, and to have regard to the DfES Code of Practice in the Identification and Assessment of Special Educational Needs (SEN).

In order to achieve this we have appointed a Special Educational Needs Co-ordinator (SENCO), Helen George, who is responsible for the day-to-day operation of the SEN policy.

In order to achieve these aims, we will:

- ensure that all children have the same entitlement to a broad based curriculum.
- explore all opportunities to provide extra resources to match the child's individual needs.
- regularly review with the parents and any appropriate professionals, the child's progress and the way forward, which will ensure a planned, co-ordinated approach for the provision of the child's needs.
- provide appropriate opportunities for the development of every child's self esteem and encourage full integration into the setting.
- support parents/carers in obtaining help and advice from outside agencies, such as health visitors, paediatricians etc.
- evaluate the success of the inclusion policy by monitoring the progress of children with SEN.
- offer and make available appropriate training to all staff.
- encourage staff to establish relationships with other local settings to share expertise and training.
- in conjunction with parents, our observations and record keeping will enable us to monitor the child's needs and progress on an individual basis.
- If it is felt that a child's needs cannot be met in the Nursery without the support of a one-to-one worker, funding will be provided to employ one.
- when a child has been identified and before any further action is taken, there will be full and on going discussion with parents. Other professional agencies concerned with the child will be consulted as appropriate. The SENCO is responsible for managing this process.

### **Graduated Approach**

Staff members will perform regular observations and record keeping in conjunction with parents, which will enable staff to monitor children's needs and progress on an individual basis.

If a parent or member of staff is concerned about a child's progress they should liaise with the SENCO, who will observe the child in Nursery and offer advice to staff members and parents.

Following consultation with the parents, if it is deemed necessary, the child will be placed on the Monitoring List (at which stage it may be necessary to intervene through Early Years Action).

When the child has been placed on the Monitoring List, an Individual Education Plan (IEP) will be drawn up (the IEP will be drawn up by the SENCO and the child's Key person, in consultation with the child's parent). – if appropriate.

The SENCO, the child's Key person and the child's parents will meet regularly to review

the IEP and determine whether it continues to meet the child's needs (reviews need not be formal meetings). The child's IEP may be revised in the light of reviews held.

If, following a further review:

- i. the child still fails to make progress
- ii. the parents or Key person have on-going concerns about the child
- iii. more information or advice is needed regarding the child

the child will move on to Early Years Action Plus.

The Early Years Action Plus involves accessing external support services, which can:

- provide more specialist assessments
- help with advice on new IEP and targets
- give advice on the use of new or specialist strategies or materials
- in some cases, provide support for particular strategies.

### **The Role of the Special Educational Needs Co-ordinator**

- To liaise with staff and primary carers to ascertain which children are giving cause for concern.
- To take the lead in observation and assessment of identified children and identification of their strengths, weaknesses and consequent needs, in conjunction with staff..
- To take the lead in planning future support for children with SEN, in discussion with staff.
- To liaise with outside agencies where necessary.
- To offer support and advice to staff and primary carers. This will include:
  - i. attendance at meetings between staff and primary carers.
  - ii. attendance at meetings between staff and outside agencies.
  - iii. provision of written Individual Education Plans, containing targets for the child, review date and strategies to be used.
  - iv. taking the lead in monitoring and reviewing the action taken.
- To maintain an up to date Register of Special Needs.
- To ensure that relevant background information about individual children with Special Educational Needs is collected, recorded and updated.
- To keep up to date with changes in legislation and methodology regarding Special Educational Needs and to attend such training as may be required in order to so do.
- To perform any other duties in connection with children with Special Educational Needs as may be deemed necessary by the Committee.

### **Complaints**

If parents are at all dissatisfied with the provision for their child they should contact the Manager in the first instance.

If they remain unhappy after this contact, they should contact the Chair of the Committee:

## **INFORMATION AND COMMUNICATION TECHNOLOGY (ICT) POLICY**

The Nursery recognises the rapidly changing world of ICT and the role technology plays in our media rich environment.

We believe ICT includes all current technologies in the world around young children today; it is therefore not just about computer use but includes everyday technologies such as answer phones and washing machines, programmable toys and remote controls as well as other technological tools such as digital cameras, laminators and scanners.

By creating opportunities to investigate, try and experience technology in the classroom, and outside environment, children will learn for themselves whilst being taught skills and knowledge to enable them to build on what they know. By carefully planning our play areas to reflect the world in which we live, children will, through play, gain experience and an understanding of ICT.

We believe:

- ICT is a tool for learning.
- Technology is part of children's worlds and a relevant curriculum includes investigating technology as well as using technology to learn.
- Working in partnership with parents is vital for enriching children's experiences with appropriate technology both at home and school. We believe this partnership is a two way process that we can all learn from for the benefit of the children.
- ICT is more than computers and their experiences of ICT in everyday life are used as a basis for learning.
- ICT is not an add-on to the curriculum but embedded across all areas of learning.
- Children need to be in control and to use technology independently.
- Technology needs to be appropriate and accessible for young children.
- Children can be confident users of technology.

Our aims in teaching and providing opportunities for ICT are:

- That we build on each child's previous experience.
- To cultivate the skills that are essential for the children to gain access to developing technologies.
- To promote the children's enjoyment of ICT, building on their experience in everyday life as a basis for learning.
- To evaluate resources and update and add to them as necessary.
- To undertake ICT training and opportunities for all staff.
- To take into account issues relating to inclusion and to allow for differentiation with pupils that need additional help to access learning.
- To be aware of current developments in ICT.
- To use initiative from central and local government, authorities and other bodies to support ICT in the school.

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- To ensure the health and safety of pupils, staff and visitors with regard to using ICT.
- To develop ICT capability in finding, selecting, and using information.
- To use ICT for effective and appropriate communication.
- To apply the children's ICT skills and knowledge to their learning in other areas of the curriculum.
- To develop the children's understanding of everyday uses of ICT.
- To develop technological literacy through a range of products which children will be familiar with and which will be easily understood and accessed.
- To encourage children to work collaboratively, sharing knowledge, skills and enjoyment.
- To develop a skills-based approach to computer use which puts the child in control of the equipment rather than the other way round.
- To encourage children and staff to use the Internet to gain knowledge and support learning.
- To use technology as a means of additional communication with families and the community.

To ensure our aims are met, the following strategies will be employed:

- Assessment of each child's experience and ability of ICT on entry to Dragonflies.
- Ongoing monitoring and recording of children's achievements and areas needing support and development.
- Through planning, following observations to ensure a broad and balanced approach to ICT.
- To have an environment in the Nursery which reflects our present technological world and where children can access equipment, computer and programmable toys with ease and confidence.
- All children will have equal access to technological equipment regardless of gender, race, culture, ethnicity, disability or class.
- Software availability will address language needs of pupils.
- ICT equipment will be used to record the progress of children, for example, use of Nursery digital camera and video camera.
- ICT equipment will be used to display children's work and to enhance interactive displays.
- Develop staff skills so that they are confident about when to use ICT for effective learning.
- Use ICT tools to improve efficiency of Nursery management and communication both within the Nursery and with external communities, for example, use e-mail to communicate with parents, committee and other professionals.
- Take advantage of government and retail initiatives to improve school resources.
- Health and safety procedures regarding computer use and the use of all electrical equipment will be adhered to as set out in the health and safety policy, for example, regular testing of electrical equipment.
- The internet is available in Nursery with a policy & procedure in place to safely support its use.

## **Learning and Teaching**

We employ a range of strategies and use our professional judgment to decide on the most appropriate styles of teaching and learning. To enable the child to become a confident and independent user of ICT we use a balance of:

- Demonstration, modelling, discussion, presenting and sensitive intervention.
- Peer to peer teaching and collaboration.
- Planned learning opportunities.
- A learning environment that encourages and enables children's spontaneous use of ICT.
- Time for independent use with opportunities to experiment and explore.
- Opportunities to play with all forms of appropriate technology.

## **Curriculum Organisation**

Technology adds another dimension to children's opportunities to learn. The staff and management team take responsibility for continually researching these opportunities by finding new resources, replacing resources and by finding ways in which we can extend the children's learning:

- ICT tools are resourced and planned for and are to be used across all areas of learning.
- ICT is used in indoor and outdoor learning.
- Children are encouraged towards independently choosing and using ICT appropriate for purpose.
- Through role play with ICT resources, children will begin to understand technology in the real world, for example, playing with non-functioning keyboards as 'rocket control panels', using a cardboard box as a pretend TV or playing with a till in the maths area.
- By operating real electrical devices, for example, using the cassette recorder to listen to stories, operating the laminator to protect a piece of special work.
- Through a planned programme of activities on the computer where the staff have placed emphasis on the development of ICT capability or on the area of learning which is being supported by ICT.
- Through the use of programmable toys.
- Through walks in the local environment to encourage children to observe and talk about ICT, for example, looking at traffic lights or telephone boxes.
- Through computer use: children are able to choose from a core of planned software, they are able to access the software independently, their previous experience is recognised and built on, they are encouraged to work together sharing and helping each other, adults interact and scaffold children's use and learning at the computer. All areas of learning, as well as discrete ICT, are provided for through appropriate software. Children are encouraged to see and use the computer as a tool to support their learning and links are made with experiences away from the computer, for example, the computer may be used to design a bug to be made in play dough, or photos to add to their learning journeys.

### **Access to ICT**

We aim to have:

- Suitable PC games and DVDs.
- Two children's digital cameras.
- Programmable toys.
- CD player.
- Non-functioning pieces of technology which children use for role play.

Children will also have supervised access to:

- A microwave.
- Laminator.
- Photocopier.
- Printer.

### **Equal Opportunities**

- All children should have equal access to ICT in order to develop their personal ICT capability and understanding.
- Ensure ICT applications are free from violence and stereotyping.
- Reflect the world we live in, with our cultures and races, in our choice of ICT applications.

Our learning and teaching assures that:

- Through planned experiences, all children have equal access to ICT applications.
- Individual needs are observed, monitored and planned for providing appropriate access for all children.
- All groups of children will be monitored so that no one group miss's opportunities, for example, ongoing monitoring ensures girls have the same opportunities as the boys to use the computer.
- Activities are planned which allow for different levels of achievement by children or that incorporate possibilities for extension work.
- Gifted and talented children will have opportunities that will challenge them and allow for development. The SENCO advises on the IT support that can be provided to individual children with particular educational needs, including high ability children.

### **Observing & Recording**

We endeavour to ensure that not only do children acquire skills and are able to use computer programs, but they will increase their levels of confidence and independence.

ICT resources and experiences are identified within long, medium and short term planning across all areas of learning. Both discrete ICT experiences as well as using ICT across areas of learning are planned for. These experiences are observed and evaluated and next steps are built back into planning.

## **Staff Development**

The Nursery recognises the need for ongoing training at a variety of levels and for a range of purposes:

- A record of each member of staff's training will be kept and updated on (office database).
- Individual training needs will be discussed at appraisal meetings.

