Understanding and respect of the individual

Westfield Nursery

Policy & Procedure Document

For the academic year 2017/18

This document is reviewed annually

Queen Mary University of London
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WESTFIELD NURSERY PHILOSOPHY

Everything we do and hope to achieve at the Nursery is based on understanding, trust and respect for the individual. This principle dictates how we treat each child, parent, carer and member of staff, regardless of their position, personal background or circumstances, as we seek to embrace the diversity that we are blessed with in our wider community.

We will assist anyone who requires additional help, in order that they may achieve to their full potential, while never being condescending towards them. We will hold elevated, yet attainable goals for all the children, helping them achieve using a set curriculum while letting them develop according to their own personalities and learning styles.

Communication and openness are stressed at all times allowing everybody access to the knowledge they need in order to achieve all they can and best serve the needs of the children and other adults they work with. Each member of our community has the right to feel secure in their role, understanding what is expected of them in order that they are able to develop to their own best ability, and contribute all they can to the progression of the nursery as a whole.

We will listen to all points of view and give a voice to those who can not speak for themselves through knowledge of the individual and careful observation. These opinions responded to constructively, are used as a basis for the continuing improvement of the care & education we provided.

We recognise that developing professional, yet close personal relationships with each other helps us all work towards our common goal of helping the children grow into happy, loving and achieving young people.
LEARNING AND DEVELOPMENT

COMMUNICATING WITH YOUNG CHILDREN
It is important for all adults to recognise the importance of listening to young children before trying to communicate their own views. Many children whether due to age, ability, background or temperament may require more time, patience and understanding for the adult to recognise what they are trying to communicate. We must be aware of the various ways that children will try to communicate which include:
- Speaking in a language other than English.
- Non-verbal (body) language including facial expression.
- Sign language including Makaton.
- Behaviour & social interaction.

Tips for effective communication:
- Get down to the child’s eye level.
- Speak 30% and listen 70% of the time.
- Give the child at least 10 seconds to think and respond.
- Do not interrupt or finish their sentence, as some children will give up.

COOPERATION WITH PARENTS/CARERS
We believe that the child’s nursery care and home life must be complimentary, with clear established boundaries and expectations that reflect the respect and understanding for all. Parents/Carers will be fully informed about their child’s care and will be welcomed as partners. Staff will ensure that Parents/Carers feel comfortable about approaching them for advice, information, and support regarding their child’s care at all times and we will use various ways of ensuring that Parents/Carers are fully informed about their child’s day.

All information about the day care service will be made accessible to any Parents/Carers including those experiencing factors which makes receiving information by usual means ineffective.

Staff will make themselves available to speak to parents/carers when they arrive to drop off children or to pick them up. If this is inconvenient for parents/carers, or the adults involved with the placement have any issues to discuss, a time must be arranged as soon as possible for information to be shared. Parents/Carers should be encouraged to keep staff informed of any changes to their circumstances which may affect the care of their child. Staff should also inform Parents/Carers of any changes they observe in a child’s behaviour or appearance, in order for this to be a two way process.
Other than this daily interaction, the nursery has several methods for sharing information with parents:

- Photos and job titles of all staff concerned with the care of their children.
- Open door policy in person, by E mail or telephone.
- Monthly newsletters.
- Nursery website.
- Parents’ notice board and “what have we done today?” boards.
- Advance warning of forthcoming events and meetings, holiday closures or any other changes to opening or closing times.
- Information about the planning of activities being undertaken by children.
- Displays including daily routines & quarterly newsletters for each room.
- Weekly menus.
- Current Insurance and Ofsted Registration Certificates.

Each are of children’s developmental records must be updated at least monthly, and are be available to parents in each room. Photographs, samples of work, observations etc. should be used to keep parents fully informed of the care and development of their child. Parents/carers are asked to attend Keyperson meetings every four months (six months for the over threes). The purpose of the meetings is to enable Parents/Carers to talk in depth about their child’s progress and share knowledge about their overall development. These meetings are seen as vital, and Parents/Carers will be supported in attending by offering times which fit in with their working arrangements etc.

Nursery Staff will work with Parents/Carers to establish consistent boundaries for the Children based on shared expectations and respect for individual circumstances. Staff will expect to work in partnership with Parents/Carers to ensure that these boundaries and the nursery’s procedures are maintained at all times, and the Children are not given contradictorily guidance while on nursery premises.

In return, the nursery will expect Parents/Carers to respect its procedures and the staff who have a responsibility to carry them out in order to maintain standards and offer a consistent service to all. While relationships between Staff and Parents/Carers need to be close due to the nature of the service being provided, Staff understand that they must act in a professional and courteous manner at all times and it is expected that Parents/Carers will respond in the same manner. While Staff who do not respect this will be subject to disciplinary action, Parents/Carers will risk termination of their nursery place in the event that they fail to do so.

Staff are unable to allow children onto nursery grounds until the time they have been booked to attend, and must insist that children have left the premises when their session has finished. While they are present, Parents/Carers must understand that as their child’s primary carer, they have full responsibility for supervising them.
Nursery equipment must not be used by Children unless supervised by nursery Staff.

The nursery asks that if a child is going to be absent or late, that the child’s room are informed by telephone by 9.00am (E mail will be acceptable in the event a call cannot be connected). This will allow for registers, ratios and activities to be adapted.

Except for specific individual occurrences which Staff must be informed of in advance, children are expected to arrive at Nursery before 10.30am. This is to allow the child to be able to access activities that have been planned specifically for them to aid in their overall development, and have time to settle in before lunch and rest times. If a child is not in by this time and the nursery has not been informed, it will reserve the right to refuse entry as staffing levels may have changed due to their assumed absence for the whole day.

Parents/Carers are asked to arrive 5 minutes before the end of their child’s session if they wish to receive a full feedback about their child’s day. Other than those booked in for additional services, all Children and Parents/Carers must have left the nursery premises by 5.30pm to allow the building to be secured and Staff to finish their shifts. If they have not done so the Parent/Carer will be subject to the nursery’s late fine. The senior member of staff present at the time will decide if a fine is appropriate, and if they do, the fine will not be subject to review.

CONFIDENTIALITY
All information in relation to the children in our care and their families will be kept in the strictest confidence, unless it raises concerns for the safety and wellbeing of a child, in accordance with data protection. Information is kept in a secure file in the office, which is only accessible by authorised staff. The office is kept locked when unoccupied. Information given by Parents/Carers of a personal nature will be noted and passed on a need to know basis. Senior staff will be kept informed of parents/carers concerns or changes of circumstances; however other staff will only be given information which is relevant to their work with their child. Staff are aware of the need for confidentiality and will only discuss with parents/carers matters that concern their child. Any comments/comparisons by parents/carers regarding other children must be ignored and staff are to remind them that they are not at liberty to discuss other people’s children. Staff are not permitted to take information about the children off-site. This includes any information about the children stored electronically.
A room will be available in the nursery for use if Parents/Carers need to discuss concerns, in confidence, with a staff member. Parents are entitled to see any details kept about their child and themselves at any time, but staff will only give feedback on a child’s progress directly to their parents/carers, unless a third party is authorised to be involved.
Parents/Carers are expected to understand the need for confidentiality and not discuss sensitive matters or children other than their own with other individuals.
The nursery will gain written consent for any use of photographic or video evidence. On initial registration with the nursery, written permission will be collected with the child profile form. If a specific photograph/video opportunity was arranged, additional permission must be obtained.

CURRICULUM
The nursery has a responsibility to ensure that our provision meets the learning & development requirements outlined in the revised Early Years Foundation Stage (EYFS). We aim to deliver individualised learning, development and care for every child to help give them the best possible start in life. The curriculum centres on the child as a learner, acknowledging the importance of how they learn, as well as what they learn. All the areas must be delivered through planned, purposeful play with a balance of adult-led and child-led activities both indoors and outdoors.

The nursery’s curriculum will:

- View all children as individuals with the right to be treated with equal respect to the adults around them. This includes the right to choose when they want to interact with their peers and carers.
- Provide a safe, caring, stimulating environment, with supportive adults offering a wide range of activities, experiences and materials.
- Give children the opportunity to choose activities and experiences, and to develop independence within the curriculum.
- Give children the opportunity and structure to build up positive meaningful experiences and relationships with peers and adults.
- Create a partnership with parents to support and enhance the development of children.
- Provide equal learning and development opportunities for all the children.
- Ensure that each child has positive experiences of success at his/her own level, in order to give him/her confidence and motivation for learning in the future.
- Provide a balanced curriculum which takes account of, and responds to, the child’s developmental needs, and allows each child to make progress related to his/ her own abilities.

Use of Information and Communication Technology (ICT):
The nursery does not routinely make use of a television as part of the children’s experience while they are with us, but they may be used occasionally with the older children if of educational value as long as this does not contravene any copy write law.

Only suitable music, story tapes etc. will be played via a CD player or the radio and only as part of planned activity.

Children over the age of two will have limited access to tablets (I Pads). Use of these is limited in each group to one hour in each morning or afternoon session, and by each child to 10 minute sessions by way of in built timers. Child are encouraged to use these as part of
their learning a while socially interacting with each other, individuals will be monitored so that they do not spend excessive amounts of time on or around these resources. Any soft wear or applications are carefully selected by senior staff for their educational value, and the tablets are not connected to the internet while the children use them to avoid the chance of straying onto unsuitable websites or activities.

The children will also have access to other activities and equipment, including electronic ones, to develop their understanding of cause and effect as well as scientific concepts.

**OBSERVATION, ASSESSMENT & PLANNING**
Practitioners will continuously observe the children, record against the early learning goals as set out in the EYFS and respond appropriately. Quality observation enables practitioners to:

- Get to know a child better & develop positive relationships with them and their parents/carers while sharing information that enables everyone’s full participation as partners in a child’s development.
- Further develop their understanding of a child’s development, and plan appropriate play & learning experiences based on the children’s interests and needs.
- Form a view of where each child is in their learning, where they need to go & the most effective practice to support them in getting there, identify any concerns about a child’s development.

Good planning is the key to making children’s learning effective, exciting, varied & progressive. Through play, in a secure but challenging environment with effective adult support, children can learn by:

- Exploring new experiences that help them to make sense of the world.
- Develop a positive sense of self.
- Understand the need for rules.
- Think creatively, imaginatively, take risks and practice new skills.
- Communicate with others as they investigate or solve problems.
- Each week, staff will complete a focus activity for one of their keychildren. Each child should have a focus observation for them completed at least every three months.

Activities need to be suitable for the stage a child has met. Children need to be stretched but not pushed beyond their capabilities, so that they continue to enjoy learning. Babies and younger children will be given the opportunity to explore and discover the world around them, by offering them the opportunity to learn using all their senses. Natural materials will be used for Heuristic Play, and Treasure Baskets will be available in all rooms with children under eighteen months old. The nursery also has a sensory room and mobile sensory cube for the children to explore further with light, sound, smell and touch.

Parents/Carers will be offered the opportunity to participate in their child’s education and development in the day care setting. This will be done by means of regular information,
inviting them into the nursery and activities to do at home which are supportive of the themed activities.

**RECORD KEEPING AND PROGRESS REPORTS**

As well as continuous observation and assessment against the early learning goals which is available to parents/carers at all times, the keyperson will also prepare regular progress reports to share at meetings with them. These consist of:

- **Settling in report**: Six weeks after a child starts at the Nursery which will focus on how the child has settled in and identify their starting points for future development and achievement.
- **Keyperson report**: These will be completed every four months (six months in the case of the over threes) and will consist of the child’s development and achievements in this time. Once they have been shared with the parents/carers, next steps and any additional support needs will be recorded.
- **Early years foundation stage progress check at age two**: This will take the place of the first keyperson report due after a child’s second birthday. This report will focus on each of the three prime areas of the Early years foundation stage curriculum, but also include comments on the other areas of the curriculum and identify any areas that the keyperson and parents/carers believe that the child may require additional support in which will be then shared with the Nursery’s SENco and outside agencies if required.
- **School leavers report/Early years foundation stage profile**: This will take the place of the child’s final keyperson report before they leave the Nursery for school (the EYFSP must be completed for any child who will be turning five prior to their departure), and will provide an overview of every area of the child’s development and any additional information that the keyperson and parent/carer feel required at the child’s new setting.

All records including reports are passed on to the child’s new setting when they leave via the parent/carer.

**OUTDOOR PLAY**

Weather permitting, children in the nursery must be offered daily opportunities for outdoor play as it enhances all areas of their development and contributes to the child’s overall fitness and well-being. Being active in the fresh air improves breathing, circulation, and appetite. Therefore, all staff teams will seek to maximise the opportunities offered to children for outdoor play.

Our garden consists of designated areas. These are:

- Role play, Water, Sand, Quiet area/Book, Construction, Messy play/Mark-making, growing and an area designated for non-walkers.

Staff will continue to observe child outdoors, and the activities outdoors are planned for by each room, collated by the float staff each week. Staff will not restrict children’s play allowing them to transport equipment/materials to other areas.
In the event of two or less members of staff being outdoors some areas that require overall supervision may close. A risk reduction procedure is carried out by a member of staff each play session to minimise any health and safety risk. The outdoor gate is kept locked whilst the children are outside.

Children’s water bottles must be taken out to allow them to access drinking water during play. Wellies, coats, sun cream/sunhat are required to be provided by parents to allow their child to go out in all weathers.

