



Policies and Procedures

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Accidents

Minor injuries will be assessed and treated by one of the staff with a current Paediatric First Aid Certificate, two of whom will usually be present at any Nursery session.

They are currently:

- **Catherine Baker**, Nursery Manager
- **Ros Sykes**, Deputy Nursery Manager
- **Laura Bruce**, Senior Nursery Assistant
- **Jackie Roberts**, Nursery Assistant
- **Luiza Ainsworth**, Nursery Assistant
- **Joyce Brandle**, Nursery Assistant

If outside medical attention is judged necessary and urgent, a doctor or ambulance will be called and the parents or their nominated emergency contact notified.

If a child needs to go to hospital in an ambulance before the parent arrives, every attempt will be made to release a member of staff to accompany them. In the event that this jeopardises the remaining staff/children ratio, school support staff are willing to help with temporary cover, as are nursery staff who are not working that day.

Any accident or incident, however minor, will afterwards be recorded in the accident book and the parents shown and asked to sign it.

Following a more serious accident or incident, Social Services inspection unit will be informed according to the terms of our registration.

This policy was agreed by staff members on:

This policy was agreed by Committee members on:

Signed:

To be reviewed:

Admissions

It is our intention to make Birchanger Nursery genuinely accessible to children and families from all sections of the local community.

- We will ensure that the existence of the nursery is widely known in our local community. We will regularly place notices advertising the nursery in publications and places where all sections of the community can see them.
- The waiting list will be arranged so that it shows both the date of birth and the date that the child was added to the list. When allocating places, both dates will be taken into account.
- We will accept children into the nursery the term after they are 2 1/2 years old.
- If space is limited for new children, priority will be given to those who:
 - a) Are resident in Birchanger
 - b) Have siblings already attending the Nursery or the school;
 - c) Are intending to move onto Birchanger primary school;
 - d) Are siblings of children who previously attended the nursery.
 - e) Priority will be given to children who are resident in Birchanger firstly, Essex secondly and Hertfordshire thirdly.
- We will aim to offer children five sessions per week for at least two terms before they start school.
- For Children residing in Hertfordshire who are moving on to Hertfordshire schools with nursery classes attached. If a full time, funded nursery place is offered by that school we **will not** be obliged to accommodate that child at Birchanger nursery for a full time funded place, however, we will, if there is space, offer a full time nursery place to these children. Priority of these places will be given to those families with younger children attending Birchanger nursery and those families who are hoping to move onto a school with no nursery class attached.
- We will endeavour to keep a place vacant, if financially viable, in order to accommodate emergency admissions.
- We will be as flexible as possible about attendance patterns so as to accommodate the needs of individual children and families.
- We will describe the nursery and its practices in terms which make it clear that it welcomes both fathers and mothers, other relations and other carers, including childminders, and people from all cultural, ethnic, religious and social groups, with and without disabilities.
- We will make our equal opportunities and child protection policies clearly known.
- On admission to the nursery, we will ask parents / guardians to fill in forms of medical and personal details. These records will be updated regularly and kept strictly confidential.
- We will continue to consult local parents to ensure that the group goes on meeting the changing needs of the local community.
- All offers of a place are conditional upon receipt of written acceptance within 28 days. Where no written acceptance is received, the place offer will be withdrawn

Notice of Leaving

Any child wishing to leave the Nursery during a school year should advise the Nursery in writing giving 6 weeks notice of their intention to leave. If parents remove their child/children from the Nursery immediately or during the notice period, they would be expected to pay for the sessions allocated to their child/children during this time.

This policy was agreed by staff members on:

This policy was agreed by Committee members on:

Signed:

To be reviewed:

Arrival and departure of children and parents/carers

Arrival

The parent or guardian is responsible for the behaviour & safety of their own child, even in the school grounds, until the Nursery door opens at the start of the session.

A member of staff on the inside door, greets each parent & child & ensures that the children are ushered into the Nursery. They also ensure that no children slip back out as parents are leaving.

Once the last parent has left, both the outer and inner doors are locked. Anyone needing to enter the Nursery during the session can ring the doorbell to gain attention.

Departure

Children sit on the carpet with two staff members and are released only when their parent or nominated collector is seen entering the Nursery.

At this point, parents & guardians are once again responsible for their own children, but nevertheless, as they leave the Nursery, 2 members of staff stand by the outside doors where they can clearly see and act if a child is about to leave without the appropriate adult.

This policy was agreed by staff members on:

This policy was agreed by Committee members on:

Signed:

To be reviewed:

Behaviour management

Our Behaviour Management Policy, like our Child Protection Policy, is designed to ensure the well being of the children and to give parents confidence in us as their chosen childcare provider.

We aim to work with the children to enable them to develop self-discipline and self-esteem in an environment of mutual respect and encouragement.

We believe that children and adults flourish best in an ordered environment in which everyone knows what is expected of them, and children are free to develop their play and learning without fear of being hurt or hindered by anyone else.

In order to achieve this

- We will provide a positive physical environment, with bright displays of the children's work, and well labelled equipment.
- Rules governing the conduct of the nursery and the behaviour of the children will be discussed and agreed within the nursery, by staff and children, and explained to all new-comers.
- All adults in the nursery will ensure that the rules are applied consistently, so that children have the security of knowing what to expect and can build up useful habits of behaviour.
- Staff will provide a positive model for the children with regard to friendliness, care and courtesy.
- Staff will praise and reward desirable behaviour such as kindness and willingness to share.
- We will take positive steps to avoid a situation in which children receive adult attention only in return for undesirable behaviour.
- Staff will plan opportunities into the curriculum for the children to learn about positive ways of behaving, for example through stories and discussion.

When children behave in inappropriate ways

- Physical punishment, such as smacking or shaking, will be neither used nor threatened.
- Physical restraint, such as holding, will only be used to prevent physical injury to children or adults and/or serious danger to property. Any significant event of this sort will be recorded and the parent informed the same day.
- Children will never be sent out of the room on their own.
- Techniques intended to single out and humiliate individual children such as a "naughty chair" will not be used.
- Children who misbehave will be given one-to-one adult support in talking about what was wrong and why and how to behave more appropriately. Where appropriate this might be achieved by focussing the child's attention on a different activity or a period of "time out" with an adult.

- In cases of bullying or serious misbehaviour such as racial or other abuse, the unacceptability of the behaviour and attitudes will be made clear immediately, but by means of explanations rather than personal blame, and with subsequent parental involvement.
- In any case of misbehaviour it will always be made clear to the child or children concerned that it is the behaviour and not the child that is unwelcome.
- Staff will not shout or raise their voices in a threatening way.
- Any behavioural problems will be handled in a positive way with the child's maturity, age and understanding taken into consideration, with parental involvement where necessary.
- Staff will be aware that some kinds of behaviour may arise from a child's special needs.
- Observations will be made if a child has persistent inappropriate behaviour. This will enable the staff to understand any possible triggers to the behaviour, and would then allow them to plan new strategies to support the child.

This policy was agreed by staff members on:

This policy was agreed by Committee members on:

Signed:

To be reviewed:

Complaints

As a member of the Pre-School Learning Alliance we aim to provide the highest quality education and care for all our children. We aim to offer a welcome to each individual child and family and to provide a warm and caring environment in which all children can learn and develop as they play.

We believe children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. Our intention is to work in partnership with parents and the community generally and we welcome suggestions on how to improve our group at any time. Many concerns can be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result the following procedures should be used.

- A parent who is uneasy about any aspect of the group's provision should first of all talk over any worries and anxieties with the Nursery Manager.
- If this does not have a satisfactory outcome with a couple of weeks, or if the problem recurs, the parent should put the concerns or complain in writing to the chair of the managing committee.
- The next stage is to request a meeting with the Nursery Manager and Chair of the management committee. Both parents and the Nursery Manager should have a friend or partner present if required, and an agreed written record of the discussion should be made.

Most complaints should be resolved informally at this initial stage

- If the matter is still not sorted out to the parent's satisfaction, the parent should again contact the Chair. At this point, if parent and Nursery cannot reach agreement, it may be helpful to invite an external mediator, who is acceptable to both sides, to listen and offer advice. We recognise that a mediator has no legal powers but can help to define the problem, review the action so far, and suggest other ways in which it might be resolved.
- Staff or volunteers within the PSLA will be available to act as mediators if both parties wish.
- The mediator will keep all discussion confidential. S/he will meet with the group if requested and will keep an agreed written record of any meetings that are held and of any advice s/he has given.
- The involvement of a mediator represents the final stage in the complaints procedure.

The role of the registering authority:

In some circumstances, it will be necessary to bring in the local authority and inspection unit (Ofsted), who work in partnership with the PSLA. They have a duty to ensure that the requirements that are laid down are adhered to and high standards are encouraged. The registering authority would be involved if a child appears to be at risk or where there seemed to be a breach of registration requirements. The parent or Pre-school should contact Ofsted at:

Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD
Telephone number 0300 123 1231

All complaints will be dealt with within 28 days of the date of the complaint (as explained in "Day care and childminding: guidance to the National Standards").

We believe most complaints are made constructively and can be sorted out at an early stage. We also believe that it is in the interests of the Nursery and parents that complaints should be taken seriously and dealt with fairly and in a way which respects confidentiality.