## **Protection from Online Access**

It is recognised that access to the Internet can enhance a child's development but that strict controls are necessary to deal with any undesirable material. To ensure these controls are in place, the following measures are taken:

- Access to screens is always in a visible area.
- Hardware should be switched off when staff monitoring the use of the PC.
- The use of the Internet should always be supervised.
- An information Ethics Policy will be developed.
- De-fragmentation and scan disc to be run when required.
- Virus protection – up-dates are ongoing.
- Firewall present to protect from unwanted materials.

## **Health & Safety**

We are aware of various health & safety issues when using computers with young children and the need to form good habits for the beginning:

- Computers need to be set at the right height so that the child can sit comfortably without putting strain on back, neck or arms.
- Chairs need to be adjusted to the right height so that the child looks at the monitor straight on.
- Backs should be supported and feet flat on the floor, or on a block.
- Children should hold their hands above the keyboard and in line with their wrists.
- Children should be encouraged to have short turns at the computer so that they are not staring at the monitor for too long. We can use sand timers to enable children to self monitor their time and to take turns.

Additional safety issues that we are aware of are:

- Locating computers so that air can circulate around.
- Ensuring that children have clean hands when using the computer.
- Taking care that no liquids or paints spill onto the keyboard.
- Teaching awareness of electrical safety and keeping cables and sockets out of reach or covered.
- Keeping magnets away from the computers.
- Allowing only one child to hold the mouse and operate the keyboard at one time.

## **INFORMATION SHARING POLICY**

We recognise that parents have a right to know that information they share will be regarded as confidential as well be informed about the circumstances and reasons when we are obliged to share information.

In most circumstances we will explain to families how, when and why information will be shared about them and with whom, first seeking written permission, unless it puts a child at risk or undermines a criminal investigation.

We are obliged to share confidential information without authorisation from the person who provided it or to whom it relates if it is in the public interest. That is when:

- It is to prevent a crime being committed or to intervene where one may have been or to prevent harm to a child or adult.
- Not sharing it could be worse than the outcome of having shared it.
- Where there is evidence that a child is suffering, or is at risk of suffering, significant harm.
- Where there is reasonable cause to believe that a child may be suffering or is at risk of suffering significant harm.
- To prevent significant harm arising to children and young people or serious harm to adults including the prevention, detection and prosecution of serious crime.

## **REGISTRATION SYSTEM**

- The Nursery will record the time of arrival and departure of children and staff;
- The system used includes a visitors' register to record the time of arrival, time of departure, and whom they are visiting or the purpose of their visit.
- The Visitors register is found on the wall inside the Nursery's entry foyer.

## **RECORD KEEPING**

By law, full details must be kept of the children attending the group. Relevant details are transferred to the register that is open to regular inspection by OFSTED. The sessional attendance record must be completed as children arrive/depart. Total attendance figures for the morning and afternoon sessions are recorded on a daily basis.

Children's records include confidential information supplied by parents covering:

- Full names, address and telephone number of parents and child, including name by which the child should be addressed in pre-school.
- Child's date of birth.
- Record of immunisation and allergies and any other significant health information.
- Parent's place of employment and telephone number, telephone number of carer/childminder to be contacted in an emergency.
- Name, address and telephone number of family doctor.
- Written consent for group staff to provide first aid or seek medical attention.
- Special requests and requirements about religious observance, food, clothing, health or other matters which we should observe while child is in the pre-school.
- Background information on the child which may help us understand him/her e.g. any special fears, names of brothers or sisters, any family problems, illnesses, special toys etc.
- Any other relevant information e.g. parental access or custody arrangements.

## **Record Keeping Procedures**

- A Keyperson will be allocated before the child starts; they will liaise with parents from the beginning, and will hopefully stay with them to the end of their time at Nursery.
- Children will be allocated their own folder, which will have name; date started and date of birth on the outside. In it must be kept- child detail forms, all about me booklet, appropriate record keeping forms, evidence of achievement.
- Any staff member can make observations and evidence gathering relevant to individual children's development.
- All staff to carry post it notes so that simple observations can be immediately noted.
- Observations and evidence to be placed daily in the folders on the side of the filing cabinet for individual Keypersons to sort and evaluate.
- At least an hour a week will be allocated for each Keyperson to use for record keeping purposes.
- The named Keyperson is responsible for completing children's record keeping forms at the end of 12-13 weeks. Highlight only if you have consistent pieces of evidence to support that achievement.
- Each 12-13 weeks write a short summary of the child's achievements, main interests and set a few targets to aid their progression. Share these with parents and encourage their input.
- Parents will be allowed access to their own child's records on request
- If a child is moving on to school then complete a leavers Report, share with parents, photocopy twice. Parents will be given the original, 1 copy to be archived at Nursery and the other to be sent with record keeping to the next setting.

## **STAFF AND VOLUNTEER RECORDS AND INFORMATION**

As Manager of the day-to-day operation of Riverside Day Nursery our Nursery Manager, Deborah Wood will ensure:

- That staff are meeting the correct ratios and this is maintained at all times including lunch breaks etc;
- Staff are qualified and experienced as laid down in Standard 2 of the National Standards;
- Records are kept of our arrangement for staff induction and training;
- Confidential records are kept on the premises the name and address and telephone number of Our Nursery Manager, staff members, anyone living or employed on the premises, and any other person who will regularly be in unsupervised contact with the children;
- All records on staff, volunteers and committee members are kept confidential;
- Record systems are in place for supervision and appraisal.

## **Statement on the Secure Storage, Handling, Use, Retention & Disposal of Disclosures and Disclosure information**

As an organization using the Criminal Records Bureau (CRB) Disclosure service to help assess the suitability of applicants for positions of trust, Gloucester Road Nursery complies fully with the CRB Code of Practice regarding the correct handling, use, storage, retention and disposal of Disclosures and Disclosure information.

Disclosure information should be kept securely, in lockable, non-portable, storage containers with access strictly controlled and limited to those who are entitled to see it as part of their duties.

In accordance with section 124 of the Police Act 1997, Disclosure information is only passed to those who are authorized to receive it in the course of their duties. We maintain a record of all those to whom Disclosures or Disclosure information has been revealed and it is a criminal offence to pass this information to anyone who is not entitled to receive it.

Disclosure information is only used for the specific purpose for which it was requested and for which the applicant's full consent has been given.

Once a recruitment (or other relevant) decision has been made, we do not keep Disclosure information for any longer than is necessary. This is generally for a period of up to six months, to allow for the consideration and resolution of any disputes or complaints. If, in very exceptional circumstances, it is considered necessary to keep Disclosure information for longer than six months, we will consult the CRB about this and will give full consideration to the data protection and human rights of the individual before doing so. Throughout this time, the usual conditions regarding the safe storage and strictly controlled access will prevail.

Once the retention period has elapsed, we will ensure that any Disclosure information is immediately destroyed by secure means, i.e. by shredding, pulping or burning. While awaiting destruction, Disclosure information will not be kept in any insecure receptacle (e.g. waste bin or confidential waste sack). We will not keep any photocopy or other image of the Disclosure or any copy or representation of the contents of a Disclosure. We may keep a record of the date of issue of a Disclosure, the name of the subject, the type of Disclosure requested, the position for which the Disclosure was requested, the unique reference number of the Disclosure and the details of the recruitment decision taken.

**INFORMATION STORAGE POLICY**

We will adhere to the following legal requirements on retention periods for records as per advice received from the Pre- School Learning Alliance (February 2010). In addition, we will follow the recommended guidelines where possible and practical.

<b>Children’s Records</b>	<b>Retention Period</b>	<b>Status</b>	<b>Authority</b>
Children’s records - including registers, registration forms, medication record books and accident record books pertaining to the children	Records should be retained for a reasonable period of time (for example 3 years) after children have left the provision	<b>Requirement</b>	Early Years Foundation Stage Welfare Requirements (given legal force by Childcare Act 2006)
	Until the child reaches the age of 21 - or until the child reaches the age of 24 for child protection records	<i>Recommendation</i>	Limitation Act 1980/The Statute of Limitations (Amendment) Act 1991  Normal limitation rules (which mean that an individual can claim for negligently caused personal injury up to 3 years after, or deliberately caused personal injury up to 6 years after the event) are postponed until a child reaches 18 years old.
Records of any reportable death, injury, disease or dangerous occurrence	3 years after the date on which it happened	<b>Requirement</b>	The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR) (SI 1995/3163)

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<b>Personnel Records</b>	<b>Retention Period</b>	<b>Status</b>	<b>Authority</b>
Personnel files and training records (including disciplinary records and working time records)	6 years after employment ceases	<i>Recommendation</i>	Chartered Institute of Personnel and Development
Application forms and interview notes (for unsuccessful candidates)	6 months to 1 year	<i>Recommendation</i>	Chartered Institute of Personnel and Development
CRB Check/Disclosure information	6 months	<b>Requirement</b>	Criminal Record Bureau
<b>Pay</b>			
Wage/salary records (including overtime, bonuses and expenses)	6 years	<b>Requirement</b>	Taxes Management Act 1970
Statutory Maternity Pay (SMP) records	3 years after the end of the tax year in which the maternity period ends	<b>Requirement</b>	The Statutory Maternity Pay (General) Regulations 1986 (SI 1986/1960)
Statutory Sick Pay (SSP) records	3 years after the end of the tax year to which they relate	<b>Requirement</b>	The Statutory Sick Pay (General) Regulations 1982 (SI 1982/894)
Income tax and National Insurance returns/records	At least 3 years after the end of the tax year to which they relate	<b>Requirement</b>	The Income Tax (Employments) Regulations 1993 (SI 1993/744)
Redundancy details, calculations of payments, refunds, notification to the Secretary of State	6 years from the date of redundancy	<i>Recommendation</i>	Chartered Institute of Personnel and Development

<b>Health &amp; Safety</b>			
Staff accident records (for organisations with 10 or more employees)	3 years after the date of the last entry (there are separate rules for the recording of accidents involving hazardous substances)	<b>Requirement</b>	Social Security (Claims and Payments) Regulations 1979 (SI 1979/628)
Records of any reportable death, injury, disease or dangerous occurrence	3 years after the date on which it happened	<b>Requirement</b>	The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR) (SI 1995/3163)
Accident/medical records as specified by the Control of Substances Hazardous to Health Regulations (COSHH)1999	40 years from the date of the last entry	<b>Requirement</b>	The Control of Substances Hazardous to Health Regulations 1999 (COSHH) (SI 1999/437)
Assessments under Health and Safety Regulations and records of consultations with safety representatives and committees	Permanently	<i>Recommendation</i>	Chartered Institute of Personnel and Development

<b>Financial Records</b>	<b>Retention Period</b>	<b>Status</b>	<b>Authority</b>
Accounting records	3 years from the date on which they are made for private companies, 6 years for public limited companies 6 years for charities	<b>Requirement</b>	Section 386 of the Companies Act 2006 Charities Act 1993 and 2006

<b>Administration Records</b>	<b>Retention Period</b>	<b>Status</b>	<b>Authority</b>
Complaints record book	At least 3 years from the date of the last record	<b>Requirement</b>	Early Years Foundation Stage Welfare Requirements (given legal force by Childcare Act 2006)
Insurance liability documents	40 years from date of issue	<b>Requirement</b>	The Employers' Liability (Compulsory Insurance) Regulations 1998
Minutes/minute books	Permanently	<i>Recommendation</i>	Chartered Institute of Personnel and Development

## LATE AND NON COLLECTION OF CHILD POLICY & PROCEDURE

Our Nursery is open Monday- Friday between 8am and 6pm. Children are sometimes allocated sessions with different start and finish times. these are agreed in advance and form part of the Nursery contract/ terms and conditions.