Guidelines for staff;

- Staff are encouraged to take the children out in small groups to avoid congestion. The room register must be taken outside with the group out first and in last.
- If children and staff are out in the garden and the fire alarm goes off please exit the nursery garden and go to the evacuation point on Bancroft Road.
- An accident book is situated in the garden for staff to record any accidents/ incidents relating to the children.
- When tidying away the garden please wash equipment either at the outside tap or in your room. The Discoverers room will need to use another room’s sink area for hygiene reasons.
- Please encourage children to use the aprons available in the water and mark making areas.
- Before setting up the garden please check for equipment in the shed first before borrowing other room’s equipment. Please return equipment to their rightful place. Keep shed tidy.
- All rooms must take their garden gate key into the garden each play session and the gate must be locked as soon as the children go out.
- If there are children who need toileting or their nappy changed, before leaving the garden please ensure that other staff are aware. If staffing is low please call the Manager/Deputy to assist.
- The garden needs to be tidied away no earlier than 4:45pm every day unless the weather dictates otherwise.
- Regarding setting up the garden in bad weather conditions use your own judgement.

SETTLING CHILDREN

It is important that staff build up good relationships with the child and Parent/Carer, and the nursery’s procedures are designed to support this. To help them and their parents/carers settle into nursery life, children will be offered a number of visits to the day care setting before their start date. The purpose of the visits is to enable the child and Parent/Carer to familiarise themselves with the setting, staff, and other children. All visits will be flexible to meet the needs of the child and parents/carers, and if more visits are needed to complete this stage then this will be accommodated. We also offer a home visit (or if this cannot be arranged the parent and child invited to the nursery for a “stay and play” session) a month before the child settles into nursery, where staff will go to their home with photos of staff.
and familiar nursery toys that the child can bring back on their first day of settling at the nursery.

The number of sessions will vary from child to child, and should go on for as long as necessary in order for the child to be left by the parent/carer without undue distress. As a guideline, children are offered (usually within a week’s period) the following:

- 1x initial visit where the Parent/Carer remains throughout
- 1x visit when the child stays in the nursery for approximately 1 hour without his/her parents present
- 3 x visits when the child remains in the nursery for approximately 2 - 6 hours without his/her parent being present.

At the time of the first meeting the following tasks should be completed by the Keyperson during the initial visit.

- Parent/Carer and child should be given a full tour of the premises.
- Full explanation should be given of the routines and activities which take place. This should include what to do in the event of an evacuation.
- Wherever possible the staff on duty at the time of the visit should be introduced, and the parents/carers should be made aware of staff roles and responsibilities.
- All necessary documentation should be completed with the Parent/Carer – and an explanation should be given as to why the information is necessary.
- Parents/Carers should be informed that they are welcome to contact the service by phone, to receive information about their child throughout the day and can visit at any time.
- Parents will also be reassured about the arrangements which are in place to contact them, if any significant issue arises regarding their child’s care e.g. if a child becomes ill.

**KEY PERSON**

Before starting at the nursery each child will have an allocated Key person, who is the member of staff with lead responsibility for the child. It is the responsibility of the senior of each room to allocate a Key person to each child. It is important that the Key persons ensure that all staff working in each room are aware of all the children in their care so that Parents/Carers can be fully informed about their child at the beginning and end of each day.

The role of the Key person is:

- To be responsible for maintaining records of the children allocated to them. This includes ensuring **all** the children’s forms are completed before the parent/carer leaves them for the first time while settling.
- To be responsible for planning of activities for the children in their key group, taking into consideration all the information gathered regarding the child’s development and needs.
• To be responsible for ensuring that the children allocated to them have their needs met.
• To communicate these needs to other staff who will be caring for the child and in the case of severe allergies to the whole staff team.
• To be responsible for communicating with the child’s Parents/Carers about any issues regarding the child’s needs.
• To be responsible for the children that are allocated to them when they are on any outings.
• To be responsible for maintaining a folder consisting of the child’s developmental records, artwork, achievements, any photographs and reports on the child’s progress during their time in the setting.
• To meet with Parents/Carers at regular intervals to review the development and service being provided to their child.
• To be responsible for providing the main link between the Nursery and the Parents/Carers.
• To stay with a new keychild whenever possible for the duration of their settling period and first full week in the new room.
• To act as a role model for all children and communicate/respond to all adults and children as they wish the children to do so.

**CHILDREN’S ATTIRE AND BELONGINGS**

Parents/Carers should be advised that children need suitable clothes and footwear to attend nursery, and should be asked to label their child’s clothing. They should be aware that the nursery encourages the children to explore with the resources on offer and that this may end up in clothing getting messy.

The Nursery discourages Parents/carers from allowing their children to wear jewellery during the day for their own and other’s safety. Any jewellery or accessories being worn for religious or cultural reasons may be allowed, but parents/carers must be aware that they take full responsibility for loss or damage or accidents involving the jewellery.

Staff must ensure that children are encouraged to wear aprons during messy play activities. If a child refuses to wear an apron and clothing becomes damaged, parents should be advised of what has occurred.

**ANTI-BULLYING**

The Nursery believes that bullying is action taken by one or more children with the deliberate intention of hurting a child, either physically or emotionally. Although most of the children in our care are very young and may not understand their actions, we do all we can to prevent it, by developing a Nursery ethos in which this behaviour is regarded as unacceptable.
We believe that every child has the right to expect an environment which

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

If a bullying concern is raised, every effort will be made to establish the facts. Action will be taken to address the concerns, and to ensure that there is no reoccurrence. If a child is accused of bullying they also will be listened to in a suitable setting and efforts will be made to collect all the facts.

The Manager will:

- Implement the anti-bullying policy, and ensure that all staff are aware and know how to deal with incidents of bullying.
- Ensure that all staff and children know that bullying is wrong, and that it is unacceptable behaviour. An explanation will be given to the children as to why the behaviour was unacceptable, and why sanctions are being imposed.
- Ensure that all staff receive sufficient training to be equipped to deal with any incidents of bullying.
- Set a climate of mutual support and praise of success; so making bullying less likely. When children feel they are important and belong to a friendly and welcoming environment, bullying is far less likely to be part of their behaviour.

Staff will:

- Take all forms of bullying seriously, and intervene to prevent incidents from taking place. All forms of bullying will be recorded.
- Deal with incidents of bullying as soon as they become aware of them. This may involve counselling, an action plan and support for the victim of the bullying.
- Spend time talking to the child who has bullied, and endeavour to help the child change their behaviour in future. If a child is repeatedly involved in bullying other children, staff will inform their Manager and the action plan reviewed. The Manager will then invite the child’s Parents/Carers in to discuss the situation. In more extreme cases e.g. where these initial discussions have proven ineffective, the Manager may contact external support agencies following consultation with parents/carers.
- Support all children in their environment to establish a climate of trust for all. By acknowledging, supporting, rewarding and celebrating the successes of all children, we will aim to prevent incidents of bullying.
We ask Parents/Carers to:
• Contact their child’s Key Worker immediately if they are concerned that their child is being bullied, or suspect that their child may be the perpetrator of bullying.
• Support the Nursery’s anti-bullying policy, and actively encourage their child/ren to be a positive member of the group.

**LOST CHILD (ON SITE)**
Great care will be taken at all times to ensure the safety of children whilst in the nursery. All entrances and exits will be secure at all times. Visitors will be escorted whilst on the premises. All students and volunteers will be shown all appropriate safety measures taken to ensure security of the building and the safety of the children. Staff will always be aware of the children’s whereabouts at all times.

In the unlikely event of a child becoming missing from the childcare setting:
• The Manager will investigate where and when the child was last seen and gather any further information.
• Each group will remain in their room and numbers checked against the register. Each group room will be checked by staff, including all cupboards and storage spaces. Staff must remain calm while doing this and caring for the other children.
• The Manager/Deputy and any spare staff will search the remaining parts of the building including all outside areas and storage spaces.
• In the event of the child not being found within 10 minutes, or if the circumstances appear suspicious and all other procedures have been followed. The Manager will telephone the parent/carer and inform them of the situation and the police will be called.
SAFEGUARDING

The Safeguarding of children is paramount and every adult’s responsibility, it underpins everything the Nursery hopes to achieve.

In every case the legal rights of the child will be our first consideration regardless of the social, ideological or cultural views of their carers.

The nursery is committed to working with Parents/Carers in an open, honest, and trusting way, and we strive to support families at an early stage before any difficulties being experienced reach crisis level. Any concerns about a child will be discussed with the parent/carer will be treated sensitively and in confidence. We acknowledge that the child’s parents/carers provide ongoing care for the child, and we will always work in partnership for the benefit of the child.

We recognise that adults within the Nursery may be the first to become aware that there are safeguarding concerns regarding a child in their care. All staff, students and volunteers are given written and verbal information on child protection procedures in the form of Nursery policy, and the Department of Education’s “Keeping children safe in education” (March 2015). Nursery staff will also have regular supervision sessions with their line manager where any concerns regarding the care of any child can be raised and/or training needs will be discussed, however staff have a duty to raise concerns as soon as this can be done confidentially.

The Nursery has a Designated Child Protection Person (DCPP) who will be responsible for the overseeing safeguarding within the Nursery. In addition, there is also be a named “back up” to this role in case of absence. This person’s role is to:

- Work closely with, and discuss any concerns with the nursery manager to ensure that all children are cared for in a safe and stimulating environment.
- Attend regular enhanced safeguarding training to stay up to date with best practice and any legislative changes. They will also ensure all staff are inducted in Nursery safeguarding procedure, receive training and understand how to raise a concern.
- Where appropriate liaise with Tower Hamlets’ Multi Agency Safeguarding Hub (MASH) and Local Authority Designated Officer (LADO).
- Liaise and be understanding if a member of staff or parent wants to approach them with any concerns, and assist in the completion of a “Keeping children safe” record if required.
- Attend child protection conferences if one is called by the local authority.
- Carefully monitor the attendance and well being of any child subject to a child protection plan and inform the child protection line immediately of any further concerns.
• Feedback to staff team on any training given or changes in guidelines/procedures.
• Ensure that all staff are made aware of the importance of confidentiality.
• Ensure that if the Nursery does allow internet or other media access to the children that it is age appropriate and safeguards have been taken.

**DEFINITIONS OF ABUSE**

**Physical abuse**
Physical abuse is deliberately hurting a child causing injuries such as bruises, broken bones, burns or cuts.
It isn’t accidental - children who are physically abused suffer violence such as being hit, kicked, being thrown or having objects thrown at them, poisoned, burning or scalding, slapped, drowning, suffocating. Shaking or hitting babies can cause non-accidental head injuries (NAHI). Sometimes parents or carers will make up or cause the symptoms of illness in their child, perhaps giving them medicine they don’t need and making the child unwell – this is known as fabricated or induced illness (FII).

**Emotional abuse**
Emotional abuse is the persistent emotional maltreatment or emotional neglect of a child. It’s sometimes called psychological abuse and can seriously damage a child’s emotional health and development.
Emotional abuse can involve deliberately trying to scare or to silence a child. Humiliate a child of what they say or how they communicate. Isolating or ignoring them, making them feel worthless, unloved and inadequate. It may feature age or developmentally inappropriate expectations imposed on children such as interactions that are beyond the child’s developmental capability and overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction. It may involve serious bullying (including cyberbullying), causing children frequently to feel frightened or in danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of maltreatment of a child, thought it may occur alone.

**Domestic abuse**
Domestic abuse is any type of controlling, bullying, threatening or violent behavior between people in all sorts of relationships, across all communities, faiths and cultures, committed by both men, women and children. It isn’t just physical violence, and includes any emotional, physical, sexual, financial or psychological abuse.
Witnessing domestic abuse is child abuse and it can have a very serious impact on a child’s behavior and wellbeing, even if they are not directly harmed themselves. Children witnessing domestic violence is recognized as 'significant harm' in law.
Teenagers can suffer domestic violence in their relationships. Domestic violence can seriously harm children and young people and they can be at risk of other types of abuse too. Children can experience domestic abuse or violence in lots of different ways. They may
see the abuse, hear it from another room, see a parent's injuries and become distressed afterwards, be hurt by being nearby or trying to stop the abuse.

Sexual abuse
A child is sexually abused when they are forced or enticed to take part in sexual activity. This doesn't have to be physical contact, and it can happen online. Sometimes the child won't understand that what's happening to them is abuse. They may not even understand that it's wrong. Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children. The activities may involve sexual touching of any part of the body, clothed or unclothed, including using an object, assault by penetration, including rape or penetration of the mouth with an object or part of the body, kissing, encouraging a child to engage in sexual activity or encouraging children to behave in sexually inappropriate ways, sexual acts with someone else or making a child strip or masturbate, intentionally engaging in sexual activity in front of a child, not taking proper measures to prevent a child being exposed to sexual activities by others, meeting a child following sexual grooming with the intent of abusing them, taking, making, allowing someone to take, distributing, showing or advertising indecent images of children, paying for the sexual services of a child, encouraging a child into prostitution or pornography, showing a child images of sexual activity, including photographs, videos or via webcams.

There are two different types of child sexual abuse. These are called contact abuse and non-contact abuse.

Contact abuse is where an abuser makes physical contact with a child, including penetration.

Non-contact abuse covers other acts where the abuser doesn't touch the child, such as grooming, exploitation, persuading children to perform sexual acts over the internet and flashing.