This policy was agreed by staff members on:

This policy was agreed by Committee members on:

Signed:

To be reviewed:

Confidentiality

Birchanger Nursery's work with children and families and our links with the school will sometimes bring us into contact with confidential information. We are committed to the safety, well-being and protection of the children in our care. We intend to respect the privacy of children and their parents and carers, while ensuring that they access high quality pre-school care and education. We aim to ensure that all parents and carers can share their information in the confidence that it will only be used to enhance the welfare of their children.

To ensure that all those using – and working in – the Nursery can do so with confidence, we will respect confidentiality in the following ways:

- Parents will have access to the files and records of their own children but will not have access to information about any other child.
- Staff and committee will not discuss personal information given by parents with anyone other than the child's parent or carer, except where it affects planning for the child's needs, or for purposes of registration/administration.
- Staff induction includes an awareness of the importance of confidentiality in the role of the key person.
- Staff and committee business, however informal, will not be conducted in the presence of Nursery parents or visitors on the premises.
- Enjoying good links with Birchanger School, Nursery staff, helpers and committee must also respect the confidentiality of the school, whenever they learn information about the school while going about their Nursery duties.
- Personal/registration information given by parents/carers to the Nursery Manager, Key Worker or Admissions Secretary, will be kept in a confidential file in the staff cupboard on the Nursery premises and only accessed by other staff/committee if necessary for administration purposes.
- Any other confidential information discussed with the Nursery Manager shall remain so unless authorised otherwise by the parent/guardian.
- Any anxieties and/or evidence relating to a child's personal safety will be kept in a confidential file and will be shared with as few people as possible on a "need-to-know" basis.
- Issues to do with the employment of staff, whether paid or unpaid, will remain confidential to the people directly involved with making personnel decisions.
- Volunteer helpers and any students on placement or qualification training in the Nursery will be advised of our confidentiality policy and required to respect it.

Please see also our policy on Safeguarding Children.

This policy was agreed by staff members on:

This policy was agreed by Committee members on:

Signed:

To be reviewed:

Diet

We acknowledge that the sharing of refreshments can play an enjoyable and important part in the social life of our Nursery as well as reinforcing children's understanding of the importance of healthy eating and food hygiene.

We will ensure that we fulfil all the requirements of the Statutory Framework for the Early Years Foundation Stage, namely that:

- Snacks and topic-related food provided are generally nutritious, avoiding large quantities of fat, sugar, salt, preservatives and colourings. They will be both savoury and sweet and fresh fruit and vegetables are usually offered;
- We avoid snacks containing nuts and communicate this to the parents who kindly donate some of them;
- Before a child starts Nursery, staff discuss with parents any dietary needs their child may have, including allergies and vegetarianism, and make appropriate arrangements to meet them. The dietary rules of any religious groups will also be respected and followed appropriately.

This information is recorded by parents on each child's registration form and relevant reminders about any child's needs are flagged on the kitchen area notice board where staff and any adult helpers can clearly see it;

- Food from a range of cultures will be incorporated into the snack time and topic work to ensure that children from all backgrounds encounter familiar tastes and also have the opportunity to try unfamiliar foods;
- Fresh drinking water is constantly available to the children;
- Milk provided for children is semi-skimmed and pasteurised.
- All staff preparing food will be trained in basic food hygiene.

This policy was agreed by staff members on:

This policy was agreed by Committee members on:

Signed:

To be reviewed:

Failure to collect a child

If a child is not collected at the end of a session, we follow the following procedures:

- The collection book is checked for any information about changes to the normal routine;
- If no information is available, parents/carers are contacted at home or work;
- If this is unsuccessful, the adults who are authorised by the parents to collect their child – i.e. those whose name and numbers are recorded on the registration form – are contacted;
- The child will stay on the premises in the care of two members of staff;
- If no authorised adult collects the child, and staff are no longer available to care for the child, we will follow Safeguarding Children guidelines and contact Essex social services department.
- A full written report of the incident will be recorded.
- In extreme, or consistent, circumstances, we reserve the right to charge parents for the additional hours worked by our staff.

This policy was agreed by staff members on:

This policy was agreed by Committee members on:

Signed:

To be reviewed:

Fire

- The Nursery Manager is responsible for overseeing fire safety in the Nursery. It is her responsibility to follow appropriate action during a Fire Drill and to ensure that children and staff in the Nursery are familiar with procedures. She makes sure that exit signs and fire drills are clearly visible. She and/or the other staff check fire exits daily for easy opening.
- The staff Health and Safety co-ordinator is responsible for ensuring that fire exits and outside access are well maintained. There is a smoke detector system throughout the building.
- The committee are responsible for overseeing the servicing contract for fire safety and control equipment. The servicing is annual and the documentation is displayed in the lobby.
- The Nursery register is easily accessible.
- The fire drill on display in the Nursery and lobby explains the staff roles and responsibilities in the event of a fire.
- The fire drill is carried out every half term at different times and on different days. It is logged in the fire records book.
- Any concerns/details from the incident can be recorded afterwards in the incidents book.
- The first method of contacting emergency services is by Nursery mobile telephone. Failing that, we have access to the adjacent school office telephone. A member of staff will, in any case, be sent to the school office to alert the Headteacher.
- Nursery children & staff will be led to the assembly point in the school playground by the quickest and safest route.
- Short term temporary accommodation following any emergency in the Nursery will be sought in the school hall. If the fire affects the school, then we join in with school procedure at this point. If necessary we will prepare to contact as many Nursery parents as possible to take their children home.
- Staff induction and training is to include fire safety awareness, for example, how and when to use fire-fighting appliances.

This policy was agreed by staff members on:

This policy was agreed by Committee members on:

Signed:

To be reviewed:

Health and safety

At Birchanger Nursery we believe that the health and safety of children is of paramount importance. We make our pre-school Nursery a safe and healthy place for children, parents, staff and volunteers. We review our Health and safety policy as each new child joins the setting. Including an individual risk assessment when deemed necessary.

Aim

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.

Methods

The member of staff responsible for health and safety is Senior Nursery Assistant, Mrs Laura Bruce. She is competent to carry out these responsibilities. She has undertaken health and safety training and regularly updates her knowledge and understanding. We display the necessary health and safety poster on the wall in the kitchen area.

Risk assessment

Our risk assessment process includes:

- checking for hazards and risks indoors and outside, and in our activities and procedures. Our assessment covers adults and children;
- deciding which areas need attention; and
- developing an action plan which specifies the action required, the timescales for action, the person responsible for the action and any funding required. The staff and committee member responsible for Health and Safety oversees this in conjunction with the Nursery Manager.

We maintain lists of health and safety issues which are checked:

- daily before the session begins;
- weekly; and
- termly - when a full risk assessment is carried out using the Royal & Sun Alliance Insurance form, and our own risk assessment form.

Insurance Cover

We have public liability insurance and employers' liability insurance. The certificate is displayed on the notice board in the Nursery entrance lobby.

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 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 issues are explained to the parents of new children so that they understand the part they play in the daily life of the pre-school.
- As necessary, health and safety training is included in the annual training plans of staff and health and safety is discussed regularly at staff meetings.
- We have a no smoking policy.
- Children are made aware of health and safety issues through discussions, planned activities and routines.
- Visitors to the Nursery are also expected to respect our health & safety practices and policies.

Children's safety

- Only persons who have been checked for criminal records by an enhanced disclosure from the Disclosure and Barring Service and are registered with Ofsted as child carers have unsupervised access to the children, including helping them with toileting.
- Adults do not normally supervise children on their own.
- All children are supervised by authorised adults at all times.
- At least two adults are present.

Security

- Systems are in place for the safe arrival and departure of children. Children are individually released to the person authorised to collect them and two further members of staff are stationed at the two exit doors. The times of the children's arrivals and departures are recorded.
- The sessions worked by staff, volunteers are recorded in the register.
- Visitors sign the Visitor's book.

- Our systems prevent unauthorised access to our premises.
- Our systems prevent children from leaving our premises unnoticed.
- The personal possessions of staff and volunteers are securely stored during pre-school sessions.

Windows

- All windows are made from materials which prevent accidental breakage.
- All windows have locks with individual keys.
- All windows open far enough for ventilation, but not enough for a child to climb out of.

Doors

We take precautions to prevent children's fingers from being trapped in doors.

Floors

All surfaces are checked daily to ensure they are clean and not uneven or damaged.

Kitchen

- Children do not have access to the kitchen area which is partitioned off by a safety gate.
- All surfaces are clean and non-porous.
- There are separate facilities for hand-washing and for washing up.
- Cleaning materials and other dangerous materials are stored out of children's sight and reach.
- When children take part in cooking activities, they:
 - are supervised at all times;
 - are kept away from hot surfaces and hot water; and
 - do not have unsupervised access to electrical equipment.

Electrical/gas equipment

- All electrical/gas equipment conforms to safety requirements and is checked regularly.
- Our boiler/electrical switchgear/meter cupboard is not accessible to the children.
- Fires, heaters, electric sockets, wires and leads are properly guarded and the children are taught not to touch them.
- 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 and materials which children select are stored safely.
- All equipment and resources are stored or stacked safely to prevent them accidentally falling or collapsing.

Outdoor area

- Nursery children will have the opportunity to play outside daily throughout the year, weather permitting, using either the grounds of Birchanger school which encompass the Nursery building, our own enclosed play area, or both.
- Our outdoor area is securely fenced.
- Our outdoor area is checked for safety and cleared of rubbish before it is used.
- 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 outside.
- Our outdoor sand pit is covered when not in use.
- All outdoor activities are supervised at all times.
- The Birchanger School grounds, gates and equipment used for outdoor play will be checked by staff for any dangers before use by the Nursery.