Obviously, we understand when there is a real one-off emergency and you cannot get to Nursery on time to collect your child. In these circumstances, we ask you to call Nursery and let us know the situation.

If children are regularly collected late from Nursery, this causes us issues with staffing and costs. Therefore, the following Late Collection Fees will be charged where children are persistently being collected late from Nursery.

5 Minutes Late	£5.00
5 -10 Minutes Late	£10.00
10 – 15 Minutes Late	£15.00 and so on.

In the event that an authorised adult does not collect a child, we will ensure that the child receives a high standard of care in order to cause as little distress as possible. We inform parents/carers of our procedures so that if they are unavoidably delayed, they will be reassured that their children will be properly cared for.

### **Procedures**

1. Parents of children starting at Nursery are asked to provide specific information which is recorded on our Registration Form, including:
  - Home address and telephone number – if the parents do not have a telephone, an alternative number must be given, (possibly a neighbour's);
  - Place of work, address and telephone number (if applicable);
  - Mobile telephone number (if applicable);
  - Names and telephone numbers of adults who are authorised by the parents to collect their child from Nursery
  - An agreed password
2. On occasions when parents are aware that they will not be at home or in their usual place of work, they must inform the Room Senior
3. On occasions when parents or the persons normally authorised to collect the child are not able to collect the child, they must inform us of the name, address and telephone number of the person who will be collecting their child. We agree with parents how the identification of the person who is to collect their child will be verified. Without the above information and without the nursery being informed of another person collecting **we will not let your child go home.**
4. Parents are informed that if they are not able to collect their child as planned; they must inform us so that we can begin to take back-up procedures. We

provide parents with our contact telephone number. We also inform parents that in the event that their children are not collected from Nursery by an authorised adult and the staff can no longer supervise the child in our premises – we apply our procedures as set out in our safeguarding children policy.

5. If a child is not collected at the end of the session, we follow the following procedures:
  - The Messages Book is checked for any information about changes to the normal collection routines;
  - If no information is available, parents/carers are contacted at home or at work or by mobile phone;
  - If this is unsuccessful, the adults who are authorised by the parents to collect their child from Nursery and whose telephone numbers are recorded on the Registration Form – are contacted;
  - All reasonable attempts are made to contact the parents/carers, for example a neighbour may be contacted or an available member of staff visits the child's home;
  - The child stays at the Nursery in the care of two fully-vetted workers until the child is safely collected;
  - The child does not leave the premises with anyone other than those named on the Registration Form and in the Messages Book;
  - If no one collects the child and the premises are closing, or staff members are no longer available to care for the child, we apply the procedures set out in our Safeguarding Children Policy. We contact our local authority social services department (tel. 0118 955 3600) and inform Ofsted (tel. 08456 404040).
  - A full written report of the incident is recorded; and
  - Depending on circumstances, we reserve the right to charge parents for the additional hours worked by our staff.

## LOOKED AFTER CHILDREN

In our Nursery, we place emphasis on promoting children's rights to be strong, resilient and listened to. Our policy and practice guidelines for looked after children are based on these two important concepts: attachment and resilience. The basis of this is to promote secure attachments in children's lives as the basis for resilience.

- The term "looked after child" denotes a child's current legal status: this term is never used to categorise a child as standing out from others. We do not refer to such a child using acronyms such as LAC.
- We do not offer placements for children aged under two who are in care: In collaboration with Oxford Road Children's Centre we offer instead other services to enable a child to play and engage with other children where their carer stays with the child.
- We offer places to two-year-old children who are in care. In such cases, the child should have been with the foster carer for at least two months and should be showing signs of having formed a secure attachment to the carer and where the placement in the setting will last a minimum of one term.
- We offer places for funded three and four year olds who are in care to ensure they receive their entitlement to early education. We expect that a child will have been with a foster carer for a minimum of one month and has formed a secure attachment to the carer. We expect that the placement in the Nursery will last a minimum of a term.
- The designated person for looked after children is the designated Safeguarding Children Officer – Judith Clayforth.
- Every child is allocated a Key person before they start and this is no different for a looked after child. The designated person ensures the Key person has the information, support and training necessary to meet the looked after child's needs.
- The Key person and Safeguarding Children Officer liaise with the agencies, professionals and practitioners involved with the child and his or her family and ensure appropriate information is gained and shared.
- The Nursery recognises the role of the local authority social care department as the child's corporate parent' and the key agency in determining what takes place with the child. Nothing changes, especially with regards to the birth parent's or foster carer's role in relation to the Nursery without prior discussion and agreement with the child's social worker.
- At the start of the placement, there is a professional meeting that will determine the objectives of the placement and draw up a care plan that also incorporates the child's learning needs. This is review every three months or as advised by social services.
- The settling in process is the same for a looked after child as with any other within the Nursery, with the foster carer taking the place of the parent, unless otherwise agreed.
- Any concerns about the child will be noted by the Key person and discussed with the foster carer.
- If the concerns are about the foster carer's treatment of the child, or if abuse is suspected, these are recorded in a secure safeguarding children's file and reported to the child's social worker according to our safeguarding children's procedure.

## **MISSING CHILD PROCEDURE**

Children's safety is maintained as the highest priority at all times both on and off premises. Every attempt is made through carrying out the Outings Procedure and the Exit/Entrance Procedure to ensure the security of children is maintained at all times.

In the unlikely event of a child going missing, our Missing Child Procedure is followed.

### **Children going missing on the premises**

- As soon as it is noticed that a child is missing, the member of staff will alert the Nursery Manager or Deputy Manager.
- The Nursery Manager or Deputy Manager will carry out a thorough search of the building and garden.
- The register is checked to make sure no other child has also gone astray.
- Doors and gates are checked to see if there has been a breach of security whereby a child could wander out.
- If the child is not found, the parent is contacted and the missing child is reported to the police.
- The Nursery Manager or Deputy Manager talks to the staff to find out when and where the child was last seen and records this.
- The Nursery Manager or Deputy Manager contacts the Chair of the Committee and reports the incident. The Chair of the Committee, together with the Trustees, carries out an investigation and come to the setting immediately.

### **Children going missing on an outing**

This procedure describes what to do when staff have taken a small group on an outing, leaving the Nursery and other children and staff in the setting. If the Nursery Deputy Manager has accompanied children on the outing, the procedures are adjusted accordingly.

- As soon as it is noticed that a child is missing, staff on the outing ask children to stand with their designated person and carry out a headcount to ensure that no other children are missing. One staff member will search the immediate vicinity but will not search beyond that.
- The Nursery Manager is contacted immediately and the incident is reported, the manager or deputy manager will go straight to the scene.
- The remaining Manager contacts the police and reports the child missing
- The remaining Manager contacts the parent, who makes their way to the setting or outing venue as agreed with the Manager. The setting is advised as the best place, as by the time the parent has arrived the child may have been returned to the setting.
- Staff take the remaining children back to the setting
- In an indoor venue, the staff contact the venue's security who will handle the search and contact the police if the child is not found
- The Nursery Manager contacts the Chair of the Committee and reports the incident. The Chair of the Committee, along with the Trustees, carries out an investigation and may come to the setting immediately.

At all times during these procedures staff will be ensuring that someone is still looking for the lost child, whilst the rest of the staff maintain the care of the rest of the group.

After the event

- Debrief and ask questions – Why did it happen?
- Review procedures and compile risk assessment to ensure it never happens again.

### **The investigation**

- Staff keep calm and do not let the other children become anxious or worried.
- The Nursery Manager, together with the Chair of the Committee or other committee member speaks with the parents.
- The staff members write a report detailing the date and time of the report, what staff and children were present, name of the designated staff member responsible for the missing child, when the child was last seen, what has taken place since the child went missing, the time estimated that the child went missing.
- A conclusion is drawn as to how the breach of security happened.
- If the incident warrants a police investigation, all staff will cooperate fully. In this case the police will handle all aspects of the investigation including interviewing all staff. Children's social care may also be involved if it appears that there is a child protection issue to address.
- The incident is reported under RIDDOR arrangements (see our Accident & Incident Recording and Reporting policy). The local authority Health and Safety Officer may want to investigate and will decide if there is a case for prosecution.
- In the event of disciplinary action needing to be taken, OFSTED is informed
- The insurance provider is informed.

### **Managing people**

- The Nursery Manager or Deputy Manager will manage the incident and try to keep everyone as calm as possible.
- The Nursery Manager will ensure that staff under investigation are not only treated fairly but receive support while feeling vulnerable.
- When dealing with worried or anxious parents there should always be two members of staff; the Nursery Manager and a member of the committee. No matter how understandable the parent's anger may be, aggression or threats against staff are not tolerated and the police will be called.
- The remaining staff caring for the children need to be focused on their needs and must not discuss the incident in front of them. They should answer children's questions honestly but also reassure them.
- In accordance with the severity of the incident and final outcome, staff may need counselling and support. If a child is not found or is injured or worse, this will be a very difficult time. The Chair of the Committee will use their discretion to decide what action is taken.
- Staff must not discuss any missing child incident with the press without taking advice.

## **MOBILE PHONE AND PERSONAL RECORDING EQUIPMENT POLICY**

### **Mobile Phones**

The Nursery accepts that employees will bring their mobile phones with them to the workplace. However, it is Nursery policy that employees are not permitted to make or receive calls or texts during working hours as this inevitably impacts on performance.

Staff should ensure that mobile phones are turned off or are on silent at all times while on Nursery premises. All staff are requested to store their mobile phones in the lockers provided. Use of mobile phones is limited to staff breaks and in an area away from the children.

The only time a mobile phone is permitted for use is in the event of an emergency either within Nursery or on an organised outing. The use of the mobile phone is only permitted to contact the emergency services, the Nursery Manager or the parents of children within their care.

### **Personal Recording Equipment**

Staff are not permitted to use personal recording equipment at any time on Nursery premises. Personal recording equipment is: mobile phones with cameras on, personal cameras, personal camcorders, video recorders, voice recorders or anything that belongs to staff, and not the Nursery, that children could be photographed or recorded on.

Please note that volunteers or other visitors to the setting are also requested to adhere to the above policies.

## NAPPY CHANGING AND TOILETING POLICY

No child is excluded from our Nursery for the reason of not yet being toilet trained or for still wearing nappies or the equivalent. We work with parents towards toilet training unless there is a medical or other developmental reason why this may not be appropriate at the time. This policy is linked to health and safety, hygiene, inclusion, safeguarding and medicines policies.