Neglect
Neglect is the persistent failure to meet a child's basic needs, likely to result in the serious impairment of the child’s health or development. Sometimes this is because the Parent/Carer does not have the skills or support needed, and sometimes it’s due to other problems such as mental health issues, drug and alcohol problems or poverty. They may not get the love, care and attention they need from their primary carers.

Once a child is born, neglect may involve a parent failing to provide adequate food, clothing and shelter, including exclusion from home or abandonment, to protect their child from physical and emotional harm or danger, ensure adequate supervision and access to appropriate medical care or treatment.

A child who's neglected will often suffer from other abuse as well. Neglect is dangerous and can cause serious, long-term damage, even death.
Female genital mutilation (FGM)
FGM is the partial or total removal of external female genitalia for non-medical reasons. It's also known as female circumcision, cutting or sunna. There are four types which are all illegal and have serious health risks. It is nearly always carried out on minors (between infancy and age 15).
Religious, social or cultural reasons are sometimes given for FGM. However, FGM is child abuse. It's dangerous and a criminal offence. There are no medical reasons to carry out FGM. It doesn't enhance fertility and it doesn't make childbirth safer. It is used to control female sexuality and can cause severe and long-lasting damage to physical and emotional health.
FGM has been a criminal offence in the UK since 1985. In 2003 it also became a criminal offence for UK nationals or permanent UK residents to take their child abroad to have female genital mutilation.

Forced marriage
A forced marriage is where one or both people do not (or in cases of people with learning disabilities, cannot) consent to the marriage and pressure or abuse is used. It is recognized in the UK as a form of violence against women and men, domestic and child abuse and a serious abuse of human rights.
The pressure put on people to marry against their will can be physical (including threats, actual physical violence and sexual violence) or emotional and psychological (for example, when someone is made to feel like they’re bringing shame on their family). Financial abuse (taking your wages or not giving you any money) can also be a factor.

Abuse of venerable adults
A vulnerable adult is any person aged 18 years or over, who is, or may be, unable to take care of themselves or are unable to protect themselves against significant harm or exploitation. This may be because they have a mental health problem, a disability, visual or hearing problems, are old and frail or have some form of illness. Vulnerable adults have the right to live their lives free from abuse. Everyone should treat vulnerable people with respect and dignity. They should be able to choose how to live their lives independently, and receive support in doing this. Abuse that can take place in vulnerable adults can include physical, sexual, neglect (please see signs and symptoms above), psychological including emotional abuse, verbal abuse, humiliation, bullying and the use of threats. This can cause the adult to become withdrawn, too eager to do everything they are asked, showing compulsive behavior, not being able to do things they used to and not being able to concentrate or focus. Financial or material including stealing from the adult, cheating them, using them for financial gain, putting pressure on them about wills, property, inheritance or financial transactions, misusing or stealing their property, possessions or benefits.

Children who are suffering one type of abuse are usually suffering another type of abuse or neglect at the same time but this isn’t always the case.
There’s no excuse for abusing a child. It causes serious, and often long-lasting, harm – and in severe cases, death.

Nursery staff must be alert to the signs of child abuse and aware of factors they may make abuse more likely, although they must not engage in stereotypical or judgemental behaviour.

Staff should be observant of:

- The relationship between the child and his/her Parent/Carer.
- The child’s reaction to other people.
- Any comments made by the child and/or Parents/Carers which cause concern. This may include any views that may be considered extremist (Prevent strategy) and may result in radicalisation of vulnerable people.
- Any changes to the appearance, health, or behaviour of the child.
- Injuries that immediately arouse suspicion that they of a non-accidental nature.
- Inappropriate behaviour displayed by other members of staff.
- The emotional effect of adult’s language, tone of voice etc. on a child.
- Presence of mental health, drug/alcohol dependency or domestic abuse in the family setting. These are referred to as the “toxic trio” and any one of these factors increases the chances of abuse, the presence of all three is a major cause for concern.
- A knowledge that a child has a history of “looked after” by the state (fostered, adopted etc).
- Any additional needs the child may have that may make them more venerable to abuse.
- Age inappropriate reference made by the child to websites, films, T.V, magazines etc.
- Inconsistency between information provided by different carers and the child.
- The fact that they may be working with parents, students or colleagues under the age of 18 and that they have a duty towards the safeguarding of these people as well as the children who attend the Nursery.
- Their own promotion of the ethos of the Nursery and “British” values as described by the Department of Education including the right of the individual regardless of age.

The Nursery will request on the child information record if the family is involved with social services, this is to better support the family and allow “joined up” care for the child.

We ask that parents/carers inform us of any injury that their child receives outside the nursery, and staff will inform parents of any injury that their child receives while in our care. In both cases an accident/incident form must completed by staff, and the parent/carer asked to sign it.

If a member of staff notices an injury after the parent/carer has left the child, they should ask the child (if s/he is able to verbally communicate) how the injury occurred and make a careful note of the explanation. Do not ask the child any leading questions or investigate the allegations yourself. It may be necessary to contact the parent/carer to ask them how the injury occurred and make a note of the explanation.
Staff will then be supported by the DCPP in the completion of a “Keeping children safe” record which goes onto the child’s secure file. This concern alone may not indicate abuse, and may not warrant referral to a child protection agency. However, single issues when seen in a cumulative way over a period of time or with other professionals may support a referral. Staff will always speak to Parents/Carers about concerns, which are being noted and record their response, unless it would place the child in significant harm. If concerns about an injury are raised after a Parent/Carer has left the child, the childcare worker should ask the child gently and sensitively how the injury happened. Judgement must then be made on whether or not the injury fits the explanation and, if it does, is the cause within normal acceptable limits of behaviour.

There are child protection concerns:
- If the explanation from the Parent/Carer is not consistent with the injury
- If the child discloses something of concern
- If there is concern for the health, safety, and well being of the child.

Disclosure of abuse by a child
If through conversation with the child you have cause to suspect abuse you should:
- Remain calm.
- Listen to what the child says, in a comforting and sympathetic way.
- Ensure that the child feels as little responsibility as possible.
- It is particularly important not to make suggestions to the child about how the incident may have happened.
- Only ask questions to clarify something they have said-do not ask leading questions
- Do not make assumptions about who the allegation may concern and do not attempt to investigate the concern yourself.
- Write down exactly what the child says and how you responded. Sign and date this record. All information must be recorded without opinion by the member of staff who highlighted the cause for concern.

Suspicion of abuse and neglect
If through other contact/observation you have cause to suspect abuse/neglect you should:
- Bring it to the attention of the DCPP, who will in turn report to the manager.
- Continue to undertake systematic observation of the child’s behaviour.
- Write down what concerns you and why using the “cause for concern” form.
- All information must be recorded by the member of staff who highlighted the cause for concern within 24 hours.

The Nursery may conduct home visits prior to a child starting at the Nursery with consent of the family. Two members of staff (usually the keyperson and the deputy manager/DCPP) must go on these visits and if any safeguarding concerns arise during the visit, the LADO must be consulted as soon as possible.
A decision must be made by the DCPP in conjunction with the manager, about how to deal with the concerns. A written Common Assessment Framework (CAF) record of the decision must be made, and be held in the child’s file. Whilst it is necessary for the DCPP to notify the manager that there is a child protection concern, they do not have to wait for a response from the manager to take action, particularly if there are major concerns that threaten the immediate health and well being of the child.

The childcare staff must continue to care for the child in the usual way. Staff members caring for the child must be made aware of the situation as far as is necessary, and must receive clear guidance from the DCPP as to what their actions should be.

Where possible the Parent/Carer must be provided by the DCPP with a careful explanation about our concerns, our duty to meet the needs of the child, and our responsibility to act within safeguarding of children guidelines. Another staff member must accompany the DCPP during these discussions. *The Parent/Carer will be clearly advised of what action will be taken, but not if staff feel that to advise the Parent/Carer of concerns will put the child or themselves at any risk.*

If a referral is to be made to the MASH or LADO the DCPP (or their backup) must do this. They should be supported in making such a referral by the Manager. The LADO of the child’s home local authority should be contacted (details in their file). A written record must be made of everything, including our concern/observations, the Parent/Carers’ response (where appropriate), the contact with the child protection agency, and the action which will follow. This will need to be shared with child’s LADO, Tower Hamlets MASH and the police.

Close staff co-operation with the child protection agency is essential during this procedure, and any subsequent actions. Throughout the procedure support should be offered to the family where appropriate, and managers need to be aware of the support needed by staff who may have initiated the process. When a child moves onto school or a new setting, any safeguarding concerns

*The Nursery has a duty to share any information regarding child protection with other statutory children’s services and the police. All information will be kept confidential.*

If an allegation is made against a member of staff, student or volunteer it is the Nursery manager’s role to inform the Tower Hamlets MASH and Ofsted within 14 days. The Nursery manager will then contact their line manager and inform them of the allegations. The manager will then conduct a fact-finding exercise, whilst fact finding takes place the member of staff accused will be suspended until a report has been concluded. Confidentiality will be maintained at all times and the staff team, parents/carers will not be told why the member of staff is suspended. If allegations are found to be true this will result in instant dismissal, and the police informed.
It is the DCPP’s responsibility to report any individual to the Disclosure and Barring Service if they (or anyone they live with) are found unsuitable to be working with children for any reason.

If an allegation is made against the Nursery manager, their line manager must be informed immediately and will deal with the allegation in the same way as above.

Contact Numbers:

Assistant Director of Estates and Facilities for Residential services and events (Steven Exley as of August 2015): 020 7882 6972/07881 830270/s.exley@qmul.ac.uk

Tower Hamlets Local Authority Designated Officer (James Gilley as of August 2015): 020 7364 3506

Schools and families hotline (for referrals): 0207 364 5000

Tower Hamlets multi agency safeguarding hub (MASH): 020 3276 3501/towerhamletsMASH@met.police.uk.

Tower Hamlets Child Protection Advice Line (09.00 – 17.00): 020 7364 3444

Tower Hamlets out social care emergency out of (above) hours duty team: 020 7364 4079

Police Child Protection Team: 020 8217 6530

OFSTED: 0300 123 1231

**BABYSITTING**

The Nursery does not condone staff entering into private babysitting arrangements with parents and carers outside of their normal nursery attendance, but if these arrangements are made they are separate to the parent’s agreement with the Nursery, and neither the Nursery, Queen Mary College nor its management accept any liability for the actions of individuals employed by the College outside of their contracted work within the Nursery during it’s normal hours of operation.

Parents must be aware that care outside of the agreed Nursery operation hours is not part of the service provided by the Nursery and it will take no part in any such arrangements. The Nursery takes no responsibility for any actions, or cover any party on its insurance during babysitting sessions. This includes any safeguarding issues.

Staff must be aware that anything witnessed outside of the nursery must be dealt with by them as an individual rather than an employee of the College and confidentiality of both Nursery, and private home matters must be upheld. Any discussions regarding information
obtained during privately arranged care of a child that take place on Nursery premises, or
discussion of anything regarding the Nursery that has not already been discussed with an
individual within Nursery hours will be seen to be breaching this confidentiality and
disciplinary action will be taken.

It is recommended that for the safeguarding of all parties that a third party
“nanny/babysitting” agency is used (the details of which the Nursery can provide).
If a member of Nursery staff is employed by such an agency then they may be added to a
child’s collectors list, however once they have completed their working day at the Nursery
they are considered an employee of that agency and not the Nursery.

PROFESSIONAL DUTY

- Staff should not hesitate to ‘blow the whistle’ on malpractice, all adults must realise they
  have a duty to the children in their care, which take precedence over any one colleague,
  the Nursery or the University.

  *Bad practice affects everyone in the setting and can affect children for life.*

- If a staff member raises a concern, the nursery gives its assurance that they will not
  suffer any form of retribution, victimisation, or detriment. Any concerns will be treated
  seriously, and the management act accordingly. The matter will be treated in confidence
  as far as possible, and the staff member will be given feedback on any information
  gathering.

- If they have a concern about the Nursery manager or DCPP this can be raised by
  contacting the College’s assistant director of Estates and Facilities who has direct line
  management responsibilities.

- Providing staff are acting in good faith, it does not matter if they are mistaken. Staff do
  not have to prove anything when rising concerns, and should take into account that the
  children in their care may not be able to voice concerns themselves.

RECRUITMENT AND VETTING

The Nursery follows the College’s Human resources department’s policies and procedures
with regard to recruitment and selection practice. All recruitment within the Nursery is
overseen by this department to ensure this procedure is followed in all aspects of the
process. For details on these please refer to Queen Mary’s code of conduct with regard to
recruitment which can be found on the College’s website.

To ensure children are safeguarded, the nursery management attend safer recruitment as
well as human resources training to keep up to date with current legislation. All employees
will have a job profile that fully identifies the roles and responsibilities of the post they
hold. All prospective staff will have their identification checked, hold the relevant
qualifications for the post they are employed for, be asked for two relevant references, and
hold a current (within the past three years) Disclosure and Barring Service (DBS) enhanced
disclosure which will be updated upon appointment. Anyone without these clearances will
not be employed by the Nursery. During the interview process no individual will be allowed unsupervised access to the children.

All employees must have an induction meeting with the Manager on the first day of their employment. During this meeting, the staff member will be shown around the building, given a full induction (plus handbook), the nursery’s policies and procedures, information on evacuation procedures, health and safety and the safeguarding of children (including “keeping children safe in education”). The probationary period lasts for twelve months.