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 and the examples set by adults present will encourage the children to learn about personal hygiene.
- We have a daily cleaning routine for the pre-school which includes play room(s), kitchen, rest area, toilets and nappy changing 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;
 - checking toilets regularly;
 - wearing protective clothing - such as aprons and disposable gloves - as appropriate;
 - providing sets of clean clothes;

- providing tissues and wipes, paper towels.
 - Cut or open sores, whether on adults or children, will be covered with sticking plaster or another suitable dressing.
 - Any spills of blood, vomit or excrement are wiped up and flushed away down the toilet. Rubber gloves are always used when cleaning up spills of bodily fluids. Floors and other affected surfaces are disinfected using bleach according to the manufacturer's instructions. Fabrics contaminated with bodily fluids are thoroughly washed in hot water.
- Nappy sacks are available in which to wrap soiled garments.

Activities

- Before purchase or upon loan/donation, equipment and resources are checked to ensure that they are safe for the ages and stages of the children currently attending the pre-school.
- The materials and equipment offered to children will be developmentally appropriate, we recognise that materials suitable for an older child may pose a greater risk to younger or less mature children.
- 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.
- Physical play is constantly supervised.
- Children are taught to handle and store tools safely.
- Children learn about health, safety and personal hygiene through the activities we provide and the routines we follow.

Food and drink

- Staff who prepare and handle food receive appropriate training. They understand and comply with food safety and hygiene regulations. A "checklist" is displayed on the notice board to remind everyone.
- All food and drink is stored appropriately.
- Adults do not carry hot drinks through the play area(s) and do not place hot drinks within reach of children.
- Snack times are appropriately supervised. Children do not walk about with food and drinks.
- Fresh drinking water is available to the children at all times.
- We operate systems to ensure that children do not have access to food/drinks to which they are allergic.

- Snacks provided will be varied and generally nutritious, also paying due attention to the dietary requirements of particular children.

Outings and visits

- We have agreed procedures for the safe conduct of outings.
- Procedures to be followed on outings are contained within our operational plan.
- A risk assessment is carried out before an outing takes place.
- Parents always sign consent forms before major outings.
- Our adult to child ratio is high, normally one adult to two children.
- The children are appropriately supervised to ensure no child gets lost and that there is no unauthorised access to children.
- Records are kept of the vehicles used to transport children, with named drivers and appropriate insurance cover.

Animals

- Animals visiting the pre-school are free from disease, safe to be with children and do not pose a health risk.

Fire safety

- Fire doors are clearly marked, never obstructed and easily opened from 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 parents; and
 - practised regularly at least once every six weeks.
- We have an additional procedure agreed in conjunction with Birchanger School, should an emergency evacuation affect both School and Nursery.
- Records are kept of fire drills and the servicing of fire safety equipment.

First aid and medication

Permanent members of staff hold a current first aid training certificate for under 8's. At least two members of staff with a First Aid certificate are on the premises or on an outing at any one time. The first aid qualification includes first aid training for infants and young children.

Our first aid kit:

- complies with the Health and Safety (First Aid) Regulations 1981;

- is regularly checked by a designated member of staff and re-stocked as necessary;
- is easily accessible to adults; and
- is kept out of the reach of children.

At the time of admission to the pre-school, parents' written permission for emergency medical advice or treatment is sought. Parents sign and date their written approval.

Our Accident Book:

- is kept safely and is easily accessible;
- all staff and volunteers know where it is kept and how to complete it;
- it is reviewed at least half termly to identify any potential or actual hazards.

Ofsted is notified of any injury requiring treatment by a General Practitioner or hospital, or the death of a child or adult.

Any injury requiring General Practitioner or hospital treatment to a child, parent, volunteer or visitor is reported to the local office of the Health and Safety Executive.

We meet our legal requirements for the safety of our employees by complying with RIDDOR (the Reporting of Injury, Disease and Dangerous Occurrences Regulations).

We report any accident to a member of staff requiring treatment by a General Practitioner or hospital and any dangerous occurrences (i.e. an event which does not cause an accident but could have done) to the local office of the Health and Safety Executive.

Children' medication

Children's prescribed drugs are stored in their original containers, are clearly labelled and are inaccessible to the children.

Parents give prior written permission for the administration of medication. They must give clear written instructions for administration of the medication.

The administration is recorded accurately in the medication book, including times and signature of the person administering each dose, and parents sign the record book to acknowledge the administration of a medicine.

If the administration of prescribed or life-saving medication requires special medical knowledge, individual training is provided for the relevant member of staff by a health professional.

Hot weather

On hot, sunny days, we ask that parents are responsible for sending the children to Nursery with hats and applying their own sun-cream before arriving.

Snow and Ice Conditions

In the event of a heavy snowfall or icy roads the nursery may have to close for the day (see Nursery

Closure policy) to ensure the safety of staff, children and parents. This decision will be made by the Nursery Manager after consultation with other members of staff and Birchanger Primary School.

If the school and nursery are open, nursery staff are responsible for clearing and gritting/salting the path leading from the school kitchen to the nursery **only**. A clear sign will be put out to inform parents that the path has been treated, but may still be slippery.

Sickness

Our policy for the exclusion of ill or infectious children is discussed with parents.

- Parents are asked to keep their children at home if they have any infection, however contagious, and to inform the Nursery as to the nature of the infection. This allows the Nursery to alert the parents as necessary and to make careful observations of any other child who seems unwell.
- Parents are asked not to bring into the Nursery any child who has been vomiting or had diarrhoea until at least 48 hours has elapsed since the last occurrence.
- Parents are asked to inform the staff if their child has been unwell or injured during time away from Nursery, especially if they have suffered a serious fall or injury – this is recorded in our “pre-existing injury” book.
- If the children of staff or helpers are unwell, they will not accompany their parents/carers to Nursery.
- If a child becomes ill at Nursery, staff will make every effort to contact the parent or their nominated emergency contacts.
- In the event of not being able to contact the parent, if staff are particularly worried about a child who is unwell or who has been injured in an accident, they may telephone the ambulance and/or the child’s doctor and follow their advice.
- To ensure compliance with the conditions of our registration, we cannot guarantee having available staff or helpers to take/accompany a child to hospital or the doctor’s surgery ourselves.
- Social Services is notified of any infectious diseases which a qualified medical person considers notifiable.

Safety of adults

- Adults are provided with guidance about the safe storage, movement, lifting and erection of large pieces of equipment.
- When adults need to reach up to store equipment or to change light bulbs they are provided with safe equipment to do so.
- All warning signs are clear and in appropriate languages.
- Adults are not expected to remain in the building on their own or leave on their own after dark.
- The sickness of staff and their involvement in accidents is recorded. The records are reviewed termly to identify any issues which need to be addressed.

Records

In accordance with the National Standards for Day Care, we keep records of:

- adults authorised to collect children from pre-school;
- the names, addresses and telephone numbers of emergency contacts in case of children's illness or accident;
- the allergies, dietary requirements and illnesses of individual children;
- the times of attendance of children, staff, volunteers and visitors;
- accidents; and
- incidents.

In addition, the following policies and documentation in relation to health and safety are in place.

National Standard: Safety

- Risk assessment
- Record of visitors
- Fire safety procedures
- Fire safety records and certificates
- Operational procedures for outings

National Standard : Health

- Administration of medication
- Prior parental consent to administer medicine
- Record of the administration of medicines
- Prior parental consent for emergency treatment
- Accident record
- Sick children
- No smoking

This policy was agreed by staff members on:

This policy was agreed by Committee members on:

Signed:

To be reviewed:

Inclusion and Equal Opportunities

This policy represents the agreed principles for Inclusion and Equal Opportunities throughout the Nursery and adheres to all relevant legislation:

Equality Act 2010

Code of Practice (SEN) 2014

Disability and Discrimination Act 1995 (Amendments – 2005)

Race Relations Amendments Act 2000

Disability Code of Practice 2002

Sex Discrimination Acts 1975 and 1986

OFSTED – Guidance to National Standards

The United Nations Convention on the Rights of a Child (UNCRC)

The ENCO is Ros Sykes (Deputy Manager).

The Committee, Management and Staff believe that each person in and involved with the Nursery (child or adult) should be valued as an individual and be given every opportunity to achieve and contribute according to their needs and life experiences. All children are entitled to have equal access to a broad, balanced, relevant and differentiated curriculum irrespective of disability, age, ethnicity, attainment, gender or background. Children are encouraged to develop an appreciation of different customs, cultures and beliefs. We believe that we have a responsibility to prepare each child for life in a society which reflects and values cultural and ethnic variety and to ensure that all pupils and staff develop a positive self image and high self-esteem.

Admissions (refer to Admissions policy for further information)

The Nursery is open to every family in the community and welcomes fathers and mothers, other relations and carers including childminders and people from all cultural, ethnic, religious and social groups with or without disability. Families joining the Nursery are made aware of and asked to adhere to the principles of equal opportunity. We aim to support all families and can be flexible in our payment system if necessary.

Before the child enters the Nursery, information is gained (through the registration form and verbally) in order to meet their individual needs (family customs, dietary requirements, allergies, family members/pets, preferred language, parent skills etc). Each child is allocated a key worker who will meet the child's main carer to undertake an Individual Child Profile. The exchange of information is continued throughout the child's time at the Nursery in the form of weekly Home/School diaries.