Nursery fees do not include nappies, creams and wipes.

Parents are asked beforehand to provide enough nappies, creams and wipes for each session that their child attends.

The children's nappies will be kept in named baskets.

Nappies are checked at 2 hour intervals and are also changed throughout the sessions as required.

We see toilet training as a self-care skill that children have the opportunity to learn with the full support and non-judgemental concern of adults. All children are free to go to the toilet at any time during the session and adult help or supervision is there if needed. A non slip step will be available in each toilet area. Staff will be working with parents towards training children when they are ready. In order to ensure high standards of care and safety the following guidelines must be followed.

- Only persons with a suitable Criminal Records Bureau (CRB) clearance will be allowed to change or toilet children.
- All members of staff will inform another member of staff in the setting prior to taking a child to be changed or to use the toilet.
- Key persons have a list of children's toileting needs and preferred procedures
- Key persons undertake changing and toileting children within their key group, in their absence they will be backed up by their Key person buddy.
- The changing area is warm and safe.
- Key persons will take the child's bag along to the bathroom with them, to ensure they have everything to hand when changing children.
- Gloves and aprons are put on before each change and the area prepared. **Gloves must be worn at all times when changing nappies, dealing with toileting accidents, clearing up vomit or dealing with blood. This is for staff's own protection as well as for the children's.**
- The changing mat is wiped with anti bacterial spray and paper towels in between each change. Wash your hands thoroughly between each nappy change and put on clean gloves and apron for each child.
- Record nappy change details on the wipe board.
- All staff are familiar with the hygiene procedures and carry these out when changing nappies.
- Key persons ensure that nappy changing is relaxed and a time to promote independence in young children
- Young children are encouraged to take an interest in using the toilet.

- Children are encouraged to wash their hands and have soap and paper towels to hand.
- Key persons are gentle when changing; they avoid pulling faces or making comments about “nappy contents”.
- Nappies or pull ups are disposed of in a tied nappy bag, that is then placed into the yellow secure nappy bin and emptied at the end of the day. **The bag should be fastened with a zip lock tag. And the yellow sac placed in the YELLOW grondon bin located in the bin shed. (west playground)**
- Any clothing that has been soiled will be rinsed before being bagged for the parents to take home.
- If young children are left in wet or soiled nappies/clothes whilst in the setting, this may constitute neglect and will be a disciplinary matter. We have “a duty of care” towards children’s personal needs.

### **Potty/training seat Procedure**

- Always make sure you have everything you need before starting.
- Always make sure child is not allergic to any products.
- Always wear disposable gloves and apron provided when supervising potty/ training seat use, be aware of child’s independence skills.
- Wipe down potty with anti-bacterial spray and place on floor.
- Talk with child if appropriate, respect child’s dignity and modesty.
- Flush contents down the toilet.
- Always spray the potty/seat with the anti-bacterial spray when finished.
- Always discard the disposable gloves and apron in the external bins when finished.
- Always wash your hands using the anti-bacterial soap provided, encourage child to wash hands so that good hygiene practices are started.

## **NON-SMOKING POLICY**

The nursery recognises that many people in our society smoke. We are aware that smoking is lawful and a matter of choice for adults.

However we recognise that smoking is an activity disapproved of by many parents and to which they do not wish their children to be exposed. We recognise also that our employees have a right to expect to be able to work and have periods of rest from work in a smoke free environment.

We have therefore designated all the premises within the confines of the nursery a smoke free area. No one is permitted to smoke at any time on nursery premises. Further, any staff that wish to smoke are also prohibited from doing so in the nursery grounds, including the car park, thus reducing the chance of any child seeing a member of staff smoking.

- All parents are informed of this policy when applying for their child to come to nursery.
- All staff are informed of this at interview, and are expected to abide by this policy as with any policy. Failure to do so could result in disciplinary action. Staff are not permitted additional breaks for the purpose of smoking, and smokers and non-smokers have the same breaks.
- The entrance of the Nursery will display a “No Smoking” sign.
- All staff/parents/carers/visitors are expected to support the No Smoking Policy and draw it to the attention of staff if someone is disregarding it. In this case, the smoker will be asked to leave the premises.

## **OUTINGS POLICY**

The opportunity may arise for the Nursery to take the children off-site on an outing or visit. On such occasions, the level of care and safety provided in the setting of the Nursery must be followed off-site.

In the event of an outing:

- Prior to any outing a risk assessment will always take place and be recorded. Most venues will have their own risk assessments and can make these available
- The parents will be required to sign an agreement (or disagreement) regarding their child taking a part in outings/walks in the local community. This is included within the child's confidential records, which is to be filled in, prior the child starting Nursery.
- Our ratio on these walks is 1:3 for over 3 y. old and 1:2 for under 3 y. old. We may be asking parents for assistance to fulfil the ratio. The adult will hold the children's hands whenever possible and pushchairs/ safety harness's will be used.
- First Aid supplies will be taken and a Qualified First Aider will be present on the outing.
- A qualified member of staff will be present on the outing.
- The Manager/ Deputy (leader) of the outing will carry a register of names and contact telephone numbers in case of an emergency.
- The outing leader will carry a mobile phone in case of emergency.
- During the outing, the children will each wear a badge bearing the mobile phone number of the outing leader, name and number of the setting.
- In the unlikely event that a child should become lost, our Lost Child Procedure will be followed.
- Staff will keep a record of all outings in the outing book. This will record the date and time of outing, venue, method of transport, appropriate insurance policy cover, any risk assessment, the names of children going on the outing along with the names of staff caring for them.

The following should be taken to every outing:

- 1<sup>st</sup> Aid box (any important medication – allergies)
- Bottle of drinking water
- Medical list of children taking part
- Contact list
- Family doctor – details
- Mobile phone
- Spare nappies and clothes

### **Trips Involving Transport**

Trips involving transport will always need extra parental consent. Parents will be provided with detailed information about the trip including a risk assessment and the

details below will be acted upon if necessary. This will allow parents to make an informed decision as to whether they allow their child to attend.

### Planning ;

- Ratio will be kept to 1:2
- Staff and children lists will be made prior to the outing to ensure the correct ratio's are maintained.
- Staff will be assigned specific children and be responsible for them at all times.
- Students will be assigned 1 child and must be accompanied by a qualified member of staff at all times.
- Coaches with seat belts will be considered- Ideally 3 point seat belts. Parents will have details of the company.
- Parents must sign a detailed consent form allowing their child/children to attend the trip.
- Parents will be informed who will be responsible for their child during the trip.
- The health and safety representative will carry out a risk assessment that will outline all the possible risk factors that have been considered and actions that have been put into place to minimise them.

### During the trip;

- Children with severe medical conditions will be assigned to a qualified member of staff, preferably the Manager or Deputy. Advice from parents will also be sought to ensure appropriate care is provided.
- Children with special needs will be assigned to a member of staff.
- Children that require medication will be assigned to the Manager, Deputy or room supervisors.
- Adults are required to stay in minimum groups of two adults. Parents who are accompanying their own children are free to go off alone with their child. If they are supervising another child then they must stay with another adult.
- All supervising adults, including any parents, will be provided with a map(if necessary), meeting up times, meeting places, departure times, a list of emergency contact numbers, details of first aid points if necessary and a list of first aiders contact numbers.
- Registers will be taken
  1. In the nursery prior to leaving
  2. On the coach before leaving
  3. On meeting up
  4. On the transport before leaving
  5. On returning to the nursery

## **PARENTAL INVOLVEMENT POLICY**

“Parents are children’s first and most enduring educators. When parents and practitioners work together in early years settings, the results have a positive impact on the child’s development and learning”

Curriculum guidance for the Foundation Stage QCA 2000

At Riverside Day Nursery we see ourselves as sharing responsibility with parents for the care and education of their children. The relationship between the nursery and parents begins at our first meeting with a parent, on their first visit to the nursery. At this meeting we try to establish the notion of partnership with parents. We gather information and ask for parental input about the child’s interests and abilities, during the first few weeks of settling in. With babies we will try and keep as close to the home routine as possible.

Parents are invited to attend Open Days and Parent Evenings to discuss issues concerning child development, the curriculum, teaching, and learning.

Parents are welcome in the nursery whenever they have free time, to participate in activities in the nursery. We encourage parents to join us on outings, enabling the children to have more adult interaction, maximising their learning and enjoyment on the outing. On special days of celebration parents are invited into nursery to share with us. Parents are involved on a more behind the scenes level, as they perhaps offer their skills to benefit the nursery through, helping at fund raising events, sewing.

The Management Company has up to three parent representatives on it. Parents can put themselves forward to be elected onto the Committee by other parents. The reps can bring any matters raised by other parents, to the Governing Body, for discussion or decision-making.

There is also a ‘Parent’s Notice Board’, where the current learning areas are displayed along with other items of interest.

The aim of the Nursery is to support parents essential work not to supplant them.

We will:-

- Make all new parents aware of the group’s systems, policies and procedures.
- Encourage parents on an individual basis to play an active part in the management of the group.
- Ensure that parents are informed on a regular basis about their child’s progress.
- Ensure that all parents have opportunities to contribute from their own skills, knowledge and interests to the activities of the group.
- Involve parents in shared record keeping about their own child, either formally or informally.
- Ensure that all parents are informed fully about meetings, conferences, workshops and training.
- Consult with families about the times of meetings to avoid excluding anyone.

## Riverside Day Nursery Policy Document

- Hold meetings in venues that are accessible and appropriate for all.
- Welcome the contributions of parents, whatever form they may take.
- Make known to all parents the systems for registering queries, complaints, compliments or suggestions.
- Provide opportunities for parents to learn about the Nursery curriculum and about young children's learning, in Nursery and at home.

The Nursery operates a Parent Helper Rota as we believe this is both beneficial to the child and the parent/ carer for the following reasons:-

- It provides parents with the opportunity to experience a typical Nursery session.
- Children enjoy showing their parents/ carers their "special place".
- It ensures that our adult/ child ratio is above requirements as well as providing an extra pair of hands to help staff wherever needed.
- We ask all parents to try to assist at 1 sessions per term and place a parent helper rota out before each half term so that parent's can select a session which suits them best. This should be for a maximum of 2 hours only, according to the guidelines under "helpers who have no C.R.B check." Each parent on arrival to help will be shown a copy of the "parental help guidelines" which also informs parents not to toilet any children.

## **PRIVATE WORK POLICY**

The Nursery does not accept any responsibility for private arrangements, paid or unpaid, made between staff and parents/carers of children registered with the Nursery.

Any arrangements made must not interfere with the staff members commitment to their duties at the Nursery. Staff must not wear their uniform whilst "working" for any other person other than Riverside Day Nursery.

All private a arrangements must be made with due regard to the nursery policies with particular reference to the Confidentiality policy. Information about Nursery practice, staff, parents or children connected with the Nursery must not be discussed and any breach of the confidentiality policy will result in disciplinary action.

