



# Hornsey Day Nursery

[www.hornseydaynursery.co.uk](http://www.hornseydaynursery.co.uk)

## Policy Pack

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## Nursery Premises Policy

The Hornsey Day Nursery is set across two sites as follows:

- Baby Room – 504A Hornsey Road, London N19 3QW (entrance on Spears Road)
- Toddlers and Pre-School Rooms – Arkansas House, New Orleans Walk, London N19 3SZ

We care for children aged under two at the Baby Room on Hornsey Road and all others at the Toddler and Pre-School Rooms at the Arkansas House site. We liaise with parents about transitioning children between sites around their second birthday. It is not an option for children aged under two to be based at the Toddler or Pre-School Rooms or for children aged over two to be based at the Baby Room except for very short transitional periods.

Emergencies: In the unlikely event that one site becomes unusable due to an emergency (flooding, fire, etc.), we reserve the right to offer temporary alternative care at the other site at very short notice.

## Supervision Policy

All practitioners, whether they are full, part-time, volunteers, apprentices or work placement students are supervised and appraised.

The main aims of supervision are for all staff members to discuss their roles and responsibilities, enable work to be planned and progress monitored, ensure that service objectives are being met, receive support in carrying out their work and ensure that learning and professional development requirements are planned for.

This enables us to assess professional development against objectives to improve standards and performance. Formal supervision does not replace the informal supervision that takes place on the job on a day-to-day basis.

## Whistle-Blowing Policy

We report unacceptable behaviour by:

- assistants who may be working for us
- childcare workers
- visitors
- parents and carers
- anyone who comes in contact with children
- other professionals working with children to the relevant authorities

This action will be necessary when:

- the behaviour is detrimental to children
- has placed them at risk
- has caused actual harm to them
- is illegal

In these situations, we may be required to contact the Police, the Social Services, Ofsted and/or any other relevant bodies to pass on the information known to us or to inform of events that we have witnessed. We are also required to notify the Ofsted if we become aware of persons who are offering childcare services without being registered.

## Mobile Phone and Camera Policy

We only use our digital cameras to take photos of children with your permission. These are shared with parents to show evidence of their learning and development and for display to help them feel part of the provision.

Apart from the photos we display in the settings, we only store them digitally on the apparatus used to take them, our own password-protected computers and on secure 'cloud' locations. All these locations are secure and not accessible to visitors.

Photographs that are no longer required are deleted and purged.

The photos we take of the children in our care are used for several reasons including recording the achievement

of developmental milestones, internal display, our own website, third-party websites and promotional materials but only as authorised individually by respective parents and carers.

Children are only photographed when they are appropriately dressed. Photographs displayed in the setting are printed on in-house printers. Photos of children in our care may be viewed by staff, Ofsted, local authority development workers, the child's parent/carer, local Safeguarding Children Board if there is a safeguarding concern.

Our staff, parents, carers, visitors, family friends and all the children in our care are not allowed to use mobile phones in the setting and its outside spaces at all for any purpose, including taking pictures of anything and anybody.

We are registered with the Information Commissioners Office as a data handler because we take, store and retain digital photos of children.

Our whistle-blowing policy includes the use and misuse of cameras and mobile phones.

### Opening Hours Policy

Our normal opening hours are between 8am and 6pm from Monday to Friday, excluding Christmas closure dates, Bank Holidays and other national holidays.

### Holidays and Absence Policy

We are closed on bank holidays and for two weeks of paid holiday every calendar year around the Christmas and New Year period. The nursery's fees do not change during this period – i.e. no reduction is made and full fees are payable.

We charge our full contracted fee when parents are on holiday. It is appreciated if you give us at least four weeks' notice of your holiday in writing. Any sickness that means your child cannot attend for the day/session will be charged at full rate.

The nursery must be advised by telephone (not by email) that a child will be coming to nursery later than usual or not at all due to, say, illness.

**Important:** The nursery reserves the right not to re-admit a child following an absence that has not be properly notified.

### Health and Safety Policy

The nursery believes that the health and safety of children is of paramount importance. We make our setting a safe and healthy place for children, parents, staff, volunteers and visitors.

- We aim to make children, parents and staff aware of health and safety issues and to minimise the hazards and risks to enable the children to thrive in a healthy and safe environment.
- The Nursery Manager is responsible for health and safety. They are competent to carry out these responsibilities. They have undertaken health and safety training and regularly updates their knowledge and understanding.

#### *Insurance cover*

The nursery has a public liability insurance and employers' liability insurance policy in place. The insurance certificate is displayed on the notice board.

### **Procedures**

#### *Awareness Raising*

- Our induction training for staff and volunteers includes a clear explanation of health and safety issues so that all adults are able to adhere to our policy and procedures as they understand their shared responsibility for health and safety. The induction training covers matters of employee well-being, including safe lifting and the storage of potentially dangerous substances.

- Records are kept of these induction training sessions and new staff and volunteers are asked to sign the records to confirm that they have taken part.
- Health and safety training is included in the annual training plans of staff and it is discussed regularly at staff meetings.
- We operate a strict no smoking, no alcohol and no illicit substances policy.
- Children are made aware of health and safety issues through discussions, planned activities and routines.

### **Safety of adults**

- Nursery workers are provided with guidance about the safe storage, movement, lifting and erection of large pieces of equipment.
- All warning signs are clear.
- The sickness of staff and their involvement in accidents is recorded. The records are reviewed regularly to identify any issues that need to be addressed.
- We keep all cleaning chemicals in their original containers.
- We carry out regular risk assessments as the need arises.

### **Doors & Windows**

- The windows are made from materials that prevent accidental breakage or are made safe and we take precautions to prevent children's fingers from being trapped in doors.

### **Floors**

- All floor surfaces are checked daily to ensure they are clean and not uneven, wet or damaged.

### **Electrical/gas equipment**

- All electrical/gas equipment conforms to safety requirements and is checked regularly.
- Our boiler/electrical switch gear/meter cupboard is not accessible to the children.
- Heaters, electric sockets, wires and leads are properly guarded and the children are taught not to touch them.
- Storage heaters are checked daily to make sure they are not covered.
- There are sufficient sockets to prevent overloading.
- The temperature of hot water is controlled to prevent scalds.
- Lighting and ventilation is adequate in all areas including storage areas.

### **Storage**

- All resources are stored safely.
- All equipment and resources are stored safely to prevent them accidentally falling or collapsing.

### **Outdoor area (garden and park)**

- Outdoor areas are checked for safety and cleared of rubbish before use.
- Adults and children are alerted to the dangers of poisonous plants, herbicides and pesticides.
- Where water can form a pool on equipment, it is emptied before children start playing.
- All outdoor activities are supervised at all times.

### **Hygiene**

- We regularly seek information from the Environmental Health Department and the Health Authority to ensure that we keep up to date with the latest recommendations.
- Our daily routines encourage the children to learn about personal hygiene.
- We have a daily cleaning routine for the nursery which includes the rooms, kitchen, rest area, toilets, nappy changing areas and outside areas.
- We have a schedule for cleaning resources and equipment, dressing-up clothes and furnishings.
- The toilet area has a high standard of hygiene including hand washing and drying facilities and the disposal of nappies.
- We implement good hygiene practices by:
  - cleaning tables between activities
  - cleaning toilets regularly
  - wearing protective clothing - such as aprons and disposable gloves - as appropriate
  - providing tissues and wipes and
  - ensuring individual use of flannels and towels.

### **Activities and resources**

- Before purchase, equipment and resources are checked to ensure that they are safe for the ages and stages of the children currently attending the setting.
- The layout of play equipment allows adults and children to move safely and freely between activities
- All equipment is regularly checked for cleanliness and safety and any dangerous items are repaired or discarded
- All materials, including paint and glue, are non-toxic
- Sand is clean and suitable for children's play
- Play is constantly supervised
- Children are taught to handle and store tools safely
- Children who are sleeping are constantly supervised
- Children learn about health, safety and personal hygiene through the activities we provide and the routines we follow

### **Accidents**

- We ensure that all members of staff are aware of the procedures in case of accidents
- All staff are familiar with the First Aid boxes
- Accident records are kept safely

### **Legal Framework**

- Health and Safety at Work Act (1974)
- Management of Health and Safety at Work Regulations 1992
- Electricity at Work Regulations 1989
- Control of Substances Hazardous to Health Regulations (COSHH) (2002)
- Manual Handling Operations Regulations 1992 (as amended)
- Health and Safety (Display Screen Equipment) Regulations 1992

### **Fire Policy**

We ensure our premises present no risk of fire by ensuring the highest possible standard of fire precautions. The person in charge and staff are familiar with the current legal requirements. Where necessary we seek the advice of a competent person, such as our Fire Officer, or Fire Safety Consultant. Smoking is strictly prohibited throughout the setting, including any outside areas.

### **Procedures**

- Fire doors are clearly marked, never obstructed and easily opened from the inside.
- Smoke detectors/alarms and fire-fighting appliances conform to BSEN standards, are fitted in appropriate high-risk areas of the building and are checked as specified by the manufacturer.
- Our emergency evacuation procedures are approved by the Fire Safety Officer and are:
  - clearly displayed in the premises
  - explained to new members of staff, volunteers and visitors; and
  - practised regularly
- Records are kept of fire drills and the servicing of fire safety equipment.
- Parents/carers will be asked to collect their children in case of a fire.

### **Legal framework**

- Regulatory Reform (Fire Safety) Order 2005

### **Further guidance**

*Fire Safety Risk Assessment - Educational Premises* (HMG 2006)  
[www.communities.gov.uk/publications/fire/firesafetyrisk6](http://www.communities.gov.uk/publications/fire/firesafetyrisk6)

### **E-Safety Policy**

We store most documents electronically on password-protected computers that are not accessible to unauthorised staff and visitors.

Nobody is permitted to post anything connected with the nursery, the children it cares for, the staff it employs, the management, its customers (parents/carers) and anyone else connected with it anywhere online without its written permission.

## Staff Training Policy

Continuous and regular staff training is absolutely essential to ensure the highest standards of care are achieved and maintained throughout. The local authority expects nurseries in the borough to hold at least five inset days every year. We will give you as much advance notice as possible if it becomes necessary to hold inset days on weekdays. Unfortunately, we are not able to offer alternative care or refunds on inset days.

## Sickness and Medication Policy

We promote the health and well-being of the children in our care and take all the necessary steps to reduce the spreading of any infection. Our experience clearly shows that when a child is not feeling well, the child would much rather be at home with a parent/carer than at nursery with other children. The child should not be subjected to the bustle of the nursery day, which requires constant interaction with others. With this in mind, please apply the following rules:

- If your child shows signs of lethargy, indisposition, the onset of fever, an unusual rash or any considerable discomfort, kindly keep your child away from nursery until all symptoms disappear.
- If your child has an infectious condition such as an eye or an ear infection, head lice, chickenpox or any gastrointestinal upset causing nausea, vomiting and/or diarrhoea, kindly keep your child away until all symptoms disappear (see our Exclusion Policy for further detail). Illnesses of this nature can be very contagious, and it is exceedingly unfair to expose other children and our staff to the risk of contracting an infection.
- If your child has just had an immunisation jab or is starting a new course of antibiotics, kindly keep your child at home for one FULL day after the time of the jab/first dose of the antibiotic. This is necessary because antibiotics and immunisation jabs can cause an allergic reaction or a high fever.
- If your child has experienced a temperature of more than 37.5 degrees, please keep your child home for one FULL day after when the last temperature reading was taken. Please take into consideration that your child's temperature will go down to 37.5 degrees or less when given fever-control medication like Calpol, however, this does not mean the child's temperature will not rise again. Also, please bear in mind that fever-control medication suppresses rather than cures illness.
- Children should not be given fever-reducing medication like paracetamol (Calpol) or Ibuprofen as a preventative measure before coming to nursery. Masking a fever will not make your child any less contagious and will only spread their illness to other children.
- Parents are kindly requested to politely comply with staff when they are asked to collect their child from nursery, and to bring the child back when they are fully recovered, but certainly not before their exclusion period has elapsed. We reserve the right to send a child home immediately if they are sent to the nursery before they should be.

If the above considerations are not followed and a child is brought to the nursery, we reserve the right to send them back home immediately. It is at the management's exclusive discretion whether or not to allow a child into nursery if they are showing signs of illness.

A child is also considered to be unfit to be at nursery if parents/carers feel that the child is not well enough to be taken out as part of the normal daily routine. If such a request is made, the nursery reserves the right to send the child back home immediately.

If a child becomes ill at the nursery, we will contact the parents/carers immediately and ask them to pick their child up within an hour. For this reason, parents/carers are politely asked to keep their mobile phones within earshot. Should the child have a very high temperature and the parent/carer fails to collect the child within the hour, especially without giving us a valid reason, we will call the emergency services.

**We are only able to administer medication that is prescribed by a doctor and as it is prescribed by the doctor, or alternatively, as is instructed in the medication's leaflet, which we require along with the medication.** The name of the child must be clearly printed on the medication, as must be the date of the prescription and the dosage. We cannot administer medication that bears a prescription that refers to a previous illness, even if the illness is the same. The parent/carer must sign a medication form to confirm that the child will be receiving the medication. We cannot accept responsibility for any dosage given by the parent/carer before or after nursery time. It is imperative that you inform the nursery when you have administered medication of any kind to your child before they come to nursery. It is the responsibility of the parent/carer to ensure that all prescribed medication such as inhalers or EpiPens that are left at the nursery, including in their child's bag are within their use-by date. Medication should not be left at the nursery without the consent of the staff.

If you are not sure if your child is well enough to attend nursery, kindly telephone us to discuss the situation.

**Charges for late collection of child will be applied as per contract to parents who pick up their child more than an hour after a phone call was made to inform them of their child's sickness. The nursery reserves the right to notify social services of the incident.**

### Exclusion Policy

<b>Infection</b>	<b>Exclusion period</b>	<b>Comments</b>
Fever	One full nursery day after the child was feverish.	E.g. if you child is sent home anytime on Tuesday, they return on Thursday (provided they had no fever on Wednesday). If you child is sent home on a nursery day preceding a day when the nursery is closed, the child may return on the next nursery day (provided they did not have fever the day before they return).
Athlete's foot	None	Athlete's foot is not a serious condition. Treatment is recommended.
Chicken pox	Five days from onset of rash and all the lesions have crusted over	
Cold sores (herpes simplex)	None	Avoid kissing and contact with the sores. Cold sores are generally mild and heal without treatment
Conjunctivitis	None	If an outbreak/cluster occurs, consult your local HPT
Diarrhoea and vomiting	Whilst symptomatic and for 2 full calendar days after the last symptoms.	
Diphtheria *	Exclusion is essential. Always consult with your local HPT	Preventable by vaccination. Family contacts must be excluded until cleared to return by your local HPT
Flu (influenza)	Until recovered	Report outbreaks to your local HPT.
Glandular fever	None	
Hand foot and mouth	None	Contact your local HPT if a large number of children is affected. Exclusion may be considered in some circumstances
Head lice	None	Treatment recommended only when live lice seen
Hepatitis A*	Exclude until seven days after onset of jaundice (or 7 days after symptom onset if no jaundice)	In an outbreak of Hepatitis A, your local HPT will advise on control measures
Hepatitis B*, C*, HIV	None	Hepatitis B and C and HIV are blood borne viruses that are not infectious through casual contact. Contact your local HPT for more advice
Impetigo	Until lesions are crusted /healed or 48 hours after starting antibiotic treatment	Antibiotic treatment speeds healing and reduces the infectious period.
Measles*	Four days from onset of rash and recovered	Preventable by vaccination (2 doses of MMR). Promote MMR for all pupils and staff. Pregnant staff contacts should seek prompt advice from their GP or
Meningococcal meningitis*/ septicaemia*	Until recovered	Meningitis ACWY and B are preventable by vaccination (see national schedule@ <a href="http://www.nhs.uk">www.nhs.uk</a> ). Your local HPT will advise on any action needed
Meningitis* due to other bacteria	Until recovered	Hib and pneumococcal meningitis are preventable by vaccination (see national



		schedule @ www.nhs.uk) Your local HPT will advise on any action needed
Meningitis viral*	None	Milder illness than bacterial meningitis. Siblings and other close contacts of a case need not be excluded.
MRSA	None	Good hygiene, in particular handwashing and environmental cleaning, are important to minimise spread. Contact your local HPT for more information
Mumps*	Five days after onset of swelling	Preventable by vaccination with 2 doses of MMR (see national schedule @ www.nhs.uk). Promote MMR for all pupils and staff.
Ringworm	Not usually required.	Treatment is needed.
Rubella (German measles)	Five days from onset of rash	Preventable by vaccination with 2 doses of MMR (see national schedule @ www.nhs.uk). Promote MMR for all pupils and staff. Pregnant staff contacts should seek prompt advice from their GP or midwife
Scarlet fever	Exclude until 24hrs of appropriate antibiotic treatment completed	A person is infectious for 2-3 weeks if antibiotics are not administered. In the event of two or more suspected cases, please contact local health
Scabies	Can return after first treatment	Household and close contacts require treatment at the same time.
Slapped cheek /Fifth disease/Parvo virus B19	None (once rash has developed)	Pregnant contacts of case should consult with their GP or midwife.
Threadworms	None	Treatment recommended for child & household
Tonsillitis	None	There are many causes, but most cases are due to viruses and do not need an antibiotic treatment
Tuberculosis (TB)	Always consult your local HPT BEFORE disseminating information to staff/parents/carers	Only pulmonary (lung) TB is infectious to others. Needs close, prolonged contact to spread
Warts and verrucae	None	Verrucae should be covered in swimming pools, gyms and changing rooms
Whooping cough (pertussis)*	Two days from starting antibiotic treatment, or 21 days from onset of symptoms if no antibiotics	Preventable by vaccination. After treatment, non-infectious coughing may continue for many weeks. Your local HPT will organise any contact tracing

**\*denotes a notifiable disease. It is a statutory requirement that doctors report a notifiable disease to the proper officer of the local authority (usually a consultant in communicable disease control).**

Health Protection Agency (2010) Guidance on Infection Control in Schools and other Child Care Settings. HPA: London.

**The nursery does not routinely notify parents of illnesses that are not notifiable by law, not least because most 'illnesses' are not identified via direct reports from medical professionals but rather via hearsay, for which the nursery cannot take liability. Nursery staff are not medically trained and are not able to diagnose or identify illnesses, or to answer questions about any diagnosis.**

### Safeguarding Children and Child Protection Policy

The nursery understands that safeguarding children is everyone's duty and the welfare of the child is paramount. We work with children, parents/carers, partner agencies and the community to maintain this and ensure that children have the best start in life.

#### **Procedures**

The nursery is committed to building 'a culture of safety' in which children are protected from abuse and harm in all areas of its service delivery.

### **Staff and volunteers**

- The Nursery Manager is our designated person who co-ordinates child protection issues.
- We ensure all staff and parents are made aware of our safeguarding policies and procedures.
- We provide adequate and appropriate staffing resources to meet the needs of children.
- Candidates are informed of the need to carry out 'enhanced disclosure' checks with the Disclosure and Barring Service before posts can be confirmed.
- We abide by Ofsted requirements in respect of references and Disclosure and Barring Service checks for staff and volunteers, to ensure that no disqualified person or unsuitable person works at the setting or has access to the children.
- Volunteers do not work unsupervised.
- We abide by the Protection of Vulnerable Groups Act requirements in respect of any person who is dismissed from our employment or resigns in circumstances that would otherwise have led to dismissal for reasons of child protection concern.
- We have procedures for recording the details of visitors to the setting.
- No unauthorised person has unsupervised access to the nursery.
- There is a 'whistle blowing' system to encourage staff to share their concerns about colleagues without fear of repercussions.

**The nursery is committed to responding promptly and appropriately to all incidents or concerns of abuse that may occur and to work in partnership with statutory agencies.**

### **Responding to suspicions of abuse**

- We acknowledge that abuse of children can take different forms - physical, emotional, and sexual, as well as neglect.
- When children are suffering from physical, sexual or emotional abuse, or may be experiencing neglect, this may be demonstrated through the things they say (direct or indirect disclosure) or through changes in their appearance, their behaviour, or their play.
- Where such evidence is apparent, the child's key person makes a dated record of the details of the concern and discusses what to do with the nursery coordinator or manager who is acting as the 'designated person'. The information is stored on the child's personal file.
- We refer concerns to the local authority and co-operate fully in any subsequent investigation. In some cases, this may mean the police or another agency identified by the Local Safeguarding Children's Board.
- We take care not to influence the outcome either through the way we speak to children or by asking questions of children.

### **Recording suspicions of abuse and disclosures**

- Where a child makes comments to a member of staff that gives cause for concern (disclosure), observes signs or signals that gives cause for concern, such as significant changes in behaviour; deterioration in general well-being; unexplained bruising, marks or signs of possible abuse or neglect that member of staff:
  - listens to the child, offers reassurance and gives assurance that she or he will take action;
  - does not question the child;
  - makes a written record that forms an objective observation or disclosure that includes:
    - the date and time of the observation or the disclosure;
    - the exact words spoken by the child as far as possible;
    - the name of the person to whom the concern was reported, with date and time and
    - the names of any other person present at the time.
- These records are signed and dated and kept securely and confidentially.

### **Making a referral to the local authority social care team**

- The document 'What to do if you're worried a child is being abused' contains detailed procedures for making a referral to the local social care team.
- We keep a copy of this document and follow the detailed guidelines given.
- All allegations will be reported to the Local Authority Designated Officer (LADO)

### **Female Genital Mutilation (FGM)**

- It is mandatory for staff to report suspected cases of female genital mutilation to the relevant authorities.
- Prior permission from parents/carers will not be sought in such instances.

### **Informing parents**

- Parents are normally the first point of contact.
- If a suspicion of abuse is recorded, parents are informed at the same time as the report is made, except where the guidance of the Local Safeguarding Children Board does not allow this.
- This will usually be the case where the parent is the likely abuser. In these cases the investigating officers will inform parents.

### **Liaison with other agencies**

- We work within the Local Safeguarding Children Board guidelines. We have a copy of 'What to do if you're worried a child is being abused' for parents and staff and all staff are familiar with what to do if they have concerns.
- We have procedures for contacting the local authority Children's Social Care regarding child protection issues to ensure that it is easy, in any emergency, for the setting and Children's Social Care to work well together.
- We aim to notify the registration authority (Ofsted) of any incident or accident and any changes in our arrangements which may affect the wellbeing of children with two hours of the incident.
- If a referral is to be made to the local authority Children's Social Care, we act within the area's Safeguarding Children and Child Protection guidance in deciding whether we must inform the child's parents at the same time.

### **Allegations against staff**

- We ensure that all parents know how to complain about the behaviour or actions of staff or volunteers within the setting, or anyone living or working on the premises occupied by the setting, which may include an allegation of abuse.
- We follow the guidance of the Local Safeguarding Children Board when responding to any complaint that a member of staff, or volunteer within the setting, or anyone living or working on the premises occupied by the setting, has abused a child.
- We respond to any disclosure by children or staff that abuse by a member of staff or volunteer within the setting or anyone living or working on the premises occupied by the setting, may have taken, or is taking place, by first recording the details of any such alleged incident.
- We refer any such complaint immediately to the local authority's Children's Social Care to investigate. We also report any such alleged incident to Ofsted and what measures we have taken. We are aware that it is an offence not to do this within 14 days of the incident but we aim to do it as soon as is practically possible.
- We co-operate entirely with any investigation carried out by children's social care in conjunction with the police.
- Where Hornsey Day Nursery and children's social care agree it is appropriate in the circumstances, the delegated person on behalf of Hornsey Day Nursery will suspend the member of staff or the volunteer for the duration of the investigation. This is not an indication of admission that the alleged incident has taken place, but is to protect the staff as well as the children and their families throughout the process.

### **Disciplinary action**

- Where a member of staff or a volunteer is dismissed from the setting because of misconduct relating to a child, we notify the Independent Barring Board administrators.

**The nursery is committed to promoting awareness of child abuse issues through ongoing staff training. It is also committed to empowering young children, through its implementation of the early year's curriculum and promoting their right to be strong, resilient and listened to.**

### **Planning**

- The layout of the rooms allows for constant supervision. No child is left alone with staff or volunteers in a one-to-one situation without being visible to others.

### **Curriculum**

- We create within the setting a culture of value and respect for the individual, having positive regard for children's heritage arising from their colour, ethnicity, languages spoken at home, cultural and social background.
- We ensure that this is carried out in a way that is developmentally appropriate for the children.

### **Confidentiality**

- All suspicions and investigations are kept confidential and shared only with those who need to know. Any information is shared under the guidance of the Local Safeguarding Children Board.

### **Support to families**

- We believe in building trusting and supportive relationships with families, staff and volunteers in the group.
- We make clear to parents our role and responsibilities in relation to child protection, such as for the reporting of concerns, providing information, monitoring of the child, and liaising at all times with the local children's social care team.
- We will continue to welcome the child and the family whilst investigations are being made in relation to any alleged abuse.
- We follow the Child Protection Plan as set by the child's social care worker in relation to the nursery's designated role and tasks in supporting that child and their family, subsequent to any investigation.
- Confidential records kept on a child are shared with the child's parents or those who have parental responsibility for the child in accordance with the Confidentiality and Client Access to Records procedure and only if appropriate under the guidance of the Local Safeguarding Children Board.

### **Legal framework**

#### *Primary legislation*

- Children Act (1989 s47)
- Protection of Children Act (1999)
- Data Protection Act (1998)
- The Children Act (Every Child Matters) (2004)
- Safeguarding Vulnerable Groups Act (2006)

#### *Secondary legislation*

- Sexual Offences Act (2003)
- Criminal Justice and Court Services Act (2000)
- Human Rights Act (1999)
- Race Relations (Amendment) Act (2000)
- Race Relations (Amendment) Act (1976) Regulations
- Equalities Act (2006)
- Data Protection Act (1998) Non Statutory Guidance

### **Further Guidance**

- Working Together to Safeguard Children (revised HMG 2006)
- What to do if you're Worried a Child is Being Abused (HMG 2006)
- Framework for the Assessment of Children in Need and their Families (DOH 2000)
- The Common Assessment Framework (2006)
- Statutory guidance on making arrangements to safeguard and promote the welfare of children under section 11 of the Children Act 2004 (HMG 2007)
- Information Sharing: Practitioners' Guide (HMG 2006)

### **Local telephone numbers**

#### **Islington Children's Social Care**

Islington Safeguarding Children's Board

- 020 7527 4234

Islington Safeguarding Children's Board Training and Development Brochure

- 020 7527 4192/4234 [www.islingtonscb.org.uk](http://www.islingtonscb.org.uk)

#### **Haringey Children's Social Care**

Haringey Children & Families (First Response)

- Tel: 020 8489 4592 / 5652 / 5762
- Fax: 020 8489 1751 / 5447

Emergency Out of Hours Duty Team

- Tel: 020 8348 3148

#### Child Protection Advisors

- Tel: 020 8489 5426 / 7976 / 5462 / 1061

#### Child Protection Advisor – allegations against professionals

- Tel: 020 8489 1192

### **NHS Haringey**

#### Designated Nurse for Child Protection

- 020 8489 3066

#### Designated Doctor for Child Protection

- Tel: 0207405 9200 ext. 5137 – Mobile: 07795 665 706

#### Named Nurse for Child Protection

- Tel: 020 8489 3096 – Mobile: 07970 269 539

#### Named Doctor for Child Protection

- Tel: 020 8448 5540 – Mobile: 07795 665 706

### **North Middlesex University Hospital**

#### Named Doctor for Child Protection

- Tel: 020 8887 4575 / 2975

#### Named Nurse for Child protection

- Tel: 020 8887 4099 / 2493 – Mobile: 07501 225 520

#### Out of Hours – Paediatric Registrar

- Tel: 020 8887 2000 – bleep 195

### **Whittington Hospital**

#### Named Doctor for Child Protection

- Tel: 020 727 3070 & ask for switchboard to air call

#### Named Nurse for Child protection

- Tel: 07884 187 592 / 020 7288 5472

### **Haringey Local Safeguarding Children Board**

- Tel: 020 8489 1472
- Web: [www.haringeylscb.org](http://www.haringeylscb.org)
- Email: [lscb@haringey.gov.uk](mailto:lscb@haringey.gov.uk)

### **National Safeguarding Authorities**

#### Independent Safeguarding Authority

- 0300 123 1111 [www.isa.homeoffice.gov.uk](http://www.isa.homeoffice.gov.uk)

#### Department for Education

- 0370 000 2288 <http://www.education.gov.uk> (DfE publications)

### **Metropolitan Police**

Child Abuse Investigation Team

- Tel: 020 8345 2246

Control Room (for reporting missing children)

- 020 8345 1212

## Medical Emergencies Policy

You will be asked to sign a permission form to seek and administer emergency medical care for your child. Even in an emergency, we cannot give to medical professionals for medical treatment. In a “life or death” situation medical staff will give necessary treatment. We always act in the best interests of the child and will contact the parent at the first available opportunity.

## Emergency Care Policy

If an emergency situation were to arise when children are in our care we first:

1. contact the parent/s and if they are unavailable, we then
2. contact the emergency contact person/s and if they are unavailable, we then
3. contact social services

If required, we will contact Ofsted to advise them of action taken and provide you with written details of the event.

## Nutrition Policy

We provide healthy meals to meet the nutritional and dietary requirements of your child. Water, milk, fruit and healthy snacks are offered daily. Children sit at the table to eat all their meals. We are happy to make reasonable adjustments to our menu to suit individual needs, which must be agreed in writing.

Parents/Carers are not permitted to provide food for their children except in exceptional circumstances and in accordance with specific medical advice. Parents/Carers agree to assume responsibility to inform the nursery if the food they provide contains any of the main allergens as directed by the Food Standards Agency.

## Smoking Policy

Smoking is not allowed anywhere on our premises including outdoor areas whilst children are in our care.

## Behaviour Management Policy

Children: We believe that children enjoy their time in the nursery best when boundaries of behaviour are set for their own safety and the safety of their peers. The children should be able to play and learn without the risk of being hurt. The nursery aims to provide an environment which promotes positive behaviour and encourages children's respect for other people and for themselves.

### **Procedures**

- The Nursery Manager takes responsibility for issues relating to behaviour management.
- This person has relevant training and keeps up to date on issues relating to behaviour management.
- They also ensure that all staff receives relevant training on handling children's behaviour.
- Staff set good examples by treating children, parents/carers and one another with respect, courtesy and friendliness.
- Staff are encouraged to use positive methods for handling conflict by helping children find solutions which are appropriate for their age, for example, distraction and role play.
- We value and respect children by praising them and acknowledging their positive actions and attitudes.
- There are rare occasions when a child who behaves inappropriately is taken away from the group to reflect on their behaviour with a member of staff for a short while. The general rule is one minute for every year of a child's life e.g. two minutes of time out for a two year-old. The child who has been upset is comforted by an adult who acknowledges that the other child's behaviour was unacceptable.
- Each instance of undesirable behaviour is treated individually.
- The nursery works in partnership with parents/carers and other professionals in relation with individual children's behaviour.

- Children are encouraged to recognise that bullying, fighting, rough play and nasty comments are not acceptable behaviour.
- Staff will help children to recognise that certain actions are right and that others are wrong when they behave in unacceptable ways.
- Nursery staff avoid discussing children's behaviour with other staff and the parent/carer in the presence of the child.
- The nursery does not use corporal punishment (slapping, smacking or shaking) under any circumstance.
- The nursery only uses physical restraint to prevent physical injury to children or adults or serious damage to property. Where physical restraint is used, the incident will be recorded in the incident book which the parent/carer will be asked to sign.
- Children's behaviour management must be supported and implemented consistently by parents/carers outside the nursery for it to be effective.
- The nursery will refer the child to the relevant authorities if parents/carers persistently refuse to co-operate with this behaviour management policy.
- The nursery reserves the right to request additional funding from parents/carers if it is felt that the child requires additional support beyond what can reasonably be delivered by adhering to the standard staff to child ratio for the relevant age group as stipulated in the EYFS.

Adults: Aggressive behaviour of any nature is strictly prohibited. Staff displaying aggressive behaviour will be subjected to disciplinary procedures and may be suspended or dismissed. Parents/carers/visitors will be asked to leave the nursery and their contract may be terminated immediately.

### Toilet Training Policy

The nursery will assist with toilet training when it is mutually agreed that the child is ready for it. Children who turn up at nursery in a nappy or who are expected to wear nappies (except at sleep time) are not considered to be ready for toilet training.

When your child is ready to be toilet trained, we normally suggest that you start off at home during a week off, where you are able to focus solely on your child's needs in this area. Due to the busy routines we follow, and to meet each child's needs it is not always possible for us to give 100% attention to your child **alone** during the most important first few days. Once your child returns to nursery, we will discuss how they have progressed, and what are the next steps.

If a child has a toileting accident, they are not chastised but they are cleaned up in a matter of fact way and encouraged to tell us next time. If accidents are persistent, your child is not quite ready and we will try again a few weeks later.

The nursery will not put nappies on children who are being toilet trained before they leave nursery at the end of the day. We do not accept pull-up nappies.

### Equal Opportunities and Inclusion Policy

The nursery seeks to value each child, parent and staff member as an individual, respecting their religion, heritage, culture, lifestyle and linguistic background. Everyone has equality of access, opportunity and treatment in everything that will enable them to maximise their potential. Discriminatory practices are not tolerated at the nursery.

#### **Procedures - Admissions**

- The nursery ensures that its service is accessible to all groups and individuals in the community.
- If possible those designated disabled or disadvantaged will be considered for a place taking into account their individual circumstances and the ability of the nursery to provide the necessary standard of care.

#### **Working with parents/carers**

- The nursery is aware of the importance of an effective parent/carers relationship and recognises that English may not be their first language.
- The nursery actively encourages full participation of parents/carers in the development and welfare of their children.
- Parents/carers are also invited to put forward ideas on different festivals and cultures.

## **Working with children**

- All children have equal access to the learning environment.
- Children are made to feel positive about themselves and their heritage.
- Children learn about differences to increase their respect and understanding of other cultures.
- Children are encouraged to talk about their similarities, differences and experiences.
- The nursery offers equal opportunities of play to all children, irrespective of their sex or race, thus dispelling any myths or stereotypes.
- Children are empowered to stand up for themselves and others.
- The nursery promotes positive attitudes and praises children when they use words and actions that show that they respect and value others.
- Nursery activities are constantly supervised to ensure that all children are included.
- The nursery helps children increase their knowledge and understanding of the world through a range of activities, songs, stories, discussions and festivals.
- The nursery provides books that promote equal opportunities through reflecting different cultures, special needs, gender and different languages.
- The nursery provides a varied range of resources to reflect the diversity of the children.

## **Recruitment**

- The nursery follows safer recruitment guidance and training provided by the local authority.
- The nursery aims to ensure that individuals are recruited, selected, trained and promoted on the basis of occupational skill requirements.
- The nursery ensures that no job applicant or employee will receive less favourable treatment on the grounds of age, sex, marital status, religion, heritage or sexuality, which cannot be justified as being necessary for the safe and effective performance of their work or training.
- All vacancies are advertised as widely as budgets allow.
- No potentially discriminatory questions are posed throughout the recruitment process.

## **Staff**

- All staff are expected to co-operate with the implementation, monitoring and improvement of this and other policies.
- All staff are expected to challenge language, actions, behaviour and attitudes which are oppressive or discriminatory on the ground as specified in the policy statement.
- All staff are expected to participate in equal opportunities training.

## **Training**

- The nursery recognises the importance of training as a key factor in the implementation of an effective Equal Opportunities Policy.
- Staff practice is observed and discussed with individuals and groups.

## **Special Educational Needs Policy**

### • Aims

The nursery records all children's ongoing development to ensure early recognition of difficulties a child may experience. We work with external professionals to ensure that the children receive the best possible care, irrespective of their needs. Our SENCO is the Nursery Manager.

### • Admissions arrangements

All children are welcome. Occasionally the ratios of children aged under five already being cared for may affect the number of sessions we are able to offer a child with SEN. In each case, we discuss what we are able to offer with the family, prior to any contract being agreed or signed. We ask parents to provide us with as much information as possible in advance. This will also allow us to explore how we can best meet the needs of the child with other professionals.

### • Identification, Assessment and Review Arrangements

If we are concerned that a child has SEN we will raise it with the family in the first instance. We will discuss strategies of how we can implement support for the child and review their progress.

We set specific targets and review the child's progress through observations of their early years' work. We will seek advice from the early year's team at the local authority if evidence suggests continuing difficulties.



The parents/carers, the local authority and the nursery will work together to implement a specific plan of action to ensure the best possible outcome for the child. This may include additional support and resources to be provided by the local authority or other external agencies.

- Monitoring and evaluating the SEN policy

We evaluate this policy regularly. We look in detail at how well our identification process has enabled us to support children with specific needs. We assess how well the children have achieved their individual targets through effective planning of activities, which cover the relevant aspects of the early years foundation stage.

- Training

We endeavour to undertake all SEN training on offer where it does not obstruct with the day-to-day care of the children in our settings. We work in conjunction with other professionals to keep our knowledge and understanding on these matters up-to-date.

- Partnership with parents

Good communication is the key to helping all children to develop to their full potential. At no time should parents/carers feel embarrassed or alarmed if either party has reason to be concerned about the child's welfare and development. Parents/carers are fully involved throughout the whole process.

## Confidentiality Policy

Information held about a child and their family will never be shared without their permission except when in certain child protection instances. In such cases, confidentiality will only be extended to relevant and authorised professionals.

The nursery regularly records information about observations, planning and evaluation of children's progress and development and this is stored in confidential files for each relevant child. This information is shared with authorised professionals and authorities in particular circumstances.

## Complaints Procedure Policy

If you have any complaints, concerns or worries, do not hesitate to discuss these with us in confidence. However, we would appreciate if you follow the following procedure:

- Speak to your child's Key Worker, then if the matter is not resolved
- Speak to the Room Leader, then if the matter is not resolved
- Speak to the Deputy Manager, then if the matter is not resolved
- Speak to the Nursery Manager

You should contact the nursery manager in the first instance if the matter is of a serious nature. You are required to make an appointment to speak to a member of staff about more serious matters and not to engage in heated and lengthy discussions at pick-up and/or drop-off time.

If you are still unhappy with the outcome, please write to the Company Director and they will respond with a course of action within twenty-eight days.

In the unlikely event that you wish to make an official complaint, you can do this by calling Ofsted on 0300 123 1231 or writing to them at Piccadilly Gate, Store Street, Manchester M1 2WD. If you would like more information about Ofsted's role as the childcare regulator, you can visit their website at [www.gov.uk/government/organisations/ofsted](http://www.gov.uk/government/organisations/ofsted)

## Communication Policy

You are welcome to discuss everyday issues briefly when you arrive in the morning or when you come to collect your child. Everyday issues or a specific concern will be dealt with via verbal discussions at the beginning or end of your child's session. However, if you arrive/pickup at a busy time, we may ask you to arrange a more formal meeting to discuss the issue, particularly if the issue is not of an urgent nature. We will follow up in writing if the matter is of a serious or contractual nature.

If we have to inform you of any incidents or accidents, you must sign (or confirm by return) to say you have been told on the day that it happens to avoid any misunderstandings or confusion.

## Record Keeping Policy

We keep records including some/all of the following:

- Accidents / Incidents
- Medicine Administration
- Development of your child
- Children's Care Plan
- Fire Drills / smoke alarm tests
- Attendance
- Menu Plans
- Activity Planners
- Health and Safety Checks
- Contracts
- Child's personal Information
- Pre-existing Injuries

## Accidents Policy

In the unlikely event of a serious accident, we follow set procedures as directed on first aid training courses.

We make contact in the following order:

- Call the emergency services
- Call the parents/carers in the order shown on the childcare contract
- Call the emergency contacts in the order shown on the childcare contract (if parents/carers cannot be reached)
- Call social services (if neither parents/carers nor all emergency contacts can be reached)

All accidents are recorded and signed by the parent/carer and the nursery. Serious accidents are reported in line with RIDDOR requirements.

Accidents/Injuries outside nursery – All accidents and injuries of any nature that occur outside the nursery while children are in the care of parents/carers must be reported when the child is dropped off at nursery. The nursery records such incidents and the parent/carer must sign for it before leaving the nursery at drop-off time.

## Lost Child Policy

If a child goes missing while in our care, we follow this procedure:

1. Check all others are counted and reassured.
2. Check immediate area promptly and thoroughly.
3. Inform the police.
4. Contact parents and secondary contacts, if required.
5. Contact Ofsted and Social Services.
6. Record accurate details of what they were wearing, etc.
7. Record the incident in its entirety.

## Failure to collect Policy

If a child is not collected at the contracted time, we follow this procedure:

- Contact the child's parents/carers
- Contact emergency contacts, parents/carers cannot be reached
- Contact social services, if there the child is not collected up to 90 minutes after contracted pick up time
- Charge the relevant late collection fee

## Placement policy

Placement days can only be as follows:

- 5 days – Monday to Friday
- 3 days – Monday to Wednesday
- 2 days – Thursday and Friday

This also applies to in contract changes.

### Settling-in Policy

Settling is mandatory and must occur immediately prior to the commencement of the placement and certainly no more than a week earlier. If this is not possible, the first few sessions of the placement itself will be shortened. The settling for fully funded placements occurs instead of the first two sessions of the placement itself.

Procedure: One parent/carer will accompany the child for a first session lasting about 60 minutes during which a detailed care plan is completed. This is followed by a 60-minute session on another day where the child is left alone at nursery.

Once the placement starts on the contracted date, we will have your child for 3-4 hours on the first day (to include lunch) and for 4-5 hours on the second day (to include lunch and a sleep) and we can usually have the child all day by the third day of the placement. This means that a parent/carer must be available for earlier pickup on the first two (sometimes, three) days.

### Drop Off and Collection Policy

We are required to sign children in and out of the nursery, which means that children must be handed over to/collected from an authorised member of staff. Under no circumstances should parents leave the nursery before children have been signed in/out.

We do not permit children to enter the nursery with food in their hands or mouth or to have children fed by parents in the reception area both at drop off and collection time. Chewing gum is strictly prohibited.

Drop Off - Children can arrive at or after the contracted start time of the session but not earlier. The nursery must be informed by telephone (not email) if the child will be arriving much later than the contracted start time. There may be exceptional circumstances when the nursery may not be able to accept a late arrival due to the disruption of its routine. The nursery cannot offer meals or snacks outside stipulated mealtimes when the child arrives late.

It is normal for some children to have difficulty separating from their parents or cry when being dropped off. We provide whatever distractions we can to minimise upsets. Please rest assured children usually stop crying as the parent leaves the setting and they become involved in play. If they need a cuddle and extra attention, they will receive it. It gets easier the more often they attend the setting. Unless otherwise asked to, please refrain from going beyond the welcome area and spending more than a few minutes with your child as this makes the separation harder and could also cause anxiety in other children as well as unnecessary disruption.

Remember to observe the Bicycles, Tricycles & Scooters Policy.

Collection – Children are expected to have left the nursery by contracted finish time rather than the person collecting arriving by the finish time. Feedback for children who leave late may not be given in full or indeed at all. **Late collections will be charged lateness fees as per contract.**

We can only release children to their legal guardian/s (usually whoever is nominated on the birth certificate), those who may have obtained guardianship through a court order or adoption (written evidence required) or those who have been appointed by at least one of the child's legal guardians either temporarily or permanently. If someone, other than the legal guardians, is to pick up the child, the nursery must always be notified by telephone or in person (NOT by email) ahead of time – even if they have collected the child on previous occasions or has been dropped off by the same person on the day. If that person is not already known to the nursery, a password will be given to the notifying guardian. This must be given to the person collecting the child, who in turn, must give it to the nursery when collecting the child. It is sometimes necessary to see proof of identity, if the person collecting is not known to the nursery staff. The nursery cannot release children to minors.

At drop off and collection time, two different authority figures are present (parent & the provider) and this could present difficulty as children tend to test whether nursery or home rules apply. At this time, we expect parents enforce nursery policies. We will intervene to apply the policies if children indulge in undesirable behaviour and parents/carers condone it.

**Baby room collection procedure:** Whoever picks up a child from the baby room must first withdraw their buggy/sling and ensure that it is ready to accommodate their child *before* taking the child. Feedback will be provided *before* the child is handed over. Under no circumstances must children be placed on the floor or allowed to walk around in the welcome area, the buggy room and/or the office.

**Toddler & Pre-school site:** Children must not be withdrawn directly from the play area. All children must go through the nursery building to be released from the main door.

**Safety at both sites:** Please remember not to leave bags and other clutter in the welcome area as this constitutes a serious tripping hazard, especially when one is holding a young child. Also, please remember that some children have severe allergies to some foods – do not leave food accessible to children while in the nursery premises.

Please refer to the Bicycles, Tricycles & Scooters Policy.

### No Shoe Policy

We adopt a no shoe policy only in the baby room, which means that shoes worn outdoors must not be worn indoors. Parents may provide children with appropriate slippers to be used indoors.

We require children to wear outside shoes in the toddler and preschool setting for their own safety. Children should always have a pair of thick socks available in their bags if they do not have shoes, as they will be taken out every day. Those who are about to start walking or have started to walk will also need a pair of outside shoes. Shoes must be closed and not open toe to avoid tripping and other injury.

### Personal Belongings Policy

All children's personal belongings, including all items of clothing (whether worn or not), bags, buggies should be clearly marked with their name.

Any small items like favourite toys and other soothers to our settings must be safe to use by children of all ages and must be left in the child's bag at reception.

We do not accept any liability for loss, damage or misplacement for any child's belongings.

### Pushchair, Buggy and Pram Policy

We have a limited amount of space allocated for the storage of pushchairs and buggies and consequently, we cannot accept prams due to lack of space. Pushchairs and buggies must:

- be able to fold to fit in a very small space
- not have rigid backs
- have small wheels
- fold in one single piece
- be able to lock securely when shut
- be empty before they are stored at nursery

We reserve the right to refuse to store larger items. No equipment should be left in our storage outside nursery hours or when your child is absent without our express permission.

All items left in our storage must be folded to fit in as small a space as possible. We reserve the right to remove items left in storage that are not fully folded as the need arises and without liability.

We do not accept any liability for loss, damage or misplacement for any pushchairs, buggies or other related items left in storage in our premises.

## Bicycles, Tricycles, Scooters Policy

We are unable to store bicycles, tricycles and other similar push along equipment that you may choose to allow your children to use to/from our settings due to health and safety and space limitation reasons.

Adult bicycles are not to be brought into the nursery premises (both indoor and outdoor areas) for safety reasons. Bicycles may be secured outside the nursery, if required.

## Transition and Continuity Policy

Under the terms of the EYFS, we will endeavour to share only relevant information with other professionals in relation to the development, safety and welfare of your child.

## Help with Fees and Childcare Costs

There are several ways of getting help with paying for childcare, depending on your circumstances.

Please refer to the Government website at <https://www.childcarechoices.gov.uk/> for more information and to apply for help. Here you will find information about funding for 15 hours per week, term-time only for two to four year-olds, funding for 30 hours per week, term-time only for three and four year-olds, tax-free childcare, tax credits, universal credit and support while you are studying.

Please contact us for more information.

Important note about funding and fees for children in the month of September when they start school: Funding is paid to providers and schools termly depending on where the child is on the headcount day (usually in the second month of each term). This means that the nursery does not receive funding in the term a child starts school. Fees associated with the receipt of funding from the local authority do not apply at this time.

## Deposit Policy

A deposit equivalent to half a month's fee is payable on signing of our contract to secure the child's place.

The deposit is refundable at the end of the child's placement provided that:

- a. the placement commences on the contracted date
- b. the placement lasts for at least three consecutive calendar months from the start date
- c. fees are paid in full and on time every time they are due
- d. there has been no material breach of contract
- e. the deposit is formally claimed within three months from the end of the placement

The deposit cannot be offset against fees at any time.

## Sibling Discount Policy

A ten percent reduction may be applicable for siblings who are with us for the whole month depending on individual circumstances and at the management's exclusive discretion.

## Food and Drink Policy

Apart from breakfast, lunch and dinner we provide a mid-morning and mid-afternoon snack for children who are with us all day. We also provide water and organic milk. On a typical day we would provide:

- Breakfast
- Mid-morning snack
- Lunch (main meal of the day)
- Mid-afternoon snack
- Dinner (a light meal)
- Water throughout the day

Meals are only provided at set times.

We are able to make reasonable adjustments to the food that we provide to cater for allergies, intolerances, cultural requirements and lifestyle choices. We encourage parents to provide food for their children if they are required to eat items that are not on the nursery menu during the weaning process only. Any food provided by parents must be supplied in a sealed container and must be clearly labelled with the child's name and a full list of the ingredients used.

**VERY IMPORTANT** – You must communicate any information about allergies that your child has, or about any changes in your child's diet – whether this is adding on or excluding any food item - by email to a manager or a deputy manager. The nursery does not accept any liability, unless this has been done, even if some other form of communication was used.

### Provision and Supplies Policy

If your child uses nappies, you must supply enough nappies for a day's wear (about six) and enough wipes to go with them. Please send a spare set of clothes in case of accidents. In the summer, sun cream and a hat are recommended. In cooler weather all children who can walk should be sent with a warm pair of outdoor shoes.

We do not accept pull-up nappies.

### Welfare Policy

- A suitable person must look after children

All the people at the nursery have undergone DBS checks and have provided evidence of good health. Several members of staff are qualified paediatric first aiders and have undertaken Safeguarding and Child Protection training. Most of the staff hold diplomas and other qualifications in childcare, equivalent to an NVQ level three or above or the equivalent. People who work in the kitchen hold a Food Hygiene Certificate (Level 2).

- Care Learning and Play

Our aim is to help children to build their confidence and independence by encouraging them to try new activities in a safe and supported environment. We aim to assist children with learning right from wrong by setting fair and consistent boundaries. We believe that children learn through play, both in a structured and free environment. We have a large selection of books which we refresh and update regularly. We also have a varied selection of resources. Activities are planned weekly and themed to help with learning and to ensure that broad selections of activities are available.

- Physical Environment

Our nursery has been passed as a safe environment for children to be cared in. We have carpet flooring in the baby room, which is very safe for small children. The carpet in the baby room is vacuum cleaned every day and steam-cleaned regularly. We have quiet areas in each room with cots if needed to accommodate those children who want to sleep during the day.

In the kitchen, we have separate chopping boards, which are colour coded for all different types of food preparation to ensure there are no chances of cross contamination or food poisoning.

- Equipment

We have sterilisers, cots, stair gates, plug sockets, cupboard locks and single and twin strollers. We also have potties, step-stools, changing mats and baby bouncers. We have an ever-expanding toy and book collection for indoor and outdoor use and art and craft materials are available. Toys and play materials promote equality of opportunity.

- Safety

We undertake regular safety awareness activities with children who are old enough to understand and help the younger ones to learn and understand them. Children are always supervised, taking into account age, ability, need for privacy, etc. We require permission from a parent or legal guardian to release a child to another adult (not children). We need details of emergency contacts for the parents, in case a child is not collected. We also need signed permission to call an ambulance in an emergency, without which we cannot offer you a place.

- Fire Safety

We have fire blankets and smoke alarms and a fire escape plan. We carry out fire drills every six to eight weeks. These are all kept in a logbook.

- Health

The nursery is a completely smoke free zone, both indoor and outdoor areas. Medication can only be administered according to the Sickness and Medication Policy.

- Food and Drink

Food and drink is provided as detailed in our Food and Drink Policy.

- Equal Opportunities.

Children have the right to feel valued and be free from discrimination. Children will learn about equality through play and through modelled behaviour. Please refer to our Equal Opportunities and Inclusion Policy for more details.

- Special Needs00

Special needs are catered for as detailed in our Special Educational Needs Policy.

- Behaviour

Please refer to our Behaviour Policy.

- Working in partnership with parents and carers

We seek to acquire as much information as possible about the children at nursery in order to enable us to meet their needs in the best possible way. We collect this information at contract stage, during the settling-in period and at regular intervals throughout the placement. We recognise the fact that parents have an in-depth knowledge of their children and it is essential for this to be shared with nursery.

- Sleep Time

Most children require at least one sleep a day – babies require more. Guidance we are required to follow suggests that the nursery must allow a child to sleep if they show signs of tiredness or specifically request to sleep. Additionally, their sleep must not be terminated under any circumstances other than if it is time for them to leave nursery. Conversely, children should not be forced to sleep unless they are showing clear signs of exhaustion.

With this in mind, the nursery is unable to entertain requests from parents/carers to put children to sleep (or not to put them to sleep) or to wake them up after a certain time.