Curriculum and Resources

We plan our curriculum to meet the requirements of the Early Years Foundation Stage in a way that both challenges and supports the individual child to reach the highest possible level of personal achievement. Children are continuously observed and assessed and future planning adapted according to need.

Our Nursery building is accessible to both wheelchair and buggy users including ramped entrances (front and rear) with support rails and non-slip surfaces, wide doorways and a wheelchair accessible toilet. Furniture, toilets and basins are size and age appropriate.

Resources reflect a diverse society in the form of posters, books, puzzles, role play.

Musical instruments, audio/visual recordings and cooking activities represent a variety of cultures.

Materials, words and images are selected to avoid stereotypes and reflect, in a positive way, the contribution of all members of society

Various cultural Festivals are valued and celebrated without indoctrination and are supported by appropriate teaching materials and input from the families and wider community where possible.

Special Needs (refer to Special Needs policy)

Birchanger Nursery recognises that children have a wide range of needs and may need additional resources. We are committed to providing an environment that allows all children full access to all areas of learning. In January 2009 all staff attended a Makaton sign language course to help children with partial hearing or speech delay. Signing is used on a daily basis throughout the session with all children. Bilingual/multilingual children are regarded as an asset to the whole group and are valued, supported and respected.

Food (refer to Dietary policy)

Working in partnership with parents, medical, cultural and dietary needs are met.

Employment and Training (refer to Staffing and Employment policy for further information)

Any permanent vacancies are advertised and interviews are undertaken in such a way that no applicant or employee receives less favourable treatment on the grounds of age, gender, marital status, disability, race, religion, colour, national origin or sexuality. References are followed up and all adults with regular contact with the children are DBS checked. Permanent staff are asked to sign a mutually agreed contract of employment and all regular staff have a job description setting out their roles and responsibilities.

Commitment to implementing the Inclusion and Equal Opportunities policy forms part of the job advertisement, interview, job description and induction for all staff and members then have an opportunity to contribute towards the policy which is regularly monitored by the Equality Working Group and reviewed annually.

All staff members have equal access to training and personal development. Courses on Equal Opportunities, Tune into Talking, SEN Code of Practice, Makaton and Behaviour Management have either been attended or cascaded at staff meetings.

Meetings

The Nursery make every effort to ensure that the time, place and conduct of meetings enable the majority of parents/carers to attend and make individual arrangements to share information as necessary.

Discriminatory Behaviour (refer to Behaviour Management policy)

No form of bullying, harassment, intimidation, name calling or discriminatory remarks will be tolerated. Incidents will be recorded and our response will be to offer support to the victim(s) and help those responsible to understand and overcome their prejudices. If the incidents involve children all parents involved will be informed immediately and we will discuss appropriate action.

Breaches of this policy will be regarded as misconduct and disciplinary action may ensue.

This policy was agreed by staff members on:

This policy was agreed by Committee members on:

Signed:

To be reviewed:

Intruders

Statement of intent

Birchanger Nursery believes that the safety of the children and staff in our nursery is of paramount importance. We make every effort to keep our nursery secure from intruders.

Aim

The aim of this policy is to inform staff and parents/carers of the procedures to take in the event of an intruder being identified on the premises. All staff must be aware that it is their priority to maintain the safety of any children in their care as well as their own safety and to protect the nursery's environment and equipment.

Methods

An intruder is an individual in the nursery who has not followed established visitor procedures (see visitors procedure policy) and may or may not be a safety hazard to the nursery.

Procedure: Intruder who is armed or believed otherwise poses a safety hazard

- Alert all staff members
- Secure building
- Contact the school via telephone to establish if they are aware of the intruder or their intentions
- Contact police as soon as possible to report the incident
- Once the police arrive provide them with the following information
 - Location of intruder
 - Description of intruder
 - Any known weapons
 - Any statements made by the intruder
- Be prepared to keep media, parents and other community members out of the nursery. The police will secure the building. All other staff members and official visitors should remain in their designated area/room with the children unless otherwise directed by the police, reassuring and engaging the children as appropriate. There will be a thorough investigation of the incident, and a report will be made by all staff involved
- Inform OFSTED and the children's parents of the incident and the subsequent investigation, with due regard to the confidentiality policy.

This policy was agreed by staff members on:

This policy was agreed by Committee members on:

Signed:

To be reviewed:

Learning Journey Policy

Online learning journals

Policy statement

At Birchanger Nursery we provide all children attending an 'online learning journal' through the platform of **'Tapestry'**, which records observations, photos and videos and also provides an opportunity for parents to comment and add their own observations to their own child's journal. This helps to provide a strong partnership between the setting and home as the children develop from when they first attend the nursery through to when they leave to attend Primary School (or for any other reasons if before this time).

Procedures

- At Birchanger Nursery we use the secure online system Tapestry which allows staff and parents to access the information via a personal password protected login.
 - Each child is allocated a key person who is responsible for their development and the compilation of their learning journals, however all staff are able to capture observations for each other's children.
 - Parents logging into the system are only able to see their child(ren)'s learning journal.
 - Parent access allows them to comment (or 'reply') to observations that staff have inputted as well as adding their own observations and photos/videos – any observations the parents add have to be approved and added into the journal by the staff to ensure appropriate content.
 - Before parents are linked to their child(ren)'s learning journal they are asked to give permission for their child's photo to appear in other children's learning journals.
 - Before using accessing the system, parents have to sign to agree not to download and share any information on any other online platforms or social networking sites (such as Facebook).
 - Whilst Tapestry provides a fantastic tool for sharing information between the nursery and parents, is not used as a way of sharing general communication. Each child's learning journal is a document to record their learning and development which parents can add comments on or contribute to with information of what they have been doing at home. Any further discussion of progress or concerns will be done during a face to face conversation at the setting during a prior agreed time.
 - Observations are regularly monitored by the managing staff and assessed during staff meetings and supervisions to ensure they are providing relevant and informative information.
-

Safe Use Agreement

- Staff should log out of the Tapestry app or program when they are finished in order to maintain confidentiality.
- Staff should not share log in or password details with any person not employed Birchanger Nursery.
- Staff should not share any information or photographs relating to children with any person not employed by Birchanger Nursery.
- Staff should take all responsible steps to ensure the safe keeping of any portable device e.g. hudl & Amazon Fire that they are using and report any missing devices.
- If accessing Tapestry with a private computer, not on nursery premises, staff must maintain confidentiality and professionalism.
- All entries on Tapestry must be appropriate.
- All entries on Tapestry remain the property of Birchanger Nursery.
- At all times staff must comply with Child Protection policies and Computer safe use policies.

This policy runs in conjunction with the following policies:

- Use of mobile phones and cameras policy
- Key person policy (In Staffing and Employment Policy)
- Safeguarding policy

This policy was agreed by staff members on:

This policy was agreed by Committee members on:

Signed:

To be reviewed:9

Lost child

When the Nursery is in session, the key-worker system ensures that the absence of a child will be quickly noticed.

There are measures in place to prevent children leaving the premises unnoticed. All doors are locked or alarmed during every session, with the key hooked on the door frame at adult height. There is a procedure for the collection of children followed so that no child leaves the building unaccompanied by the appropriate adult.

In the unlikely event of a child becoming lost on a Nursery outing, one adult will be sent to look for them, (their favourite member of staff or most familiar parent), retracing steps since the last headcount. A member of staff will have familiarised themselves with the location before the visit. Staff or professionals from the location may also be of assistance in an immediate search.

The remainder of the children and adults will wait in a safe place.

If the child is not found in those few minutes, the police and parents will be contacted.

Every step is taken to avoid this circumstance arising on a nursery outing by having a high adult to child ratio of 1:2. These adults do not let the children out of their sight.

All children will also wear a label with the Nursery name and telephone number on it.

This policy was agreed by staff members on:

This policy was agreed by Committee members on:

Signed:

To be reviewed:

Mobile devices and internet use

Mobile devices (phones, tablets etc.)

While there are children on the premises, all staff, helpers and visitors will lock devices in a cupboard, or turn them off.

All parents / carers dropping off and collecting children should not use their phones.

Digital Cameras

Photographs taken for nursery use (displays and diaries) will be printed and kept on the premises, unless a parent / carer takes their child's diary home. If for whatever reason the photographs need to be printed off the premises, the nursery manager will do so and delete them from their computer as soon as they are printed.

Parents, carers, family members and family friends are allowed to take photographs and videos of performances, sport's days etc. (If the nursery have written permission from everyone involved) for personal use, and these photographs and videos **MUST NOT** be uploaded to any social network site without the permission from every person included in the picture/video.

Social Network Sites

To protect their privacy and against cyberbullying, staff members who use social networking sites are requested to ensure that their security settings are set to the highest level.

Staff and volunteers must refrain from identifying themselves as working for Birchanger Nursery, and take care not to allow their interaction to damage confidentiality and relationships between parents, carers, staff and pupils.

Members of staff are advised to be mindful of how they present themselves, and not to be 'friends' with parents on social networking sites, unless they are personal friends outside the nursery.