## **RECRUITMENT, STAFFING & EMPLOYMENT POLICY**

In accordance with regulations, we aim to have at least half of our staff qualified in day care or education relating to young children. We pride ourselves on maintaining good adult to child ratios and aim to operate above the legal requirements of 1:8 for children aged 3 and over and 1:4 for children between 2 ½ and 3 years of age. Our Key person system ensures each child and family has one particular staff member who takes a special interest in them. They will also observe them and use this information to plan activities suitable for their learning and development. Regular staff meetings provide opportunities for staff to undertake curriculum planning and to discuss the children's progress and any difficulties.

We aim to meet the Nursery's staffing needs as far as possible with regular staff employed on permanent contracts. From time to time, we employ other staff on a casual basis, for example to cover emergencies, or on fixed-term contracts, typically to meet a particular short-term need.

We ensure that all staff are given the opportunity to do appropriate training to update their skills and underpin their knowledge and understanding of pre-school children. There are a number of training courses run by the Pre School Learning Alliance and the local authority and our staff are encouraged to attend these whenever possible.

We are an Equal Opportunity Employer and a commitment to implementing the group's Equality and Diversity Policy will form part of the job description for all staff. We have an equal opportunities employment policy, seeking to offer job opportunities equally to both women and men, with and without disabilities, from all religious, social, ethnic and cultural groups.

A member of staff to be employed on a permanent basis will be interviewed by the Nursery Manager and a panel made up of at least two members of the Committee, usually including the Chair. The selection panel take responsibility for the creation or checking of recruitment information such as the job description, person specifications and advertisements. This panel take an active role in short listing and interviewing the applicants using standardised interview procedures. We are committed to recruiting, appointing and employing staff in accordance with all relevant legislation.

The Nursery Manager is authorised to recruit staff being employed on a casual basis to cover staff illness or absence or to meet a short-term need.

All staff positions are exempt from the Rehabilitation of Offenders Act 1974 and they must be prepared to disclose any convictions they may have had or orders they have against them. All successful applicants must agree to the appropriate checks on criminal records and health as required by the relevant statutory authorities.

In accordance with our Safeguarding Children Policy and Procedures, all appointments will be subject to a probationary period (usually 3 months). We use Ofsted guidance in obtaining references and criminal records checks through the Criminal Records Bureau for staff and volunteers who have substantial access to children. The appointment will not be confirmed unless the checks are satisfactory.

We provide staff induction training in the first weeks of employment. This induction includes our Health and Safety Policies and Procedures and Safeguarding Children Policy and Procedures. Other policies and procedures will be introduced by the appointed mentor within an induction plan.

Staff should restrict the number of private telephone calls you receive at work to a minimum. Mobile phones are not to be used in the nursery rooms. Staff may use their personal phones for personal use in the staff rooms during their break times

We support the work of our staff by holding regular staff meetings and through supervision and appraisals with the Manager. If any member of staff reveals, through action or attitude, a lack of positive feeling for herself or for our work, the Manager, Deputy or Room Supervisor will invite the member of staff to discuss the situation, and seek to resolve this issue through discussion.

While the nursery is very aware that its members of staff will themselves be encountering issues in daily life which may cause problems and discomfort, the nursery must insist that the undertaking of the role of working in this nursery requires a positive attitude and approach on all occasions.

All staff are employed by the committee and paid by the committee using money from the Nursery funding and fees. Our Nursery's budget includes an allocation towards training costs.

The Nursery Manager and Deputy have an annual review and appraisal with the Chair and one other member of the committee. Other staff have the opportunity for an annual review and appraisal with the Nursery Manager and Deputy

### **Policy on Staff Numbers**

It is the policy of this nursery to ensure that there is always sufficient staff to give the children the care and attention that they need and in particular that staff numbers do not fall below the recommended staff: child ratios set by Ofsted. For this reason we follow the principles:

1. The number of permanent staff is, where possible in excess of requirements. In particular the manager is supernumerary but can be called on to take over in the event of unplanned staff absence.
2. The nursery has a standby list of people who can be called on to fill in if necessary in the event of staff absence. These people may already work in the nursery on a part time basis.
3. In the event of supply staff not being available, agencies may be called upon

### **Staff Shortage Procedure**

In all cases of staff absence the Manager/Deputy must ensure Child/staff ratios are maintained in accordance with the Statutory Framework for the Early Years Foundation Stage welfare requirements (DFES)

### **Staff sickness**

In the event of a member of staff being off sick, staff should be deployed suitably around the nursery to cover child: staff ratios. If this is not possible supply staffs are to be arranged. Wherever possible, current part time staff should cover for colleagues.

### **Staff training**

Staff training shortages will be covered by part time staff / supply staff. In the event of staff absence it may necessary to ask the member of staff attending training to return to the nursery

In both cases, if the above cover is not available the Manager will cover any shortages due to being supernumerary.

### **Emergency staff shortages**

In the event of unforeseen staff shortages the following options may be actioned;

- Staff may need to redeploy into other areas of the nursery.
- The Manager/Deputy may need to cover in rooms
- It may occasionally be necessary to join rooms together to maintain staffing levels.

In the rare event of the Manager, Deputy or Room supervisors not being present staff must contact the Manager or Deputy to seek advice on how to cover shortages. It may on rare occasions be necessary for the Manager/ Deputy to return to the nursery to assist.

Agency	Contact number
Kangacrew	07766 467418
Blue Arrow caterers	0118 958 9962
Careline	0118 958 5858

**All staff from agencies must have a CRB check, and have 2 references.  
Details of agency staff member and experience given to the manager before commencing work at the nursery**

### **Stress Policy**

We at Riverside Day Nursery are committed to protecting the health, safety and welfare of our employees.

We recognise that workplace stress is a health issue and acknowledge the importance of identifying and reducing workplace stressors.

This policy will apply to everyone working at Riverside Day Nursery. Stress is defined as "the adverse reaction people have to excessive pressure or other types of demand placed on them". This makes an important distinction between pressure, which can be detrimental to health.

- Monitor working hours and overtime to ensure that staff are not overworking.
- Monitor holidays to ensure that staff are taking their full entitlement.
- Ensure that bullying and harassment is not tolerated within their jurisdiction.
- Be vigilant and offer additional support to a member of staff who is experiencing stress outside of work e.g. bereavement or separation.
- Any issues/concerns raise these with the manager.

### **Clothing and Appearance**

Please remember that in everything you do or say at work, or whilst you are out and about in your uniform, you are representing the nursery. It is important that you present yourselves as the professionals you all are.

The nursery will supply staff with t-shirts, jumper, cardigan and a coat with the nursery logo embroidered on it.

You need to provide either trousers (3/4 length trousers are acceptable) or skirts (no shorter than knee length) in Navy blue or Black. It is important that you are comfortable in the clothing that you wear.

Chefs whites and shoes are provided for cooking staff

Footwear should again be comfortable in Navy blue or black. For health and safety reasons your shoes must have a back to them to support your feet during the working day. No trainers please.

Make-up and jewellery should be kept to a minimum, no dangly earrings or rings with raised stones

When clothing is provided, you are expected to wear it.

It is your responsibility to maintain your uniform in good condition, cleaned regularly and returned upon the nurseries request. Uniform remains the property of Riverside Day Nursery Ltd.

### **Personal Property**

You are provided with a locker to store your personal belongings and you are encouraged to utilize it.

Riverside Day Nursery cannot be held responsible for any loss or damage to personal property kept on the premises or in vehicles.

### **Sickness/Absence from work procedure**

In the event of being absent from work, due to illness or any other reason, you must telephone and speak to either the Nursery Manager or Deputy as soon as you know why you will not be in. Contact needs to be made at the very latest by 7.30am each morning of your absence. It is your duty as part of the team to keep the nursery informed of your progress to allow the nursery to put contingency plans into action.

Reasons for your absence will be kept confidential, if you wish.

## Riverside Day Nursery Policy Document

Please be aware it is not acceptable to 'text' or to contact a third party to inform of your illness.

Contact numbers;

Nursery **0118 966 5040**

Deborah - Manager

Judith - Deputy Manager

Numbers are in your staff hand book

Numbers are in your staff hand book

You are also reminded that your contract states...

'...Notification of absence from work due to illness or any further cause should be made prior to your starting time on the first day of absence to either the manager of the nursery or the identified management committee member.'

### **Statutory Sick Pay (SSP)**

Permanent contracts state that as an employee, you are entitled to 2 weeks full pay per year, according to individual contracted hours, should you be absent from work through sickness.

Most employees are eligible to receive Statutory Sick Pay (SSP) thereafter. The amount paid and criteria for payment is based upon the guidelines set out by the department for social security and may be amended from time to time.

This explanation is a guide to SSP but cannot cover every circumstance.

You will be eligible to receive SSP unless:

- You are sick for less than 4 days
- You earn less than the lower earnings limit for national insurance contributions
- You are on a fixed term contract of 3 months or less (i.e. a probationary period)

In the event of your being absent from work, you must contact the nursery as early as possible. There is always someone in the nursery from 7.30am onwards. Subsequently you must keep the nursery manager informed of your progress and provide them with necessary medical certificates as you receive them. Providing you meet these requirements you may receive SSP. However if you do not comply with these conditions, SSP may be withheld.

In order to receive SSP you must have been absent through sickness for a period of four or more consecutive days which include bank holidays. Such a period is called a 'Period of Incapacity to Work' (PIW).

You only receive SSP from the fourth qualifying day of absence and nothing for the first three days. If a PIW comes within 8 weeks of a previous PIW, then it is 'linked' and you will be paid for your absence for the second PIW from the first day, but only if it is greater than 4 days of absence.

A PIW is formed on all the days of the working week where you are paid for those days you would normally work. These are known as qualifying days and are determined by your work pattern.

Once a PIW is formed you will receive SSP until:

- you return to work

- you have received SSP for 28 weeks, after which time you may be eligible to receive State Incapacity benefit
- your employment ends
- you are entitled to receive Statutory maternity Pay instead.

SSP is treated as if it were normal pay and therefore it has deductions for tax, national insurance contributions and any other authorised deductions.

### **Overtime Procedure**

The overtime procedure is incorporated alongside each employee's individual contract and job description.

- If any member of staff works beyond their agreed working hours they will either be paid or given the 'Time off in Lieu' (TOIL). Any paid or TOIL must be authorised by the Nursery Manager or Deputy Manager.
- TOIL is recorded in the TOIL book and must be taken back at a convenient time for the nursery. Consent form Manager or Deputy must be sort.
- Time must be used by the end of each year. If TOIL is not taken it will be lost.
- A timesheet must be completed for any paid overtime. This also needs consent form The Nursery Manager or Deputy to authorize payment. It the individual staff members responsibility to complete the time sheet. Failure to do so will result in non payment.
- Timesheets must be completed and handed in to the Finance administrator by the 19<sup>th</sup> of every month. In the event of the 19<sup>th</sup> falling on a weekend, timesheets must be handed in on the last working day
- Room Supervisors are responsible for discussing the staffing needs of individual rooms with Deputy and Manager to ascertain if any staff cover is needed. In the event of rooms needing cover where possible staff will support each other and be deployed throughout the nursery if possible.