The enhanced DBS clearance of each member of staff will be updated every three years and if they do not receive clearance staff will be suspended pending further investigation. Staff are required to sign a declaration that they are not aware of anyone living in their household who has a criminal record. If they are deemed unsuitable (or are living with anyone who is deemed as such) to work with young children they will be dismissed and the Nursery manager will notify Ofsted to inform them of this within 5 working days.

To ensure that the staff member is comfortable with his/her role and understands the working systems within the Nursery, all newly appointed staff will be appointed a ‘mentor’ to support them through the initial few weeks of employment.

Queen Mary University is an equal opportunity employer. It is the policy of the nursery to ensure that each job applicant is selected on ability to do the job regardless of their sex, race, sexual orientation, ethnic origin, religion, disability, family status or age.

All staff will be offered support and guidance on equal opportunities and anti-bias practice within their work setting. Through regular supervision sessions, staff will be helped to identify training needs and resources needed.

**ACCESS TO CHILDREN**

The safety and security of the children in the care of the nursery is of paramount importance. In view of this we will take practical steps to ensure that the adults who have access to children are strictly vetted and monitored as appropriate (please see recruitment, student & volunteer policies).

The Nursery has a Visitors Book which must be completed by all adults visiting the building (with the exception of Nursery staff on duty and Parents/Carers picking up or dropping off their child/ren). It is the greeting staff’s responsibility to ensure that the Visitors Book is completed, and a visitor’s pass is worn in all relevant situations. Steps are taken to ensure that any maintenance work will be done outside of Nursery hours; however, it is acknowledged that this cannot always be achieved. In all cases, maintenance and repair personnel must sign the Visitors Book, and must be supervised by staff at all times when they have access to children.
**ARRIVAL AND DEPARTURE OF CHILDREN**

Parents/Carers and their children will be given a warm welcome into the day care setting, and will be encouraged to fully settle their child before leaving them. Parents/Carers will be encouraged by staff to pass on and receive any information regarding their child. Staff will need to take into account the need to ‘meet and greet’ children and their parents in the mornings, and to pass on information when children are collected. Planning the best way to achieve this should be done by the room senior. Staff must sign and record the time the children arrive and depart from the setting on a daily basis as soon as they arrive/depart. This is the record that will be used in case of evacuation so must be consistent with the number of children present at all times.

Children can only leave the Nursery with an authorised collector identified by the Parent/Carer in the child’s file.

**Under no circumstances will a child be allowed to leave the day care service with a person who is not an authorised collector.**

If someone other than authorised collector is required to pick up the child, then the Parent/Carer must ask them to bring photographic identification (driving licence, I.D badge, passport), and give prior approval in writing, including:

- Date and time of collection
- Name of collector and their relationship to the child/themselves
- A photograph of the new person if this is at all possible

At the time of collection, the new person will be met by a staff member, who will

- Check the information which has been received from the Parent/Carer
- Check the new collector’s identification (against photograph if provided)
- Confirm any agreed password with the collector
- Take into account the child’s reaction to the collector

Only when the staff member is satisfied that all checks have been completed will the child be allowed to leave with the new collector. (Staff will assess the child’s response to this person, and if the child is distressed the child will not be handed over, and the Parent/Carer will be contacted).

Only in extreme circumstances will the manager be able to authorise collection with verbal consent.

No persons under the age of 16 will be allowed to collect a child from the setting.

Members of Nursery staff are not authorised to collect children from the Nursery unless they are doing so under authorisation from the child’s guardian and are doing so as a member of a “babysitting” agency.
NON-COLLECTION OF CHILDREN

Parents/Carers will be made aware of the hours of opening provided by the day care facility, at the time of their child’s introduction to the service.

It is acknowledged, by the nursery, that emergency situations occasionally arise when a Parent/Carer may be a few minutes late in collecting their child and staff will use their discretion. However, in the case of late collection of children, parents will be given one warning and then charged at the rate of £5 per 5 minutes after the nursery closes. In the event of repeated late collection of children, the nursery reserves the right to terminate day care placements following appropriate consultation with the client.

We have a duty to protect children. As part of this duty we will make every effort to contact persons authorised to collect children as stated on the child’s profile form. In the event that we have not received any information from parents or authorised collectors at closing time, the following procedure is to be followed:

- Two DBS cleared members of staff must stay with the child. One of the adults should be a senior member of the nursery staff team.
- Make the child comfortable with a favourite game or toy, and allocate one of the two workers to stay with the child.
- The other adult should try all emergency contact numbers listed for the child to try to get an authorised adult to collect the child.
- If after 30 minutes no contact has been made with a parent or carer, staff should make contact with the Nursery manager to inform them of the situation and a CAF form must be completed. If the problem is repeated then the parent will be invited in to the Nursery to complete a further CAF form with the DCPP so an assessment can be made and solution found.
- In the event that all possibilities have been exhausted after one hour, and you are still unable to get an authorised adult to collect the child, the duty Social Worker at the local authority’s social services department must be contacted. The following information that can be found in their personal file in the office will be required:
  - Your name, position, establishment, telephone number and the reason for phoning.
  - The child’s name, date of birth, address, and contact phone numbers.
  - The parents/carers names, addresses and phone numbers of all carers (both home and work).
  - What you have done to try to get the child collected and any other relevant information.
  - The child must be cared for in a sensitive manner at all times, and all physical and emotional needs met, e.g. food, drink and comfort.

If the local Duty Officer of the Social Services Department collects the child:
- Check their identity before allowing them to enter the establishment.
- Once identity is established, give them as much information as possible.
• Make up a bag of the child’s own things and familiar items for them to take with them.
• If the child is collected by the parent, listen to what the parent has to say, and do not judge. Allow the parent/carer and child to leave without confrontation.
• Under no circumstances staff to take the child to their own homes, to any other place, or release the child into the care of an unauthorised person, unless written instruction has been given by the local Social Services Department.
• The following day the Nursery Manager should review the incident with the staff concerned. The Nursery Manager should arrange a meeting with the parents/carers to try to stop a reoccurrence of the incident. The child’s record should be checked and updated regularly
• The Nursery Manager must report the incident to Ofsted the following day, if the child has been collected by Social Services.

If staff present feel that a child’s safety may be compromised due to the parent/carer not being in a fit state to collect their child (e.g. they are intoxicated), then the Nursery manager may (after helping them to find an alternative collector) refuse to release the child to them. In the event of this happening and they feel the child is at risk of significant harm they must contact the child protection advice line (or out of hours team after 17.00). Regardless of the outcome a CAF form must be completed and if the problem is repeated then the parent will be invited in to the Nursery to complete a further CAF form with the DCPP so an assessment can be made and solution found.

In order to ensure that the Nursery continues to safeguard the children in its care, as well as regular training, updating policy as required (annually unless dictated by a change in governmental guidance), and discussion in team meetings, the DCPP will undertake annual safeguarding audits. These will take into account procedure (including any lapses in this), any issues that required completion of “keeping children safe” record, a CAF or further referral, and will be given to the Nursery manager and their line manager in order that they are aware and can take appropriate action.

**STUDENTS AND VOLUNTEERS**

The nursery will support students and volunteers by offering placements in setting as long as it is demonstrated that this will not detrimentally affect the quality of childcare provision offered. Long term students and volunteers can be used to supplement staff: child ratios, however this decision needs to be made by the Early years manager on a case by case basis.

The nursery offers a variety of placements to students in the childcare fields, and on occasion offers volunteers the chance to gain experience in a child care setting. In regard to any such placement being agreed the designated student coordinator will ensure that:
• All students must have an induction on their first day of placement.
• All students (except work experience) must have notification from their college, or place of study, of Disclosure and Baring service clearance before we are able to accept them on placement.

• Prior to accepting any student on placement, they must have an introductory visit to the day care setting. At this visit they will be introduced to the staff who they will be working alongside, and to the Manager/Deputy of the service.

• Students are allocated a mentor to provide guidance and support throughout their placement. It must be pointed out to the student that they must adhere to the nursery’s policies and procedures at all times.

• Students are supported through supervision sessions where s/he will receive information about his/her performance. Where problems arise, a placement may be withdrawn if management feel the student is unsuitable to remain in the Nursery.

• All volunteers asking to work in the Nursery must first have an interview with the Manager/Deputy. This is to ascertain if the person is suitable to work in a childcare setting, and also if the person feels that the setting can meet their needs as a volunteer.

• Any volunteer must be asked to undergo the relevant screening checks (DBS), and be asked to supply the names of two referees. They will also be asked to provide information about their skills.

• It must be pointed out to the volunteer that they must adhere to the Nursery’s policies and procedures and have an induction.

• All voluntary work in the day care setting will be supervised by the senior in their room and the manager, and will be reviewed on a regular basis.

Volunteers must not work unsupervised with children, and must not be given responsibility for nappy changing or other health and safety matters.
TRAINING AND DEVELOPMENT FOR STAFF

Access to training opportunities will be allocated to all staff on a fair and equitable basis, in line with the nursery’s stance on equal opportunities. Training will be offered/undertaken based upon what is required for an individual to undertake their current job, and for what they may hope to achieve/might be required of them in the future. It is the management team’s responsibility to be aware of the training needs of individuals within each team. This is done through discussion with staff members during supervision sessions.

Training and development opportunities become available from various sources, the deputy manager looks at the possibilities for training by approved external training organisations, and to consider effective ways of sharing the huge amount of skills and knowledge that is already present in each staff group. All Nursery staff are required to attend two team training days per year. The nursery closes on these days and parents and carers are informed as early as possible.

On returning to the nursery after training, staff are required to fill out a Personal Development Plan detailing what they want to improve or implement in their practice and will also feedback to the team in the next staff meeting.

Any staff who are consistently late for/absent from training may not be booked on future courses, and any fines charged by the training provider will be the responsibility of the individual.

The nursery staff are expected to attend core training in order for them to be fully equipped for their roles and responsibilities as staff members. Core training provided by approved training organisations includes:

- Safeguarding children
- Paediatric first aid
- Level two in food safety in catering

The Nursery works within the College’s practice which incorporates supervision of all staff members. All staff will have session with their line manager, formal “one to one” supervision sessions are arranged on a regular basis, informal sessions should also be available when required. One to one sessions are carried out to:

- Raise any concerns they have regarding the welfare & safety of the children, including those concerning their carers both at home and at nursery.
- Promote positive relationships among staff and management.
- Seek clarification about their role and responsibilities
- Support staff in their role. To help them use their knowledge and skills effectively in the performance of their work.
- Make sure that policies and procedures are carried out.
- Address training and development needs.
Staff will also have a yearly appraisal session with their line manager. This session will provide an opportunity to review their employment over the year, and set targets for the forthcoming year.

**STAFF ATTIRE AND BELONGINGS**

Each staff member will be provided with a locker in which to store his/her outdoor clothing and personal possessions while s/he is on duty.

*Mobile phones and cameras other than those belonging to the nursery are never to be taken into the children’s rooms*

At all times, our staff will attend work dressed in a way which is comfortable, but appropriate to the work environment, and is in keeping with the role which they will undertake. Staff will not dress in a manner that contravenes health, hygiene, safety or decency, and Nursery reserves the right to ask staff members to change/vary their attire if inappropriate.

Staff will adhere to the following when dressing for work:

- Long hair (shoulder length and longer) will be tied back when handling/serving food or changing nappies.
- Flat soled shoes with backs should be comfortable for the staff member. In the baby rooms soft slippers (with backs) will be worn when indoors.
- Jewellery is worn at the staff’s own risk and should be as unobtrusive as possible, and any jewellery that presents a safety hazard should be removed.
- Skirts/shorts should be of a length which will not cause any embarrassment/offence.
- Tops should be of a discreet nature.
- Potentially offensive body art should be covered.
- Logos on t-shirts should not be suggestive.
- No underwear on show at any time.
- If a member of staff wears nail varnish, gloves must be worn while handling food.

**CONDUCT**

All nursery staff will:

- Recognise the importance of punctuality & reliability to the smooth running of the nursery, and that excessive lateness can result in disciplinary action.
- Always carry out duties and responsibilities to the best of their ability.
- Always put the needs of any children and babies in their care first.
- Deal fairly and politely with parents, carers and their colleagues.
- Always act with honesty and integrity.
- Raise concerns/issues with involved staff members only.
- Be confident and competent in the implementation of the nursery’s policies and procedures.
• Recognise the possible effect of their outside activities (including social networking websites) on the nursery’s reputation and not allow these to affect the nursery in a negative manner.

**DRUG AND ALCOHOL**

The nursery is committed to maintaining healthy, safe, productive conditions for its entire staff. We recognise the impact that both alcohol and drugs may have upon the individual’s ability to work safely and carefully. In view of this we will provide a working environment which is free from the inappropriate use of substances, and where staff are able to carry out their duties in a safe and efficient manner.

Our standards are as follows:

- The consumption/being under the influence of alcohol/drugs by members of staff is unacceptable at any time during working hours.
- Where drugs prescribed by an employee’s doctor may affect their ability to perform work, the employee should immediately discuss the problem with the manager.
- Dispensing, distributing, possessing, using, selling, or offering to buy controlled drugs at work is prohibited. Any such activity (including reasonable suspicion of it) on nursery premises will be reported immediately to police.

For the purposes of the policy and procedure the term drugs includes:

- Substances covered by the Misuse of Drugs Act 1971 (referred to as controlled drugs).
- Prescribed and over the counter drugs.
- Solvent and any other substances.

We will:

- Alert all staff to the risks associated with drinking alcohol and using non-medicinal and medicinal drugs.
- Encourage and assist employees who suspect they have an alcohol or drug problem to seek help at an early stage. (This would occur in the course of disciplinary action if it is suspected/known that the misdemeanour is related to controlled drug use).

All staff must recognise that the consumption of alcohol and/or drugs will affect the children, damage the effectiveness & reputation of the Nursery as well as their own health, and could therefore be subject to disciplinary action.

**FEEDING BABIES/WEANING**

All babies have individual feeding schedules. The pattern established at home will be adopted within the nursery. The nursery supports all mothers who wish to continue breast-feeding their babies and we will provide private facilities for these Parents. During the weaning period, our staff will work closely with Parents/Carers, to ensure that the weaning process meets the needs of the child.
Government guidelines state that babies should not be weaned onto solid food until they are at least six months old. If, however, you choose to do this earlier we encourage you to discuss this with your child’s health visitor/GP first. Babies should be given new foods at home before they are given to them at nursery in case of any allergic reactions. Please discuss your child’s diet with their key person or senior member of staff in the room and keep them up to date regularly. The Nursery does not recommend “baby led weaning”, however if a parent/carer chooses to follow this practice they do so at their own risk. Where the Nursery provides food, it will be freshly cooked, and will be prepared in a blender or processor. The Nursery will not provide commercially prepared foods. Parents/Carers may provide commercially prepared foods if it is their wish to do so.

Bottle feeding babies:
Babies must be supervised at all times when they are feeding.
- Bottles should only be prepared in the milk kitchen.
- Bottles need to be kept in the fridge in the milk kitchen.
- Staff should check the details of the child whose bottle is being made.
- Bottles are to be labelled individually.
- Bottles should be sterilised before they are made following the instructions displayed in the milk kitchen.
- Bottles should be made in accordance with the guidance provided with the formula.
- Staff must wear aprons when preparing bottles and wash their hands before and after.
- Once bottles are cool they need to be put into the fridge until they are needed.
- Bottles will never be reheated in a microwave oven. Bottles, which need to be warmed, will be reheated in jugs of hot water, which are to be kept in the milk kitchen and must not be taken out of this area.
- Practitioners need to test that the milk is not too hot before they give it to the child.
- A feeding bottle will always be covered for periods when the child is being winded or is resting.
- Do not give child another child’s milk. If this happens, inform a senior member of staff immediately and the parent when appropriate.
- Any unused milk needs to be disposed of immediately. Once reheated milk can only be kept for one hour.
- Unused bottles of milk are not to be kept longer than 8 hours.
- Bottles should be washed in the milk kitchen. There is a bottlebrush, which needs to be used to do this.
- Bottles need to be placed in the steriliser at the end of the day.

Following advice from the National health service breast milk can be stored in a fridge for up to 24 hours providing that the temperature of the fridge remains between 2 and 4ºC, which practitioners will check daily. Parents should advise staff of when the milk was expressed to ensure milk is not stored for longer than this. Staff must label each bottle with the date and time the milk must be disposed of if not already done by the parent.
If parents wish we will keep a store of frozen breast milk on the premises for their child’s use. Frozen breast milk can be stored for up to two weeks in an ice compartment as long as it has been dated before being brought to nursery, once defrosted it needs to be used or disposed of within the 24-hour limit.

To avoid any possible allergic reaction, babies under six months should not be given the following unless otherwise requested by parents in writing so that a copy can be kept in their personal file.

- Cows Milk
- Berries
- Honey
- Egg
- Sea food e.g. prawns

**NUTRITION AND MEAL TIMES**

The nursery believes that meal and snack times are a very important part of the day for children in our care. It is a time to relax, and to develop personal and social skills. Each room must recognise that it is important to make meal times varied and interesting in a relaxed atmosphere that helps the child enjoy this time, we aid in this by the use of The meals are nutritionally designed to provide children with the energy for an active day in child care. Fresh fruit and vegetables are used on a daily basis. We aim to introduce new dishes and give children experiences of food with different tastes and textures. We also introduce food traditions of different cultures. The Nursery offers a Halal or vegetarian version of any meat dish on the menu as long as parents/carers have informed their keyperson in advance.

Menus will be planned in advance – with children’s opinions being sought. A weekly menu will be displayed in the day care setting for parent’s information. Children’s dietary needs will be taken into consideration when planning menus and meals will be monitored as to how the children receive them. All food will be prepared in a safe and hygienic kitchen that meets Environmental Health requirements, and staff involved in the preparation and serving of meals will, as a minimum requirement, hold a Certificate in Basic Food Hygiene.

Parents/Carers will need to be asked to inform staff of any allergies, cultural, moral, or religious requirements concerning meals. This should be recorded on the child’s Profile Form and passed onto the nursery chef by their keyperson.

If a parent/carer so chooses they can opt to bring their child in a packed lunch as an alternative to what is offered on the Nursery menu. If they choose this option the Nursery asks that they do not include:

- Crisps
- Chocolate or sweets
• Sandwiches with sweet fillings (Jam, spreads etc)
• Cakes or biscuits
• Anything containing nuts or nut products

The nursery will provide children with water/milk to drink as per usual. We do not give the children juices during the day due to the high sugar content.

Guidance for staff:
• Any food products provided by Parents/Carers will need to be labelled, and stored appropriately in the kitchen/ food preparation area.
• Meals are prepared in accordance with the dietary plans of all children and any foods that differ from the main meal must be clearly labelled.
• All meals will be checked by the person serving them to ensure they are appropriate to the child’s dietary plan to ensure children are not fed foods that they are not permitted to eat by their parents.
• Staff must always wash their hands before handling and preparing food, and wear designated meal time tabards.
• Children will have their hands washed and have been toileted before eating if this is appropriate. Children will be encouraged to wash their own hands as independently as their developmental stage will allow.
• All children under 1 years of age have to have their bottles, bowls, beakers and cutlery sterilised.
• Tables to be used for snack times or meals will be washed & prepared prior to the children being seated at the table. Warm, soapy water, or anti-bacterial spray should be used, and tables left to dry before children sit down. Older children can be encouraged to help prepare tables for meals, if appropriate. Cutlery and crockery will be of an appropriate size to encourage children’s independence.
• Children eat their main meal in key groups, with the support of staff who will eat their meals with the children. At snack/tea time older children will be able to choose where they sit.
• Encourage children to relax while eating meals, respect children’s choices, and speed of eating. Mealtimes should be a pleasant social, learning experience.
• Setting attractive tables using table cloths, decoration and soft background music.
• At least one member of staff sitting a talking to children at all times.
• Do not sit the children down too early, and if lunch is late use books and songs to entertain them.
• Encouraging children to say please and thank you, take turns, and to show concern for other members of the group at these times.
• Encouraging children’s independence in serving and feeding themselves as appropriate within their developmental progress.
• Children should be encouraged by staff to try all foods, but children will be allowed to make their choices and never be forced to eat. Children will also be encouraged, whenever possible, to serve themselves and others.
• Children should be given opportunities to experience a variety of eating methods: with fingers, cutlery, chopsticks etc.

CELEBRATIONS
The Nursery welcomes and actively promotes the celebration of events special to the children including their birthdays and religious/cultural festivals.
The Nursery will provide cakes for children’s birthdays and parents/carers are welcome to plan this with their keyperson. This allows the Nursery to ensure the cakes are freshly made, do not contain nuts/other allergens, and we hope is more convenient for busy parents/carers. If parents/carers would like to provide party bags for their child to share with their friends, we ask these are given to the staff to hand out and not given directly by the parent or child to others. The staff can then offer these bags to each parent so that they may decide what/when their child can have.

We encourage parents/carers to share ideas for celebrating festivals with food, and the Nursery has a dedicated member of staff to research these. If parents/carers would like to cook with their children at home and bring in food they are welcome to but are asked to find out about any allergies etc the children may have (no child will be named in particular). Parents/carers are also welcome to come into Nursery and lead a cooking activity with the children supported by the staff, the Nursery is happy to provide the ingredients and cookware for this.

Please be aware that due to the allergies to nuts being common and the results severe, the Nursery is a strict nut free zone and children will never be given nuts or anything that may contain nut products.
Parents/carers are asked to respect this and ensure they do not bring/allow their children to come into Nursery, with anything that may contain nuts.

REST TIME
All the rooms in the nursery have an area with soft furnishings that is quiet, and restful, so children who wish to, may play quietly. Each child under three will be provided with a cot/sleep mat with individual bedding if they need to sleep, and older children provide with an area for them to rest in after lunch.

• Children will be allowed to sleep with comforters, but staff will need to remain alert as to how these are used.
• If a child has to be woken this should be done gently, and the child will need to be allowed to orientate at their own pace.
• Children will always be supervised while they are sleeping, and will be checked every fifteen minutes, this check is then recorded. Staff supervising sleeps should find quiet activities to do in the area.
• The length of time a child has slept for should be recorded on the sleep sheet, and this information should be available to parents at the end of the day.
• Infants in cots should be placed to sleep lying on their back in the ‘feet to foot’ position. This ensures that the baby will not wriggle under the covers, and will be able to regulate their body temperature.
• Room Temperature should ideally be between 18-21°C. Babies should be undressed to their vests and blankets added appropriate to the room temperature.
• Duvets and pillows should not be used with the under threes.
• Each child should have an individual sleep mat/cot and placed in a head to foot formation with the children next to them to avoid cross contamination.
• No child will share a cot or bed on a single day.
• Sheets and blankets should be stored with the child’s individual beds.
• The cots in the baby rooms are available for babies who require them.
• Dropped dummies must not be replaced into a child’s mouth, and should be sterilised before being reused.
• Children should be allowed by staff to bring in favourite toys and comforts from home, but the nursery cannot accept any responsibility for damage or loss of the personal belongings of the children in our care. Staff should encourage separation from these items which is at the child’s pace to allow him/her to feel secure.

Staff will be aware that children vary in their need to sleep and rest, and should always be allowed to sleep when they need to. No child will be forced to sleep/rest.

PERSONAL HYGIENE

It is important to a child’s development of personal and social skills that they are introduced to good personal hygiene routines as early as possible. The nursery has routines to support effective personal hygiene practices, including nappy changing and bathroom procedures. Independent hand washing, using liquid soap, before and after snacks, meals and messy activities, should start as soon as a child is able. Children who are not yet independent should be supported by staff in washing and drying their hands. Support must be given as children progress through potty training and on to using the toilet. Staff must encourage children’s independence as soon as possible, but should always be on hand to support the child in the toilet routine.
Potties must be emptied immediately after use. They must then be rinsed, sprayed with antibacterial spray, and dried. Bathrooms should be checked routinely to make sure that the required equipment is available, and that the toilet area is free of water spills, unflushed
toilets etc. This task should be completed by each member of the staff team as he/she supervises children in the toilet area.

Children will never visit the bathroom unaccompanied unless they can be observed from the main playroom by a member of staff, and will be reminded to wash their hands after toileting. Staff should ensure that toilet roll, soap, towels and face cloths will be in easy reach.

Once teeth begin to emerge all children should be encouraged to brush their teeth following lunch. Parents/Carers should be asked to provide a toothbrush for their child’s use. Each child’s toothbrush must be identified for their own use. Under ones should use a “smear” of paste and over ones a “pea sized” amount, toothbrushes must be rinsed before and after use but children should not rinse their mouths after brushing.

**NAPPY CHANGING**

Nappy changing is a personal time, and the dignity of the child will be respected at all times by the staff., changing will be done according to the nursery’s procedure in a nappy changing area where both privacy for the child and supervision of the staff member can be achieved.

Parents/Carers preferences for nappy changing products and procedures will be discussed during the child’s settling period, and staff will ensure these preferences are respected. Parents are asked to supply nappies and wipes; we will hold a stock of spare nappies for use with their child to avoid allergic reactions. If a child’s own supply of these products runs out they will be cleaned only with cotton wool and water.

All children who wear nappies or are toilet training will have a labelled individual basket containing nappies/knickers/pants & wipes etc. Each child should have at least one full change of clothes available. The nursery will hold a supply of spare clothes for other needs. Children must be changed on a change unit or on a changing mat on the floor if necessary. Children must never be left unattended during the nappy change. Staff will ensure that wherever possible, they are in view of a colleague. Staff should talk to the child in a comforting, positive, and friendly way, and will maintain good eye contact with the child throughout the changing process. Staff must record the nappy change on a nappy change sheet, and should also record any observations with regard to rashes/marks etc. Parents/Carers should be informed of anything recorded.

*Talcum powder must not be used at any time within the Nursery as this can cause breathing problems in children and adults.*

Nappy disposal bins/units must be emptied when full, and always at the end of each day. The contents of the bin/unit should be placed in a yellow clinical waste sack, and taken immediately to the designated outside bin to await disposal.
**DISEASE CONTROL**

The Nursery aims to protect its staff and its users in every possible way. In view of this we aim to provide guidance to minimise the transfer of infectious disease as the result of interpersonal contact, and use NHS guidance with regard to exclusion periods. We acknowledge the difficulties working parents/carers face, but the well being of individual children and those around them will be the main concern of the childcare staff. We ask parents/carers to support us in this position by not bringing their child for if they are ill. If asked to collect their child we expect the parent/carer, or a person agreed by them and the Manager to arrive within an hour. The nursery will always advise parents/carers to seek medical advice if a child is unwell but this is their choice.

In the event of a child becoming ill, the key person will make the child comfortable and will inform the Parent/Carer that they will monitor the child’s condition. At this point the Parent/Carer can make the decision to collect or receive regular updates. If a child’s condition is such that they require medical treatment/caring for in the home setting, the keyperson will contact the Parent/Carer to collect them.

If the child becomes seriously ill, the child must be taken immediately to the Emergency Department of the hospital by ambulance and Parents/Carers must be informed. A staff member will accompany the child to hospital, and will remain with the child until Parents/Carers arrive at the hospital. If in an emergency it is deemed faster to transport the child by licenced taxi this is permitted but staff must take into account the medical needs of the child. Children must never be transported by private (including staff) vehicle.

In order to prevent infectious disease control, all staff must adhere to the following procedure in their daily work:

- All open wounds, cuts, and abrasions must be covered with a clean dressing.
- Disposable gloves must be worn when handling blood, vomit, wounds, urine, faeces, or any other body fluid.
- Any body fluids must be cleared wearing gloves and aprons using disposable towel and an anti-bacterial solution. These must then be placed into a yellow “clinical waste” bag and disposed of in the designated outside bin as with all nappy waste.
- If body fluids splash onto children’s or staff’s skin, this must be immediately washed off with water and anti-bacterial soap.
- Contaminated clothing must be placed into a plastic bag, sealed, and stored safely out of the reach of children. Excess soiling may be sluiced off if necessary. Clothing will be given to Parents/Carers immediately on their arrival, or will be washed so that they are not left lying in childcare rooms for any length of time. In the case of sever contamination we reserve the right to dispose of the clothing.
Guidance for caring for a sick child/informing parents/carers

When assessing children, staff must take into account the usual condition/personality of the individual, their medical needs, and factors that may affect them (lack of sleep, teething, temp of room, what they have eaten etc).

A child’s keyperson is based placed to assess the condition of a child and will make the judgement on the health of an individual. However the early years manager reserves the right to adjust the following guidelines at times of a particular outbreak of sickness.

<table>
<thead>
<tr>
<th>Situation</th>
<th>Staff action</th>
</tr>
</thead>
<tbody>
<tr>
<td>A child has a temperature of 38º Celsius +</td>
<td>Monitor and record every 10 minutes while cooling the child by adjusting clothing, sips of water.</td>
</tr>
<tr>
<td>A child has a temperature of 38º Celsius + for a period of 30 mins +</td>
<td>Parent/carer will be called to advise them of the situation so that they can collect if they wish.</td>
</tr>
<tr>
<td>A child has a temperature of 39º Celsius +</td>
<td>Parent/carer will be contacted to inform and staff will monitor and record every 10 minutes while cooling the child by adjusting clothing, sips of water.</td>
</tr>
<tr>
<td>A child has a temperature of 39º Celsius + for a period of 30 mins +</td>
<td>Parent/carer will be contacted to collect their child. Child then be excluded (see below)</td>
</tr>
<tr>
<td>A child has two very loose bowel movements in a 6 hour period</td>
<td>Parent/carer will be called to advise them of the situation so that they can collect if they wish.</td>
</tr>
<tr>
<td>A child has a third very loose bowel movements in a 8 hour period</td>
<td>Parent/carer will be contacted to collect their child. Child then be excluded (see below)</td>
</tr>
<tr>
<td>A child vomits once for any reason</td>
<td>Parent/carer will be called to advise them of the situation so that they can collect if they wish.</td>
</tr>
<tr>
<td>A child vomits twice and it is suspected to be due to gastro problem.</td>
<td>Parent/carer will be contacted to collect their child. Child then be excluded (see below)</td>
</tr>
<tr>
<td>A child has an unexplained rash/symptoms.</td>
<td>Parent/carer will be called to advise them of the situation so that they can collect/seek medical advice if they wish.</td>
</tr>
<tr>
<td>A child shows symptoms of a recognisable sickness</td>
<td>Parent/carer will be contacted to collect their child. The child will then be excluded for the appropriate time period.</td>
</tr>
</tbody>
</table>
PERIODS OF EXCLUSION

CHICKEN POX: Until spots have crusted over

GERMAN MEASLES/RUBELLA AND MEASLES: Minimum of 6 days after rash appears.

HEAD LICE: Until treatment has commenced.

IMPETIGO: Until 48 hours after antibiotic treatment (usually cream) has started or spots have crusted over

MUMPS: For 5 days after the swelling first appears.

RINGWORM or THREADWORM: Until treatment has commenced, affected area must be covered.

SCARLET FEVER: For at least 48 hours once antibiotics have been started.

DIARRHOEA/VOMITING: If due to (or suspected) Gastro bugs (i.e., not travel sickness or allergy related), 48 hours after the last episode.

HIGH TEMPERATURE: Until temperature is normal and the child is well for 24 hours

This list is not exhaustive and other illnesses may be subject to exclusion periods and the Nursery will take medical advice regarding this if needed.

MEDICATION

Medicines and anti-biotic will only be given to a child when they have been prescribed to them by their G.P or pharmacist. If a child has been prescribed antibiotics, they must have been taking them for 48 hours before they can return to nursery. This is to ensure that they have had a chance to build up their strength, but also in case of them having any reaction to the medication. Any repeat prescriptions within a three-week period will be treated as part of the same course and the child will not be excluded again, as long as they have taken them while at nursery previously.

Parents/Carers must give signed permission for staff to administer medicine to their child on a daily basis, as required. A member of staff should fill in a medication form with the Parent/Carer to ensure that they have the necessary information.
When a Parent/Carer requests that medication should be given to their child staff should find out:

- Why the child needs the medication
- How and when the medication should be administered
- What dosage should be administered
- Staff should check all prescribed medication is within `shelf life’ date.

Medication must be given with two staff in attendance and recorded on the appropriate medicine form. If a parent administers medication in the nursery setting, this must be witnessed and recorded by a member of staff. Both staff members must check the details on the medication form, against the medication being given, and both will sign the form after the medication has been administered. This is to ensure that the correct dosage is given at the correct time to the correct child.

All medicines will be stored according to labelled instructions and will be kept securely out of children’s reach. Medication that is to be used on a “when needed” basis (e.g. inhalers, piriton) will have a “long-term medication” form that parents will fill out and will be signed by staff & parents when it has been administered. It is the responsibility of the parent/carer to ensure their child’s medication is up to date and an up to date care plan (from a medical professional and that has been signed by the Early Years Manager) is in place, however the child’s keyperson has a duty to check this medication on a regular basis to ensure it is safe for use.

Training must be sought for any medication that needs specific application (i.e. epi-pen, rectal diazepam) before the setting agrees to administer. No staff member will be put in a position of having to administer a medication without the adequate training, and a child may be refused admission if the correct medication has not been supplied by the parent/carer.

Parents/Carers must sign the form when they collect their child from the day care service. This will confirm that they know that the medication has been administered.

Unprescribed “external medication” (e.g. creams, eye drops, nasal sprays) are permitted for use when required, but staff will still ask for parents/carers to document these.

All staff and parents/carers must be aware that if a child needs to be given paracetomol or ibuprofen (prescribed or not) they are too ill to be at nursery.

Children who have been given such medication at home will be admitted but will be sent home at the first sign of a return of any symptom.

A parent may be allowed to administer these drugs up to once a day if staff agree that the child needs it for teething pains.
ALLERGIES

Allergies to certain foods can be particularly acute. If a child suffers from a food allergy a full risk assessment will be completed on an individual basis between the keyperson and parent/carer.

The keyperson will then:

- Make sure all staff know which children suffer from an allergy, and to which food.
- Make sure all staff and are made aware of the potential hazards from the use of severe allergens such as nuts and nut products in training sessions and notices.
- Pass information about those children suffering severe allergic reactions to the chef and those who supervise children during mealtimes.
- Clearly label any foods that may be an allergen to a child in that room.
- Be aware of accidentally transferring food from one dish to another while serving.
- Obtain information from the chef as to whether ingredients or flavourings used in their products contain allergens.
- Be responsible for ensuring the child is fed the correct food although the final responsibility of the person feeding the child (this should be the keyperson when at all possible).

Please be aware that due to the allergies to nuts being common and the results severe, the Nursery is a strict nut free zone and children will never be given nuts or nut products.

Parents/carers are asked to respect this and ensure they do not bring/allow their children to come into Nursery, with anything that may contain nuts.

SUNCARE

We will endeavour to ensure that both staff and children take the necessary precautions when going out in sunny conditions. During very warm weather, during the hottest part of the day, we will keep the children inside and during planned outings we will endeavour to keep the children in the shade as much as is possible.

An Authorisation Form should be completed by the parent/carer allowing the application of sunscreen when a child starts at the nursery. Nursery staff will administer all sunscreens in the presence of another member of staff. All parents will be asked to provide sunscreen of factor 30+ each summer (which staff should label with the child’s name and date provided), long sleeve clothing and hats for their child, and the nursery staff will ensure that this clothing is used at all times. No sunscreen will be allowed in the Nursery that may have nut content.

If parents/carers do not wish the staff to use sunscreen on their child they do so at their own risk and must state this in writing, but no child will be excluded from outdoor play while at nursery.
SAFETY OF PREMISES

The nursery provides a physical environment, which will encourage positive growth, and development, for children through opportunities to explore and learn. We will take steps to ensure that each environment is safe, and will support child care staff in their work with children. Safe working practice notices are present in each room ensure that the premises present no issues in terms of health and safety. These risk assessments will be reviewed by the health and safety officer on a regular basis and any necessary steps will be put in place to address issues as they arise. All staff are responsible for ensuring that the play environment is safe for children on an ongoing basis according to these safe working practices. Any problems must be reported to the Nursery’s health and safety coordinator or Early years manager as soon as possible.

A qualified electrician will check all electrical equipment and appliances as required by the College’s fire Safety Officer, and a written record is maintained of these checks having taken place (PAT Testing).

It is the responsibility of the designated senior member of staff at the end of each day to ensure that the nursery is correctly secured and the intruder alarm is set.

All outings are risk assessed as well as any specific activities that the Early years manager considers necessary.

WORKING ALONE/MANUAL HANDLING

If any staff plan to work alone in the nursery while it is closed they must first receive permission from the Early Years Manager, and inform the College’s security team when they enter and leave the building. This ensures not only security of the nursery, but means that in the event of an accident/incident others are aware of their presence.

Safety equipment for staff to access high shelves etc is supplied by the Nursery and it is each member of staff’s responsibility that they:

- Check the equipment is in good working order before use.
- Use the equipment in the correct manner for its intended use.
- Ask for help if they are physically unable to reach an item.

Staff are given guidance on the correct way to lift loads (including children) and are asked to use these techniques at all times.
If there is a reason as to why they can not lift reasonable loads, it is the individual member of staff’s duty to raise this with the Manager who will discuss with them the risk’s involved and agree alternative ways of working.
If required (as with Pregnancy) a College risk assessment will be completed and passed onto the Occupational Health Service.
Staff should never lift any load that they feel is excessive, and seek assistance/use equipment provided. If it is still then deemed to heavy the College’s estates department must be informed to see if they can assist.
Staff must make sure that the environment the equipment/child is being moved is safe for them and others to do so. At no time should staff attempt to move equipment while also holding children, and only one child should be picked up at a time and two hands should be used to do this.

As a guide, staff should think of T.I.L.E;
Task – does something need moving? Where to?
Individual – does the person moving it have the physical strength/stamina?
Load – is it safe in terms of the weight/size of the object?
Environment – is the area clear so the load can be moved safely?

**SAFETY OF EQUIPMENT**

Age appropriate toys and equipment are provided for all the children using the nursery which are purchased from approved early years suppliers, however we also use natural materials and equipment (wooden dolly pegs, spoons, tins) which staff will ensure are safe for use.

Staff are expected to be aware on a continuous basis of the quality of the equipment they are using. Toys and equipment must be checked by staff on a daily basis to ensure that they are clean and safe for use and anything which have been damaged during the course of the children’s activities should be mended if possible or discarded.

New equipment should be purchased when necessary. Staff will advise the manager/deputy of equipment needs as they arise. The manager/deputy will be responsible for prioritising the purchase of equipment according to needs and funding.

Donations of second hand toys can be accepted if the equipment is in good condition.
The nursery has a clear and regularly rehearsed fire evacuation procedure, which is familiar to both staff and to children, and is clearly displayed throughout the building. The nursery meets the requirements set by the Fire Safety Service, and will have annual risk assessments carried out by the College’s Fire Officer.

All fire points are clearly labelled and adequate fire extinguishers and fire blankets are available at identified points around the premises, and inspected annually by an appointed professional, but staff are not required to fight any fire only to ensure the safety of the children in their care. All staff will assist in the evacuation of the children, and staff will under no circumstances re-enter the building once evacuated.

The following procedure must be used:

- In the event of discovering a fire, the alarm must be raised by a staff member by pushing the button at one of the call points.
- In the event of failure of the Nursery’s fire alarm system all staff will be notified immediately, and if discovering fire, they must raise the alarm using the whistle in the hall next to the fire call point. Upon hearing the whistle each room should use their own to spread the alarm before evacuating. The most senior member of staff will then call 999 to alert the fire service. Any problems with the system will be reported immediately to the College’s Estates department who will inform the security staff.
- Upon hearing the alarm, the priority of staff in the event of fire is to make sure that all children are escorted off the premises. Staff are expected to assist with this regardless of their activity at the time (including lunch breaks). The children must be calmly gathered together by staff. Small babies must be placed in evacuation cots.
- The most senior member of staff must collect the evacuation pack (kept in the bottom locker in the office) which includes emergency contacts, first aid kit & mobile phone. They will then check all rooms, toilets, and potential ‘hiding places’ while closing windows and doors as they exit the building.
- A member of staff in each room must collect the children’s sign in sheet/register and bring this to the assembly point.
- The children must be taken out of the building using the nearest exit, which includes doors to any outdoor play area.
- The chef and any other staff or visitors leave the building; assisting others where necessary. Staff that are covering in rooms must help evacuate the room they are in at the time.
- Staff must escort the children to the pre-arranged assembly point at the gates to the Union square on Bancroft Road registers will be checked once at the assembly point by the most senior member of staff.
- If it is not safe to re enter the nursery, the children will be taken into the Student Union back bar (not in use during Nursery hours) via the teaching rooms entrance on Bancroft road to await collection by parents/carers. Senior staff/fire marshals all have access into this building but must only use it in this instance. Senior staff/fire marshals will
have keys to switch on the emergency lighting in bar and the most senior member of staff/fire marshal must enter the area before the children to turn it on and check that the area is clear & safe before the children enter.

- Children must be comforted until it is deemed by the College’s security team safe enough to return to the building or until parents/carers arrive.
- Staff will at all times follow this procedure unless directed differently by the Nursery’s fire wardens (EYM, DEYM & health & safety officer), College security or a member of the fire service.
- Any children/adults with a sensory impairment or a special need that use/work in the nursery will have guidance for their evacuation needs written into a personal evacuation plans (PEP) and all staff will be made aware of these.

All drills will be recorded in the Fire Log Book held in the office and any issues arising must be dealt with immediately. The Deputy Manager is responsible for ensuring that the daily register is kept up to date, and each room senior must ensure that children must be signed in and out by staff on their room register. All staff must sign in and out of the building throughout the day and visitors must be asked to sign in and out in the book at reception. These steps are designed to ensure that, in the event of an emergency, a full record is at hand of all people in the building.

**EMERGENCY**

In the case of an extreme emergency situation the Nursery will follow guidance Queen Mary’s security team, the police and/or Tower Hamlets Early Years Service (THEYS) as to whether to stay open or close. The situation will be monitored using available media. The University has a full emergency planning procedure which can be found on the security webpage.

Parents are asked to telephone the Nursery/Manager and Deputy’s mobile on hearing of any extreme emergency situation. If they cannot contact the Nursery for any reason they should listen to the media for advice.

In the event of the nursery building becoming unsafe for any reason, we will evacuate the children to the Student Union back bar (not in use during Nursery hours) via the teaching rooms entrance on Bancroft road and contact parents/carers to collect their children.

In the event of a situation in which the nursery is the safest place for the children, we will “lock down” restricting access to the nursery and keeping the children indoors. Parents will be contacted and depending on the situation asked to collect their children, if it is safer for them to remain where they staff will be required to stay at the nursery until ratios allow them to leave. If a parent cannot get to the Nursery immediately, due to major transport closures, the Nursery will remain open until they or an elected person can collect their child. If we are unable to contact a parent the third emergency contact will be asked to collect their child. If we have to remain open beyond our normal hour’s we will request that staff stay for as long as needed. A member of the management team will always stay behind. If other
members of staff cannot stay beyond their normal hours it may be necessary for adult: child ratios to be breached in this extreme circumstance. If additional food is required a member of staff will purchase food from the local supermarket.

In the case of the nursery being unable to open and staff being able to get to the nursery due to bad weather etc, the management who keep copies of contact details at home will endeavour to contact parents as soon as possible by text or E mail to let them know.

**ACCIDENTS/FIRST AID**

If an accident occurs that results in an injury, a first aid assessment would be carried out.

Depending on the injury sustained, first Aid will be administered by a qualified first aider, ambulance requested, and the parent/carer contacted. The parent/carer where possible, will accompany the child to hospital, together with a member of staff.

All Nursery staff are trained in paediatric first aid, and there is also one first aid at work trained first aider. The designated health & safety coordinator has responsibility to ensure that first aid kits are regularly checked and restocked after use. First aid kits must be stored out of the reach of children, but in a place which is easily accessible to staff member. The first aid point should have a sign displayed to let staff and users know where it is. Each activity room has a first aid kit. Thermometers, eyewash, disposable gloves, anti-bacterial spray, and absorbent powder for body fluids should be stored alongside the First Aid kits.

The member of staff dealing with the injury must complete an accident/incident record. Reports should be written up for all children involved in the incident. The report must be shown to the parents/carers of the individual children involved on the day of the incident, who will be asked to sign the record and given a copy. Each child’s report is confidential, and other children involved in the incident will not be mentioned on the form or discussed.

Staff must inform parents/carers on the day so that they are aware of any injury that may potentially arise or deteriorate later.

Staff must remember that they are subject to confidentiality and regardless of an injured child’s ability to name another child involved the staff member should not confirm who else was involved.

The parent/carer will be given additional information if a head injury has occurred.

If a child’s injury results in a hospital visit or further medical treatment that the Nursery is aware of, a further more detailed report should be compiled including any treatment.

If a child has to stay in hospital overnight as a result of an accident at Nursery, the College’s health and safety department and Ofsted must be informed within 24 hours.
The Nursery is committed to the protection of the environment, and to the creation of environmentally friendly work practices in all of our workplace settings. We recognise and encourage the contribution every employee can make towards improving environmental performance within our services.

Wherever possible:
- Aerosols will be avoided, but if unavoidable will be free of CFC’s and will be disposed of by an approved environmentally friendly route.
- Plastics will be used which are environmentally sound, and efforts will be made to limit the use of plastics in general terms.
- Natural and replenishable materials to be used in activities.
- Staff will be encouraged to have equipment mended, and this is in line with health and safety requirements, rather than to replace the equipment.
- Refuse will be sorted and recycled for appropriate disposal.
- Refrigeration equipment which is newly purchased will be environmentally sound, and old equipment will be disposed of in an appropriate way.
- Lights and heating will be used in a way which limits the use of energy resources.
- The nursery will discuss environmental issues with the children and encourage them to assist in recycling and composting activities.
- The children will be encouraged by staff to value and protect the world around them, and to develop interest in the living world through activities involving nature and the animal world.

Staff and parents/carers are reminded that the entire Queen Mary campus is a smoke free environment. For the health and safety of the children in our care, and that of our staff, the nursery grounds are a no smoking environment.

The nursery believes that outings can broaden and expand children’s day care experience. In view of this our staff will plan and carry out trips on a regular basis. No child will leave the day care service without their Parent’s/Carer’s consent. Although attempts will always be made to inform parents of local outings, however, we reserve the right to make the decision to take the children on local vicinity outings.

Campus outings – *Due to the secure nature of the College’s campus and existing risk assessments, trips in this area that are of less than one hour in duration only must be recorded in the appropriate folder.*

Local vicinity outings - *those outings undertaken to access local community amenities e.g. shops, library, and parks. The outing will be within easy walking distance of the day care facility and will be done in small groups to avoid congestion of footpaths and amenities.*
Special event outings - those outings which are planned in advance, and need to use public or private transport. These outings may include visits to the farm, museum, theatre, and art galleries.

Advance notice will be given to Parents/Carers of any special event outings. A consent form specific to the outing will be issued to the parent/carer, and must be returned if a child is to attend the outing. They will be advised as to how their children will travel. Information will also be gained as to timetables of transport in both directions. Parents/Carers will be invited to accompany children on these outings whenever possible, as this adds to the occasion and offers the children more support to enjoy the outing.

A risk assessment of the proposed venue and means of travel will be carried out before any outing to assess the suitability of the destination for the children to attend. Information concerning access, toilets, nappy changing areas, suitability of picnic areas, and covered areas in case of rain will be taken into account.

For all outings:

- Staff with the correct ratio of children can undertake outings to the local area, when the total numbers in the group and abilities/ages of the individual children can allow this to be done safely taking into account the nature of the trip. The staffing ratio for outings must never exceed one adult to four children.
- The outing must be agreed with the senior member of staff present, including where you are going and how long you expect to be out.
- Before leaving on an outing, a member of staff should complete an outing form and ensure a recent risk assessment form for that trip/mode of transport has been completed recording:
  - Parents should have completed consent forms including consent for outings, if this is not in the child’s file they must not be taken out.
  - For outings involving public transport or private vehicles, Staff must advise parents prior to going out and receive a separate consent form which must be signed by the child’s parent/carer.
  - Children are to be assigned to a member of staff (indicated on the form) prior to leaving the building and staff should ensure the children remain with them throughout the outing.
  - At least two members of staff must go on each trip, one of whom must hold a current paediatric first aid certificate.
  - Drinking water and healthy snacks must be taken on all outings lasting longer than 30 minutes.
  - New staff taking children out for the first time should arrange to go with another member of staff who knows the area and the safest routes.
  - If a parent is accompanying on an outing, they must not be taken into account in the ratios, although they can take their own child.
  - Students must not be included in the Staff/Child ratios. However, they can be used to help on outings under the supervision of a staff member.
• Staff should carry wipes, two mobile phones, a photocopy of the outing form, a first aid kit, accident forms, spare clothing/nappies, any specific medication for an individual child (e.g. an epipen) and the contact details of each adult & child going on the outing.
• Make sure the children are suitably dressed for the weather and their comfort and that their ability to walk there and back is not over estimated.
• When appropriate staff should apply sun screen before going out and take cream and sun hats with them.
• Where used, children should be secured into buggies which will be checked for faults before leaving the building.
• A harness or reins should be used when a child is not strapped into their buggy, or not holding an adult’s hand. Children holding onto buggies must also be secured to it with a wrist strap.
• The older children should be reminded about road safety before the outing and good practice should be emphasised throughout the trip.
• On full day trips all children should wear ID with a contact telephone number, but not the child’s name.
• Staff must take with them enough nappies to cover the length of the outing. Snacks, drinks and baby feeds should also be taken depending on the length of the outing and the suitability of the destination to offer facilities for such activity.
• The trip leader must sign the outings form to confirm the details on it are correct.
• On departure, a senior member of staff who is not going on the outing must make a headcount and sign the original outing form, on the group’s return they must do this again to confirm all the children are present.
• Wherever possible, two members of staff will take a child/ren to the toilet when it is not appropriate for all children to attend together. The staff member responsible for a particular child should do nappy changes.
• Staff will use the first aid kit to attend to any minor bumps and cuts, but should use the mobile phone to call for immediate support from the emergency services, nursery for serious accidents.
• A member of staff will accompany the child to hospital if possible, but this may not be possible if this would leave other staff and children at risk.
• On being alerted of any accident needing medical attention, staff at the day care facility must contact the Parents/Carers of the child with details of the accident, and where the child is being taken.
• If whilst out a child is separated from the group, the trip leader must inform the nursery immediately so they can inform the parent while the staff on the trip continue to look for the child. Please see the nurseries lost child policy for more details.
• Before returning to the day care service premises, staff must check children’s names off the record to ensure that all children are present.

The nursery will always be fully insured for any form of transport used. Before children are taken on a bus, coach, car, train, ferry or any other form of transport, a full risk assessment
will be carried out, and any actions needed as a result of the assessment will be adhered to. Where private coaches are hired, only companies offering seat belts on all seats will be used, and Parents/Carers will be asked to provide safety seats if necessary.

**LOST CHILDREN (OFF SITE)**

In order to ensure the safety of children on outings, small groups of children will be allocated to a specific member of staff. The member of staff will be primarily responsible for the allocated children’s safety and whereabouts. Regular headcounts will be undertaken whilst children are on outings and safety measures used.

In the unlikely event of a child being lost on an outing, staff should remain calm. The member of staff co-ordinating the outing should speak to the child’s allocated key worker on the outing, and investigate when and where the child was last accounted for. Information should then be calmly sought from the group for any further information. The main group including the co-ordinator should stay where they are and endeavour to maintain a calm atmosphere for the other children. Staff should quickly retrace steps and look for the missing child, using other sources of information/help (e.g. public address systems, security staff). The nursery should be informed as more information is gained e.g. child is/is not found. The trip co-ordinator should inform the Early Years Manager of the situation as soon as possible. In the event that the child is not found within 10 minutes, or if the circumstances appear suspicious and all other procedures have been followed, the nursery manager will decide if the police should be called. The Early Years Manager will telephone the parents and inform them of the situation and the details.

**INCLUSION**

The Nursery’s Early years inclusion officer (EYIO) will support all staff in the identification of any child who requires additional help in any takes lead responsibility for gathering information and co-ordinating any child’s special educational provision, and all children have a key person who is responsible for communication with parents/carers and maintenance of up to date records of each child. Where appropriate, we will work with other professionals (e.g. Speech Therapists) in order to meet the child’s needs.

The code is based on the following principles that are intended to influence and guide planning and action in providing for children with additional needs. These are:-

- A child with additional needs should have their needs met and they and their family should be at the centre of the process of deciding how best to do this.
- The additional needs of children will normally be met in mainstream settings.
- Children with additional needs should be offered full access to a broad, balanced and relevant education, including an appropriate curriculum for the foundation stage.

Children are considered to have additional needs if they have a physical or learning difficulty which calls for special provision to be made for them. The nursery is committed to inclusion,
which is based upon the desire to create a socially inclusive community: no child will be
discriminated against because of additional need or learning difficulty. Access to the
premises and curriculum is promoted to enable children with additional needs to participate
fully in the life of the setting.
Children will not be regarded as having additional needs solely because the language or form
of language, used within their home is different from the language in which they will be taught

**THE ROLE OF THE EARLY YEARS INCLUSION OFFICER (EYIO)**

The EYIO has responsibility for co-ordinating the inclusion policy and practice, though all
staff should be familiar with and follow the practice as stated in the policy.

- Ensuring liaison with parents and other professionals in respect of children with
  additional needs.
- Advising, supporting and helping to develop the knowledge of other practitioners in
  the setting.
- Ensuring that appropriate Individual Education Plans are in place.
- Ensuring that relevant background information about individual children with
  additional needs is collected, recorded and updated.
- The EYIO will take the lead in further assessment of the child’s particular strengths
  and weaknesses, in planning future support for the child in discussion with colleagues,
  and in monitoring and subsequently reviewing the action taken.
- The SENco will ensure that appropriate records are kept.
- The information collected should reveal the views of those concerned with the child,
  any immediate educational concerns and an overall picture of the child’s strengths and
  weaknesses. This can lead to the following actions:

Support plans should be used to set out the interventions for individual pupils and should
only record key short-term targets and strategies that are different from or additional to those
in place for the rest of the group. The targets are likely to have a specified timescale that will
be dependent on the identified need. The support plan must be accessible and understandable
to all concerned, and should be continually kept ‘under review’ on a regular basis by the
EYIO with the parents/carer and appropriate staff.

These plans should:

- Be based on the child’s strengths and successes identified on the one page profile. These
  should underpin the targets set and the strategies used.
- Focus on Up to two or three key individual targets set to meet the individual pupil’s
  needs and particular priorities.
- Have targets that relate to key areas in communication, aspects of behaviour, physical
  skills, literacy and mathematics.

Targets should aim to be SMART:
Specific Measurable Achievable Relevant Time Bound
The wishes of parents/carers will be sought and taken into consideration regarding all aspects of assessment, provision and intervention. All information gathered will be made available to parents/carers who will be informed in a sensitive way, and assured that confidentiality will be observed at all times.

The views of the child are to be sought and taken into consideration whenever possible. This may not necessarily be by speaking directly to the child, but by observing play and interactions, also by informal ‘chats’ and listening to the child, i.e. during role play, through sharing appropriate picture books and at various discussion times.

Nursery rules will be simple, consistent and fair. This will provide a framework to assist children to understand the effects of their behaviour on their peers, themselves, and their environment. Where possible the children will be encouraged to help set these.

Staff will not shout at children, intimidate or embarrass, nor will food ever be withheld or used as a bargaining tool. We believe physical punishment is NOT an acceptable means of addressing children’s behaviour, and the use of physical punishment (even if sanctioned by a parent) by a member of staff will immediately result in suspension and disciplinary procedures being implemented.

The Nursery acknowledges that until a child can communicate his/her feelings adequately, incidents may occur which may involve children hitting, biting, scratching, or another form of behaviour which causes injury to another child. If such an incident occurs, children will be encouraged (but not forced) to apologise to each other, and to acknowledge each other’s feelings. It should be explained in a way that is appropriate to the child’s level of development that it is not acceptable behaviour. Staff should acknowledge both children’s feelings. The child who caused the injury may need to be comforted as well as the child who has received the injury.

When a child has been displaying a pattern of this type of behaviour on a regular basis, the child should be monitored closely by the staff team, in order that further incidents can be prevented.

The setting led by the EYIO will liaise with outside agencies and support services when appropriate. If there is any question in regard the level of support required this will be referred to the Tower Hamlets Inclusion service.

The nursery recognises that it may have children attending the setting that are ‘Gifted and Talented’, these children will be given sufficient opportunities to use their abilities and be encouraged to excel. We will seek out necessary resources and training that may be required to enable them to have access to a broader curriculum to meet their needs.

Any child attending the nursery that is recognised as gifted and talented will have a support plan put into place by the keyperson and EYIO. Information for this will be done with the parent/carer and, where possible, the child’s views will be sought. The child will be given access to a broader, deeper and faster curriculum to allow him/her to fulfil their full potential.
The Nursery’s multicultural co-ordinator will educate their colleagues on new ways to value the variety of backgrounds not only within the Nursery but in the world that surrounds it. All staff will value the individuality of each child and support them in whatever way they can to help them fulfil their potential. The Nursery and its staff will continue to monitor, evaluate and review all its practices to ensure that it offers opportunity to everyone to express their individuality, succeed and contribute.

We will make a commitment to seek out the necessary resources and training that may be required and to endeavour to provide a care package tailored to each individual child. We will ensure that all children will be supported in their access to the curriculum.

Toys and equipment will reflect positive images from other cultures and backgrounds as well as portray positive role models for both boys and girls. Books, posters, and displays will reflect positive images of gender role, race, age, religion, and those with additional needs. Children will be supported to express their emotions, experiment and enjoy through the play they have initiated.

Individual languages, cultures, faith, and ethnicity will be accorded equal respect and value, and every effort will be made to offer appropriate care to children from families where English is a second language. The nursery will request a list of words from the first language that will help the child become familiar with the routine. Children will never be stopped from using their home language, with staff working towards understanding words and phrases the child uses most often. While the Nursery understands, and will support and respect where appropriate, individual’s right to their own views, beliefs and value base, staff will uphold the nursery’s equal opportunities policy at all times, and will challenge any actions or remarks from any source that is deemed discriminatory or stereotypical.

It is not acceptable for anyone to ridicule of any aspect of a person’s identity. If a member of staff hears a child making a discriminatory remark, or observes them displaying discriminatory behaviour, they should act in the following way:

• Point out to the children when statements are untrue, and give correct information.
• Tell the child/ren what is not acceptable behaviour, and explain why.
• Tell/show the child who has been discriminated against that they care about their feelings, and support the development of their self-esteem and self-awareness.

**WORKING WITH EXTERNAL AGENCIES**

The Nursery will work in partnership with external agencies and individuals to the benefit of children, parents and staff. We believe that “Joined up Working” gives the community and individuals access to both professional and personal support that can only enhance their experience of childcare. The Nursery will endeavour to consult with any individual before communicating with an outside agency about them.

We will endeavour to forge links that would enable the childcare service not only to be used for childcare, but also for training, work experience placements, and for a vehicle for other parties to access families.
**ADMISSIONS**

Places at the nursery are filled through the use of a waiting list system. Upon making an initial inquiry, parents/carers will be offered the option to join this waiting list. There is no fee for this and parents/carers can put their child’s name down as soon they have a due date for the birth of their child. Siblings get top priority (QM or otherwise) and after this the Nursery is filled according to the following: 60% QM staff, 10% QM students, 30% non-QMUL (community) users. Places are then allocated from the waiting list on a first come, first serve basis while taking into account the age of the child, and the attendance required.

A letter and the nursery’s terms and conditions will then be sent out to the parent/carer making them an offer of a month to start and days available. They will be required to return the terms along with a deposit within two weeks. They will be instructed that if the nursery does not hear from them by the specified date, the place will be offered elsewhere and their application will be taken off the waiting list.

Two months before the child is due to start at the nursery the parent/carer will be sent out details of their child’s settling in dates & times along with the forms that the nursery requires to be returned on the child’s first day.

A clear booking arrangement will be agreed with the nursery before the child starts. This can be amended by Parents/Carers if their needs change, as long as there is availability within the setting and the required amount of notice is given. As a result of this process all parties will be clear as to when children will be attending nursery.

**REGISTRATION AND INSPECTION**

The nursery is registered with Ofsted, and endeavours to meet, and where possible exceed, the requirements laid down by the revised Early Years Foundation Stage statutory framework (2014) and any annexes produced by Ofsted or the Department of Education. The nursery will cooperate with Ofsted inspectors, and abide by any conditions set as a requirement of registration. We will ensure that all staff recruited have the necessary required clearances, and comply with any requirements, recommendations or actions resulting from Ofsted Inspections.

**COMPLAINTS**

If a parent/carer is concerned about any aspect of Nursery care, they should first speak to their keyperson or senior of their child’s room. Staff must inform the management if any informal complaint is made, who will look into the complaint and may choose to set up an inquiry.

If not satisfied with their response or they are unable to help, they should then contact the manager/deputy in person, by telephone or in writing. If they wish to make the complaint formal, a Record of Complaint will be completed, this will detail how their concern is/will be
dealt with and the outcomes of any investigation. The parent/carer will be notified of the outcome in writing within 28 days. Any person, who makes a comment which they do not wish to be recorded on a complaints form will be treated seriously and appropriately investigated and a response given as soon as possible.

If you are not satisfied with this response, parents/carers should then contact the University’s Assistant director of Estates and facilities, in writing, who will deal with the complaint as quickly as possible.

You can contact Ofsted on 0399 123 1231 or in writing at:

Ofsted: Early Years
Piccadilly Gate
Store Street
Manchester
M1 2WD
(Our Ofsted registration number is: EY218414)

COMPLIMENTS
The Nursery will ensure that all of the day care services we offer are of the highest standard. We would like to encourage parents/carers to let us know if they have been particularly happy with any aspect of the service we provide, and a quarterly questionnaire is produced in order to ask opinions of the service provided.

Parents/carers can pass on their compliments at any other time verbally or in writing to their keyperson, room senior, or the Manager/Deputy. Any compliments received will be passed on to the staff team involved in recognition of the contribution they have made to the Nursery and are very much appreciated and boost staff moral, confidence and performance. If a gift is received, it will be used for the benefit of the whole setting but please ensure any food stuffs must not contain any nut products.

WORK/LIFE BALANCE
The Nursery management recognise how important it is to support staff in the balance between their professional and personal lives. It is impossible to separate the two and so we continuously work on how they complement each other. As part of our commitment to the holistic development and welfare of our staff, we treat each member of our team as the individual they are, supporting the different goals they have in life and issues they may face, while ensuring each of them work towards the common goals of the Nursery.

This commitment is reflected in what the Nursery offers staff within the confines of the legal obligations we have to the children in our care. These include:

- Respecting staff’s faiths/beliefs and fitting the requirements of these into Nursery routine, including allowing leave at short notice.
- Operating an open-door policy and showing empathy to staff who feels the need to discuss personal matters.
- Recognising when a member of staff is “not them self” and discussing this with them in a casual and understanding manner.
- Offering compassionate leave on an individual case by case basis.
- Allowing staff time for medical appointments.
- Acting in a flexible manner to those with childcare/family commitments.
- Making staff aware of the services available to them as College staff, including occupational health and counselling.
- Keeping staff updated on what the College offers in way of financial assistance, including pensions, salary sacrifice and season ticket loans.
- When planning personal development plans, looking at the holistic development of an individual rather than purely professional skills.
- Acting in a non-judgemental manner towards any staff that may require understanding.

The benefit to the Nursery and therefore the College, in a positive approach to this balance is reflected in staff attendance, sickness levels and general moral. An individual who feels supported and valued for what their background and personality brings to the team enjoys their role more and contributes to a productive atmosphere. This in turn reflects upon the wellbeing of children in their care, and the parents/carers who need to feel confident in leaving their child/ren in order to be as productive as possible in their own working/studying role.

We believe that being part of a team is a vital aspect of our role, as it helps to create a happy working environment. To be able to work as part of a team staff are required to do the following:
- To be open, honest and accept responsibly for your own actions and appreciate that everyone makes mistakes.
- Show respect for each other, valuing our individual differences and working styles
- Appreciate each other’s work, professional views and experiences.
- Think of the whole nursery. This includes being flexible and when necessary supporting other rooms.
- To resolve issues before they escalate. Respond positively when an issue is brought up and attempt to reach an agreement.
- Listen to each other, be respectful of opinion, choose a right time and place to talk.
- Ask for advice/help if needed, and recognise this as a sign of self awareness not weakness.
- Respect each individuality and different personalities.
- Tidy up after themselves respecting shared areas.
- Acknowledge everyone in the mornings.
- Make an effort with staff we do not know that well.
- Enjoy and learn from the diversity that others bring to the nursery.
- Help everyone feel included.
• To communicate and share information between rooms.
• Pass messages on to other staff in an organised & timely manner.
• Offer to help others when their own tasks are complete.
• To be aware of people’s feelings and try to be understanding (show empathy).
• Support each other in a positive way.
• Respect all the equipment (indoors and outdoors) and let a room know if something has been lost or broken when borrowed.
• If arranging social events, ensure that they are open to everyone, but acknowledge that not everyone will want to join in.
• Work as a team, enjoy group accomplishments, but not take credit for the work of others.
• When facing problems, try to think of a solution before looking for help.

MONITORING OF POLICIES AND PROCEDURES
The Nursery will maintain policies and procedures, which contain principles and practice that are relevant and useful to the services we provide. To achieve this we will monitor and evaluate our documentation on a regular basis.

The policies are intended to work in conjunction with those of Queen Mary University of London. For further details on non-childcare subjects please refer to the QMUL website. In the event of contradiction between QMUL and the policies in this document, those of the College will take precedence.

The Management Team will continually assess the quality and effectiveness of our documentation using various sources. These will include staff input from individual staff supervision, staff meetings, published research in the childcare field, and our developing knowledge and awareness of safety issues, regulatory standards, and anti-discriminatory practice and in consultation with Parents/Carers. As a minimum, an annual review will take place.

For further guidance please see The Early Years Foundation Stage statutory framework (2012) and the Queen Mary University of London Human Resources codes of practice.

Failure to comply with these policies may lead to disciplinary action in the case of staff, or removal of a child’s place at the nursery in the case of parents and carers.