This policy was agreed by staff members on:

This policy was agreed by Committee members on:

Signed:

To be reviewed:

Non payment of fees

Statement of intent

The following procedure suggests a route which is legally acceptable and therefore the committee have the right to follow it, however, we will always aim to look at each case independently and depending on the circumstances. We will endeavour to make every effort to resolve a situation before it results in the withdrawal a child. Our main concern must always be the well being of the child.

Procedure

For children who do not receive government funding, fees will be payable half termly. A notice of fees owed will be presented to the parent at the beginning of each half term and they are expected to settle the bill promptly. All parents will sign an agreement of this procedure on the registration document.

Any change in fees will be notified in writing to the parents in advance of the change.

In the event of non payment

- If the fees are more than two weeks late, the administrator, will make contact with the parent in writing to remind them that the fees are due and give a deadline for when the outstanding amount must be paid (The deadline date will normally be seven days from the date of the letter). This letter should also invite the parent to discuss the matter in person with the administrator if they have any problems in paying by the deadline date. The tone of this letter should be firm but friendly. A copy must be kept on file.
- If there is no payment, but the parent makes contact, the administrator will listen and report the individual circumstances of the case to the Chair and the Treasurer the committee. A draft action plan will be drawn up. The administrator and at least one committee member, will then meet the parent to discuss and agree the action plan. Whatever is finally agreed must be put in writing and signed by all those present in the meeting. Any correspondence must be sent recorded delivery. Copies of all documentation must be kept on file. The situation will be monitored to prevent further problems.
- If there is no payment or contact, a further letter should be sent making a final demand for immediate payment, with a formal invitation to discuss the matter (date and time of meeting stipulated). The parent must be made aware that their child could be withdrawn from the nursery if the matter cannot be resolved. This letter must be signed by the Treasurer and the Chair, sent by recorded delivery and a copy is kept on file. At this stage the whole committee must be made aware of the situation, although the actual identity of the family involved should not be unnecessarily disclosed except for the Chair and the committee members involved so far.
- If the parent makes contact and wishes to discuss and resolve the matter, action should be taken as laid out in paragraph 2 of this document.

- If there is still no effort to make the payment or attend the meeting set up. The committee must meet to decide what to do regarding the outstanding amount, as they are within their right to take the matter to the small claims court. The parent will be advised of this decision and of the date that their child will be withdrawn from the nursery register. This letter must be sent by recorded delivery and a copy kept on file.
- The staff will be notified.

This policy was agreed by staff members on:

This policy was agreed by Committee members on:

Signed:

To be reviewed:

Nursery closure

If the nursery is required to close at short notice for reasons such as severe weather, property problems, staff shortages or school closure, the nursery manager and committee will operate the emergency telephone tree to inform parents not to bring their child to nursery. The primary method of contact will be a telephone call, followed by a text if no contact can be made.

If possible, an explanatory notice will also be placed on both school gates by the nearest staff/committee member, in case a parent does not receive the message and still comes to the Nursery.

In certain circumstances the nursery may credit fees for cancelled sessions. (Fees will NOT be refunded when closure is due to severe weather.) This will be discussed at the time by, and at the discretion of, the current committee.

This policy was agreed by staff members on:

This policy was agreed by Committee members on:

Signed:

To be reviewed:

Nursery outings

All parents will be informed by letter, when, where and why we are going on an outing. This letter will include information about items needed for the outing, a request for parent help, and a permission slip to be signed by the child's parent or guardian.

A member of staff will visit the venue prior to the outing to assess any potential dangers.

The Nursery Manager is responsible for overseeing all aspects of safety throughout the visit.

If we travel by car all members of staff, who will be named drivers, and any volunteer parents, will have had checks on their insurance, driving licence and MOT certificate.

All children will sit in a car seat, or booster seat, suitable for their age and size, usually their own.

If we travel by coach we will ensure that suitable seat belts are fitted, and a member of staff will assess the coach before the children enter.

Staff will sit evenly spaced along the coach to ensure all children are safe and secure.

The nursery manager will be responsible for ensuring that the following items will be taken on the outing:

- Mobile phone and a list of parent's telephone numbers
- the register
- first aid box
- drinking water
- nappies
- a couple of changes of clothing.

The adult to child ratio will be at least, 1:2 and head counts will be taken regularly.

All children will wear a label with the nursery name and telephone number written on it.

Members of staff will be allocated a group of helpers and children to be responsible for. They will also help with learning, during the trip. Parents will be informed of their duties within that group.

In the unlikely event of a child getting lost one adult will be sent to look for them, (their favourite member of staff or the most familiar parent) retracing our steps since the last head count. If the child is not found in those few minutes, the police and parents will be contacted.

This policy was agreed by staff members on:

This policy was agreed by Committee members on:

Signed:

To be reviewed:

Parental involvement at nursery

We believe that parents are the first educators of their young children. The aim of our group is to support parents in their essential role.

- Each new parent will be given the opportunity to talk to their key worker about their child's strengths and weaknesses, and will be invited to join in nursery sessions once their child has settled in.
- Parents will be involved, both formally and informally, in shared record keeping regarding their own child.
- Parents will have access to written progress records about their own children.

We will:

Provide regular opportunities for parents to learn about the Nursery's curriculum and about young children's learning in Nursery and at home. All parents without access to our website will receive our brochure at the time of registration, and a 'topic / Areas of Learning and Development' letter every half term.

Ensure that parents are given information on a regular basis about their child's progress via their home/nursery diary, and have the opportunity to discuss it with their key person or nursery manager.

Invite parents to join in nursery sessions once their child has settled in.

Ensure that all parents have opportunities to contribute from their own skills, knowledge and interests to the activities of the group. We welcome the contributions of parents, whatever form they may take.

Ensure that all new parents are aware of and can contribute to the group's procedures and policies.

Encourage parents on an individual basis to play an active part in the management and running of the group.

Make known to parents the systems in place for registering their opinions, suggestions and criticisms.

Actively seek the views of parents and ensure that the systems in place to gather these are monitored and reviewed for their effectiveness annually.

Ensure that all parents are fully informed about meetings, open evenings, workshops and training. We try to consult with families about the times of meetings to avoid excluding anyone. We hold meetings in venues which are accessible and appropriate for all.

This policy was agreed by staff members on:

This policy was agreed by Committee members on:

Signed:

To be reviewed:

Reserves Policy

Birchanger Nursery is a non-profit making organisation with a charitable status. The committee will endeavour to run the Nursery with neither large profit margins nor at a financial loss.

The committee recognises that funds should be held in reserves for unforeseen changes and or emergencies. The reserve funds should be at least equivalent to a three month spend, should the Nursery be forced to close temporarily and we need to operate out of other premises. In the unlikely event of the Nursery closing, we will aim to hold enough money to make redundancy payments to staff, as per the minimum government requirements and in line with staff contracts. Should the money held in reserve fall below these levels, the committee, along with the Manager will look at ways to increase income and/or decrease expenditure.

The Administration will make a financial report to the committee at least four times a year, showing actual figures to date and forecast figures for the rest of the financial year. The Administrator will report to the trustees of the Nursery at the AGM each year and will inform them of the amount of money being held in reserves and the purpose for this. The Treasurer will oversee this process.

This policy was agreed by staff members on:

This policy was agreed by Committee members on:

Signed:

To be reviewed:

Safeguarding children

(Formerly Child Protection)

Jackie Roberts is the designated Safeguarding co-ordinator.

At Birchanger Nursery, complying with the SET (Southend, Essex and Thurrock) Procedures, we intend to create an environment in which children are safe from abuse and in which any suspicion of abuse is promptly and appropriately responded to.

In order to achieve this we will:

Exclude known abusers

It will be made clear to applicants for posts within the Nursery that the position is exempt from the provisions of the Rehabilitation of Offenders Act 1974.

- All applicants for work within the Nursery will be interviewed before an appointment is made, and will be asked to provide two references. All such references will be followed up. All members of staff will be checked through the Disclosure and Barring Service (DBS).

Seek & supply training

- All permanent members of staff at the Nursery will attend training to ensure that they recognise the symptoms of possible physical abuse, neglect, emotional abuse and sexual abuse and that they are aware of current safeguarding children policy & practice.

Prevent abuse by means of good practice

- Staff will not be left alone for long periods with individual children or small groups. Staff who need to take a child aside – for example, outside in the lobby area, will always leave the door open.
- Helpers or visitors who have not been DBS checked will not be left alone with any child, at any time. Helpers will be asked to sign that they understand their duties, this includes the importance of confidentiality and the behaviour policy.
- Children will be encouraged to develop a sense of autonomy and independence through adult support in making choices and in finding names for their own feelings and acceptable ways to express them. This will enable the children to have the self- confidence and vocabulary to resist inappropriate approaches.
- The layout of the Nursery will permit constant supervision of all children.

Mobile devices and internet use

Mobile devices (phones, tablets etc.)

While there are children on the premises, all staff, helpers and visitors will lock devices in a cupboard, or turn them off.

All parents / carers dropping off and collecting children should not use their telephones.

Digital Cameras

Photographs taken for nursery use (displays and diaries) will be printed and kept on the premises, unless a parent / carer takes their child's diary home. If for whatever reason the photographs need to be printed off the premises, the nursery manager will do so and delete them from their computer as soon as they are printed.

Parents, carers, family members and family friends are allowed to take photographs and videos of performances, sport's days etc. (If the nursery have written permission from everyone involved) for personal use, and these photographs and videos **MUST NOT** be uploaded to any social network site without the permission from every person included in the picture/video.

Social Network Sites

To protect their privacy and against cyberbullying, staff members who use social networking sites are requested to ensure that their security settings are set to the highest level.

Staff and volunteers must refrain from identifying themselves as working for Birchanger Nursery, and take care not to allow their interaction to damage confidentiality and relationships between parents, carers, staff and pupils.

Members of staff are advised to be mindful of how they present themselves, and not to be 'friends' with parents on social networking sites, unless they are personal friends outside the nursery.

Respond appropriately to suspicions of abuse and keep confidential records

- All members of staff and parents / carers will be made aware that it is our legal duty to refer a child to social services if we suspect abuse.
- The first concern will be the child. Children whose condition or behaviour has given staff cause for concern will be listened to, reassured and helped to understand that they themselves are valued and respected and have not been at fault.
- Changes in children's behaviour/appearance will be recorded and investigated.
- Parents will be the first point of reference. Only in exceptional circumstances will the Social Services Department be the first to be contacted.
- Whenever worrying changes are observed in a child's behaviour, physical condition or appearance, a specific and confidential record will be set up. This will be separate from the usual ongoing records of a child's development.
- The record will include, in addition to the name, address and age of the child, timed and dated observations, these will describe objectively the child's behaviour/appearance, without comment or interpretation.
- Where possible, the exact words spoken by the child will be recorded. The person recording this will sign and date the record.

- These confidential records will be shared with the Social Services Department and Parents as appropriate. These records will be kept by the Nursery Manager in the Child Protection file and will not be generally accessible to staff and committee within the Nursery. Other staff members will be told only if it becomes essential to the child's welfare.
- If a volunteer or member of staff is accused of any form of child abuse, the Nursery Manager will contact the Social Services Department first, who will advise on whether it is appropriate for the Manager to interview the staff member at this stage. If/when such an interview takes place, the person accused may choose to attend the interview accompanied by a friend or colleague and to seek advice from a Union representative. If the allegation is against the Nursery Manager, the interview may be conducted by the committee chair, who will first have consulted the Social Services Department. The person against whom the allegation is made will be informed of the allegation and will be immediately suspended on full pay while an investigation is made. Investigations will be in line with Area Child Protection Committee procedures and conducted in conjunction with the Area Child Protection Committee. Confidential records will be kept of the allegation and all subsequent proceedings.

Liaise with other bodies – Inter-agency Co-operation

In light of the government's guidelines of November 1999 "Working together to safeguard children", and the Bichard report June 2004.

- Confidential records kept on children about whom the Nursery is anxious will be shared with the Social Services Department, and other agencies and professionals, if the Nursery feels that adequate explanations for changes in the child's condition have not been provided.
- The Nursery will maintain ongoing contact with Social Services together with names, addresses and telephone numbers of individual social workers, to ensure that it would be easy, in an emergency, for the Nursery and Social Services Department to work well together.
- Records will also be kept of the local NSPCC contact or other contacts as appropriate.

Support families

- The Nursery will take every step in its power to build up trusting and supportive relationships between families, staff and volunteers in the group.
- Where abuse at home is suspected, the Nursery will continue to welcome the child and family while investigations proceed. We will involve parents, treating them with courtesy & honesty and respecting their rights unless there becomes a conflict of interests where the protection of the child must take priority over all other considerations. We aim to help parents understand and respect professional concerns provided they are kept informed, consulted about their child's needs and encouraged to play as full a part in doing what is best for their child.

Looked after Children (LAC) Procedure

Children who have been taken into care by the local authority, or have been accommodated by the local authority.

Our setting recognises that children who are being looked after may have experienced traumatic situations. A child's separation from home and family signifies a disruption in their lives that has an impact on their emotional well-being.

The designated person for looked after children is the designated Safeguarding coordinator.

As with all children in our setting, looked after children will be allocated a key person who will liaise with carers and outside professionals. They will have a care plan, drawn up by professionals who help the child, which will include:-

- The child's emotional needs and how they are to be met.
- How any emotional issues and problems that affect behaviour are to be managed.
- How the child's sense of self, culture, language/s and identity is to be supported.
- The child's need for socialability and friendship.
- The child's interests and abilities and possible learning journey.
- How any special needs will be supported.

We will also consider:

- How information will be shared and with whom.
- What written reporting is required.
- What contact the child has with his/her birth parent(s)

With the proviso that the care and safety of the child must always be paramount, the Nursery will do all in its power to support and work with the child's family.

Attendance

If a child is not going to be in nursery for any reason parents should let the nursery know by email or telephone call. Nursery will telephone parents on the first day of absence if there has been no contact from parents.

Prevent Duty

In line with the Prevent Duty any member of staff who has concerns regarding radicalisation of an adult or child the usual route of speaking to the designated safeguarding Officer should be followed. The DSO may then contact Social Service and contact the local Police Service or call 101 for confidential advice and support. The DSO may also use the dedicated Department of Education helpline on 02073470264.

This policy was agreed by staff members on:

This policy was agreed by Committee members on:

Signed:

To be reviewed:

Selecting play equipment & toys

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

The equipment and toys we provide

- Are appropriate for the range in ages and stages of development of the children.
- Offer challenges to developing physical, social, personal and intellectual skills.
- Will enable children, whilst having fun, to develop individual potential and move towards required learning goals.
- Feature positive images of people, both male and female, from a range of ethnic and cultural groups, with and without disabilities.
- Include a range of raw materials which can be used in a variety of ways and encourage an open-ended approach to creativity and problem-solving.
- Conform to all safety regulations, are sound and well made. They are regularly checked and replaced or repaired when necessary.

When purchasing new equipment and toys, we will ensure that we consider quality and value for money.

Furniture

All furniture will conform to safety regulations, and provide a comfortable and homelike feel.

This policy was agreed by staff members on:

This policy was agreed by Committee members on:

Signed:

To be reviewed:

Settling in at nursery

We want the children to feel safe and happy in the absence of their parents, to recognise other adults as a source of authority, help and friendship and to be able to share with their parents afterwards the new learning experiences enjoyed at nursery.

We also want parents to feel welcome and involved from the beginning of their child's time with us. We aim to create a partnership with parents and be flexible in our approach to individuals in order to create a positive experience for all concerned.

Procedures

- We will invite all children on the waiting list and their parent's to attend the Pre-Nursery Sessions (Induction Group) for at least one term before they are due to start nursery. This gives parents and children a chance to become familiar with the environment and the staff, and opportunities to meet other new parents and children.
- We will invite all new children and their parents to a 'Taster Session' / parent's induction during the weeks before their admission is planned. This session enables children and their parents to experience the nursery routine and have the opportunity to join in and meet the staff, other children, and parents. This session also gives the opportunity for new parents to voice any concerns, have any questions answered and find out how the nursery operates.
- We will ensure plentiful opportunities for parents to inform the staff about their children's current interests and achievements. This usually begins with the initial child Profile filled in by the parent and the key worker together.
- We aim to offer a flexible admissions procedure, if appropriate and possible, to meet the needs of individual families and children.
- We will introduce new children into the group on a staggered basis, and where possible no more than one new child per session rather than several new children all at once.
- We will endeavour to make it clear to families from the outset that they will be welcome and supported in nursery for as long as it takes to settle their child/ children there.
- We will offer reassurance and support to parents whose children seem to be taking longer to settle in.
- We will offer comfort and reassurance to a child who is showing signs of distress at separating from their parent, where possible on a one to one basis for however long it takes for that child to become settled.
- We will encourage parents, where appropriate, to separate from their children for brief periods at first, gradually building up to longer absences.

We recognise that children cannot play or learn successfully if they are anxious and unhappy. Our settling procedures aim to help parents and children feel comfortable in our nursery. We want to ensure that children can benefit from what the group has to offer and feel confident that their parents will return at the end of a session.

This policy was agreed by staff members on:

This policy was agreed by Committee members on:

Signed:

To be reviewed:

Special Educational Needs and Disabilities

Our Nursery aims to put into practice the fundamental principles of the Department for Education & Employment (DfEE) **Code of Practice on special educational needs and disabilities (SEND)**, **Children and Families Act 2014 and Equality Act 2010**

We aim to welcome and provide appropriate learning opportunities for all children, please refer to our Inclusion and Equal Opportunities Policy.

We also want to provide for the developmental needs of each child in the group. We believe that the needs of all pupils who may have special educational needs either throughout, or at any time during their time at the Nursery, must be addressed.

Children with already-identified special needs, like all other children, are admitted to the Nursery after consultation between parents, a key person from among the staff and the Nursery Manager.

Where we have the facilities to provide effectively for a child with special educational needs, the application will be treated no less favourably than applications for any other child.

If it is felt that a child's needs cannot already be met in the Nursery without additional support, staff, equipment and funding will be sought to ensure that provision is appropriate to the child's needs.

Integration and settling into the Nursery can be flexible and led by the needs of the child, with extra parent/child visits arranged before admission if desired.

All children in the group, irrespective of their special needs, are encouraged wherever possible and appropriate to participate in all the group's activities.

Our system of observation and record-keeping, partly in conjunction with parents, enables us to monitor children's needs and progress on an individual basis.

The needs and progress of children who have special educational needs are also monitored by our **Special Educational Needs and Disabilities Co-ordinators (SENCO)** - Mrs Catherine Baker and Mrs Ros Sykes.

The role of the SENCO is:

- To ensure all practitioners in the setting understand their responsibilities to children with SEN and the setting's approach to identifying and meeting SEN.
- To advise and support colleagues.
- To ensure parents are closely involved throughout and that their insights inform action taken by the setting.
- To liaise with professionals or agencies beyond the setting.

We work hard at the Nursery's relationship with the parents of children with special educational needs, believing it to be extremely important and have a crucial bearing on the child's educational progress and the effectiveness of any Nursery-based action.

We also work in liaison with the relevant professionals and support services/agencies outside the group to meet children's specific needs. According to need, we may draw on the help of our Area SENCO, local health professionals, Essex County Council, the PSLA and other voluntary organisations.

Our staff attend and update training on special needs arranged by the Pre-school Learning Alliance, Essex Early Years Development & Childcare and other professional bodies. We have also all attended First Aid and Safeguarding training.

Any concern or complaints about the SEND provision within the Nursery will be dealt with in line with our normal complaints procedure. The SENCO will be involved in the consideration of any such complaint and her advice with regard to other courses of action or agencies will be acted upon.

We will foster links with any school as necessary, either mainstream or special needs, to help with a smooth transfer from Nursery to full-time education.

Further Procedures

The following procedures show how the above policy is implemented at Birchanger Nursery:

Arrangements for identification & assessment of individual children

- A child's need at Nursery may be related to a medical condition, disability or developmental delay, which may first be identified by a health professional or through a teacher or parent's expression of anxiety about an aspect of the child's health and/or development.
- All children with special educational needs should be identified and assessed as early and quickly as possible.

Record-keeping and review systems for children with special educational needs

The SENCO will be responsible for keeping a register of children with SEND. This will include their names, dates of birth, type & level of need and the provision in place to meet their needs.

Each child will have an Individual Education Plan (IEP) drawn up by the SENCO with the help of the child's parents, key person and the external specialist involved with the child. This will include the outcomes they are seeking, the interventions and support to be put in place, the expected impact on progress, development or behavior and a clear date for review.

The IEP will be reviewed regularly, at least three times a year, in order to assess the progress of the child.

Plans will include:

- Individual progress
- Performance targets that are Specific, Measurable, Achievable, Relevant, Realistic and Time Related.
- Review dates, findings and decisions
- Parental involvement in and support for the plans
- Information on any external advice or support

All statements of SEN will be reviewed annually by the LEA.

The SENCO, the child's parents, key person and external specialist will be present at all reviews.

INCLUSION - Providing access for children with special educational needs to a broad and balanced curriculum.

We recognise that children with special educational needs require the greatest possible access to a broad and balanced education.

The needs of most pupils will be met in the mainstream and without a statutory assessment or statement of special educational needs.

The knowledge, views and experience of parents are vital. Assessment and provision will be most effective where there is strong partnership between parents and the Nursery staff.

Progress records are regularly updated, reviewed and assessed.

These records are discussed in regular staff meetings to help us identify the childrens' strengths and weaknesses within the Early Years Foundation Stage (EYFS). These meetings are an integral part of the Nursery's planning process and enable us to identify the children's needs and reflect them in future plans.

Children's learning diaries and Nursery records are always available for parents to see and discuss with staff.

The way resources within the group's budget will be allocated to special needs work

The Nursery management will research and access any available government funding and, within our financial constraints, support special needs provision as a priority with resources and equipment.

Arrangements for reviewing policies and procedures relating to special needs

The policy & procedures above will be reviewed by the committee and Nursery Manager as necessary, in terms of day to day practice and in the light of the DfEE Code of Practice.

As often as is necessary, the Nursery's SEND policy will be discussed and reviewed by staff at their regular meetings.

This policy was agreed by staff members on:

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Signed:

To be reviewed:

Staffing and employment

Ratios of staff to children

We believe that a high staffing ratio is essential in ensuring that children have sufficient individual attention, and in guaranteeing high quality care and pre-school education. To meet this aim at Birchanger Nursery, we use the following statutory minimum ratio of adults to children:

- 2-3 years of age – 4 children to 1 adult
- 3-5 years of age – 8 children to 1 adult

A minimum of four members of staff will be on duty in each session regardless of the number of children present in that session. We aim to exceed the minimum staffing with extra paid staff or voluntary parent help in all sessions.

Qualifications and training of staff

- Our staff are appropriately checked for criminal records through the Criminal Records Bureau in accordance with OFSTED requirements.
- A minimum of 75% of staff during any session are qualified. All regular staff hold or are working toward qualifications appropriate for their position.
- Our Nursery Manager and Deputy Manager hold at least the equivalent to an NVQ level 3 Diploma in Pre-school Practice.
- We will support the training of all our Nursery Assistants to gain at least the equivalent to an NVQ level 2 Certificate in Pre-school Practice by paying course costs only (unqualified staff will attend college during own time in order to gain NVQ'S)
- Qualifications are kept up to date through ongoing training courses.

We aim that at least two members of staff present at each session hold a current first aid certificate appropriate to the pre-school age.

Allocation of Funds to Training

A training budget will be set and reviewed each year depending on what training is necessary.

Where possible the need for essential training and updating of qualifications will be anticipated in advance to ensure that adequate funds are available.

Professional development (not including NVQ training)

Regular in-service training is available to all permanent staff, both paid and voluntary, through the Pre-School Learning Alliance and other local bodies. We will allocate a budget to staff training and professional development.

If a course is deemed by the Nursery Manager to be essential for the staff to do their job, we will

- Pay the cost of the actual training
- If a course falls within a normal working session, we will pay the staff member their normal wage for that session
- If a course falls at a weekend or evening, staff will be entitled to claim the equivalent of a working session

If a course is not deemed by the Nursery Manager to be essential for the staff to do their job, costs of the course and the cover etc may not be claimed for depending on budget constraints.

Key person system

Each permanent staff member of Assistant level or above is a key person to a group of children. Each child is assigned to his / her key person within a short time of starting nursery. This ensures that each child and family has a particular member of staff for discussion and consultation. The key person makes observations, records achievements and sets targets for each child in their group.

When a child has been assigned a key person that key person invites the parents to an **“Initial Child Profile”** meeting. This enables them to become more familiar with the needs of the individual child, then throughout that child’s time at nursery, the Key person encourages a good relationship with the parents and ensures that they are always welcome to stay and discuss progress or concerns etc.

It is, however, made clear to parents that all children are encouraged to join in activities with all members of staff, and that parents are always welcome to talk to any member of staff.

We use nursery diaries in which the key person records what targets the children have achieved, and what activities they have enjoyed each week.

Equal opportunities

Birchanger Nursery is committed to the principles and practice of equal opportunity. The pre-school wishes to provide equal opportunities to all in employment, irrespective of their gender, race, ethnic origin, disability, age, nationality, national origin, sexuality, religion, marital status and social class. We oppose all forms of unlawful and unfair discrimination.

All employees will be treated fairly and equally. Selection for employment, promotion, training or any other benefit will be on the basis of aptitude and ability.

Every employee is entitled to a working environment, which promotes dignity and respect for all. No form of intimidation, bullying or harassment will be tolerated.

The commitment to equal opportunities in the pre-school is good management practice and makes sound business sense. Breaches of the pre-school’s equal opportunities policy will be regarded as misconduct and could lead to disciplinary proceedings.

Employment/recruitment legislation

Birchanger Nursery is committed to recruiting, appointing and employing staff in accordance with all relevant legislation. We ask permanent staff to sign a mutually agreed contract upon employment. All regular staff have job descriptions which set out their roles and responsibilities.

We use OFSTED guidance on obtaining references for newly appointed staff.

In Line with our Safeguarding Children Policy, all applicants for work within the nursery must be exempt from the provisions of the Rehabilitation of Offenders Act 1974, and references will be followed up.

In accordance with OFSTED requirements, we will obtain criminal record checks through the Disclosure and Barring service (DBS), for all staff and regular volunteers who will have access to the children during sessions.

Staff induction procedure

New staff are asked to complete a probationary period of up to one term (3 months). During this time, the nursery will endeavour to ensure that all new staff are supported through the first few weeks of their employment by implementing a **'Staff Induction Program'**. The aim of the induction program is to ensure that each new member of staff is provided with the necessary information and support to enable them to begin their new position.

The new staff member will have an initial meeting with the nursery manager within the first week of employment to supply information, this will be followed up two weeks later to ensure that the new member of staff is confident with nursery procedures and practices and that an effective working relationship has been established.

Records are kept of the induction meetings and all parties present are asked to sign the records to confirm that they have taken part.

A staff handbook containing policies, procedures and codes of practice and any other relevant documentation will be given to all new members of staff.

Staff Supervision meetings

We use a system of regular supervision meetings to support the work of the staff, the main aims of the meetings are to enable staff and employer to talk privately and confidentially about any concerns they may have about children, families, other staff members and the nursery as a whole.

These meetings also offer the opportunity to discuss any training needs.

Staff also regularly use "peer on peer" appraisals, where they can discuss any activities that went well, or that might need improvement.

Staff meetings

Regular staff meetings provide opportunities for staff to undertake curriculum planning from week to week. The staff discuss, in confidence, the children's progress and any difficulties which may arise from time to time.

Disciplinary and grievance procedure

Minor disagreements

Minor disagreements among pre-school staff, or between staff and committee, can usually be resolved at the regular staff management meeting or informally by discussion.

Disciplinary procedure

A more serious situation arises when a dispute cannot be resolved, or when the committee or Nursery Manager is dissatisfied with the conduct or activities of an employee.

Any disciplinary matter will normally be dealt with using the following procedure.

At every stage the employee should be given reasonable notice (five days) that a disciplinary hearing is due to take place to give him/her the opportunity to prepare his/her case, and s/he should be offered the opportunity to be accompanied by a colleague or union representative if s/he wishes. The disciplinary panel will consist of the employee's line manager, the committee chairperson and two nominated committee members, who should ensure that confidentiality is maintained within the panel.

Oral warning

- The employee will be interviewed by the disciplinary panel who will explain the complaint.
- The employee will be given full opportunity to state his/her case.
- After careful consideration by the disciplinary panel, and if the warning is considered to be appropriate, the employee needs to be told:
 - what action should be taken to correct the conduct;
 - that s/he will be given reasonable time to rectify matters;
 - what training needs have been identified, with timescales for implementation;
 - what mitigating circumstances have been taken into account in reaching the decision
 - that if s/he fails to improve then further action will be taken;
 - that a record of the warning will be kept; and
 - that s/he may appeal against the decision within a limited time period (5 days)

Formal written warning

If the employee fails to correct his/her conduct and further action is necessary, or if the original offence is considered too serious to warrant an initial oral warning.

- The employee will be interviewed by the disciplinary panel who will explain the complaint and given the opportunity to state his/her case. (Reasonable time must be allowed for the employee to prepare his/her case).
- If a further formal warning is considered to be appropriate, this will be explained to the employee and a letter confirming this decision will be sent to the employee.
 - The letter will: contain a clear reprimand and the reasons for it;
 - Explain what corrective action is required and what reasonable time is given for improvement;
 - State what training needs have been identified, with timescales for implementation;
 - Make clear what mitigating circumstances have been taken into account in reaching the decision;
 - Warn that failure to improve will result in further disciplinary action which could result in a final written warning and, if unheeded, ultimately to dismissal with appropriate notice;
 - Explain that s/he has a right to appeal against the decision.

Final written warning

If the employee fails to correct his/her conduct and further action is necessary, or if the original offence is considered too serious to warrant any initial warnings.

- The employee will be interviewed and given the opportunity to state his/her case. (Reasonable time must be allowed for the employee to prepare his/her case).
- If a final warning is considered to be appropriate, this will be explained to the employee and a letter confirming this decision will be sent to the employee.
- The letter will:
 - Contain a clear reprimand and the reasons for it;
 - Explain what corrective action is required and what reasonable time is given for improvement;
 - State what training needs have been identified, with timescales for implementation;
 - Make clear what mitigating circumstances have been taken into account in reaching the decision;
 - Warn that failure to improve will result in further disciplinary action which could result in dismissal;
 - Explain that s/he has a right to appeal against the decision.

Dismissal

If the employee still fails to correct his/her conduct, then:

- the employee will be interviewed as before; and
- if the decision is to dismiss, the employee will be given notice of dismissal, stating the reasons for dismissal and giving details of the right to appeal.

If the progress is satisfactory within the time given to rectify matters, the record of warnings in the individuals file will be destroyed.

Suspension

If the circumstances appear to warrant instant dismissal, an employee may be suspended with pay while investigations are being made. These should consist of obtaining written statements from all witnesses to the disciplinary incident, and from the employee who is being disciplined. Obviously these investigations should be carried out within as short a time as possible.

Instant dismissal is possible only in circumstances of gross misconduct (see Whistleblowing procedure below).

Appeals

At each stage of the disciplinary procedure the employee must be told s/he has the right to appeal against any disciplinary action, and that the appeal must be made in writing to the pre-school owner or chair within five days of a disciplinary interview. The appeal hearing should be heard, if possible within 10 days of receipt of the appeal. In a community group, two or three committee members – not, if possible, those involved in the initial disciplinary procedures – will serve as an appeals committee. In a privately run group, manager(s) other than those involved in the earlier disciplinary stages should hear the appeal if at all possible. If this is not possible, the appeal group may consist of the same people as the original panel, and they must make every effort to hear the appeal as impartially as possible. The employee may take a colleague or trade union official to speak for her/him.

- The employee will explain why s/he is dissatisfied and may be asked questions.
- The leader, owner, manager or chair will be asked to put his/her point of view and may be asked questions.
- Witnesses may be heard and may be questioned by the appeals committee and by the employee and the leader, owner, manager or chair.
- The committee will consider the matter and make known its decision.

A written record of the meeting will be kept.

Grievance procedure

If an employee is dissatisfied s/he must have the opportunity for prompt discussion with her/his immediate supervisor. For the supervisor of a pre-school this would normally be the manager/owner or committee chair. For other pre-school staff it would be the pre-school leader. If the grievance

persists, a management panel should be set up for the purpose of further discussion, at which the employee may, if s/he wishes, be accompanied by a colleague.

There must be a right of appeal, to the owner or to the full pre-school committee. At this level also, the employee's colleague or trade union official may be present.

The aim of the above procedure is to settle the grievance fairly and as near as possible to the point of origin. It is intended to be simple and rapid in operation.

"Whistleblowing" Procedure

This procedure enables employees to notify the Nursery Manager of any reasonable suspicion of illegal or improper conduct, such as:

- fraudulent use of Nursery money or assets.
- abuse of children or other employees.
- corruptly receiving a gift or advantage.

Employees who wish to use this procedure will be assured of anonymity if requested.

If concerns are against the nursery manager, the chair of the committee should be informed.

The manager / chair will act swiftly to investigate any accusation.

Staff sickness and absence

If a staff member has to take time off due to ill health or there is a need for compassionate leave, statutory entitlements will apply. The committee reserves the right to offer an additional payment on top of statutory sick pay which will equate to full pay for a period of up to six months. Each case will be judged individually on its merits, depending on experience, circumstance, and length of service. This payment is wholly at the discretion of the current committee.

Staff Resignation

In the event of a staff resignation, an exit interview will be given by the nursery manager and/or a representative from the committee.

Reasons for staff resignations will be monitored and action taken if necessary to reduce the risk of further staff redundancy.

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Staff shortage/rota change

Expected/planned staff absences are authorised and written in the diary, they are recorded on the staff changes sheet, which is given to the administrator to calculate wages.

In the event that plans for cover may not strictly meet Ofsted/registration requirements, the manager will contact Ofsted to explain the situation and check that they are happy with the management of it. This may need to happen both with forewarning or if the changes are last minute.

In the event of short-notice staff absence, the member of staff will notify the manager as soon as possible, who will endeavour to cover their absence by another staff member, or from the list of willing parent volunteers.

It is remotely possible that, if no appropriate cover can be found for the member(s) of staff, a full Nursery session may not be able to operate.

In this instance, committee members will use the telephone tree to contact parents and ask them not to bring their children to Nursery.

The manager and administrator will calculate how many children we can legally accept and the telephone tree calls may start with the youngest and work their way up the register, since the youngest children require the highest staff:child ratio.

Fees for missed sessions would be credited.

NB: We acknowledge that occasional parent/committee helpers cannot be counted as part of the ratio but may be used in addition to it.

Also, staff are fully aware that any supply staff or parent volunteers who are not in possession of a DBS enhanced certificate cannot be left alone with children in the Nursery, even to take them to the toilet.

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Student placements

The Nursery recognises that the quality and variety of work which goes on in a pre-school makes it an ideal place for students on placement from Early Years training and qualifications as well as those on the Diploma in Pre-School Practice or on work experience from a local secondary school.

In co-operation with educational providers, we welcome students into the pre-school on the following conditions:

- The needs of the children are paramount. Students will not be admitted in numbers which hinder the essential work of our Nursery.
- Students must be engaged in bona fide early years training which provides necessary background understanding of children's development and activities, unless they have joined us on work experience, in which case, they will be taught and supported by a senior member of staff.
- Any information gained by the students about the children, families or other adults in the pre-school must remain confidential.
- Unless registered as DBS checked, students will not have unrestricted access to children or be left alone with them on any occasion.
- Students will be required to read and sign our Student/Helper induction form and Behaviour and Confidentiality policy.

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Visitors

Statement of Intent

Birchanger Nursery believes that the safety of the children and staff in our nursery is of paramount importance. We make every effort to keep our nursery, staff and children secure from intruders and welcoming to visitors.

Aim

A visitor is an individual in the nursery who has followed established visitor procedures and is not a safety hazard to the nursery. This is the procedure that every visitor to the nursery follows. If a visitor appears to be a safety hazard to the nursery then the intruder policy is followed.

Methods

- Visitor rings the door bell on the front of the building. A member of staff looks through the door to identify the person and determine their purpose or need for being in the nursery.
- Welcome the visitor and ask them to sign the visitors book, writing their name and purpose of visit.
- Ensure they are aware of the procedures in place for visiting the nursery for future reference.
- The visitors book is checked regularly, to ensure the children's safety

Prospective Parental Visits

Parents with pre nursery aged children are welcome to come and visit the nursery with their children via appointment with the administrator. The administrator will then arrange to meet the parents at the nursery in order to show them around and answer any questions. If the administrator is unavailable, a member of staff will be available.

Occasionally parents ask at the school to see the nursery. The Head teacher of the school (or a representative) will contact the nursery by phone to make them aware of the visitors wishes and see if it is convenient. If it is convenient then the visitors will be escorted to the nursery building.

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