### **Maternity Arrangements**

All female employees may take a period of maternity and receive maternity pay, irrespective of their length of continuous service and hours of work, subject to certain rules as laid down by the Department of Trade and Industry. The provisions for maternity leave and maternity pay are separate- you do not have to return to work in order to receive maternity pay.

**The following apply to all female employees, irrespective of their length of service:**

1. The nursery recognises its responsibility to protect the well-being of the pregnant employee and your daily duties should be discussed with the manager so that necessary and practical changes may be made if appropriate
2. The start of maternity leave
  - The maternity leave period may start at any time after the beginning of the eleventh week before the expected week of childbirth.

Or

- It starts on the first day after the beginning of the fourth week before the expected week of childbirth on which you are absent from work wholly or partly because of

pregnancy. So, if you are absent because of a reason related to your pregnancy your maternity leave may be deemed to have automatically started.

Or

- When your child is born
3. Minimum length of Maternity Leave- you must take a minimum of two weeks after birth
  4. Holiday Accrual -You continue to accrue holiday at your normal rate throughout maternity leave
  5. Antenatal Care – You are allowed paid time off for antenatal examinations that are recommended by your doctor or midwife.
  6. Statutory Maternity Pay or Maternity Allowance  
Whether you receive Statutory Maternity Pay (SMP) depends upon your average earnings and length of service. Average earnings are assessed from the last 8 weeks at the 15<sup>th</sup> week before the expected date of childbirth. If your average pay does not meet the lower earnings level (as of April 2003 this is £75 per week) you do not receive SMP from the company. Instead you may receive Maternity Allowance if you have paid National Insurance contributions for at least 26 weeks during 66 weeks prior to your expected week of birth. You will receive this benefit from the DSS, not the nursery.

#### Ordinary Maternity Leave (OML)

There is no period of service for the statutory 26 weeks of maternity leave

#### Additional Maternity Leave (AML)

You must have been employed continuously for at least 26 weeks prior to the 15<sup>th</sup> week before the expected week of childbirth

#### Maternity Leave

All women, irrespective of their service, may take a minimum of 26 weeks maternity leave. After this period you may return to your old job, or a suitable alternative. To qualify for a longer period of additional maternity leave you must have been continuously employed by the company for at least 26 weeks at the 15<sup>th</sup> week before the expected week of birth.

#### Notifying the Nursery of your expected maternity leave

In order to be able to take maternity leave you must inform the nursery manager, in writing as soon as possible that you are pregnant and wish to take leave. This notification must be no later than the 15<sup>th</sup> week before the expected week of childbirth. The letter must confirm that you are expecting a child, when the expected date of birth is and the date on which you would like your OML to commence. With the letter should be the certificate form your doctor or midwife that confirms your pregnancy (a MATB1 form). The company will acknowledge this letter and confirm that the start date of OML is acceptable. If you confirm that the start date of your OML is acceptable. If you choose to change the start date of your OML then you must give at least 28 days notice of your intentions.

### Return after Maternity Leave

You may return to a job on the terms and conditions that you signed on employment. You should inform the company as soon as possible if it is your intention to take AML. If you are returning to work before the end of the additional maternity leave period, you should give the company at least 28 days notice in writing of your intention to return earlier. Please note that there is no statutory right to return to work on different terms and conditions for instance to change to part time work with the exception of a flexible working request.

### **Paternal Arrangements and Parental Leave**

Each employee with at least one year's service at the start of the parental leave may take up to 13 weeks unpaid leave for each child under the age of five years old (under 18 if they qualify for a Disability Living Allowance) for whom they have parental authority, or for each child under the age of 18 that they adopt. This total amount of leave is available to be used before a child's 5<sup>th</sup> birthday or during the first six years of adoption, to the age of 18. The child must have been born or adopted on or after 15<sup>th</sup> December 1999. The maximum time off for parental leave allowed in most circumstances will be 4 weeks per child per year. All such leave is unpaid.

Parental leave is separate to maternity leave and is also separate from taking emergency leave to deal with unexpected incidents involving your children or other dependents.

### Paternal Leave

This leave is paid for a maximum period of two weeks and leave will be paid to you at 90% of your average earnings or £100 per week whichever is lower. Paternal leave will normally commence on the day after the birth of your baby. To be eligible for this leave you should have 26 weeks service as at the 15<sup>th</sup> week before the date of the birth of the baby. The two weeks should be taken consecutively. However, if you wish to take a shorter period of leave then this is acceptable. If the leave is not taken immediately after the birth then you must take the leave within 56 days following the birth. You do not have to be the biological father in order to qualify for paternal leave. This policy does not apply to absent fathers who are not involved in the child's upbringing.

### Length of Parental Leave

Parental leave is to be taken in periods of at least a week at a time, unless the time off is to care for a child that receives a Disability Living Allowance, when the parental leave may be taken a day at a time. In each case the year for parental leave purposes commences when you become eligible for such leave for the particular child.

### Parental Leave

If you are the father of the child and wish to take a longer period of parental leave then you must have at least a year's service and

- Specify the length of leave required
- Specify the expected week of childbirth
- Give at least 21 days notice that you wish to take parental leave before the expected week of childbirth

### Adoptive Parental Leave

- Specify the length of leave required
- Specify the week in which the placement is expected to occur

- Give at least 21 days notice that you wish to take parental leave before the expected placement.
- This policy does not apply to step children.

#### Postponing Parental Leave

The nursery will not postpone requests for parental or adoptive parental leave. However, other parental leave may be postponed in exceptional circumstances where the time of leave would cause significant operational problems. If you believe that your request has been unreasonably refused you may use the grievance procedure to have the decision reviewed. If a request for parental leave is postponed:

- The company will reply to your request within 7 days if it wishes to postpone your parental leave
- It will only be deferred once and alternative dates will be offered
- Postponement will be for no longer than 6 months
- Deferred leave offered will be for same length as requested, specifying the start and end date of the deferred leave. If you do not wish to accept the new dates offered you can cancel your original request and submit a new one.

#### During Parental Leave

You will not be paid for your periods of parental leave, however, you will continue to accrue holiday during the whole of your parental leave and all other terms and conditions of employment will apply.

#### After Parental Leave

You may remain employed during parental leave and if you take four weeks or less then you will return to the same job, or one of similar status, on the same terms and conditions of employment if it is not reasonably practical to keep your old job open.

## **Staff Appraisal and Reviews**

### **End of Probation Reviews**

Each member of staff begins their contract on a 3 month probationary period. When this period ends staff will be given an 'end of probation review'. The review takes on a similar format to an appraisal and gives both employee and employer the opportunity to discuss the past three months. Assuming that a satisfactory probation period has been completed, the employee's contract will be made permanent. This will be confirmed on writing. If there has been a unsatisfactory probation period the contract will either be extended for another 3 month period or a new contract will not be issued, thus employment ending.

### **Appraisals**

Staff appraisals will take place annually and will consist of a one to one meeting with the nursery Manager and Deputy

Prior to the meeting each member of staff will be given notice of the date and time of their appraisal and they will be asked to consider the following points so they can be discussed during the appraisal meeting

1. Immediate improvements that could be made in relation to the individuals job
2. Immediate improvements that could be made in the nursery
3. Long term plans or visions of how they see their role and the nursery progressing
4. How we will implement any agreed targets
5. Any new areas of responsibility that may be investigated further
6. Training needs

7. Any problems encountered.

The manager will also utilize the appraisal from the previous year to evaluate progression.

Any issues that are felt relevant to the work of the individual will be raised and addressed in partnership with the employee. The appraisal will be documented and a copy given to the employee as well as a copy sealed in the employees file.

As a result of the meeting any actions that are required will have dates for completion. If necessary a date for a further meeting will be made.

All appraisals will be treated in complete confidence.

**Disciplinary and Capability Review**

Riverside Day Nursery Ltd. will use the Disciplinary and Capability Review Procedure in all matters relating to discipline or inadequate performance among employees..

**Purpose of Disciplinary and inadequate performance procedure**

Disciplinary rules and procedures are necessary for promoting fairness and order in the treatment of individuals and to assist the nursery to operate effectively. The purpose of any disciplinary action is to bring your behaviour or performance up to an entirely acceptable standard.

The nursery does recognise that there is a distinction between relatively minor disciplinary offences and gross misconduct and this procedure does reflect this.

The facts will be investigated thoroughly before any decision is made to impose a disciplinary action and you will be given the chance to put your side of the case. You may be suspended whilst your case is being investigated.

**Categories of misconduct**

**Offences other than Gross Misconduct (Minor Misconduct)**

Inadequate performance and misconduct that is not gross misconduct does not normally constitute grounds for dismissal on the first occasion. However, if they occur more than once or if they occur in conjunction with other offences, they may result in your dismissal.

The following list which is not exhaustive or exclusive, gives examples of such offences:

- Poor standard of job performance, in terms of either quantity or poor quality
- Poor time keeping
- Unauthorised absence of short duration
- Constant breach of nursery policies and procedures, provided no danger to health and safety was involved
- Failure to comply with a direct request from the management team
- A lack of duty to care with regard to workmanship and general productivity

**Gross Misconduct**

The following list, which is not exhaustive or exclusive, sets out examples of offences, which may lead to dismissal on the first occasion

- Dishonesty
- Serious breach of nursery policies and procedures, especially where it concerns health and safety
- Smoking In the nursery buildings which is strictly forbidden

- Malicious damage to nursery, colleagues or customer property
- Physical assault on another person at work
- Drunkenness or being under the influence of illegal drugs whilst at work
- Indecent or immoral acts while at work
- Abusive language or conduct or other serious disorderly behaviour
- Allowing or condoning breach of the law
- Actual or attempted unauthorised access to confidential information
- Sexual harassment, racial, religious or disability discrimination
- Anything which brings the nursery into disrepute

### **Disciplinary Action**

If you are found to be in breach of this procedure the disciplinary action can vary according to each individual case.

The disciplinary actions can be as follows:

- Verbal warning
- Initial written warning
- Final written warning
- Suspension with or without pay
- Dismissal

### **Being accompanied at a disciplinary Meeting**

The nursery manager or committee member will investigate the case and hold a formal disciplinary meeting with you, at which you may be accompanied by a colleague or Trade Union Representative (please be aware that any trade union representative must have official ID from their union). At this meeting you will hear the case against you and you have the opportunity to give your statement of account.

### **Verbal Warning**

After the first disciplinary meeting, where it is not a case of gross misconduct, your manager may give you a verbal warning. If any warning concerns inadequate performance you will be given a set period of time after which your performance will be reviewed. This warning will be confirmed to you in writing and details of it will be recorded on to your Personnel file.

You have a right to make an appeal to the manager or committee within five working days. You might appeal on the grounds that you did not commit the alleged offence, or that the penalty imposed was too severe. He/she will decide whether or not to seek evidence from other people before deciding the appeal. An answer should normally be given to you within five working days of any such appeal

### **Initial written warning**

If your performance has not improved since the issue of a verbal warning, you have committed a more serious breach of discipline or you have committed another offence then a formal written warning will be given to you by the manager. You will be asked to sign the manager's copy, as proof of receipt and a copy of the warning will be put into your Personnel file.

You may appeal within five working days as described in the verbal warning.

### **Final Written Warning**

If there is no improvement since the issue of an initial written warning or you have committed a very serious breach of discipline or committed another offence, a final written warning will be given to you by the manager. You will be asked to sign your manager's copy, as proof of receipt and a copy of the warning will be placed on your Personnel file.

You may appeal within five working days as described in the verbal warning

### **Suspension**

You may be suspended for up to 5 days with pay as a disciplinary action where it is considered appropriate, whilst an investigation is carried out.

The following list is not exhaustive or exclusive

- When children are at risk
- When children and their families may be at risk
- When employees are at risk
- When you are at risk

### **Dismissal**

Where you still fail to meet the required standards or have committed further misconduct or in any cases of gross misconduct, dismissal may be necessary. In cases of gross misconduct the company will generally terminate employment without notice being given or pay in lieu of notice period.

Should you wish to appeal against the dismissal, you have the right to lodge an appeal within five working days to the committee and an answer should normally be given within five working days of any such appeal. A meeting will be called to hear your grounds for appeal and any further information that you may have.

### **Notes**

As appropriate disciplinary action will always depend upon the circumstances of the individual case it may not be appropriate for this procedure to be followed in the order explained above. In circumstances where it is reasonable to do so disciplinary action may be commenced at any stage of the above procedure.

All disciplinary and inadequate performance warnings will remain in force for a 12 month period.

Unless you appeal against a disciplinary decision within five working days of the action being taken it will be assumed that you accept the decision. Where for any reason an answer to your appeal has to be delayed it will be given to you as soon as possible.

It is the responsibility of the Manager/Committee to fully investigate all the facts before a final decision on the course of disciplinary action to be taken is made

If the Manager is being investigated it will be the role of the Committee to carry out the investigation and take appropriate action.

## **Rest and Sleep Procedure**

- Children must be toileted or their nappies changed as appropriate before any rest or sleep.
- Shoes and any thick clothing must be removed, taking into account the temperature of the room.
- Children will have their own individual bed sheets in named bags.
- Children are to be laid on their bed within a calm, relaxing, ventilated room.
- Babies that sleep in prams outside will be placed in a shaded, dry area of the garden.
- Children are to be laid 'top to tail' a good distance apart from one another.
- If the children require, they may be patted off to sleep if they find this a comfort. The nursery will not use drinks as a form of comfort to a child as they go off to sleep for health and safety reasons.
- Children will be checked every 5 minutes, and this check will be recorded.
- Children will be left for as long as needed unless parents specify otherwise.
- To allow children to familiarise themselves with their surroundings they will be woken in a gentle and calm manner.
- Drinks will be offered to the children if they require them.
- If necessary children will be toileted or nappies changed upon waking.
- Parents will be kept informed of their child's sleep patterns at nursery.
- The nursery will work in partnership with the parents to provide the children with consistent routines as used at home.
- Upon sleeping/waking all children will be written down on a sleep chart.

## **SAFEGUARDING CHILDREN POLICY & PROCEDURE**

**Our Designated Person for Safeguarding Children is Judith Clayforth.**

### **Child protection**

In our Nursery, we provide a safe environment where children are safe from abuse and where the suspicion of abuse is promptly and appropriately responded to. In order to achieve this we will:

#### **Exclude known abusers by:**

- Advising all applicants applying for employment within the Nursery that should they be offered a position it will be dependent upon a satisfactory Enhanced Criminal Records Bureau (CRB) check. Applicants will be informed that the positions are exempt from the Rehabilitation of Offenders Act 1974.
- Before appointment, applicants will be requested to supply two references which will be taken up, and explanations will be sought where an applicant has held several jobs in a short period of time or has gaps in their employment history.
- Appointment will be subject to a probationary period, usually three months, and will only be confirmed once the Nursery is completely satisfied that the applicant can be safely entrusted with children. This will include both paid and voluntary staff.
- Volunteers do not work unsupervised.
- Ensure that children are collected only by known parents or carers, or another responsible adult, of whom we have informed about. This person must know the password originally stated on the child's application form by the parent or main carer.

#### **Provide training:**

- Train staff through Reading Borough Council so they can learn to recognise the signs and symptoms of possible abuse, i.e. physical, emotional, neglect and sexual. We ensure that all staff know the procedures for reporting and recording their concerns in the Nursery. All staff will attend the next the possible training session after their employment commences. All our staff have attended a Reading Borough Council Safeguarding Children Training Course or completed the recommended online training.

**Prevent abuse by good practice:**

Any one particular adult will not be left alone for a long period of time with either one or more children, or a small group. Should a child need to be taken aside for perhaps discussion of their behaviour, then this will be done where possible in a separate room, but with the door left slightly open.

- The layout of the playroom(s) will permit constant supervision of all children.
- Children will not be taken to the toilet by any adult who has not been checked by the appropriate authorities (CRB).
- If a member of staff needs to tend to a child, for example, take to the toilet or change a nappy, they must inform another member of staff where and what they are doing.
- We educate the children to understand and express their feelings and at the same time, build up their confidence to refuse inappropriate attention.

**Respond appropriately to suspicions of abuse:**

- Changes in a child's appearance and/or behaviour will be investigated.
- We allow investigation to be carried out with sensitivity. Staff in the Nursery takes care not to influence the outcome either through the way they speak to children or ask questions of children.
- Parents will normally be approached first although suspicions will also be referred to the Social Services Department, if deemed appropriate.
- All such suspicions and investigations will be confidential and only those people who need to know will be informed, such as the child's Key person, the Nursery Manager and the Chair of the Committee.

**Disclosures**

If through conversation or other contact with the child you have cause to suspect physical, sexual or emotional abuse or neglect of a child in your care:

- Listen to what the child says. Be comforting and sympathetic. Ensure that the child feels as little responsibility as possible.
- It is particularly important not to make any suggestions to the child regarding how the incident may have happened, therefore do not question the child except to clarify what he/she is saying.
- Write down exactly what the child says or what actions concern you, and what you have said in response. The member of staff does not question the child or promise they will not tell anyone else. Sign and date it.
- Do not make assumptions about whom the allegation might concern. If a member of staff may be involved, appropriate steps must be taken to ensure the safety of the child and other children
- Inform the member of staff in charge of your suspicions and that person will contact, without delay, the Duty Social Worker in the Access and Assessment Office for the District in which the child lives, or the Emergency Duty team, if out of office hours. The member of staff in charge should also contact OFSTED who will offer advice and support to you wherever possible, although they will not be responsible for conducting enquiries into the allegation/suspicion.
- Once a child is referred to Access and Assessment they and the Area Safe Guarding Committee will make an assessment of the child's needs.

### **Keeping of Records**

- When worrying changes in a child are observed, a separate and confidential record will be set up which will include not only their name, address and age, but timed and dated observations, which will objectively describe the child's behaviour/appearance without comment or interpretation. If possible and relevant, the child's exact spoken words should be noted. Each record will be signed and dated.
- Any such record will be kept in a separate lockable file and will only be accessible to the Nursery Manager, the child's Key person and the Chair of the Committee.

### **Liaise with other bodies:**

- The Nursery operates in accordance with local authority guidelines. Confidential records will be shared with the Social Services Department if the Nursery feels they have not been provided with an adequate explanation for changes in the child's condition.
- The Nursery will keep in contact with the registering authority and keep names, addresses and telephone numbers of individual social workers to ensure that in an emergency, it is easy for the Nursery and Social Services to work well together.
- Records will also be kept for the local NSPCC contact or other appropriate bodies.

### **Support families:**

- The Nursery will do everything it can to build up trusting and supportive relationships between families and staff/volunteers in the group. Parents are made aware of the Nursery's policy on starting and are asked to read and sign the form "protecting children".
- Parents are normally the first point of contact. If a suspicion of abuse is recorded, parents are informed at the same time as the report is made, except where the guidance of the Local Safeguarding Children's Board does not allow this. This will usually be the case where the parent is the likely abuser. In these cases the investigating officers will inform parents.
- Where there is suspicion of abuse at home, we will continue to welcome the child and their family while investigations take place.
- We will share with the parents, any confidential records that are being kept on their child.
- With the understanding that the care and safety of the child is of paramount importance, the Nursery will do all it can to support and work with the child's family.

**Allegation of abuse made against a member of staff (also a committee member or volunteer):**

- If an allegation of abuse is made against a member of staff, the Safeguarding Children Officer or Chair of the Committee will immediately inform the Local safeguarding Children's Board and Ofsted and ask for advice. (Child Protection Referral and assessment team, Reading 0118 9373641).
- The Nursery will conduct an internal investigation and the staff member against whom the allegation has been made may be suspended whilst this takes place. To ensure confidentiality, the investigation will be conducted by the Safeguarding Children Officer and the Chair of the Committee.
- The Nursery will suspend the staff member during the period of investigation, the reasons for the suspension will remain confidential and the Nursery's confidentiality policy rules apply to all staff and committee members should they become aware of the circumstances.
- They will also ensure that any investigation carried out by Safeguarding Children authorities or the police are not interfered with. (If the allegation has been made against the Safeguarding Children Officer, the Chair of the Committee and one other Committee Officer will conduct the investigation). The Nursery will encourage its staff to cooperate with the investigation in any way it can and will act impartially.
- When the investigation is completed, the pre-school will implement the pre-school disciplinary proceedings to determine the future of the member of staff at the pre-school.
- If a member of staff or a volunteer is dismissed from the Nursery or internally disciplined because of misconduct relating to a child, we notify the Department of Health administrators so that the name may be included on the List for the Protection of Children and Vulnerable Adults.

Contact numbers

Should any member of staff need to contact Access and Assessment the contact numbers are below.

Access and Assessment: 0118 9373641 (office hours)  
Emergency Duty Team (out of office) : 01344 786543  
Gill Westbury, Welfare Requirements Officer RBC Early Years Team: 0118 937 6896

Other Useful Numbers

NSPCC: Childline:0800 1111 Adult Helpline:0808 800 5000  
Thames Valley Police: 0845 850 550  
Reading Borough Council: 0118 9373737

## **Register**

In order to safeguard the children and to ensure we are aware of the number of children in the building at any one time, every child will be marked in the register as they enter the building at the beginning of each session. This will be the responsibility of the nominated Senior in each session.

## **Arrival and Departure Procedure**

To ensure the safety of all children at the beginning and end of sessions, the Nursery operates an Arrival and Departure Policy to ensure that all children are supervised adequately at these times and are only handed over to previously advised adults who are known to staff

### **Procedures - Arrival**

The main doors will be opened at 8.00a.m. for the morning session, entry is by a buzzer system ensuring that staff only allow entrance to known individuals. Parents are asked not to let each other in. As the children arrive, a member of staff will greet them and parents will add them to the register, whilst the remaining members of staff will be in room, supervising those children who have already arrived.

### **Procedures - Departure**

At collection times, the main door will be opened and one member of staff will be responsible for checking the child/ren out. Parents are made aware that they must not leave with their children unless the child is signed out. Parents and carers are aware that they must provide advance notification if another person is to collect their child. Details of these people will be recorded in the messages notebook which is available to staff who hand over children. If the person collecting the child is not known to the staff then it will be necessary for that person to provide suitable identification to the staff before the child is released to them. If the staff are in any doubt as to the person's right to collect the child, they will contact the appropriate parent or carer before releasing the child. Parents and carers are made aware that their children must be collected within five minutes of the designated collection time.

Any child who is not collected after this time, the staff will take action in line with the non-collection of children policy.

## **Mobile Phones**

### **Nursery Mobile.**

The nursery has a mobile phone which is kept in the office during working hours.

The phone is used

- when staff go on outings with a group of children
- to contact parents if the nursery is closed due to snow or for any other emergency.

### **Personal mobile phones.**

Mobile phones are not to be used in the nursery room environment at any time and must remain switched off and kept in lockers.

Should staff need to make an urgent call or be called the nursery phone is available with consent from the Deputy/ Manager.

Staff caught using mobile phones during working hours will immediately be disciplined and dismissed.

Staff may use their phones on break times only within the staff room or off the premises.

## **SAFETY**

The safety of young children is of paramount importance. In order to ensure the safety of both children and adults, the pre-school will ensure that:-

- All children are supervised by adults at all times and will always be within sight of an adult.
- Forms are available for the reporting of any accident/incident.
- Regular safety monitoring will include checking of the accident and incident records.
- All adults are aware of the system(s) in operation for children's arrivals and departures and an adult will be at the door during these periods.
- Children will leave the group only with authorised adults.
- Safety checks on premises both indoors and outdoors are made at the beginning of each day.
- Outdoor space is securely fenced.
- Equipment is checked regularly and dangerous items are repaired or discarded.
- The layout and space ratios allow children and adults to move freely between activities.
- Fire doors are never obstructed.
- Fires/heaters/electric points/wires and leads are adequately guarded.
- All dangerous materials, including medicines and cleaning materials are stored out of reach of children.
- Adults do not walk about with hot drinks or place hot drinks within reach of children.
- Fire drills are held at least twice a term.
- A register of both adults and children is completed as people arrive so that a complete record of all those present is available in any emergency.
- There is no smoking on the premises.
- A correctly stocked first aid box is available at all times.
- Fire extinguishers are checked annually and staff members know how to use them.
- Whenever children are on the premises at least two adults are present.
- Large equipment is erected with care and checked regularly.
- Activities such as cooking, woodwork and energetic play receive close and constant supervision.
- On outings, the adult: child ratio will be at least one or two.
- If a small group goes out, there will be sufficient adults to maintain appropriate ratios for staff and children remaining on the premises.
- Equipment offered to children is developmentally appropriate recognising that materials suitable for an older child may pose a risk to younger/less mature children.
- The premises are checked before locking up at the end of the day/session.
- Children do not have unsupervised access to kitchens, cookers or any cupboards storing hazardous materials including matches.

## **SELECTING EQUIPMENT AND TOYS POLICY & PRACTICE**

The toys and equipment in Nursery provide opportunities for children, with adult help, to develop new skills and concepts in the course of their play and exploration. The equipment we provide:

- Is appropriate for the ages and stages of the children.
- Offers challenges to developing physical, social, personal and intellectual skills.
- Features positive images of people, both male and female, from a range of ethnic and cultural groups, with and without disabilities.
- Will enable children, with adult support, to develop individual potential and move towards required learning outcomes.
- Conforms to all relevant safety regulations and is sound and well made.
- Have been risk assessed before use.

We select books, equipment and resources, which promote positive images of people of all races, cultures and abilities, are non-discriminatory and avoid racial and gender stereotyping.

We check all resources and equipment regularly as they are set out at the beginning of each session and put away at the end of each session. We repair and clean, or replace any unsafe, worn out, dirty or damaged equipment.

We keep an inventory of resources and equipment. This will record the date on which each item was purchased and the price paid for it.

## **SETTLING-IN/PRE-VISIT POLICY**

At Riverside we want to make the transition from home to nursery a positive experience that focuses on the individual needs of your child and family.

### **Our aim**

- To support your child in the transition from home, family and familiar people, into the new community of the nursery
- To help your child make a strong attachment to their key person
- To help your child feel secure and confident in nursery
- To work closely with you
- To work with you and your child with any difficulties that might arise

Once a place is guaranteed for your child they will be assigned a key-person. Every child attending Riverside nursery has a key person. This member of staff will have special responsibilities for working with a small number of children and for developing a genuine bond with the child and their parent/s. The key person will also help your child and parent/s to become familiar with the Nursery and for the children to feel confident and safe within it.

After your child's key person has made a home visit, they will arrange settling in/pre-visit sessions for your child at nursery. The settling-in sessions/pre-visits is a time before the child joins the nursery, when they can visit the nursery in order to get to know their key-person, the other staff, children and the routines etc. The key person will work with the parent to complete the 'all about me' and registration forms during the settling in period. The child's key person will be responsible for the development and learning record.

As a matter of policy we encourage children to visit Riverside Nursery on at least three occasions before the starting date. For the first visit we suggest it should be an hour long, we invite you to stay with your child for the first visit, so that you can talk to the staff about routines and anything you want them to know. For the second and third we suggest they are 3 hours long and you are able to leave your child for these visits. These visits may be over a mealtime, so that they can experience eating with-in a large group. We understand some children may need more than three visits and if this is the case more can be arranged.

Please be reassured and try not to worry if your child experiences difficulties, it is a normal part of a child's development to be anxious, nervous or angry about starting nursery. We also recognize that many parents will find this a difficult and sometimes upsetting process. We hope that we can use our experience to support you and your child in whatever way suits you.

The above is a guide, some children settle into a new environment with ease, other children may need more re-assurance. Sometimes it's parents who benefit most from the settling-in sessions/pre-visits. Whatever the case please be re-assured that staff will support your child and family when joining the nursery.

## **STUDENT PLACEMENT POLICY**

Riverside Day Nursery recognises that qualifications and training make an important contribution to the quality of the care and education provided by pre-school settings. As part of our commitment to quality, we offer placements to Secondary school students on work experience and to students undertaking early years qualifications and training. We recognise that the quality and variety of work which goes on in the Nursery makes it an ideal place for students on placement from school and college childcare courses, as well as those on the Diploma in Nursery Practice or Tutor Fieldworker courses.

Students are welcomed into our Nursery on the following conditions:

- The needs of the children are paramount. Students will not be admitted in numbers which hinder the essential work of the Nursery. No more than 2 students will be allowed to attend each session.
- Students must be confirmed by their tutor as being engaged in a bona fide childcare course which provides necessary background understanding of children's development and activities.
- Students required to conduct child studies will obtain written permission from the parents of the child to be studied.
- Any information gained by the students about the children, families or other adults in the Nursery must remain confidential.
- At no time will students be left alone to supervise children.
- We require schools placing students under the age of 17 year with the Nursery to vouch for their good character.
- We supervise students under the age of 17 years at all times and do not allow them to have unsupervised access to children.
- Students who are placed in our pre-school on a short term basis are not counted in our staffing ratios. Students who are placed for longer periods – e.g. a year – may be counted in our staffing ratios provided we consider them to be competent.
- We take out employers liability insurance and public liability insurance which covers both trainees and voluntary helpers.
- We require students to keep our confidentiality policy.
- We co-operate with student's tutors in order to help students to fulfil the requirements of their course of study.
- We provide students, at the first session of their placement, with a short induction on how our pre-school is managed, how sessions are organised and our policies and procedures.
- We communicate a positive message to students about the value of qualifications and training.

## **USE OF INTERNET AND E-MAIL POLICY**

Use of the internet by employees of Riverside Day Nursery is permitted and encouraged where such use supports the learning and education of the children, in line with the Early Years Foundation Stage.

However, Riverside Day Nursery has a policy for the use of the internet whereby employees must ensure that they:

- comply with current legislation
- use the internet in an acceptable way **and for business purposes only**
- use e-mail for business purposes only
- do not create unnecessary business risks to the company by their misuse of the internet

### **Unacceptable behaviour**

In particular, the following is deemed unacceptable use or behaviour by employees:

- visiting internet sites that contain obscene, hateful, pornographic or otherwise illegal material
- visiting websites that are not for business purposes
- using the computer to perpetrate any form of fraud, or software, film or music piracy
- using the internet to send offensive or harassing material to other users
- downloading any software or files without the prior permission of the Nursery Manager or Chair of the Committee. In addition, any software or any copyrighted materials belonging to third parties must not be downloaded unless this download is covered or permitted under a commercial agreement or other such licence (unauthorised copying is a criminal offence)
- downloading any software or files which are not for business purposes
- installing any software without the prior permission of the Nursery Manager or Chair of the Committee
- hacking into unauthorised areas
- undertaking deliberate activities that waste staff effort or networked resources
- introducing any form of malicious software into the corporate network
- accessing personal e-mails
- accessing any social networking sites or chat rooms
- making personal online purchases
- making business online purchases without the prior permission of the Nursery Manager or Chair of the Committee
- publishing defamatory and/or knowingly false material about Riverside Day Nursery, your colleagues and/or our parents, children, Committee or any other associate of Riverside Day Nursery on social networking sites, 'blogs' (online journals), 'wikis', 'tweets' and any online publishing format.

Parents and carers also need to have regard to the above statement. Also the confidentiality of all within the group is paramount and members of the Nursery must be mindful of this at all times taking care to ensure pictures or names are not made public knowledge without prior permission from those involved.

## **Monitoring**

Riverside Day Nursery accepts that the use of the internet is a valuable tool. However, misuse of this facility can have a negative impact upon employee productivity and the reputation of the Nursery.

In addition, all of the company's internet-related resources are provided for business purposes. Therefore, the company maintains the right to monitor the volume of internet and network traffic, together with the internet sites visited.

## **Sanctions**

Where it is believed that an employee has failed to comply with this policy, they will face the company's disciplinary procedure which can be found in the Contract of Employment. If the employee is found to have breached the policy, they will face a disciplinary penalty ranging from a verbal warning to dismissal. The actual penalty applied will depend on factors such as the seriousness of the breach and the employee's disciplinary record.

## **Agreement**

All company employees, contractors or temporary staff who have been granted the right to use the company's internet access are required to sign this agreement confirming their understanding and acceptance of this policy.

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These Policies and Procedures are amended and reviewed annually.

Directors                      Julia Kempster and Sheila Kirkham

Manager:                      Deborah Wood

Date Reviewed:              30<sup>th</sup> November 2011

Adopted at AGM: