**Policies and Procedures**

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# These policies were updated April 2022

# Next Review April 2023

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# Owls Nest Nursery

# Policies and Procedures

We, at Owls Nest Nursery, review and update our nursery policies and procedures on a regular basis to ensure we are compliant with all current legislation.

We welcome and consider ideas, comments and feedback from parents, children and staff members regarding any modification to these policies.

We would also like to thank all parents, children and staff members for their co-operation in maintaining and abiding by the nursery’s policies and procedures.

This folder contains our Nursey policies and procedures.

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# Admissions

When a parent telephones our nursery to make an enquiry about available places, details of the child are taken as well as the requirements needed, an enquiry log is completed. A parent is given the opportunity of a viewing where they attend for a show around with a member of our team, most likely a member of management. This appointment allows parents/carers to have a thorough tour and get a feel for the setting. There is plenty of opportunity for any questions or queries to be answered. If the parent/carer is interested in enrolling their child, they are able to register their child whenever is convenient by completing one of our registration forms, there is also a registration fee to be paid for non-funded places.

The child’s name and preferred start date are placed on the form. The registration fee is non-refundable.

We operate on a first come, first served basis providing we have places available for the specific age range. Children will only be admitted if their age does conform to our availability and registration requirements.

The procedure for the booking of any child at the nursery is as follows:

* The Manager/Deputy Manager will ensure that the parents or carers booking in the child have been shown around the nursery. And a registration form is provided.
* Information about the Early Years Foundation Stage is explained and how the setting uses this. It will be explained to them that these are the terms on which childcare is provided and the agreement to care for the children is subject to them, in particular in case of sick children. Policies and Procedures are available for parents to go through when requested.
* A manager will discuss terms and conditions of the nursery including holiday fees, contagious illness procedure and notice period details.
* Information is updated on the computer database (Baby Days) and the need to know information is given to the rooms.
* A copy of the child’s birth certificate/passport is requested for government funding headcounts.

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# Anti-Bullying

Statement of intent:

Owls Nest Nursery is committed to providing a safe, secure, caring and respectful environment for children, staff, students and volunteers. Bullying of any kind is unacceptable. We will endeavor to communicate to children that bullying is not an accepted behavior in the nursery. We expect all staff to inform management and parents should any incidents occur.

It is our policy to deal with bullying effectively.

We will endeavor to ensure staff, students, volunteers, parents and children understand what bullying is. All parents and staff should be assured that they will be supported in any cases of bullying and that bullying will not be tolerated.

What is bullying?

Bullying is an act of aggression with the intention of hurting another child, staff member, student or volunteer and results in pain and distress. Bullying comes in various forms: violence, emotional i.e. tormenting, racist or verbal.

Signs of bullying:

* Frightened of going to nursery.
* Becomes anxious.
* Has a night mare.
* Unexplained bruises or cuts.
* Stops eating.
* Scared of saying what is wrong.

Procedure to be followed:

* Report bullying to Room Leaders and Managers.
* All incidents must be recorded on an “Incident Record Form”
* If the situation persists, parents will be informed, and strategies discussed. This will be documented in the child’s individual behavior management folder.
* Depending on the situation, we may consider following the Safeguarding Children Policy and seek advice from professionals. Please refer to this policy.

**Areas of Learning**

* To make sure all staff are inducted into how we work towards the curriculum (early learning goals) and Early Years Foundation Stage
* Activities are set out to challenge children and help them to develop in all areas of learning.
* To ensure that all staff are informed about any changes in the curriculum.
* To ensure regular training and meetings are held to ensure all staff understand the curriculum and are able to explain to parent/carer if need be.
* To have all curriculum plans displayed and updated accordingly.
* To follow guidance of other agencies regarding the curriculum e.g., early years advisors, OFSTED, Early Years Foundation Stage etc.
* To be aware of how we can adapt all curriculum activities, into learning experiences.
* To make sure all activities are set up in an inspiring way and can be adapted to various age ranges.
* To inform parents/carers of any changes regarding the curriculum.
* To ensure that all planning takes into account any children with special educational needs.
* To ensure that there is a combination of adult led and child led activities.
* Activities are provided in an inspiring and stimulating way.

**Display Policy**

At Owls Nest Nursery we believe that having a welcoming and inspiring learning environment supports children in their learning. Displays are an effective way of sharing learning as well as celebrating children’s achievements and skills. Displays of children’s own work enables them to feel a sense of pride and value.

Learning Environment

We believe that the learning environment influences the learning ethos that happens within it. It is important that rooms are organised, tidy and clearly labelled so that children and adults working in the room can access resources easily and can move around the environment safely. The learning environment should be welcoming and should cater for all children and their individual learning needs.

Communal Area Displays

Management and room staff will be responsible for displays around the setting. The member of staff responsible and the display content will be agreed during staff meetings and revisited for updated content each term.

Throughout the year, communal area displays will include but are not limited to:

* British Values
* Christmas theme
* Parent events
* Physical development
* Outings
* Healthy eating
* EYFS information
* Information for parents
* Setting Rules
* Safeguarding posters
* Key person notices
* Health and safety

All management and staff will ensure that displays are:

1. Well-presented to clearly show off the children’s work
2. Clearly titled
3. Where appropriate, include children’s first names
4. Explanation of activity and photographs where appropriate
5. Changed/updated where necessary

# Promoting Positive Behaviour

**Behaviour Management Co-ordinator:**

**Nicola W**

***Rationale:***

We believe that adults and children flourish best in an environment where everyone knows what is expected of them. Children should be free to develop their play and learning without fear of being hurt or hindered by anyone else. We aim to work towards a situation in which children can develop self-discipline and self-esteem in an atmosphere of mutual respect and encouragement.

Children learn how to behave. Adults support this learning by giving clear messages to children about what behaviour is encouraged and what behaviour is discouraged. Our messages are communicated by what we say and how we behave ourselves, including our body language such as facial expressions and gestures.

***Purpose:***

* To work together as a team developing strategies to change negative behaviour.
* To work consistently by reinforcing good behaviour.
* To create an environment in which children feel safe, secure, loved and able to make mistakes without recrimination or humiliation, but to learn from such mistakes from a positive role model.
* To develop a set of nursery room rules for children to follow. This is mostly developed in the Pre-School room.

***Broad Guidelines***:

* All adults will provide a positive role model for the children with regards to friendliness, care and courtesy.
* Adults will show positive behaviour, language and attitudes towards each other and challenge any discriminatory incidents witnessed. Any member of staff who may witness such an incident must report this straight away otherwise it will be deemed that this person has acted unprofessionally. (Report to the Manager).
* Adults in the nursery will praise and endorse good 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 or unacceptable behaviour.
* Golden Rules will be applied to our room, age appropriate to individual rooms.

When challenging behaviour occurs, practitioners will be consistent and:

* + - Deal with it straight away.
    - Go to the child’s level.
    - Make eye contact.
    - Explain that the behaviour that just took place is not wanted. Adults will be firm but calm.
    - Redirect children to our Golden Rules and remind them of what they say and mean.
    - Model the alternative behaviour we want the child to display.
    - Give clear praise if the child attempts the alternative behaviour, making sure to praise the behaviour not the child.
    - Be consistent and always do and say the same things when dealing with the chosen behaviour.
    - If the child continues with the behaviour, invite them to sit with you and discuss the child’s emotions/feelings where appropriate and discuss positive behaviour.
    - If the behaviour persists, give an alternative choice or change the activity and attempt to positively re-direct the child by asking them to help you with something.
    - If the team, as a whole, feels that the behaviour is something they cannot deal with alone and need further support with, the designated SENCO will file an Initial Concerns Form to the local Early Years Team for further support and guidance.
    - If a child’s negative behaviour continues, the key worker will make an appointment to see the child’s parents to put together a joint consistent plan for positive behaviour. This will be stored in the child’s individual Behaviour Management file.

Humiliation, thoughtlessness, aggression and shouting will not be part of any strategy, sanction or consequence used against a child. Staff are committed to promoting positive behaviour throughout the whole nursery. We are reminded that there are no over-night solutions and that strategies can only work if we remain calm and consistent, aiming to reduce the negatives and increase the positives. This can be achieved by being good role models ourselves and with the help and reinforcement of our golden rules.

In extreme cases of ensuring safety, when physical intervention is used, or should staff need to use reasonable force to prevent children from injuring themselves or others, a record of the incident must be kept using an Incident Form and inform parent/carers. In extreme cases where we have exhausted all tactics to calm the child down, for the best interest of the child contact may be made with their parents/carers to offer any further advice and/or may result in the child being collected if they are a danger to themselves and others.

Staff have regular contact with children and are an important link in identifying where a young person may need protection. Equally, staff, children and parents should be clear on what is expected and what is viewed as unacceptable behaviour. Adhering to these guidelines will help staff to protect themselves from false allegations and help create a positive culture and climate:

* Always work in an open environment avoiding any private and unobserved situations.
* Treat all children and colleagues with respect and dignity.
* Always put the welfare of the child first, before winning or achieving other goals.
* Maintain a safe and appropriate emotional and physical distance with children.
* Make activities enjoyable and promote fair play.
* Ensure that, if any form of manual or physical support is required, it is provided openly and appropriately. Children should be consulted, and their agreement obtained.
* Be an excellent role model.
* Give enthusiastic and constructive feedback rather than negative criticism.
* Recognize the developmental needs and capability of children – avoid pushing them against their will.
* Ensure that an Incident Form is created for all incidents involving children along with details of the subsequent action taken / treatment given.

If staff have any concerns regarding the appropriateness of any practice / action, they should contact the Designated Safeguarding Lead or the Deputy Safeguarding Officer and a member of management.

Parents should never become involved in the behaviour management of a child that is not their own. If a parent does witness an incident between two children whilst in the room, we ask that they bring the incident to the attention of a member of staff and then let the staff deal with the unwanted behaviour.

**RELEVANT CONTACT DETAILS:**

**MASH – 0300 1267000 concern about a child/children**

**OFSTED : 0300 123 1231**

**LADO : 01604 362993 If you have a concern about a staff member and children**

**Social Services team and out of hours contact details:**

**Emergency Duty Team – 01604 837999**

**Local police station: 101**

**If an emergency occurs call 999**

**Caring for Babies, Toddlers, Over 2’s and Preschool**

# Procedures for All Rooms

This guide is here for all present staff, new staff, trainees, cover staff and any staff in the nursery who have been asked to work in the Baby Room.

The following elements are guidance to good practice that will be followed by staff in the Baby Room at all times.

* There will be safe and appropriate areas that are maintained for mobile and non-mobile children.
* Sleeping children are supervised by the staff members on duty and a record of the checks are made on the sleep record sheet. This information includes the time that the baby has gone to sleep and woken up which is shared with parents at the end of the day.
* Staff must be aware of the babies’ sleeping routine and the method used to help the child to go to sleep, this is discussed at the child’s ‘All About Me’ meeting.
* Children must not be forced to sleep.
* Young babies sleep positions are discussed with parents during the settling in period. We would advise parents on sleeping position according to the NHS guidelines and considering latest advice on sudden infant death syndrome.
* Children’s nappies are checked regularly. The record of nappy changing timings is maintained and shared with parents.
* Staff always wear gloves and aprons while changing a nappy or dealing with other bodily fluids.
* Staff always wear gloves and aprons when dealing with sickness and diarrhoea.
* The room leader must ensure that all staff follow the daily cleaning programme to minimise any germs or bacteria.
* Staff inform parents when they require more formula milk, nappies, wipes, and spare clothes. When a child is toilet training, we advise parents to bring a large amount of spare clothing as children are prone to having accidents.
* Staff must inform management of any outbreaks of contagious illness which will be communicated to parents through the use of our parent portal or verbally
* Staff must ensure that chairs and tables are wiped down before and after meals with antibacterial cleaning fluids.
* Staff must never shout, shake or physically miss-handle a child.
* Staff must meet and greet each parent and child.
* In the Baby Room, feedback is provided verbally but also on a daily basis using the parent portal. In the Toddler and Pre-School room, staff provide parents with daily feedback. This feedback should be personal and individual to each child.
* Staff must be aware of any dietary requirements and must make sure that they check their allergy charts and table mats before every meal or snack. They must also update management in case of any new allergies that arise and ensure the kitchen is aware of this before any meals are prepared.
* Staff must ensure that all children are securely held and picked up correctly when travelling around the school or outdoors.
* All settling in dates and transitions must be arranged with the Room Leader and management. This will need to be done at least 4 weeks in advance.

It is the Room Leader’s responsibility to ensure that the following tasks are completed as soon as a new child starts within their group.

* Introduce yourself to the child’s parents and inform them who will be their child’s Key Person.
* Label peg.
* Label wipes, creams and nappies.
* Place the child on the appropriate Key Person chart.
* Label sleeping mat, sheets and blankets.
* Ensure the child’s name is included on the room registers; this will be completed by the Manager or Deputy Manager.
* Place the child’s name on the dietary requirements list and ensure the kitchen staff are aware of this.
* We support toilet training in the setting and follow what the child is doing at home; this could be through the use of a potty or toilet.
* A quiet activity is provided for children who do not go to sleep.

# 

**Characteristics of Effective Learning Policy**

**Aim**

We feel it is important to tell parents how the EYFS is delivered and about the types of activities and experiences you provide for children.

It is important to help parents understand the purpose of the activities. Activities must be provided to allow all children, including those with additional needs, to fulfil their potential. Activities must be provided to allow children to develop their home language and support the development of a good standard in the use of English language.

## Playwork Principles

These principles set out the professional and ethical framework for playwork and need to be seen as a whole. They describe what is unique about play and playwork and give the playwork perspective for working with children and young people. They are based on the understanding that you can enhance children’s and young people’s capacity for positive development by offering them the broadest range of environments and play opportunities.

The following is taken from the Playwork Principles, Playwork Principles Scrutiny Group, Cardiff 2005.

* All children and young people need to play. The impulse to play is innate. Play is a biological, psychological and social necessity, and is fundamental to the healthy development and well-being of individuals and communities.
* Play is a process that is freely chosen, personally directed and intrinsically motivated. That is, children and young people determine and control the content and intent of their play, by following their own instincts, ideas and interests, in their own way for their own reasons.
* The prime focus and essence of the practitioner is to support and facilitate the play process and this should inform the development of play policy, strategy, training and education.
* For practitioners the play process takes precedence and practitioners act as advocates for play when engaging with adult led agendas.
* The role of the practitioners is to support all children and young people in the creation of a space in which they can play.
* The practitioners response to children and young people playing is based on a sound up to date knowledge of the play process, and reflective practice.
* Practitioners recognise their own impact on the play space and also the impact of children and young people’s play.
* Practitioners choose an intervention style that enables children and young people to extend their play. All practitioners intervention must balance risk with the developmental benefit and well-being of children.

## Play Objectives

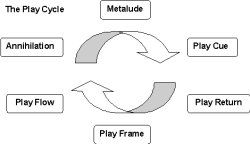
The document Best play: What play provision should do for children outlines seven objectives for the provision of play?

* The provision extends the choice and control that children have over their play, the freedom they enjoy and the satisfaction they get from it.
* The provision recognises the need to test boundaries and responds positively to that need.
* The provision manages the balance between the need to offer risk and the need to keep children safe from harm.
* The provision maximises the range of play opportunities.
* The provision fosters independence and self-esteem.
* The provision fosters children’s respect for others and offers opportunities for social interaction.
* The provision fosters the child’s well-being, healthy growth and development, knowledge and understanding, creativity and capacity to learn.

## Play Value

The play value of something is linked to how much play you can get out of it. The more play you can get the higher the play value. For example, think of an object, can you bury it? Does it float? Can you tie string to it and pretend it's a parachute? Can you use it again? Do you mind it being used?

We need to offer children things that offer a high play value.



## The Play Cycle

Children need to finish the full play cycle for healthy development.

**Metalude**- this is where play begins and sets out the context of play, for example the moment the child has the thought to play.

**Play Cue**- the child will give some form of cue or action, which is an invitation into the child's play, with an expectation of a response. The cue may be to an adult, a child or an object and could be a smile, request or the child throwing a ball to someone or something. Practitioners should make sure that the child chooses and controls the play. Playworkers can respond to children's needs or to an invitation from the child to join in their play.

**Play Return**- this is if an invitation is accepted. If their play is returned and the play carries on the child will create a Play Frame. This is psychological and physical boundary around their play. If a child's play is not returned, they may show negative behaviour.

**Play Flow**- this is when a child becomes engaged and caught up in the moment of their play.

**Annihilation**- this is when play is finished, when the child feels that it has no more meaning, or it has lost its value.

**Learning Through Play**

We understand that childhood is part of life and not preparation for further education and adulthood. Children should feel appreciated, be able to express their feelings, ideas, thoughts, identities and relationship in a positive, caring, playful and stimulating environment.

* Children will be able to explore at their own pace, be respected as autonomous, self-motivated individuals and given consistent boundaries
* The majority of play within the setting will be child-led, with practitioners following children’s interests, helping children to take initiative, make their own decisions and become active learners
* At all times staff will be actively engaged with children and their learning either by careful observation of children; listening and watching play or by sensitively joining in children’s play in order to develop it.
* Practitioners will work to support children’s reasoning while challenging them to re-examine and extend their understanding of the world. They will do this by using open ended questions, modelling and developing language for communication and for thinking, or modelling play itself
* Practitioners will use children’s interests to move children on by building on and extending children’s skills and knowledge

# Children who speak English as an Additional Language (EAL)

Our nursery works to provide opportunities for children to develop and use their home language in play and learning to support their language development at home. We provide opportunities for children to learn and reach a good standard of English language during their time at the nursery to further support them through the transition to reception class at primary school. Our nursery will encourage and develop children’s skills in communication, language and literacy in English. However, if a child does not have a strong grasp of the English language, practitioners will work closely with parents/carers to establish whether there is a cause for concern about language delay. Practitioners will consult the SENCO with consent from the parent to complete a speech and language referral form.

We provide the following opportunities to develop English and home languages:

* During settling in, the Key Person must collect useful words and phrases in a child’s home language to access the daily routine i.e. toilet, hungry, help etc. and to ignite early conversation and communication.
* The Key Person must log all English and home language words and phrases used by the child in formative observation.
* Dual language books and print in languages other than English are available.

# Code of Conduct

In addition to adhering to all the policies and procedures at the nursery at all times, staff must follow strictly the code of good conduct.

* Be presentable at all times at the nursery. This includes keeping nails to moderate length, long hair tied back and the wearing of jewellery to a minimum.
* Appropriate dressing includes wearing clothes that are suitable for the job of looking after children. We at Owls Nest supply a tabard, which is to be returned when you leave the setting. You will also be required to wear black trousers and an appropriate black top underneath your tabard (not low cut or see through). Flat shoes are to be worn(not sandals, flip flops or other open toed shoes) or slippers for Baby Room staff.

Hair should be tied back at all times whilst on shift.

* Swearing and use of foul language is not acceptable for whatever reason in any part of the nursery.
* Exchange of words must be avoided with any parent or other members of staff. Difficult situations must be passed immediately to your manager. Disagreements with another staff member must be dealt with in a professional manner involving your manager.
* There must be no smoking inside or in the grounds of the nursery or in areas around the entrance and exits of the nursery. This includes the use of electronic cigarettes. Cigarette breaks will not be permitted and staff who smoke may only do so as part of their designated breaks, uniform must be covered.
* Staff must be aware of being a good and positive role model.
* Staff are not allowed to sit on tables. Always sit at the children’s level, on the carpet or on chairs with them when doing activities.
* Intimate relationships with other members of staff must be reserved for outside nursery hours.
* Staff are expected to maintain a high level of personal hygiene. Clothes worn to the nursery must always be clean. Body sprays should be used to combat body odour. Perfume must be kept to a minimum.
* Relationships with parents must always be kept professional at all times. Communication must only relate to the development of their child at the nursery. Any other detailed query about other children, their families, and other members or the running of the nursery must be referred to the nursery manager.
* All staff members must only speak English at all times both to parents and other staff members, including when giving daily feedback.
* Staff members who wish to pray during the day may do so on their designated breaks and never in the children’s rooms.
* Staff are reminded that punctuality plays an essential role within the nursery. All staff should ensure that they arrive to the setting in good time to allow them to be in their room as soon as their shift starts.

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# Settling In

It is our policy that all nursery staff will work in partnership with the parents/carers to settle the child into nursery.

* The child’s intended Key Person will make sure they have read and familiarised themselves with the information provided.
* We offer a minimum of 3 settling in sessions, however this is a minimum and more can be had should they be needed. It is paramount to us that children feel safe, secure and settled as well as can be expected during this time. The first part of the settling in sessions will be spent with your child’s key person, this is called the ‘all about me’. From this we can gather some information in regard to their interests, dislikes, routines etc and we can use this information to help them settle.
* The intended Key Person should explain what is happening during the course of the day to the child and their parent/carer, so they begin to understand the daily routine of the room.
* It is important for the parent/carer to say goodbye when separating from the child and to go promptly when they say they are going. Long or delayed goodbyes or returning because the child is crying do not help the settling in process.
* The allocated Key Person will carry out a Baseline Assessment in conjunction with the parent/carer no later than the end of the child’s second week.
* It is important for the parent/carer to ensure that the child has adequate change of clothing available at the nursery at all times.
* Staff must be perceptive to signs of anxiety and pre-empt it, to reassure the child and the parents.
* The Key Person or Room Leader should give the parent/carer a detailed handover at the end of each day with regards to sleep, eating and general well-being. The handover should also include what activities their child has participated in and any suggestions for continuing their learning at home.
* The majority of children will show signs of upset or anxiety when separating from the parent during their first few months at the nursery.

This is all quite normal, but it can be quite upsetting for the parent leaving the child behind. A piece of advice is to take a look around at all the happy little faces that assures parents that many have come before them, and many will come after them and never have we met a child yet who has not one day become very happy to come to nursery.

* We recognise that parents and carers need to feel secure and confident when facing the significant changes as their child progresses through their nursery life. At Owls Nest Nursery, we believe that when a child’s transition is smooth, this helps support their personal, social and emotional development and the learning success of each child.
* At Owls Nest Nursery, we endeavour to ensure that a smooth transition is completed when a child is ready to move into another room. We ensure that during the transition period this is organised around the individual child’s needs.
* A range of strategies are put into place and activities are organised to ensure the transition period is smooth. During the transition period, the Room Leader, on the first day, will take the child into their new room; this enables the child to settle into their new room with a familiar face. During the course of the transition period, the staff in the room and the new Room Leader and Key Person will work alongside the child to ensure that the transition period is smooth.
* To ensure each child receives a smooth transition throughout the Early Years Foundation Stage, we ensure that during the Early Foundation stage each child’s learning and development is regularly observed using focused planned observations.
* Observations are placed onto our parent portal site; parents can access their child’s development always.
* In preparation for school we ensure that a range of activities are organised for each child to support their transitions and development. We will incorporate the seven areas of learning of the EYFS to support further support their learning in preparation for school.

**Transitions**

We have recently updated this policy to ensure a smooth transition from one room to another with the support of the Key Person who will introduce your child to their new friends and new Key Person. When ready to move onto school, the Key Person will provide a transition report to be forwarded to each child’s new school and in some cases, where possible, we will invite the teacher to come for a visit at our setting. Reports will be drawn from Baby Days.

Your child will move up according to the following criteria (This is guidance only):

Baby Room to Toddler Room: 20 months onwards, when walking steadily and able to feed themselves, emotionally ready to make secure attachments with their new Key Person.

Toddler Room to Preschool from 2.5 years approximately and when we feel your child is ready.

Parents/carers will be verbally informed of their child’s room move, until this has happened and parents/carers feel settled no settles will take place. 4 weeks before the proposed room move the children will begin having settling in sessions and the handover from one keyperson to the new keyperson will begin. Parents/carers will be given the opportunity to see the new room and meet their child’s new key person and the other staff working within that room.

**Assessments**

Assessment plays an important part in helping parents, carers, and practitioners to recognise children’s progress, understand their needs and to plan activities and support.

It involves practitioners observing children to understand their level of achievement, interests and learning styles, and to then shape learning experiences for each child reflecting those observations.

* Ensure all reports/assessments go out on time.
* Assessment and observation must not entail prolonged breaks from interaction with the Key Person, other staff and the children.
* Ensure that reports/assessments are accurate to child’s performance on day of assessment.
* Ensure all staff understand how to assess and record appropriately.
* Baseline assessments for all new starters will be carried out by the allocated Key Person no later than the end of the child’s second week.
* Be able to explain to parents how we assess and record observations on children’s development.
* Ensure that the staff is not in any way pressurising the children when assessing them.
* Make assessment times as enjoyable as possible for the children.
* Hold meetings regarding assessments and reports, informing staff of any changes in this area.
* Help keep parents/carers up to date when methods of assessing their children change or are updated.
* To share information on assessments, reports and observations with parents on a regular basis. All parents will receive two progress meetings per year.

**Key Person Policy**

As a Key Person you are responsible for the care of that child and to make sure you offer the child and the family all the support you can.

You should immediately familiarise yourself with the child and introduce yourself to her/his parents or carers. A child will usually feel more at ease in the nursery if they feel close to at least one adult.

You should help them settle into the nursery by constantly chatting to them, holding their hand, giving hugs when needed. You should give the child/children reassurance to feel safe and cared for as you build a relationship with the child and parents. As a Key Person, you will help a child to become familiar with the setting and to feel safe and confident within it.

A Key Person must ensure the following responsibilities:

* Child’s nappy is changed regularly.
* Carry out a Baseline Assessment no later than the end of the child’s second week.
* Toilet training is consistent.
* To make sure the child is clean, tidy and appropriately dressed throughout the day and prepared appropriately for collection by parents / carers.
* Child’s progress is being monitored.
* Keeping record of child’s observations, planning and development.
* Daily diary is kept up to date and checked daily, in the Baby Room only.
* A balance between adult led activities and child-initiated activities.
* Medicines are administered correctly and at the right time and recorded. This will only apply to staff who have received first aid training.
* To ensure parent/carer receives copies of assessments, reports etc.
* Making sure the child has a bag for spare clothes which stay in the premises during nursery hours.
* Nappies and wipes are regularly brought in.
* Key child’s birthday has been noted and celebrated at the parent’s discretion. If the parent has brought in a cake this must be given only when the children are collected by their parents in case of any allergies or preferences.
* Constant communication with parents/carers is a major role. Give daily feedback to ensure that the parents/carers are always kept up to date with their child’s development, behaviour and needs.
* Communicate with the other members of staff in the room.
* Activities and events will need to be communicated with all parents and if necessary, completed through newsletters, the parent portal and the website.

Each Key Person will have a named buddy who will work, as far as is practicable, opposite shifts to one another. This will ensure that children’s progress and parent communication is consistent and thorough. Parents will be made aware of who their child’s buddy Key Person is and will be informed of when their Key Person is absent so that they know who to communicate with on any given day.

# Parent Consultations

Parent consultations will be held at the nursery twice a year. This will give parents an opportunity to discuss the child/children’s development with the Key person.

A parent is always welcome to organise a meeting with the Manager/ Key Person or SENCO to discuss any concerns they might have.

# Progress Check at Age Two

When children are aged between two and three, the key person will review their progress and provide parents and / or carers with a short-written summary of their child’s development in the prime areas plus the specific areas of learning if necessary. We will complete this check when parents/carers make us aware that they have had their appointment come through from the health visitor. We wait till this time for it to be completed to ensure that the information provided is the most up to date and accurate. This progress check will identify the child’s strengths and any areas where the child’s progress is less than expected. If there are significant emerging concerns, or an identified special educational need or disability, practitioners should develop a targeted plan to support the child’s future learning and development involving other professionals as appropriate.

All two-year-old checks will be signed and filed in the child’s own file in the office.

Please also refer to: Inclusion Policy / Special Educational Needs (SEN).

Please refer to:

A Know How Guide

The EYFS progress check at age Two

The Local authority procedures

**Access and Security of Premises**

At Owls Nest Nursery we take the safety of our staff and the children seriously. We will only release children into the care of individuals who have been notified to the nursery by the parent. This should be done prior to the day which the parent or carer wishes their child to be collected by another individual.

Should parents wish to arrange an alternative pick up person, this must be notified to the nursery, providing details of who will be collecting, how the child will know them and a password to use upon arrival. If the individual’s age is below 18 years, they will not be allowed to collect. Without notification, password and verification, the child will not be allowed to leave the nursery until the child’s parents or carers have been contacted and adequate confirmation is given. These details will be stored in the child’s file. If a known person arrives to collect a child but is not in a state which is deemed suitable to care for a child (e.g. acting violently or under the influence of alcohol or other substances) then children will not be released. Another authorised person will be called to come and collect the child.

If a person attempts to collect a child without prior notification, the nursery will not authorise the child to leave with this person until the parent has been contacted.

All individuals unfamiliar to the nursery will be checked for reason for visit, ID badges checked and details logged in the visitor book. Management will verify the individual. Those persons requiring access to the main part of the building (e.g. workmen, gas meter readings etc.) will be accompanied throughout and seen off the premises when finished.

On arrival to the setting, parents are required to buzz in and inform the member of staff of the child’s name through the intercom system.

# Parents as Partners

# At Owls Nest, we recognise the importance of effective partnerships with parents/ carers in conjunction with the Early Years Foundation Stage.

We recognise that parents are children’s first and most enduring educators. The past and future part played by parents in the education of their children is recognised and explicitly encouraged.

We aim to show respect and understanding for the role of the parent in their child’s education.

The nursery team will work with parents as partners to provide quality care and education for their children.

All parents will be welcomed to visit the nursery by prior appointment in accordance with our terms and conditions and daily routine.

Parents are invited to attend the nursery for parents evening to discuss their children’s progress in detail.

Parents are welcome to access the policies and procedures and the early years statutory requirements which are held on the nursery premises at all times.

We aim to ensure that parents/carers feel comfortable in the nursery. The nursery aims to achieve this by:

* Ensuring that the Key Person has familiarised themselves with the child’s settling in.
* Ensure that the manager and staff work alongside the parents/carers to ensure the development and progression of the child.
* Offering parents/carers the opportunity to participate in curriculum, festivals and nursery events.
* The knowledge and expertise of parents and other family adults are used to support the learning opportunities provided by the nursery.
* Ensuring that we are available for consultation either in person or by phone when the parents need.
* Listen to parents’ accounts of their child’s development and any concerns or complaints they may have.
* We aim to keep parents informed fully about the curriculum, and any other relevant matters by means of a parent’s information board, newsletters, displays, parent portal, website and informal discussions.
* The key person will keep the parent/carer informed about their child’s development and ensure at all times that they take on board parents’ views and opinions. If there are any concerns regarding the child’s learning and development the parent will be the first point of contact before any other external agencies are involved.
* Parents are given daily verbal feedback by the staff members on how their child spent her/his day.

# Concerns, Compliments and Complaints Policy

Our nursery’s aim is to provide an inclusive environment where all parent/carers’ opinions, wishes and individual needs are valued and respected. We hope that you will be happy with the service provided and feel comfortable to voice your appreciation to the staff concerned.

Complaints will be dealt with professionally and promptly to ensure that any issues arising from these complaints are handled effectively and to ensure the welfare of all children. All complaints will be logged on our system.

Owls Nest keep a written record of all complaints and their outcomes for at least 2 years. We will maintain confidentiality but will provide OFSTED, on request, with a written record of all complaints within a specific period and the action taken because of each complaint.

**Stage 1**

If any parent should have cause for complaint or queries regarding the care and education of their child they should, in the first instance, take it up with the child’s Key Person or with the Room Leader.

(If the complaint is regarding a senior member of staff or Manager of the setting then the complaint must be addressed to the Director who will investigate the matter.)

**Stage 2**

If the issue remains unresolved and there is not a satisfactory outcome, then the Nursery Manager should be contacted. Concerns must be presented in writing to the Nursery Manager who will investigate the matter and notify the outcome to the parent/carers within 28 days of having received the complaint. If the complaint is about the Nursery Manager, the Director will investigate written complaints within 28 days of having received the complaint. This will also be made available to Ofsted on request.

**Stage 3**

If the matter is still not resolved a formal meeting will be held between the parent and the manager to ensure that it is dealt with appropriately. A record of the meeting will be made along with documented minutes and actions. All parties present at the meeting will sign the record and receive a copy, which will signify the conclusion of the procedure.

**Stage 4**

If the matter cannot be resolved to their satisfaction, then parents have the right to raise the matter with OFSTED on 0300 123 1231.

A record of complaints will be kept in the nursery.

In case of a complaint relating to safeguarding children, please refer to the Child Protection Policy.

**Confidentiality Policy**

Information recorded will be kept with the utmost confidentiality with only the required members of staff aware of the situation. The information will be shared on a need to know basis.

The information will be kept in the Manager’s office in a confidential file created specifically for that child and will be stored in line with the Confidentiality Policy. Please refer to the Data Protection Policy.

Those with parental responsibility must request, in writing, to the nursery should they require access to their children’s file.

We advise staff that, when working with children, they should always have the door open if alone or remain in view of another member of staff. We also advise staff to notify one other when they are taking a child out of the room.

All incidents occurring in our nursery are logged on relevant paper based documents. These reports will be made available to Ofsted and/or other agencies only when we are legally bound to do so.

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# Child Protection policy

**Emergencies:**

If a child is in immediate danger, left alone or missing, contact the police and/or ambulance service directly on 999

If a child is at immediate risk you should call MASH on 0300 126 7000 and make a telephone referral, you will subsequently be required to put this in writing.

In all other circumstances to make a referral to Mash please complete the online referral form.

**Non –Emergencies:**

If there is no immediate danger, you will need to establish the level of need and risk before you take action. Thresholds and Pathways will help you to do this using the vulnerability matrix.

If you need advice about levels of need and whether to make a referral, please contact Multi-Agency Safeguarding Hub (MASH) or contact early years on [Earlyhelpsupport@northamptionshire.gov.uk](mailto:Earlyhelpsupport@northamptionshire.gov.uk)

**Out of hours**

Outside of normal office hours (Monday to Friday from 8am to 6pm). Please contact the Out-of-Hours Service ON 0160462693

What to do if you have concerns:

**1) Physical Abuse**

* Physical: being hurt by someone for no reason

Disclosure: Where we Obtained information from the child by play or by words from the child.

Action will be taken under heading if the staff has reason to believe that there has been a physical injury to a child, including deliberate poisoning, where there is definite knowledge or a reasonable suspicion that, the injury was inflicted or knowingly not prevented.

Procedure:

The observed instances will be reported to the Designated Safeguarding Leader of Owls Nest Nursery who are **Nicola Whiting and Lucky Dundas** The staff member who witnessed the incident will then need to fill out a child protection record and a body map if there are any marks on the body. The Designated Safeguarding Leader will make the decision based on the evidence and information received as whether or not to inform the room leader as appropriate.

Based on the information, the DSL will contact **MASH on 0300 126 7000** for advice and information and if needed we will fill out a referral form online which will be on Northamptonshire Safeguarding Children Partnership (NSCP).

**2) Sexual Abuse**

Sexual abuse includes:

* Being touched in a way you don't like
* Being forced to have sex
* Being forced to look at sexual pictures or videos
* You're made to watch someone do something sexual. This can include someone flashing or exposing themselves to you
* You're made to do something sexual to someone that feels uncomfortable or wrong.

Sexual abuse can happen to both girls and boys. The abusers can be men or women.

Being raped or sexually assaulted is deeply upsetting and can leave you feeling frightened, confused and vulnerable. The most important thing to remember is that it is not your fault and you should never blame yourself for what happened.

Disclosure: Where we obtain information from the child by play drawing or conversation etc.

Action will be taken under this heading if the staff team have witnessed an occasion where a child indicated sexual activity through words, play, drawing or had an excessive pre-occupation with sexual matters or had an inappropriate knowledge of adult sexual behavior.

Procedure:

The observed instances will be reported to the Designated Safeguarding Leader of Owls Nest Nursery who are **Nicola Whiting and Lucky Dundas.** The staff member who witnessed the incident will then need to fill out a child protection record and a body map if there are any marks on the body. The Designated Safeguarding Leader will make the decision based on the evidence and information received as whether or not to inform the room leader as appropriate.

Based on the information, the DSL will contact **MASH on 0300 126 7000** for advice and information and if needed we will have to fill out a referral form online which will be on Northamptonshire Safeguarding Children Partnership (NSCP).

**3) Emotional Abuse/Psychological Maltreatment**

Being treated badly, such as consistently being ignored or criticised

Disclosure: Where we obtain information from the child by play drawing or conversation etc.

Action will be taken under this heading if the staff have reason to believe that there is a severe and adverse effect on the behavior and emotional development of a child caused by persistent or severe ill-treated or rejection.

Procedure:

The observed instances will be reported to the Designated Safeguarding Leader of Owls Nest Nursery who are **Nicola Whiting and Lucky Dundas**. The staff member who witnessed the incident will then need to fill out a child protection record and a body map if there are any marks on the body. The Designated Safeguarding Leader will make the decision based on the evidence and information received as whether or not to inform the room leader as appropriate.

Based on the information, the DSL will contact **MASH on 0300 126 7000** for advice and information and if needed we will have to fill out a referral form online which will be on Northamptonshire Safeguarding Children Partnership.

**4) Neglect**

Neglect: not being looked after and kept healthy

Disclosure: Where we obtain information from the child by play drawing or conversation etc.

Action will be taken under this heading if the staff have reason to believe that there has been persistent or severe neglect of a child (for example by exposure to any kind of danger). Which results in severe impairment of the child’s health or development, including non- organic failure to thrive.

Procedure:

The observed instances will be reported to the Designated Safeguarding Leader of Owls Nest Nursery. The staff member who witnessed the incident will then need to fill out a child protection record and a body map if there are any marks on the body. The Designated Safeguarding Leader will make the decision based on the evidence and information received as whether or not to inform the room leader as appropriate.

Based on the information, the DSL would contact **MASH on 0300 126 7000** for advice and information and if needed we will have to fill out a referral form online which will be on Northamptonshire Safeguarding Children Partnership.

**5) FGM**

Female genital mutilation (FGM) is the partial or total removal of external female genitalia for non-medical reasons. It's also known as female circumcision or cutting.

Religious, social or cultural reasons are sometimes given for FGM. However, FGM is child abuse. It's dangerous and a criminal offence.

There are no medical reasons to carry out FGM. It doesn't enhance fertility and it doesn't make childbirth safer. It is used to control female sexuality and can cause severe and long-lasting damage to physical and emotional health.

The FGM poster is displayed and staff have under taken Training.

Disclosure: Where we obtain information from the child by play drawing or conversation etc.

Action will be taken under this heading. If a member of staff has reason to believe that a child is going away for a long time maybe abroad. If a child is talking about having an operation in a different country. If a child feels uncomfortable and saying their privates hurts or bleeding.

Procedure:

The observed instances will be reported to the Designated Safeguarding Leader of Owls Nest. The staff member who witnessed the incident will then need to fill out a child protection record and a body map if there are any marks on the body. The Designated Safeguarding Leader will make the decision based on the evidence and information received as whether or not to inform the room leader as appropriate.

Based on the information, the DSL would contact **MASH on 0300 126 7000** for advice and information and if needed we will have to fill out a referral form online which will be on Northamptonshire Safeguarding Children Partnership.

There are many other forms of abuse such as;

* **Discrimination and Bullying** - 'Bullying' is a word that gets used a lot to describe a whole lot of things. Bullying is when someone repeatedly and intentionally uses words or actions against someone else or a group of people, to cause distress and risk to their wellbeing. People who do it usually want to make someone else feel powerless or helpless. Bullying is not the same as conflict between people (like having a fight) or disliking someone, even though people might bully each other because of conflict or dislike.
* **Orangisational** – Orangisational abuse includes neglect, poor care practice within an institution or specific care setting such as a hospital or care home, poor practice in relation to care provided in one's own home. This may range from one off incidents to on-going ill-treatment.  It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.
* **Domestic** – Domestic violence is any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are or have been intimate partners or family members regardless of gender or sexuality.
* **Modern Slavery** – Slave narratives offer rich, literary and anecdotal evidence of slavery throughout the world. We're in no shortage of slave narratives today as, unfortunately, we're in no shortage of slaves. Take a look at these real-life examples of slavery throughout our world today. These aren't stories from the 19th century - these are stories from the past few years.

## Self-Neglect

Types of self-neglect

* Lack of self-care to an extent that it threatens personal health and safety
* Neglecting to care for one’s personal hygiene, health or surroundings
* Inability to avoid self-harm
* Failure to seek help or access services to meet health and social care needs
* Inability or unwillingness to manage one’s personal affairs

Indicators of self-neglect

* Very poor personal hygiene
* Unkempt appearance
* Lack of essential food, clothing or shelter
* Malnutrition and/or dehydration
* Living in squalid or unsanitary conditions
* Neglecting household maintenance
* Hoarding
* Collecting a large number of animals in inappropriate conditions
* Non-compliance with health or care services
* Inability or unwillingness to take medication or treat illness or injury
* **Honour based violence** – **Honour based violence (HBV) is a form of domestic abuse which is perpetrated in the name of so called Honour. The Honour code which it refers to is set at the discretion of male relatives and women who do not abide by the ‘rules' are then punished for bringing shame on the family. Infringements may include a woman having a boyfriend; rejecting a forced marriage; pregnancy outside of marriage; interfaith relationships; seeking divorce, inappropriate dress or make-up and even kissing in a public place.**
* **Poor Parenting** – Poor parenting makes a child more prone to criminal behaviors. Neglected children and those who are exposed to abuse are more likely to be prosecuted for juvenile delinquency. Other common effects of poor parenting parentinginclude failure to thrive and poor growth and development both physically and mentally.
* **Fabricated Illness** – **Fabricated or induced illness (FII) is a rare form of child abuse. It occurs when a parent or carer, usually the child's biological mother, exaggerates or deliberately causes symptoms of illness in the child.**
* **Child Sexual Exploitation** - Someone taking advantage of you sexually, for their own benefit. Through threats, bribes, violence, humiliation, or by telling you that they love you, they will have the power to get you to do sexual things for their own, or other people’s benefit or enjoyment (including touching or kissing private parts, sex, taking sexual photos.
* **Spirit Procession** – Spirit Procession is when someone believes that there is a spirit taking over them. This leads them to do things that are dangerous towards others.
* **SEN** – Special educational needs and disabilities (SEND) can affect a child or young person’s ability to learn. They can affect their:

1. Behaviour or ability to socialise, for example they struggle to make friends
2. reading and writing, for example because they have dyslexia
3. ability to understand things
4. concentration levels, for example because they have ADHD
5. physical ability

* **Drugs and Alcohol** – Alcohol misuse is harmful drinking and alcohol dependence. Harmful drinking is a pattern of alcohol use which causes alcohol-related health problems, including psychological problems such as depression, physical illnesses or alcohol-related accidents. Alcohol dependence is characterised by craving alcohol and continued drinking in spite of harmful consequences. It's associated with increased criminal activity, domestic abuse and an increased rate of significant mental and physical health problems (NICE, 2011). Drug misuse is a dependence on, or regular excessive consumption of, psychoactive substances leading to social, psychological, physical or legal problems. Drug misuse is more prevalent in socially deprived areas. In England and Wales the most commonly used psychoactive substance is cannabis, followed by cocaine and ecstasy. Opioids such as heroin are used less commonly but present the most significant health problems (NICE, 2012).
* **Forced Marriage** – Forced marriage can be coupled with other forms of slavery. Children who are trafficked for sex may also be sold into forced marriages. An adult who is forcibly married may then be trafficked for labor or sex by and for the financial gain of his or her spouse.
* **Gang Based Crime** – Gang violence refers mostly to the illegal and non-political acts of violence perpetrated by gangs against civilians, other gangs, law enforcement officers, firefighters, or military personnel. Throughout history, such acts have been committed by gangs at all levels of organization.
* **Racism** - Racism is the belief that some races are better than others, and the actions which result from those beliefs.
* **Impact of Technology** – The impact that technology has on children has changed drastically throughout the years. Children now use the phones and iPads a lot more causing them to become vulnerable to hackers.
* **Gender Based Violence** - Gender-based violence is a phenomenon deeply rooted in gender inequality and continues to be one of the most notable human rights violations within all societies. Gender-based violence is violence directed against a person because of their gender. Both women and men experience gender-based violence but the majority of victims are women and girls.
* **Private Fostering** - The nationally accepted definition of Private Fostering is when a child under the age of 16 (under 18 if disabled) is cared for by someone who is not their parent or a 'close relative'. This is a private arrangement made between a parent and a carer for 28 days or more. Close relatives are defined as step-parents, grandparents, brothers, sisters, uncles or aunts (whether of full blood, half blood or marriage/affinity). Many private fostering arrangements remain unknown to the local authority. This is a cause for concern as privately fostered children and young people, without the safeguards provided by law, are a particularly vulnerable group. Should we be aware of such incidences then we must report it to Northamptonshire County Council.
* **Trafficking** - **human trafficking** as the recruitment, transportation, transfer, harboring, or receipt of persons by improper means (such as force, abduction, fraud, or coercion) for an improper purpose including forced labor or sexual exploitation.
* **Radicalisation** - The government's [Prevent Duty Guidance](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/445977/3799_Revised_Prevent_Duty_Guidance__England_Wales_V2-Interactive.pdf) defines radicalisation as "the process by which a person comes to support terrorism and extremist ideologies associated with terrorist groups".

**Managing Allegations Against Staff** –All allegations of abuse of children by those who work with children must be taken seriously. Allegations against any person who works with children, whether in a paid or unpaid capacity, cover a wide range of circumstances.

This procedure should be applied when there is such an allegation or concern that a person who works with children, has:

* Behaved in a way that has harmed a child, or may have harmed a child;
* Possibly committed a criminal offence against or related to a child;
* Behaved towards a child or children in a way that indicates he or she may pose a risk of harm to children.
* These behaviours should be considered within the context of the four categories of abuse (i.e. physical, sexual and emotional abuse and neglect). These include concerns relating to inappropriate relationships between members of staff and children or young people, for example:
* Having a sexual relationship with a child under 18 if in a position of trust in respect of that child, even if consensual (see s16-19 **Sexual Offences Act 2003**);
* 'Grooming', i.e. meeting a child under 16 with intent to commit a relevant offence (see s15 **Sexual Offences Act 2003**);
* Other 'grooming' behaviour giving rise to concerns of a broader child protection nature (e.g. inappropriate text / e-mail messages or images, gifts, socialising etc);
* Possession of indecent photographs / pseudo-photographs of children. Also see leaflet.

Procedure- If staff have concerns about staff/manager. We notify our designated officer about our concerns, follow their advice and make a referral to mash and notify Ofsted WITHIN 1DAYS. **MASH@northamptonshire.gcsx.gov.uk**

Clear records will be made and kept. All staff including the provider are aware of responding to allegations.

* **Professional Disagreements**- It is natural for professionals to sometimes disagree about a case / child welfare sometimes. The NSCB Conflict Resolution Policy provides a procedure to follow where a disagreement cannot be resolved by professionals at front line level. At no time must professional disagreement detract from ensuring that the child is safeguarded. The child's welfare and safety must remain paramount throughout. Also see leaflet.
* **Professionals Guide to Social Media** - Social media has become an everyday part of our lives. The development of “user created content” can blur the boundaries between personal and professional lives. Professionals need to be aware that personal observations and comments on issues can be misinterpreted as a professional view or a view of the agency for which they work. This can have consequences for both the individual posting the view and their agency.
* **Self-Harm**- If a staff member as identified any signs of children/Staff presenting with Self harming behaviour then contact our own safeguarding lead and to be followed up (NSCB) on 01604 364036.
* **Mobile and cameras-** Mobile phones are prohibited within the nursery, use of mobile phones are to be used in the office area only. Staff members mobile phones are also stored In the office/staff room area. Visitors are made aware that the use of mobile phones are prohibited in the nursery and are asked to switch off their mobile phones whilst in the nursery. Cameras are stored in the office at the end of each day in a locked cabinet. Photographs are only permitted to be printed on site**.** Please see our mobile phone and camera use policy.

Owls Nest Nursery takes all of these into consideration and looks out for any signs and symptoms of these types of abuse.

**Relevant contact details:**

Mash team – 0300 126 7000

Ofsted – 0300 123 1231

Designated Officer – 01604 362993

Social services team -01604 837 999

Local police station-101

If an emergency occurs call 999

**Designated Safeguarding Officers: Lucky Dundas & Nicola Whiting**

All staff at Owls Nest Nursery are aware of the designated safeguarding lead and we have a safeguarding board at the nursery.

Our designated safeguarding officers Lucky and Nicola have both attended training through the early years team and they have provided support, advice and guidance to any other staff on an ongoing basis and at staff meetings.

It is to ensure that children are never placed at risk while in the charge of the nursery team. We aim to ensure that staff attend child protection courses and are thus familiar with the local authority child protection procedures.

We recognise that the child’s needs and safety are paramount and must override all other considerations. It is our policy to develop and maintain strong links with outside agencies such as the Local Safeguarding Children Board (LSCB). We aim to ensure an inclusive, non-biased environment by introducing age and stage appropriate toys, books and games to encourage equal development of all children.

We have a duty to be aware that abuse does occur in our society. This statement lays out the procedures that will be taken if we have reason to believe that a child in our care is subject to any abuse, whether this be emotional, physical, sexual or neglect.

Our primary responsibility is the welfare and well-being of all children in our care. As such, we believe that we have a duty to the children, parents/carers and staff to act quickly and responsibly in any incident that may come to our attention.

This policy applies to all staff, volunteers and students and people who work on the premises when the children are present. All members of staff, students and volunteers working at Owls Nest Nursery will be subject to an enhanced disclosure and barring system check (DBS) as well as pre-employment checks. The policy will be implemented through induction and training. Please refer to the Recruitment Policy.

We have a duty to report any suspicions on abuse to our Local Authority Designated Officer and to call Mash on **0300 126 7000** The Children Act 1989 (section 47.1) places a duty on the local authority to investigate such matters. We will follow the procedures set out by the local authority child protection policy and as such will seek their advice on all steps taken subsequently. In the event of any allegations of abuse or neglect, OFSTED will be notified immediately.

In regard to allegations or concerns against a staff member, the Child Protection flow chart process will be followed.’

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# Owls Nest Nursery are commited to working together and sharing the correct information with outside angencies where the need Is there to help keep children safe. For clarification on sharing information the named person to seek clarification on is either Katie Green or Rebecca Miola. Information that is shared will be shared securely and efficiently.

Owls Nest use the following documents to ensure all children are being safeguarded properly.

* Working together to Safeguard Children 2018
* Information Sharing 2018
* Inspecting Safeguarding in Early Years Education and Skills Settings 2018

**Prevent Duty Policy**

The Prevent duty became law back in 2015. This is a duty on all schools and registered early years providers to have due regard to preventing people being drawn into terrorism. In order to protect children in your care, you must be alert to any reason for concern in the child's life at home or elsewhere.

Childcare and Early Years Providers subject to the **Prevent Duty** will be expected to demonstrate activity in the following areas:

* Demonstrate that they are protecting children and young people by having robust safeguarding policies.
* Ensure that their safeguarding arrangements take into account the policies and procedures of the Local Safeguarding Children Board.
* Make sure that staff have training that gives them the knowledge and confidence to identify children at risk and to challenge extremist ideas.
* Expected to ensure children are safe from extremist material when accessing the internet.

As a childcare and early years provider we have a critical part to play. Early years providers serve arguably the most vulnerable and impressionable members of society.

In England, the Early Years Foundation Stage (EYFS) accordingly places clear duties on providers to keep children safe and promote their welfare.

It makes clear that to protect children in their care, providers must be alert to any safeguarding and child protection issues in the child’s life at home or elsewhere (paragraph 3.4 EYFS).

**Procedure:**

If you have concerns that a child or young person may be vulnerable to violent extremism or radicalisation you should seek advice from the person within your organisation who has responsibility for safeguarding and follow your own agency procedures in relation to notification of safeguarding issues. If you feel that there is an immediate danger to the life of the individual or others, then **call 999**.

Advice and guidance can be sought from the Prevent Engagement Officers at Northamptonshire **Police email prevent@northants.pnn.police.uk or phone 101 then text 341166,** however they will only take referrals from the MASH, so you must ensure that following discussions a multi-agency referral form is submitted.

You can also report suspected online terrorist content by following 'Report online terrorist material' and refer any content of concern directly to social media platforms details of how to do this can be found at UK Safer Internet Centre website.

# Child Protection Policy in Relation to Staff

# The welfare of the children in our care is paramount and will be of the upmost importance when dealing with any case of child abuse allegation against any member of staff.

In any case of abuse, LADO as well as OFSTED, will be contacted immediately.

If a member of staff is accused of abusing a child, then the following procedures will be followed:

* The incident will be recorded and investigated.
* Statements may be obtained from the staff member involved and witnesses, if any, following the investigation by the police and the child protection agencies.
* While the investigation is ongoing the member of staff may be suspended, if the management feel the need to do so and only following direction from DO and the police.
* If directed to do so by DO or the police, DBS will be contacted.
* If, following the investigation, the allegation is unfounded, the member of staff will be able to return to work and will be supported to do so without prejudice.
* If, following the investigation, the allegation is upheld, and then we will follow the disciplinary procedures. Please refer to the Staff Handbook.
* All members of staff are to be made aware of the above procedures during induction.

# 

# Characteristics of Adult Behaviour to be Alert to in Regards to Child Protection

* No selective look, gender, age or personality eliminates the possibility of an adult’s intention to harm a child
* Giving one child excessive attention
* Fixation on a child (staring a lot, always asking after them)
* Distracted when a child is away from the room
* Trying to gain opportunities to be alone with a child
* Excessive tactile actions (cuddling or touching)
* Rule breaking (use of mobile phone, closing doors etc)
* Purchasing gifts for a child
* Making inappropriate comments, offensive or sexually suggestive, regarding the children or around the children

We recognise that this is not an exhaustive list and that any incident which is suspicious will be reported as such.

All allegations or suspicions will be logged and recorded and put in a locked cabinet making sure that it is confidential. In order that there is a full and complete trail which can be followed. We will share these reports only with Ofsted or other agencies when legally bound to do so.

# Privacy Policy

**Introduction**

Owls Nest is committed to protecting the confidentiality, integrity and security of your personal information and we take this responsibility very seriously. This privacy policy covers Owls Nest’s practices for collecting and processing information about its customers, prospective customers, employees, subcontractors/suppliers, students/apprentices, website visitors and job applicants.

**GDPR**

**Why do Owls Nest collect personal information?**

We limit the collection of personal information to what is necessary to provide you with high quality services, to support your specific needs and requests, and to meet our business needs in connection with the services. Below we have highlighted the reasons for the collection of your personal information:

* To respond adequately to your requests for services or information;
* To provide services to individuals, families and employers that includes child care, education, wellbeing, work/life, and consulting;
* To provide a safe, healthy, and successful environment for those to whom we provide services;
* To provide resource material/information regarding our services and areas of interest to our customers, such as parenting, child care, education, wellbeing, and work/life balance, among other things;
* To aid in the administration of our services to our customers;
* To administer first aid, emergency and other medical care, when necessary;
* To comply with laws, and government regulations/standards;
* To support our business purposes and functions related to the services, such as education, training, curriculum, communication, administration, and record-keeping;
* To provide utilisation reports and other information to employers offering our services to its workforce;
* To facilitate and process payments for the services;
* To fulfil tax, reporting, and other financial requirements and obligations;
* To administer employee payroll, benefits, tax/regulatory compliance and other record keeping and administration requirements; and
* To consider applications for employment.

**How do you consent to Owls Nest use of your personal information?**

By providing your personal information, you are consenting to its collection, use and disclosure by Owls Nest for the purpose outlined in this privacy policy. Considering the nature of our services, as well as applicable laws and regulatory requirements, if you choose to withhold some types of personal information or opt out of providing it, we may not be able to provide the services requested.

**What personally identifiable information does Owls Nest collect?**

The type of business relationship you have with Owls Nest will determine the specific information we will need to collect from you.

* Information necessary to perform the service that you provide voluntarily when registering (whether by telephone, online or in person) or during services. Depending on the type of service engaged, the information requested may include your personalised registration user name and password; payment and contact details; a dependent's name, date of birth, gender, allergies, food restrictions, special needs, health information, and emergency contact details for doctors and alternative carers; or school transcripts, applications, registration and enrolment information.
* Utilisation information, such as dates of service, type of service, user of service and reasons for service.
* Records created during providing service to you or your dependents such as notes on the activities, behaviors, illnesses, medication, food, etc.; photographs; and other documentation records.

**If you are prospective customer, we will collect:**

* Contact information that you provide voluntarily when requesting publications or other information via telephone, online or in person. Contact information may include your name, telephone/mobile number, and email/mailing address.

If you are an employee, apprentice/student or applicant, we will collect:

* Typical information that you provide voluntarily via telephone, online or in person including your name, mailing/email addresses, telephone/mobile number, employment history with job descriptions, education, references, affiliations and other relevant information for payroll, benefits and administration.

**Who does Owls Nest share personally identifiable information with?**

Owls Nest considers your personal information confidential and does not share it with others except as described in this privacy policy. There are limited circumstances that require Owls Nest to disclose your personal information to others in order to deliver services or to meet Owls Nest necessary business purposes. We may disclose your information, as necessary to the following:

For Business Transfers: As we continue to develop our business, we might sell or buy assets. If Owls Nest business unit is sold could be transferred as part of the transaction.

To Meet Legal Requirements: We may share personally identifiable information with law enforcement or other government entities as required by law/regulations or as we reasonably determine to be necessary to protect our rights or the rights of others, to prevent harm to persons or property, to fight fraud, or to enforce our web site terms of use.

**How can individuals access or update their personally identifiable information?**

Owls Nest is committed to collecting personal information that is accurate, complete, current and reliable for its intended use. If you would like to access or update your personal information, or obtain copies of the information, the following steps can be taken by you:

If you receive services from us, you may contact the setting that stores or processes your information. Owls Nest may require you to make your request in writing to verify your identity.

**Will this Privacy Policy change?**

This privacy policy is subject to change and we will post revisions on our website. Please check back periodically, especially before you provide any personal information. This privacy policy was last updated in April 2018.

**How does Owls Nest protect your personal information?**

Owls Nest utilises appropriate technical, administrative and physical safeguards to protect against loss, unauthorised access, destruction, misuse, modification and improper disclosure of the personal information we collect in both physical and electronic format. We provide information security awareness training to our staff and conduct periodic quality assurance audits. However, no computer system or information can ever be fully protected against every possible hazard. As a result, Owls Nest cannot guarantee the security and privacy of the information you provide to us.

**What are the terms for you to use Owls Nest websites?**

Owls Nest website is intended for use by adults. Owls Nest does not solicit or knowingly collect any information from visitors under 18 years of age. Please do not use our website if you are not yet 18 years old or of the age of majority where you reside. Owls Nest website may contain links or references to other websites. Please be aware that we do not control other websites and that this privacy policy does not apply to those websites. We encourage you to read the privacy policy of every website you visit. Your use of the Mace Montessori website is subject to our Terms of Use.

**How does Owls Nest collect information on its website?**

There are two ways Owls Nest may collect information: actively (when you voluntarily enter your personal information as described in this policy), or passively as described below.

Passive Information Collection: As you navigate through a website, certain information can be passively collected (that is, gathered without your actively providing the information) using various technologies and means, such as Internet Protocol addresses, cookies, Internet tags, and navigational data collection.

Internet Protocol (IP) Addresses: Our website uses Internet Protocol (IP) addresses. An IP Address is a number assigned to your computer by your Internet service provider so you can access the Internet and is generally considered to be non-personally identifiable information, because in most cases an IP address is dynamic (changing each time you connect to the Internet), rather than static (unique to a particular user's computer). We use your IP address to diagnose problems with our server, report aggregate information, determine the fastest route for your computer to use in connecting to our site, and administer and improve the site.

Cookies: Cookies are small text files that are placed on your computer by websites that you visit. They are widely used in order to make websites work, or work more efficiently, as well as to provide information to the owners of the site. Most web browsers allow some control of cookies through browser settings. To find out more about cookies, including how to see what cookies have been set and how to manage and delete them, visit www.allaboutcookies.org. The bullets and chart below explain further the cookies we use and why.

"Session" cookies are temporary bits of information that are erased once you exit your Web browser window or otherwise turn your computer off. Session cookies are used to improve navigation on websites and to collect aggregate statistical information. This site uses session cookies.

"Persistent" cookies are more permanent bits of information that are placed on the hard drive of your computer and stay there unless you delete the cookie. Persistent cookies store information on your computer for a number of purposes, such as retrieving certain information you have previously provided (e.g., passwords), helping to determine what areas of the website visitors find most valuable, and customising the website based on your preferences. This site uses persistent cookies.

"Internet tags" (also known as single-pixel GIFs, clear GIFs, invisible GIFs, and 1-by-1 GIFs) are smaller than cookies and tell the website server information such as the IP address and browser type related to the visitor's computer. This site uses Internet tags. Tags have been placed both on online advertisements that bring people to the site and on different pages of the site. These tags indicate how many times a page is opened, and which information is consulted. We do not collect or seek personally identifiable information through these tags.

"Navigational data" ("log files," "server logs," and "clickstream" data) are used for system management, to improve the content of the site, market research purposes, and to communicate information to visitors. This site uses navigational data.

# Data Protection Policy

This policy ensures the protection of all data kept on site within the nursery.

1. ***Staff files.***

* All staff files are locked away where only Managers and Directors can access them.
* If these files are available on computer, the computer will have a secure password.

For further information regarding staff files, please refer to Staff Handbook.

2. ***Children’s files.***

* Children’s information which is classed as confidential, including social services details and extra information regarding any child’s health, is kept locked away in the child’s file and only referred to by management or directors.
* Children’s registration documents are kept in the office which can be accessed through managers. Staff are forbidden to access these files without supervision by the management team. In any case, the information needed will be disclosed by the management without the need of the staff member to look through the file.
* All children’s details on computer are kept under a secure password and can only be accessed by the management team.

All of the above information is stored for up to 3 years.

3. ***Finance maintaining files.***

Finance data is completely confidential and should be kept locked away in a filing cabinet or under a secure password on the computer. This can only be accessed by the finance department or management.

All financial records are to be kept confidential and at no time disclosed with any members of staff.

This information should be kept for up to 6 years.

# Emergency Closure

In the unlikely event of an emergency, the Manager/Deputy Manager will take the relevant steps to ensure that parents are informed by the most effective form of communication i.e. telephone and / or email, social media.

**Holidays and TOIL**

**Annual Holidays**

Your holiday entitlement is shown within your contract of employment. The holiday year as shown in your contract is January 1st until the 31st December. The holiday entitlement is 28 days which includes public bank holidays for full time staff with part time workers have a pro-rata entitlement.

It is our policy to encourage you to take all your holiday entitlement within the current holiday year.

**Annual Leave cannot be carried forward to the following year.**

**Conditions Applying to your Annual Holiday Entitlement**

You should complete a form for all holiday requests and have it signed by the Manager of the school before making any firm holiday arrangements.

Managers/Deputies must complete a holiday request by email and have it authorised by the Directors before making any firm holiday arrangements.

**Restrictions:**

* No more than 1 members of staff are permitted to take holiday at the same time.

You should give at least one month’s notice of your intentions to take holidays and at least two weeks’ notice is required for any single day’s leave.

Your holiday pay will be at your normal basic rate of pay.

The maximum continuous holiday period allowed is two weeks. In exceptional circumstances, staff who wish to take a period longer than two weeks will need to contact the Manager for authorisation.

You are required to take holidays during any periods of general shutdown for the business. This may include any summer or Christmas shutdown. Please note that the Company will notify you annually in January of any such periods of proposed closure.

During the first four weeks of service with us you will not accrue any holiday. On the completion of four weeks service you will be credited with annual holidays for this period. Any holidays credited under this arrangement which you have already taken without pay will then be paid for.

In the event of termination of your employment any holidays accrued but not taken will be paid for. However, in the event of you having taken holidays for which you have not accrued sufficient days pro rata then appropriate payments will be deducted from your final wages and salary. This is an express term of your contract of employment.

# TIME OF IN LIEU (TOIL)

At Golden Steps Nursery, we are aware that on several occasions staff may be asked to work extra hours beyond their contracted hours in order to meet the needs of the business. As an employer, we recognise our duty to protect the well-being of our staff by ensuring that staff do not work too many hours by compensating them through time of in lieu.

Time off in lieu applies only where staff are required to work extra hours to meet the needs of the business during busy periods and the classroom ratios.

**Conditions**

* Only managers can verify TOIL; staff are not permitted to work extra hours then ask for the time back. Any extra hours must be verified by your Manager prior to staying beyond your contracted hours. This includes working on weekends.
* Managers and deputies are not permitted to work extra hours then ask for the time back. In exceptional circumstances any extra hours worked will need to be authorised by the Directors prior to staying beyond your contracted hours. This includes working on weekends.
* Managers will agree with staff when time back is to be given, this will be approved in the same way as annual leave.
* Managers will be responsible for completing the TOIL recording sheet which is to be signed by staff once the extra hours have been completed.
* Managers must record TOIL a hard copy and to be kept in the manager’s office.
* Staff will not be paid in lieu of accrued TOIL.

We would like to remind staff, managers and deputies that TOIL cannot be used in conjunction with accruing extra annual leave. TOIL should only apply on an occasional basis and cannot be used to change an employee’s normal working hours, for example “**having every Friday off in TOIL”.**

We would like to thank staff for their goodwill and adaptability to the business needs.

# Lost or Missing Child

Owls Nest Nursery would like to ensure that our parents feel safe and secure in the knowledge that once they have left their child with us, their child will remain safe throughout the entire course of the day. However, as we do embark on nursery outings, it is necessary to write this policy and procedure in the event of a child being lost while in our care.

A full register of all children and adults attending a trip is prepared before the trip and a copy passed to all persons concerned with supervising and helping on the trip. A risk assessment is completed before any children are taken out of the premises to ensure the children’s safety and safeguarding. All staff and managers ensure that the children are wearing a visible jacket prior to leaving the nursery which has the nursery name and number in case of any emergencies. Children, staff, parents/carers and any other helpers will be referred to herein as ‘’the Owls Nest Nursery party.’’

When parents / carers register with Owls Nest nursery, it is our policy that they sign an outings consent form for local trips. Bigger trips require separate signed consent forms from the parent/carer before the child can embark on the outing. (Full outing Risk Assessments are also completed prior to trip).

It is the policy of Owls Nest to ensure that any staff member taking a child off site is required to complete an outings record stating how many children (named) they are taking with them together with their destination, time of leaving and estimated time of return. The Room Leader will also take a nursery mobile phone in case of any emergencies. This record is signed by the Manager who will let the staff member and children out. Once returned, all children are accounted for and their return time is logged on the record.

It is our policy to ensure that the main office is manned at all times to ensure that security measures are in place.

Under no circumstances are children allowed to leave the premises with an adult, unless that adult is known to Owls Nest Nursery as a designated person to collect a child. If an adult arrives to collect a child and no member of staff is aware of their identity, the child is not permitted to leave until the main parent/carer has given description over the phone, in the event of an emergency. Whilst awaiting confirmation of identity, the child remains supervised at all times by a staff member or the manager.

All incidents will be logged and documented then filed away in a lockable cabinet.

# In the event of child becoming lost:

In the unlikely event that a child is lost whilst in our care on Nursery’s premises, the police will be immediately informed by the Manager in charge, giving as much detailed information as possible as to how and when it became apparent that the child was no longer in our care. The parent/carer will also be immediately notified by telephone and asked to attend the Nursery. Two staff members will be given the Manager’s mobile phone and deployed by the Manager to search the local area whilst awaiting the police and parents’ arrival. The rest of the children at Nursery will be counted and the register verified. Once the police arrive, the Manager and any other person involved will take instructions from the police on how the matter proceeds.

Should a child be lost on an outing, the rest of the Owls Nest party will be immediately gathered by the person in charge, registers taken and the Manager satisfied that no other member of the Owls Nest party is missing or that the child has inadvertently been mixed up with another member of the Owls Nest party. If the child remains lost after this time, the police and parents will be immediately informed. The member of staff in charge of the trip will ensure everyone else stays together at the meeting point whilst they look for lost/missing child whilst they wait for further instruction.

At the end of any Nursery outing, a headcount of the Owls Nest party must be completed by the Manager/person in charge before any of the Nursery party can begin the return journey to Nursery. The Owls Nest party will not be allowed to leave the trip destination until such time as the Manager/person in charge is confident that all of the Owls Nest party is accounted for.

OFSTED will be notified by the Manager within 24 hours, in the event of a Lost Child Incident.

**Mobile Phone and Camera Use**

Mobile phones are prohibited in nursery rooms. This applies to all individuals entering the Nursery - staff, parents, students, volunteers and visitors. The senior staff and managers must ensure that individuals, parents and carers are reminded of the importance of this policy.

All mobile phones must be switched off or turned to silent and will be told to leave them in the staff area with all their other belongs. All other belongings are to be kept in the designated areas shown during your induction.

The ONLY areas of the nursery a mobile phone can be used are:

1. Outside the building
2. Quietly in the staff area where the staff eat during breaks

If a mobile phone is being used or even visible in any other part of the nursery this will result in an instant disciplinary.

If someone needs to urgently contact staff during your work hours the Nursery can be contacted and a message passed on.

***Breaches of the code of the conduct will be dealt with through our disciplinary procedures. Please refer to the Employee Handbook.***

## Mobile Phone Use on Outings / Visits to the Local Park

The Room Leader (or most senior staff member available) is authorised to take the nursery mobile phone on outings to contact the nursery in case of emergency and as a means of contact for the outing group. The nursery phone does not have a camera facility.

No staff members are permitted to take their mobile phone on outings. Breaches of this policy will be dealt with through our disciplinary procedure. Please refer to the Staff Handbook

**Camera / Photograph Policy**

Owls Nest uses numerous photographs in day to day practice to document special moments and developmental milestones. Photographs are printed and used to compliment displays in rooms and around the nursery and for reviews and summary reports for parents.

These are uploaded to baby days as well for the parents to see and observations.

Photographs are taken to document special events such as during outings, charity days and visits from people in the local community (such as the Fire Brigade, Police Officers)

Staff must only use Owls Nest cameras or I. Pads to take photographs of children.

Photographs are only permitted to be printed on site.

# Non-Collection of Child

**Opening times of setting: 7:00am until 6:00pm**

Should a child not be collected at their appointed time, a member of staff will endeavour to contact the parent/carer using the contact information on file. If the parents cannot be contacted, staff will contact the next person on the child’s form.

Should contact be made and information obtained that ensures the child will be collected, then arrangement will be made by the person in charge of the nursery, to ensure that two suitably qualified members of staff remain on the premises until the person collecting the child arrives. Such hours are chargeable as set out on the childcare agreement signed when a child first joins Owls Nest.

In the very unlikely event that contact has not been made with the parent/carer and the child has not been collected by 7:00 pm, then the nursery reserves the right to refer the matter to the social services duty officer at the contact and assessment service department.

All Incidents will be recorded.

**RELEVANT CONTACT DETAILS:**

**MASH- 0300 126 1000**

**OFSTED : 0300 123 1231**

**Social Services team and out of hours contact details:**

**01604 837 999**

**Local police station: 101**

**If an emergency occurs call 999**

# Operational Procedures for Outings

Outings are an important part of the education of all children. Where practical, the nursery will arrange outings to broaden the children’s experiences. Before any outing can take place, along with written parental consent, the following procedure will be instigated:

* The Manager will agree with trip leader that they will be in charge of the trip.
* Both of them will check the child: staff ratio and will not proceed if the staff is under ratio.
* The person in charge must be aware of the procedure in respect to missing children. The person in charge will take all relevant details for every child including emergency contact numbers and medical records.
* The person in charge on the outing must have adequate communication with the nursery, preferably the nursery mobile phone.
* The outing plan should be given to the Nursery Manager.
* An outing form must be filled with the details of destination, date, time departing and arriving, number of staff and children accompanied.
* The person in charge and at least one 1st Aider (with 1st Aid Kit) must be present on the outing depending on the number of children.
* Staff must ensure that all children’s belongings (which they may need) have been taken along e.g., nappies, wipes etc.
* A risk assessment should be carried out of the venue prior to the visit.
* The route should be mapped out.
* Spare clothes, nappies, water, paper cups e.g. should be taken
* Vehicles in which children are being transported must be adequately insured and equipped with seatbelts which must be used by all those travelling on the outing.

# Recruitment Procedures (Vetting and DBS)

# At Owls Nest we ensure that there is effective Safer recruitment system in place, Mangement has accessed safer recruminent training.

At Owls Nest we feel that it is crucial to plan ahead so that the nursery has the right team at the right time. Before the candidates start their employment, we aim to allow sufficient time to draw up all the necessary documents, place advertisements, liaise with agencies, shortlist applicants, arrange interview and allow for references, DBS etc.

The recruitment process can take up to 4 weeks to complete. This often can leave a gap between employment ending and new employment beginning. At present our staff give us 4 weeks’ notice before terminating their employment.

We abide by Safer Recruitment Policies and Procedures in appointing all our staff.

On beginning the process for appointing a new member of staff, we either telephone one of our local agencies or place an advertisement in the local newspaper or on our facebook page. We may also use online recruitment websites. We send out applications to interested parties and require all the information to be completed. Once a number of applications have been received, we begin the selection process. We normally sift through the applications to draw up a shortlist of suitable candidates to be invited for an interview. The questions asked will depend on the position available and the amount of experience required for the post.

Interviews are carried out by the Manager of the provision together with the Deputy Manager. During the interview, one person will ask the questions and the other person will take notes and there will be a written summary or assessment at the end. This assists the company to refresh questioning at second interviews. It also means there is a written record of the reason of the decisions taken on selection. This helps protect our nursery from claims of unfair selection procedure. Notes from interviews of all successful candidates will be kept on file in the staff member’s personnel folder.

After the interviews have been completed, the successful candidate’s references are traced and checked. At least two references are then taken up, one of which will always be the previous employer, and a DBS check is ordered. The offer letter of employment contains a Staff Details Form and Job Description.

The original proof of relevant professional qualifications is requested at the interview and copies are required before the start date. Once an offer of employment is made, we give a new employment contract and ask him/her to thoroughly go through the employment handbook.

## Staff Induction

The staff member is required to complete an induction process and to sign the induction pack after being inducted about the policies and procedures and routine of the nursery, early year’s foundation stage curriculum, child protection / safeguarding procedures, emergency evacuation procedures, the policy statement on equal opportunities and valuing diversity and health and safety issues. The staff member will be given a copy of the Staff hand book to look through.

All signed induction forms will be kept in the individual staff member’s folder.

## Enhanced DBS Checks

All staff are expected to disclose any convictions, cautions, court orders, reprimands and warnings which may affect their suitability to work with children during the initial application stage, induction stage and during employment with Golden Steps.

An Enhanced DBS check will be carried out for every staff member working within Owls Nest.

Upon receipt of DBS confirmation, details are then recorded i.e. reference number, date of issue, renewal date etc.

Until a DBS check is completed, the staff member is not allowed to have unsupervised contact with children regardless of position or responsibility. This includes toileting and nappy changes.

Staff will be asked to confirm that they are not disqualified by association and will update this declaration on a regular basis.

If their circumstances has changed staff to inform manager or at supervisions meeting we also are aware of link to ofsted disclosure and barring checks which has been revised 2017.

# Risk Assessment and Risk Benefit Analysis

Written risk assessments are carried out for all areas of the nursery. Risk assessments are shared with all staff and inform the daily health and safety checks conducted by staff in each room and overall by the Manager during the twice daily (morning & evening) health and safety walk through.

Owls Nest will actively update risk assessments following new hazards being identified, through day to day practice or from any specific circumstances (i.e. road works being carried out by the entrance to the nursery or a change in layout to a room etc.)

Risk assessments must be updated yearly or when changes have been made in the setting and signed and dated by the person conducting the assessment.

**Suitable People**

2.1 Employment and staffing (including vetting, contingency plans, training and development)

2.2 Induction of staff, volunteers and managers

2.3 Student placements

**2.1 Employment and staffing**

(Including vetting, contingency plans, training and development)

***Policy Statement***

We provide a staffing ratio in line with, and usually exceeding, the welfare requirements of the Early Years Foundation Stage, which are:

♣ For children aged 3 months to 2 years of age: 1 adult: 3 children

♣ For children aged 2 years of age to 3 years of age: 1 adult: 4 children

♣ For children aged 3 years of age and over: 1 adult: 8 children

Or

♣ For children aged 3 years of age and over, where a person with Qualified Teacher or Early Years Professional Status is working directly with the children and there is at least one other member of staff who holds a relevant level 3 qualification: 1 adult:13 children

Our staff are appropriately qualified and we carry out checks for criminal and other records through the Disclosing and Barring Service (including, if appropriate, using its update service) in accordance with statutory requirements.

***Procedures***

♣ A minimum of two staff/adults are on duty at any one time across the setting.

♣ We use a key person approach to ensure that each child has a named member of staff who plans with parents for the child's well-being and development in the setting, although children are encouraged to build relationships with all staff to enable a safe, caring welcoming environment.

♣ We hold regular staff meetings to undertake curriculum planning and to discuss children's progress, their achievements and any difficulties that may arise from time to time.

***Vetting and staff selection***

♣ We work towards offering equality of opportunity by using non-discriminatory procedures for staff recruitment and selection.

♣ All staff have job descriptions which set out their staff roles and responsibilities.

♣ We welcome applications from all sections of the community. Applicants will be considered on the basis of their suitability for the post, regardless of marital status, age, gender, culture, religious belief, ethnic origin or sexual orientation. Applicants will not be placed at a disadvantage by our imposing conditions or requirements that are not justifiable.

♣ We use Ofsted guidance on obtaining references and enhanced criminal record checks through the Disclosing and Barring Service (DBS) for staff and volunteers who will have unsupervised access to children. Volunteers and students will never be left unsupervised.

♣ We keep all records relating to employment of staff and volunteers, in particular, those demonstrating that checks have been done, including the date and number of the enhanced DBS check.

We keep up to date information on current staff and staff are supervised at all times while waiting for their suitability check.

**DISQUALIFICATION**

Owls Nest adhere to disqualification producers laid down by Ofsted regulations and the provider will notify Ofsted of any significant event which is likely to affect the suitability of any person who is in regular contact with children on the premises which childcare is provided. Owls Nest will notify Ofsted as soon as possible but it will be done within 14 days of the disqualification.

If any incident of serious harm or abuse by ant person living, working or looking after children at the premises were to happen then Owls Nest would notify Ofsted as soon as possible but within 14 days about the incident. In our superisions, reviews and appraisals (which take place every 3 months) staff are asked if anyone living with them or themselves as a person have had any circumstances changed. They will also sign a suitability declaration form annually stating that what they have said is the truth.

***Changes to staff***

♣ We inform Ofsted of any changes in the details of the Managers.

***Training and staff development***

♣ Our setting Managers and Deputy Managers hold a minimum of a full and relevant level 3 qualification, or other recognised Early Years Qualification.

♣ We provide regular in-house training to all staff - whether paid staff or volunteers - through our local authorities and their partner agencies. Our setting budget allocates resources to training.

♣ We provide staff induction training in the first week of employment. This induction includes our Health and Safety Policy and Child Protection Policy. Other policies and procedures will be introduced and are readily available and accessible to all staff.

♣ We support the work of our staff by holding regular supervision meetings and annual appraisals.

♣ We are committed to recruiting, appointing and employing staff in accordance with all relevant legislation and best practice.

***Managing staff absences and contingency plans for emergencies***

♣ As an annual setting, our staff are only allowed to take a maximum of two weeks (10 working days) holiday on any one occasion. Where staff may need to take time off for any reason other than sick leave or training, this is agreed with the Manager with sufficient notice.

♣ Where staff are unwell and take sick leave in accordance with their contract of employment, we organise cover to ensure ratios are maintained. Sick leave is monitored and action is taken where necessary in accordance with the contract of employment. We have contingency plans to cover staff absences.

***2.2 Induction of staff, volunteers and Managers***

***Policy Statement***

We provide an induction for all staff, volunteers and managers in order to fully brief them about the setting, the families we serve, our policies and procedures, curriculum and daily practice.

***Procedures***

We have a written induction plan for all new staff, which includes the following:

♣ Introductions to all staff and volunteers, including management.

♣ Familiarisation with the building, health and safety and fire procedures.

♣ Familiarisation with our policies and procedures.

♣ Introduction to parents, especially parents of allocated key children where appropriate.

♣ Familiarisation with confidential information where applicable in relation to any key children.

♣ Details of the tasks and daily routines to be completed.

♣ The probation period lasts six months. The Manager inducts new staff and volunteers. The Director inducts new Managers.

♣ During the probation period, the individual must demonstrate understanding of and compliance with policies, procedures, tasks and routines.

♣ Successful completion of the induction forms part of the probationary period.

***2.3 Student placements***

***Policy Statement***

Qualifications and training make an important contribution to the quality of the care and education provided by early year’s settings. As part of our commitment to quality, we offer placements to students undertaking early year’s qualifications and training. We also offer placements for school pupils on work experience. We aim to provide for students on placement with us experiences that contribute to the successful completion of their studies and that provide examples of quality practice in early years care and education.

***Procedures***

♣ We require students on qualification courses to meet the 'suitable person' requirements of Ofsted and have a valid DBS check.

♣ We require schools placing students under the age of 17 years with the setting to vouch for their good character.

♣ We supervise students under the age of 17 years at all times and do not allow them to have unsupervised access to children.

♣ Students undertaking qualification courses who are placed in our setting on a short-term basis are not counted in our staffing ratios.

♣ Trainee staff employed by the setting may be included in the ratios if they are deemed competent.

♣ We take out employers' liability insurance and public liability insurance, which covers both trainees and voluntary helpers.

♣ We require students to keep to our Confidentiality Policy.

♣ We co-operate with students' tutors in order to help students to fulfil the requirements of their course of study.

♣ We provide students, at the first session of their placement, with a short induction on how our setting is managed, how our sessions are organised and our policies and procedures.

♣ We communicate a positive message to students about the value of qualifications and training.

♣ We make the needs of the children paramount by not admitting students in numbers that hinder the essential work of the setting.

♣ We ensure that trainees and students placed with us are engaged in early years training, which provides the necessary background understanding of children's development and activities.

**Staff, Apprentices, Volunteers and Students**

Students/trainees are given induction within their first week of training at the nursery. The induction will include all areas of health and safety, all nursery policies and procedures and an introduction to all staff.

Student/trainees are encouraged to take part in activities which relate to their work placement. All work completed during circle time or activity time may be used for displays. Any work that is used as part of the placement must be shared with the Room Leader to ensure the confidentiality policy is followed correctly.

Student/trainees are not expected to give feedback to parents during pick up and drop of times unless asked by senior staff or management, however they are able to shadow members of staff when completing this.

If student/trainees have any problems, questions or require any help related to the nursery, please do not hesitate to speak to your supervisor, senior member of staff or management, all of whom will help to the best of their ability.

All students who are on work placements are required to be punctual during their time at Owls Nest. If the student is unable to attend the nursery for any reasons this must be communicated with the management team and their college or school.

Owls Nest has a procedure for reviewing the work performance of staff; this procedure can be used to give staff the chance to get better at something they are performing poorly on. If they do not put in the extra effort and attempt to get better, then disciplinary action can be taken.

* Call the member of staff in for a meeting and explain to them what the problem is and put in place an action plan for them to improve over a period of time, try to be as realistic as possible with the time scale.
* Monitor the staff member for the time scale period provided and then call a second meeting with them, if they have improved, the staff member will be praised and encouraged and continued support will be provided to help the staff member keep up the expected improvement.
* If the staff member has not met the targets agreed then disciplinary action may be taken.
* All staff will sign and date all minutes of all meetings and the Manager should also sign these minutes.
* Punctuality is paramount and a poor record can result in disciplinary action. Additionally, staff are expected to give their time back to the nursery i.e. leave late. In certain circumstances, pay can be deducted.
* All staff receive regular 1-1 meetings to discuss attendance, performance, key children and training or development needed.
* Employees will be required to ensure that their sickness levels are kept to a minimum. Those employees who have frequent absence due to ill health every month will be recorded and reviewed every 3 months.
* If sickness levels are considered to be reasonably high, the Human Resource Department will refer this to the management team. The Manager will then be required to hold an informal sickness meeting with the employee.
* The informal sickness meetings will allow the managers and employee to discuss the sickness levels and areas for improvement which will be monitored for a further 3 months. These meetings are merely for the purpose of close co-operation for improvement and are not a disciplinary.
* All meetings will be kept in the staff member’s personnel folder which will include an action plan for improvements

# Break time policy regarding staff

Throughout the working day at Owls Nest, the staff will have a break. At these break times, they are allowed to leave the nursery premises, if they want. On leaving the premises, the staff are required to inform their Room Leader and stay in close proximity to the setting in case of any emergencies.

Staff will take breaks during quieter periods of the day e.g., sleep time/rest time. While the children are doing one of the above, the staff that are not having a break at that time and are still on duty will supervise sleeping children and organise quiet activities for children who do not wish to sleep; these quiet activities will also be supervised.

This policy needs to be followed to ensure the safety and well-being of the children in our care

# Security Policy regarding old staff

This policy is for the safety of all staff/children that attend and work at the nursery.

All old staff members who need to come back to the nursery site are always welcome to visit, but first they will need to:

* Ring and make an appointment with the Manager, which must be approved by the Manager.
* If this appointment is not convenient, the Manager will have the right to cancel the appointment made and another appointment can be made at a more convenient time of the nursery.
* The Manager has the right to refuse entry if she/he feels that it is not appropriate for the nursery.
* If an old staff member is found in the nursery premises without prior knowledge of the Manager, he/she will be asked to leave.

**Disciplinary Action Procedure**

1) If the staff member does not abide by the policies then immediate action is taken depending upon the seriousness of the breach of policies.

2) In case of swearing, only one warning is issued and if it happens again then employment will be terminated with immediate effect.

3) If a staff shouts or uses bad words within the premises, the action will be taken in 3 stages.

4) Room leaders – if given more than one warning – consideration will be made regarding their position

a) Verbal warning issued.

b) Written warning issued.

c) Termination of Employment

# Staff Qualifications, Training, Support and Skills

At Owls Nest Nursery, we are committed to ensuring that our staff is appropriately trained in all aspects of nursery care. We promote training so that our nursery has 100 % trained staff. It is a condition of employment with our company that staff undertakes at least one training course per term when provided by the local authority in order to keep abreast of current changes to practice and development. In house training is also provided by the managers.

We require all staff to be trained in the following areas where possible with courses that are available. We do discuss our child protection policy at every staff meeting and have a refresh of our knowledge to ensure everybody feels competent in knowing what to do:

1. Current child protection guidelines

2. Pediatric First Aid.

3. Child Protection

4. British Values, Prevent Duty and FGM

Once these courses have been completed, staff will be given the opportunity to go on further training which is recommended by the Manager during their one to one meeting or appraisal. These courses will help support the development of the staff’s current role within the nursery.

In-house training is provided where appropriate where staff will share information with the whole team from training courses completed. Staff are also updated on policies and procedures and, more recently, Early Years Foundation Stage (EYFS) by the management. Regular meetings are conducted with the Room Leaders at least once a month to keep up to date on policies and procedures and the EYFS which is filtered to other staff members. Any new legislation is communicated to staff via staff meetings and memos.

## Staff Probationary Reviews / Appraisals

All permanent staff start employment with Owls Nest on a 6 month probationary period. Please refer to the Staff Handbook for further information on how probationary reviews are carried out.

Staff receive a yearly appraisal to identify any in house or external training needs and secure the opportunities for continued professional development. Alongside the annual appraisal every 3 months a supervision is held with a 6 month review from employees start date. Staff are encouraged and supported to improve their qualification level where possible. After an employees first month the Manager will have a review meeting to discuss staff members’ progress and development and any improvements required within their current role.

The Manager will then conduct a 6 month review with the staff member to offer a permanent position on successful completion of the probation. If necessary, this probationary period will be extended for a further 3 months.

## Ongoing Staff Supervision

Managers and senior staff (room / team leaders) provide ongoing supervision through support and coaching for staff to promote the interests of the children. Owls Nest works to foster a culture of mutual support, teamwork and continuous improvement which encourages the confidential discussion of sensitive issues (Please also see Whistleblowing Policy).

The manger operates an open-door policy enabling staff to identify solutions to address issues as they arise.

Every 3 months 1:1 supervision times are scheduled for all staff in a private, confidential space. The person conducted the 1:1 supervision meeting will record what was discussed and details will be stored confidentially. All staff will sign to declare that they remain suitable to work with children and are not disqualified either through their own actions or by association at these meetings.

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# Whistle Blowing

We recognise that sometimes a member of staff / parent may witness a practice that is not in-line with our policies and procedures.

The person who has witnessed a malpractice may feel uneasy about approaching the member of staff concerned.

For this reason, the Manager can be approached by parents, staff, trainees or others who have information to pass on. Managers will take all allegations seriously and will record notes on the issues to ensure that these are fully and correctly logged.

As a member off staff you are committed to come forward to your Manager if you see any member of staff causing any harm to a child/Staff.

If you feel you cannot go to the manager there is a whistle blowing helpline which you can speak to anonymously. To speak to the NSPCC call **0800 800 5000 or email help@nspcc.org.uk**.

Please remember that witnessing a malpractice and not reporting it makes you as guilty as the person who has committed the malpractice.

Please refer to the Safeguarding and Complaints Procedures.

# British Values Policy

British Values are a set of four values introduced to help keep children safe and promote their welfare.

## What are British Values?

* Democracy
* The rule of law
* Individual liberty
* Mutual respect and tolerance of different faiths and beliefs

**How does Owls Nest meet these requirements;**

**Democracy**

* We let children know their views count and encourage them to value each other’s opinions and values. We help demonstrate democracy in action, for example, by letting children share views on what activity should come next with a show of hands.
* We provide activities that involve turn-taking, sharing and collaboration
* We give children opportunities to develop enquiring minds by creating an atmosphere in our nursery where all questions are valued

**Rule of Law**

* We help and support the children to understand their own and others’ behaviour and its consequences, helping them to distinguish right from wrong
* We work with children to create the rules and the codes of behaviour, such as agreeing the rules about tidying up, and also ensuring children understand that the rules apply to everyone

**Individual Liberty**

* We provide opportunities for children to develop their self-knowledge, self-esteem and increase their confidence in their own abilities, for example, through allowing children to take risks on an obstacle course and talking about their experiences and learning
* We encourage a range of experiences that allow children to explore the language of feelings and responsibility, reflect on their differences and understand everyone is free to have different opinions

**Mutual Respect and Tolerance**

* We encourage and explain to the children about the importance of tolerant behaviours, such as sharing and respecting each other’s opinions
* We promote diverse attitudes and challenge stereotypes, for example, by sharing stories that reflect and value the diversity of children’s experiences
* We provide resources and activities that challenge gender, cultural and racial stereotyping
* We create an ethos of inclusivity and tolerance within our nursery where views, faiths, cultures and races are valued
* We aim to arrange visits whereby children can engage with the wider community
* We encourage children to acquire a tolerant, appreciation and respect for their own and other cultures by discussing with them the similarities and differences between themselves and their friends; and among families, faiths, communities, cultures and traditions
* We share and discuss practices, celebrations and experiences

**Lockdown procedure – A terrorist attack or major incident**

In light of recent terrorist attacks, we now feel it is necessary to have a policy and procedure in place regarding what to do in the event of a terrorist attack or a major incident.

The care and security we provide to your child is of paramount importance. As an Ofsted Registered Nursery, we will do everything within our powers to protect, comfort and support your child in the event of a major incident.

If we are involved or caught up in a major incident, we will comply fully with the instructions from the emergency services and constantly reassure the children in our care. Please don’t attempt to come to the setting, unless asked to collect your child, as this may put you and your child at greater risk. As much as possible, we will keep you fully informed. If you are caught up in a major incident, we will continue to look after your child until you are able to return or a person nominated is able to collect your child. In extreme circumstances this may include overnight care but this will be discussed with you and Social Services.

**Nursery Lockdown Procedure**

Alert to staff: ‘Nursery lockdown’

This signifies an immediate threat to the Nursery. The aim of a lockdown is for the Nursery and its rooms to appear empty and to prevent intruders from entering the premises.

· Manager/Deputy to inform Emergency Services immediately. A member of staff is nominated as Lockdown Manager to initiate, manage and conclude the lockdown.

· All Children/staff stay in their room or move to the nearest room.

· External doors and windows to be locked and blinds/curtains drawn closed, internal door windows covered (so an intruder cannot see in).

· Children/staff sit quietly out of sight and, where possible, in a location that would protect them from gunfire - consider locations behind substantial brickwork.

· Lights, smartboards and computer monitors will be turned off.

· Mobile phones will be turned off or switched to silent.

· A register will be taken of all children/staff in each room /office.

· Take register of staff/Children to a pre-agreed central office. Staff should notify the Manager immediately of any Children not accounted for and any additional Children/staff in their room via the agreed communication channel.

· Staff should await further instructions from the Emergency Services.

· If it is necessary to evacuate the building, the fire alarm should sound.

When practical, parents of the children in attendance will be informed of the current situation.

Staff and Children remain in lock down until it has been lifted by a senior member of staff/emergency services. At any point during the lockdown, the fire alarm may sound which is a cue to evacuate the building.

During the lockdown, staff will keep agreed lines of communication open but not make unnecessary calls to the Nursery as this could delay more important communication.

Due to the fast-moving nature of incidents that require lockdown it is important that all staff are able to act quickly and effectively. Staff have clear roles and responsibilities and it is of vital importance that the Nursery lockdown procedures are familiar to members of the senior management team, staff, and non-staff.

Staff’s understanding is regularly checked with regular training refreshers. A lockdown drill is undertaken at least once a year and thoroughly debriefed to monitor the effectiveness of arrangements. Parents will be informed that the Nursery has a lockdown plan and that it will be regularly tested.

**Communication between parents and the Nursery**

Arrangements for communicating with parents in the event of a lockdown will be routinely shared either via newsletter, Baby days or the Nursery website.

In the event of an actual lockdown, any incident or development will be communicated to parents as soon as is practicable.

Owls Nest would like to reassure parents and carers that the Nursery understands their concern for their child’s welfare, and that it is doing everything possible to ensure his/her safety.

Do not contact the Nursery. Calling the Nursery could tie up telephone lines that are required for contacting emergency support providers?

Do not come to the Nursery. This could interfere with emergency services access to the Nursery and may even put you and others in danger. Wait for the Nursery to contact you about when it is safe to collect your child, and where this will be from.

**Emergency Services**

It is important to keep lines of communication open with Emergency Services as they are best placed to offer advice as a situation unfolds. The nursery may or may not be cordoned off by Emergency Services depending on the type and severity of the incident that has triggered the lockdown. Emergency Services will support the decision of the Manager with regards to the timing of communication to parents.

In the event of a prolonged lockdown or more severe scenario, emergency services, local authorities and voluntary sector organisations will work together to co-ordinate practical and emotional support to those affected by any emergency, also referred to as humanitarian assistance.

**Active Outdoor Play**

Daily health and safety checks (Risk Assessments) are carried out in the garden, by management and the staff member on open or close.

Before each room uses the garden, one member of staff is to go to the garden to ensure the equipment is set out ready for use and conduct another safety check.

When it is time to leave the garden the children are encouraged to tidy up what they were playing with just as they would do in the rooms. Staff also to ensure equipment is safely tidied away for the next room.

One member of staff will complete the safety check on a daily basis. When completing the check staff need to make sure the equipment and the area is safe to play in by ticking the boxes if it is safe and crossing and making comments if anything is unsafe. Management will check the safety check each day. The safety check must be done by 10am each day during all weather conditions.

# Accident and Exisiting Injury Procedures

In the event of an accident, a member of management will be informed and will advise the staff member on what approach to take. All accidents are recorded on an accident form and the parents/carers are notified on the day the accident has happened and are asked to sign the accident form. This report details exactly what happened, the injury sustained, the treatment given and by whom. The report is to be signed by the parent/career.

There is a list of all first aid trained staff in all rooms.

**Major Accidents:**

If a major accident occurs, the procedure is as follows:

* At all times the staff must wear protective gloves.
* Staff members dealing with the accident should ensure that their own safety, and the safety of others, is maintained as a priority.
* If able to be moved, the child is taken to an appropriate area of the nursery and a member of management is notified.
* The first aider and the Manager will then assess the situation and decide whether the child needs to go immediately to hospital, or whether the child can wait for the parent/carer to come. In any case, the parents are informed immediately.

1. If a child needs to go straight to hospital, an ambulance will be called. Then the parent/carer will be contacted and arrangements will be made to meet the parent/carer at the hospital. A member of staff will accompany the child to the hospital, but will not sign for any treatment to be carried out unless the doctor in charge states that a delay will worsen matters and only after efforts have been made to contact the parents/carers regarding the treatment.
2. If the child can wait for the parent/carer to come then the child will be made as comfortable as possible until the parent/main carer arrives.
3. If the accident results in death, then the ambulance is called, parents are informed and the local authority Health and Safety Department is notified by the telephone. Ofsted and other agencies will then be informed.

* At no time is any member of staff insured or authorised to take a child to hospital in their own vehicle, however if the accident is not serious enough to warrant an ambulance, a taxi may be called / hailed and a staff member or member of management will accompany the child to hospital with written permission (via email) from the parent / career.

**Minor Accidents:**

If a minor accident occurs, the procedure is as follows:

* At all times, staff must wear protective gloves during dealing with injury.
* The child is taken to a comfortable area of the nursery for the treatment.
* The injury is assessed by the First Aider and a member of management is called.
* The injury is then treated.
* The child is re-settled back into the environment and observed.
* The accident is then recorded in the usual way and a report given to the parent/carer to sign at the end of the day.

**Head Injury:**

If a child suffers a bump or lesion to any part of the head, a member of management must be notified immediately who will in turn contact parents immediately. Continual monitoring of the child must take place until the child is collected from the nursery and a head injury monitoring form will be completed and given to the parent/carer.

**Accident to a visiting adult/member of staff:**

The same procedure for staff/ adults visiting the nursery is adopted as above. An accident report for the adult must be completed.

**Off premises accident:**

If a child arrives at nursery with a visible cut, bruise or broken bone etc., a staff member will be asked to complete a Injury on Arrival Form for our files, confirming that the accident did not happen whilst the child was on nursery premises or nursery outing. They will be asked to give an explanation of how the injury happened and all details will be recorded.

It is Owls Nest responsibility to notify Ofsted of any serious accident, illness or injury to, or death of any child while in our care and the action taken. We are to notify Ofsted as soon as possible or within 14 days of the incident.

It is also Owls Nest responsibility to notify local child protection agencies (Northamptonshire Multi-Agency safeguarding Hub or MASH) of the above information and must act on any advice from those agencies. If any of the incidents are to be caused by a staff member then the DO will also be notified and actions will be taken.

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# Administration of Medicines

In the interests of safeguarding the children in our care, the following procedures have been put into place:

* Staff are not permitted to administer any medicines that have **not** been prescribed by the doctor, labelled in English or if they are not first aid trained (the exception to this is Calpol – please see below). **Children must be on their antibiotics for 24 hours prior to attending the nursery.** Medicines must be clearly labeled with a prescription label showing the child’s correct name and date of birth, date of prescription, dosage and length of time of the course. If any details appear faint or are missing then please ask the parent to write the details on the bottle with a permanent marker. Parents are required to complete and sign a medicine record form and we cannot accept responsibility for any effects the treatment may have on a child. All details will be recorded on our medication form.
* When medicine is administered by the first aid trained staff it is mandatory to have a witness who can and will verify the correct medicine and correct dosage given to the correct child at the correct time. The person administering the medication and the witness are both required to complete and sign the correct medication form, record of medicine administered. The medicine is then stored appropriately i.e. in the medicine container in the fridge or in the medicine container in the cupboard.
* Calpol can be given only in emergency when the child’s temperature is over the normal temperature (37.8°) and when the nursery is in receipt of the relevant medication form signed by the parent and verbal consent is given over the phone or in person. If the relevant medication form is not present and the parent wishes Calpol to be administered an email confirming their consent may be used in a one-off situation. If Calpol is required within the first 6 hours of the child being at nursery, parents are required to state if the child has previously received a dosage before nursery and state the time given. This is to ensure the child receives only the correct amount of Calpol.
* Staff must fill in a medicine form with the Calpol details; date, time of administering medication, dosage, expiry date and a signature from the parent must be obtained when they come to collect the child.
* Parents are required to inform us of any side effects to any medication or food immediately. It is our aim to build a consistent and fruitful partnership with parents.

**Administering medication:**

* A witness must be present at all times when the staff member is administering medication.
* The medication must be checked by both members of staff and the medication form should be completed before administering any medication to the child. The form then needs to be signed by both the members of staff.
* All medicine forms should be checked by the manager at the end of the day. Each Room Leader is to follow through with the medication forms and inform management before medication is to be administered on a regular basis.
* We may require special training for regular medication and this will be organised with the parents and any health professionals as advised.

**Administering medicines on outings:**

Staff should follow guidelines as advised by the parents and/or health professionals. A designated first aid member of staff should be in charge of carrying the medicine noting any health and safety requirements for carrying the medicine(s) and administering the medicine in the presence of a witness. When medicine is administered, it is mandatory to have a witness who can and will verify the correct medicine and correct dosage given to the correct child at the correct time. The person administering the medication and the witness are both required to complete and sign the correct medication form.

**Staff taking medication /other substances:**

If this the case practitioner are advised to seek medical advice depending on an individual condition. Owls Nest ensure that this may not affect their ability to care for children. Staff medication on the premises is stored securely and a staff medication form Is completed stating what the medication is and for, dosage, when they take it and where it is stored. A individual healthcare plan may need to be completed depending on the reason for medication and illness. The healthcare plan will identify in more detail the illness.

# Sick Child and Emergency

It is our policy to encourage and promote good health and hygiene for all the children in our care.

This specifically includes monitoring the children for signs and symptoms of communicable diseases such as chicken pox, measles, mumps, conjunctivitis, diarrhoea, vomiting, fever of 100 degrees centigrade or over. OFSTED will be informed if a child is suffering from a disease identified in the Public Health Register 1988.

With the welfare of the sick child in mind and in the interests of the remaining children, if a child is suffering from fever, she / he will be observed for half an hour and if the temperature still doesn’t come down, the parent/carer will be contacted and requested to collect him/her as soon as possible.

It is the policy of the nursery that any child who has any communicable disease must have been clear of that disease for a minimum of 48 hours prior to the child being considered for

Re-admission to the nursery. In the case of sickness and diarrhoea, the child must have normal stools and no sickness for that 48 hours period.

In the case of Chicken Pox, the child is not allowed back to the nursery until 5 days from the onset of the rash and until all of the wet sores have scabbed over and dried.

The staff must be convinced that the child has returned in good health before re-admitting and staff may refuse re-admission until clearance has been obtained from a medical practitioner, in writing.

In the case of a serious accident or illness occurring then the parent/carer will be contacted immediately along with the medical professional (if needed) and the appropriate action will be taken. In the unlikely event, if the parent is not available, then the senior staff member will assume charge and if necessary will call ambulance.

**Animals and Pets**

* Children are encouraged to assist with the weekly water change.
* Nets are to be used for the removal of the fish.
* Staff must ensure that either they or another responsible adult will maintain care of the pet during holiday periods.

# It is the nursery’s policy to ensure that the animal and animal’s habitat is cleaned with the aim of ensuring that infection is not spread. Each room will take on the responsibility of looking after their own pets. If a different animal other than the ones owned by Owls Nest were to visit the nursery than a indiidual risk assessment will be carried out.

Looking after the rabbit**:**

* The hutch / cage etc. is kept outside.
* Allergies of all children and staff are checked before anybody carries out care to the rabbit.
* Feed and change the drinking water daily.
* Clean the hutch /cage once a week.
* Protective clothing and gloves to be worn.
* Children are supervised to handle the animals, help with the feeding, but ensure protective clothing is worn and hands are washed after handling.

**Looking after the fish:**

* The fish is to be kept in a suitably sized fish bowl/tank.
* Fish are to be fed daily in accordance with food instructions.
* The water is to be changed weekly.
* Children are encouraged to assist with the weekly water change.
* Nets are to be used for the removal of the fish.
* Staff must ensure that either they or another responsible adult will maintain care of the pet during holiday periods.

# Procedures for Bathroom Routine and Cleaning

**Nappies:**

* Any member of staff changing a nappy should first talk to the child and tell them where they are doing.
* The child should be placed safely and securely on the changing mat whilst the staff member continues to talk to the child to make them feel safe and secure.
* Disposable gloves and an apron must always be worn by the person changing the nappy.
* Nappies must be disposed of via the disposable nappy unit in a nappy sack.
* Each member of staff will have to complete the Nappy chart stating the time the nappy was changed and what it was.
* Never leave a child unattended for any reason on the nappy unit. Carefully remove the child from the unit and return to their environment.
* Change gloves and apron after each child, clean changing mat with anti-bacterial cleaner.
* Once all children are changed, wash hands.

**Use of toilets:**

* Children are free to use the bathroom and toilet as and when they need to. Children need to be supervised and ensure children are in sight or sound.
* Children are shown and encouraged to remove and replace clothing appropriately, in order to use the toilet independently.
* Staff to check to ensure children and their clothes are clean after using the toilet.
* Staff are to regularly check the toilet and bathroom areas to ensure that taps are off and toilets flushed and clean and that appropriate toilet paper is available.
* Staff must use the adult toilet provided and must wash hands appropriately after use, drying with hand towels.

**Bathroom Cleaning:**

* The children’s toilet should be cleaned at the end of the day.
* The adult toilet should be cleaned every day.
* Nappy disposal unit is to be emptied daily and washed with anti-bacterial spray.
* Toilets are to be washed with anti-bacterial liquid and then brushed with toilet brushes.
* The floor including the adult toilet floor is to be mopped with the floor cleaning liquid.
* All buckets are to be emptied and cleaned every day.

# Procedures for laundry

***Daily:***

Children’s soiled clothing is to be placed in a sealed plastic bag, labelled and placed on the child’s peg. Parents are to be informed either verbally or by notice board so that they can take it home for cleaning. Parents are reminded to replace clean clothes in their child’s peg bag.

Bed sheets to be washed daily or labelled for individual children and washed weekly.

***Monthly:***

🡪 Floor mats, rugs are to be washed once a month.

🡪 Dressing up clothes are to be washed monthly.

**General:**

🡪 Children using supplied clothes must be washed before returning to school.

🡪 Children’s paint towels, aprons, dusting and drying clothes are to be washed at least once a week.

**Public Holiday Closure Policy**

Owls Nest is setting the standards for what to do before and after the setting closes due to public holidays.

We are open 51 weeks of the year apart from one week at Christmas and all public bank holidays. These are the public holidays referred to for closure.

It will be the responsibility of the Nursery Manager to ensure that reasonable steps have been taken so the setting is safe and secure during the closure and when the nursery opens up again. The Nursery Manager should report any issues and concerns that could compromise the safety of the building to the Director before and after the closure. In their absence, the deputy manager will take the responsibility of the manager. This policy deals with the provision of safe areas including all the rooms, toileting areas, and the kitchen, entrances and exits areas.

Below are the procedures to be followed. Nursery Manager is responsible for carrying out additional checks unique to their setting.

Checks of Electrical Appliances:

As part of good practice, risks assessments should be carried out on a daily basis. The Nursery Manager should start carrying out further checks in preparation for the closure:

* All electrical equipment must be switched off and the plug removed from the power source when it is being cleaned or not in use. For example, kettles, electrical heaters and fairy lights.
* Hob burners, grills, ovens etc., must always be turned off.
* Washing machines, dishwashers and tumble dryers must be emptied.
* Check computers and CCTV. These must be turned off.

Check of Fridges and Freezer:

* Check the fridge is set with the correct temperature.
* All foods must be checked to ensure that they are of the quality, substance and temperature required for storage and that they are within their use-by-dates.
* All foods must be stored under conditions that will prevent their deterioration.  Instructions on the label, if present, should be followed.
* Dispose of leftover food immediately.

**Check of Heating System**

* The minimum standards document defines the temperature range for rooms in which children are cared for as 18oC -21oC. It is necessary to monitor this on an ongoing basis and it is useful to have a thermometer in each room where children are cared for.
* In relation to radiators and heating pipes, appropriate arrangements must be made reto ensure that children are not exposed to direct contact.

**Checks of Toys and Play Equipment:**

Toys and play equipment should be a source of fun and learning for every child. However, they can become contaminated with germs from unwashed hands, spills of body fluids, or by children putting their mouths to them. It is advisable to have all toys cleaned and washed before closure.

* All machine washable toys must be washed, stored clean and dry in clean containers or cupboards.
* Fabric materials, blankets and cushions should be machine washed, dried and stored in properly.
* Plastic toys must be sterilised using Milton tablets or as instructed by the manufacturer.
* All equipment and working surfaces must be kept in a clean and hygienic condition.

Checks of Rubbish Bins

* All rubbish bins must be emptied and bin liners replaced.

Checks of Windows, Doors and Alarms.

* Check that all windows and doors are securely closed and locked.
* Activate the alarm.

**Dietary Requirement Policy**

* Parents must detail all allergies or dietary requirements their child may have on their Registration Forms. This information must be recorded in the Registrations database (Baby Days) and the Allergies & Dietary Requirements Sheet on display in the kitchen and the relevant room, and in the child’s individual folder in the room.
* We are a nut free nursery.
* A list of all children’s dietary requirements is displayed in rooms and in the kitchen.
* If a child moves from one room to another the relevant Allergies & Dietary Requirements Sheets must be updated accordingly.
* If a parent says that their child has a dietary requirement, they need to be specific and say whether it is because the child has an allergy or if it is the parent’s personal preference or for religious reasons. For example, if a parent says their child is not to eat nuts, does that mean just nuts or foods which may contain traces of nuts as well?
* For a child who has any dietary requirements/allergies they will need to be sat away from this food but with another person sitting with them.
* If a parent is to bring their own food into the nursery, under no circumstances is this food to be given to any of the other children. They must abide by our no nut policy.
* If a member of staff brings their own food into the nursery, under no circumstances is this food to be given to any of the children. They must abide by our no nut policy.

# First Aid Treatment

This policy is for all staff, children, and visitors who come into the nursery.

* There must be at least one appointed pediatric first aider on site at any time. Owls Nest aim to ensure that all employees are first aid trained. We are aware of the new regulations regarding newly qualified entrants to the early year’s workforce who have completed a Level 2 or 3 qualification on or after 30 June 2016. This states that in order for them to be counted in ratios, an appropriate first aid certificate must be obtained within three months of starting work.
* Accident reports must be completed with child and staff (witness) full names.
* The Manager needs to be informed of any accident and will need to sign and date accident forms to confirm that they have been informed.
* Each room will have a 1st Aid box (sign to say where this would be kept in room, kitchen, office etc.)
* The first aid box will be checked two monthly and used or out of date resources will be replenished. The person checking will sign and date to say the contents are complete.
* In case of outings, there will be at least one 1st Aider in each group at all times and staff will explain this to parents/carers who would attend the outing before they set off.

All Paediatric First Aid courses completed are checked to be local authority approved.

# Fire Safety Procedures

Fire Drill practices take place once every 6 weeks. These are recorded in our fire drill book which states the number of children present, number of staff present, the time and date the practice took place and any evaluation of the drill which would inform future drills or emergencies.

Fire testing points are checked once every week.

The buggies are to be placed in the shed in the back garden. We request that parents keep their buggies folded throughout the day and be courteous towards others coming in and out of the setting.

**When fire alarm goes off, you must do the following:**

* **Check toilets and gather all children at meeting point.**
* **Walk; do not run when leaving the building.**
* **Leave any belongings and do not return to the building.**
* **In each room the person in-charge must take the register.**
* **The overall person-in-charge MUST take the staff register, 1st Aid Box, phone and phone numbers of the parent/carers. This will be completed by the management team.**

# Emergency Plan (Evacuation Procedures)

**Action on discovering a fire:**

* Close all doors.
* Go to the nearest fire meeting point; make sure the alarm goes off.
* Go out through the nearest fire exit and assemble at the meeting point.
* Call 999.
* All children must be evacuated by the nearest fire exit.
* Everyone is expected to go straight to on assembly point. Nominated person will then proceed to do a roll call of all children and staff.

**Staff responsibilities in case of fire:**

**Manager or Deputy**

* Take cordless phone, phone numbers of parents and nursery register.
* Do the roll call and a final headcount.
* Call emergency service.
* Calm the situation.

**Senior Staff:**

* Check the toilets.
* Take room registers.

**Fire exits must not be blocked at any time.**

# Food and Drink Policy

This policy is relevant to the cook or member of staff who is responsible for preparing or serving food.

We at Owls Nest will take every step to ensure that food served to the children is prepared to the highest hygiene standards to prevent food poisoning. We will notify OFSTED if we encounter two or more cases of food poisoning on the premises.

* Food must be stored correctly (separated raw and ready to eat food).
* Hand washing and drying before and after any food preparing takes place.
* Separate chopping boards must be used for raw products, ready to eat food, dairy products, fruits and vegetables and meat products.
* Chilled food must be kept at 5 degrees centigrade and definitely below 8 degrees centigrade (46 degree Fahrenheit).
* Fridge and freezer temperatures must be observed daily to ensure the above temperatures are maintained.
* Hot food must be kept above 63 degrees centigrade.
* Antibacterial wipes must be used to clean probe after use.
* Hand washing and drying must occur regularly in particular.

1. Before starting any work in the kitchen.
2. Before handling ready to eat food.
3. After using the toilet.
4. After the break.
   * Staff working in the kitchen should:
5. Wear appropriate clothing, hair tied up.
6. Not touch face or hair.
7. Cover all cuts with water proof plasters.
8. Not cough or sneeze over the food.
9. Complete daily checks.

* All food handlers must have supervision/induction when working at Owls Nest. All kitchen staff will have relevant training in food and hygiene and hold a level 2 qualification.

# Procedures for serving food

All staff must remember to wash their hands before preparing and handling food.

The procedure for serving all meals are as follows:

* Allergies and individual dietary requirements will be checked and respected accordingly prior to serving food. Kitchen staff should refer to the Allergies & Dietary Requirements sheet on display in the kitchen. The room leader should refer to Allergies & Dietary Requirements sheet on display in the room.
* The temperature of hot food should be checked before being served to the children to avoid burns or scalding.
* Wash and sterilise all table top surfaces, or place appropriate table coverings.
* Lay tables for the meal.
* Set up waste food table.
* The temperature of hot food should be checked before being served to the children to avoid burns or scalding.
* Kitchen assistant deals with food preparation.
* All members of staff serving meals must wash their hands before serving in the designated sink. Hand paper towels are to be used for drying.
* Staff must wear blue aprons and gloves when serving food.
* Tables are cleared and sterilized by the kitchen assistant at lunchtime and rotated by staff at tea-time.
* Waste is emptied.
* Dishes are loaded into the dishwasher.
* All left over foods must be covered, dated and refrigerated where necessary.
* Any dried foods must be stored in a plastic container, labelled and dated.   
  No open packets are to be left in cupboards or on work surfaces.
* The floors are swept and mopped.

Procedure for kitchen cleaning (after lunch and tea)

* All utensils, dishes and cutlery must be rinsed and put in the correct order in the dish washer. Large knives are to be put in the top tray. The waste dispenser must be checked before and after use. Rinse aid and salt are to be replaced regularly.
* All surfaces within the kitchen, including the cooker, are to be wiped down with anti-bacterial spray or other appropriate cleaner.

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# Policy statement on food management

The nursery will adopt a policy that will ensure that the standard of table manners and behaviour which is expected will be consistent. Mealtimes should be a happy social occasion for staff and children alike.

Following procedures are conducted during food management:

* Allergies and individual dietary requirements will be checked and respected accordingly prior to serving food. Kitchen staff should refer to Allergies & Dietary Requirements sheet on display in the kitchen. The room leader should refer to Allergies & Dietary Requirements sheet on display in the room.
* The temperature of hot food should be checked before being served to the children to avoid burns or scalding.
* Staff will set a good example of good table manners.
* Cultural differences and eating habits will be respected.
* Children will be encouraged to wait before starting their meal until all others have been served where reasonably possible.
* Conversation will be allowed and encouraged.
* Any child who shows signs of distress will be allowed to scrape their food without any fuss.
* Children not on special diets will be encouraged to eat a small piece of everything.
* Children who are slow eaters will be given time and are not rushed.
* Quantities will take account of the ages of the children.
* Menus will be displayed for parents to see.
* Children will be encouraged to help staff serve the meals to their friends on a rotational basis.
* Children are encouraged to scrape their leftovers into the bin and to place their cutlery and plates for collection by the kitchen assistant.

**Food and Drink Procedures**

The management of Owls Nest ensures that all children are offered healthy and nutritious food and drink at regular intervals taking into consideration individual dietary and religious requirements.

Food timings are as follows:

08:00 – 09:00 Breakfast

12:00 – Lunch

16:00 – Tea

* Water will be available at all times for the children, to either drink by themselves or ask the member of staff to serve them.
* A glass of milk will be offered to the children if they want it.
* Under no circumstances should the withdrawal of food or drink be used as a punishment.

The staff at the nursery will endeavour to:

* Encourage children to wash their hands before eating food.
* Ensure there is staff interaction with children at all times, each table has at least one member of staff seated with the children, encouraging them to maintain good table manners and eating habits.
* Involve children in setting out of lunchtime places.
* Involve children, staff and parents in the choice of food on the menu at every review stage.
* Ensure meal times are a valuable learning opportunity for children to develop their social skills.
* To encourage young children to be independent at feeding themselves and to help them along if they are having difficulty. Remember that individual children will be ready for this in their own time.
* The interval between cooking and serving food should be minimal.
* The temperature of hot food should be checked before being served to the children to avoid burns or scalding.

OFSTED will be informed in case of food poisoning which affects two or more children.

# Food Handlers with Infectious Disease

Any member of staff who is handling food with any illness or conditions, which could affect the safety of the food, must inform the management as soon as possible.

Any member of staff who fails to report this to the management, disciplinary action will be taken.

Any illnesses or conditions that could affect the nursery and the safety of the children or staff must be reported so we can deal with the matter and stop cross – infection as soon as possible.

These are some illnesses and conditions. If you have any illness or condition that is not listed below, you still have to report it to the manager.

* Disease related to hands, feet or mouth.
* Ringworm
* Threadworm
* Diarrhoea and sickness
* Thrush
* Any skin conditions such as chicken pox, measles.

Additionally any member of staff handling food must comply with certain Health and Safety conditions such as:

1) Hands must be washed thoroughly and wiped with hand towel before any food is handled.

2) All policies regarding the kitchen must be abided by.

**Healthy Eating Policy**

At Owls Nest, we believe that children should be provided with healthy and nutritious meals. The children will always sit down to eat breakfast, lunch and tea in ‘family’ groups. We will always sit with them, encouraging them to try new things and support them to learn independence and good table manners. Meal times provide opportunities for us to converse and reflect with them on the events and activities of their day as well as discussing the importance of nutrition.

Our food is always prepared from fresh on site. All of our ingredients are locally and seasonably sourced. We have a rotational seasonal menu so if your child attends only two or three times a week they still get a varied diet at nursery. We ensure all of our menus are nutritionally balanced. Menus are displayed weekly on our parents’ board. We can cater for any special dietary requirements or allergies.

**Illness and Injury Policy**

Preventing the spread of infection:

Children who are obviously unwell will not be accepted into the nursery. If a child has been prescribed antibiotics, they are not permitted to come to school until 24 hours after the medication has begun. We reserve the right to request a clearance certificate from a doctor if we think a child is not well enough to return to nursery.

We will inform OFSTED and Local Child Protection agencies if there is any serious injury, accident or illness or death to a child whilst in our care. Notification will be made as soon as is reasonably practical, but in any event within 14 days of the incident occurring we will also inform OFSTED and the Health protection Agency if a child is suffering from a disease identified in the Public Health Register 1988.

On the co-coordinators list, First Aiders are listed and there is a copy of this list in every room for reference.

**Pets in the nursery:**

We will ensure that no animals on the premises pose a risk to children in our care. Before a pet is acquired, we will look into any allergies as indicated on the application forms for the children and staff induction forms. There is a clear guideline in the above-named policy about following health and safety guidelines e.g. washing hands after playing with pet.

**Diarrhoea and stomach upset:**

Any child who passes 3 loose stools, or a child who has symptoms such as vomiting or diarrhoea, will be sent home and excluded from nursery until a hard stool has been passed or vomiting has ceased for at least 48 hours.

**Conjunctivitis:**

This is very contagious and any child showing signs of conjunctivitis (sticky eyes) will be sent home and parents will be asked to obtain medication to show that it is being treated.

**Infectious illness (i.e. chicken pox, Measles, Croup, Impetigo etc.)**

Any child with an infectious illness will be sent home and excluded from nursery. Parents should notify the nursery immediately such an illness is diagnosed. Again, we reserve the right to ask for a clearance certificate from your doctor if we think a child’s disease is still infectious. We would expect children to abstain from nursery for 5 clear days for appearance of the rash.

**Night - time illness:**

Children who have been unwell in the night should not be brought to nursery the next day, especially if they have had a temperature during the night. Any child with a temperature in the nursery will be sent home if there temperature remains high after calpol will be advised to stay at home for 24 hours until the symptoms have subsided.

**Head-lice:**

Parents will be notified if suspected head lice are found on hair. Parents will be requested to use head lice medication before their child returns to nursery on the next day. Children need not miss any sessions at nursery. If the problem becomes widespread, we will ask all parents, carers, staff and children to be appropriately treated at the same time so that the lice can be eliminated.

**Cough and colds:**

Young children will also be prone to coughs and colds, especially when mixing with other children in a small environment. It is therefore virtually impossible to avoid the spread of coughs and colds. Normally, we will accept children into the nursery with coughs and colds. However, if a child is distressed or shows other symptoms such as a high temperature or lethargy, we will ask parents to take them home.

We expect all parents to adhere to this Health and Medication policy so that illness in the nursery is kept to a minimum. A bout of infection can lead to a number of parents being unable to continue their usual work pattern. This can be stressful and demanding. Early notification of a child’s illness and sensible decisions by parents will keep risk of infection spreading to a minimum.

**Sickness and Reporting of Absence**

Particular numbers of staff are employed to care for the children (according to the ratios stipulated in The Statutory Framework for the Early Years Foundation Stage, Staff: child ratios) at the nursery. In the event of planned staff absences, our team of supply staff will be booked in advance to cover.

In the case of emergency staff absences, the following procedure will be followed:

* The supply staff will be called to cover. Names and telephone numbers are available in the office filing cabinet and their DBS will be at hand.
* Re-grouping of children/ activities/ rooms with minimal disruption will also be considered.
* Use of supernumerary staff.
* Use of agency staff. Name and telephone number of recruitment agency available in the office with their DBS number and expiry date are at hand.
* Staff available are asked to work longer hours to cover shifts, if necessary. Staff may be asked to change work hours and take time back in lieu.
* In the event that the Manager at the nursery is absent then the Deputy Manager will cover. In the unlikely case where both are ill, then a senior team leader will cover.

If a staff member is ill or their child becomes ill then they will need to ring the nursery on either the same day or at 7am the next day. They will then need to ring the nursery before 4pm on the same day to let us know if they will be in the next day. This will give the nursery enough time to sort cover out for the next day.

**Toys and Equipment**

Toys and equipment the children use must be always checked for safety and appropriateness.

When setting up toys and equipment, we will ensure that we are providing a safe and stimulating environment for the children.

This will be achieved by:

* Ensuring that the toys and equipment that are set for play each day are checked for cracks or sharp edges.
* Equipment is set up safely and attractively and inspiringly.
* Toys are safely stored away.
* All pieces are checked to make sure that they are there at the end of use, e.g. all puzzle pieces are put away.
* Children are involved in setting up and tidying away activities whenever appropriate.
* Children are encouraged to play with toys properly and if unsure taught how to use equipment.
* All used toys and equipment are sterilized weekly or monthly depending on volume usage.

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**Maternity and Paternity Leave**

You are entitled to maternity leave and pay in accordance with current statutory provisions. If you become pregnant you should notify the manager of the nursery at the earliest stage so that your entitlement and obligations can be explained to you. In order for us to conduct health and safety assessment you need to notify us on discovery of any pregnancy.

A pregnant employee whose baby is due to be born on or after 1 April 2007 has the rights to ordinary maternity leave (normally paid leave) and additional maternity leave. At the end of her ordinary maternity leave, she is entitled to return to her original job, but if this is not reasonably practicable, to a suitable alternative job. During maternity leave, she may work and be paid as usual for up to 10 'Keeping in Touch days'.

To qualify for maternity leave, you must tell her employer by the end of the 15th week before the expected week of childbirth:

* that you are pregnant
* the expected week of childbirth, by means of a medical certificate if requested
* The date you intend to start maternity leave. This can normally be any date which is no earlier than the beginning of the 11th week before the expected week of childbirth up to the birth.

During the 39 weeks' ordinary maternity leave; you are entitled to benefit from all your normal terms and conditions of employment, except for remuneration (monetary wages or salary). You can also do up to 10 days' work during your maternity leave without losing any Statutory Maternity Pay. Your employer should agree payment with you for the time worked.

If your child is due on or after 5 October 2008 you are entitled to benefit from all your normal terms and conditions of employment, except for remuneration (monetary wages or salary) for the whole 52 weeks' maternity leave (26 weeks' ordinary maternity leave and 26 weeks' additional maternity leave).

At the end of maternity leave, you have the right to return to your original job. If a redundancy situation arises, you must be offered a suitable alternative vacancy if one is available. If your employer cannot offer suitable alternative work, you may be entitled to redundancy pay.

***Antenatal***

All pregnant employees are entitled to time off with pay to keep appointments for antenatal care made on the advice of a registered medical practitioner, midwife or health visitor. Antenatal care may include relaxation classes and parent-craft classes. Except for the first appointment, you must show your employer, if requested, a certificate from a registered medical practitioner, midwife or health visitor, confirming the pregnancy together with an appointment card or some other document showing that an appointment has been made.

***Maternity Pay***

You are entitled to Statutory Maternity Pay (SMP) if you have been employed by your employer for a continuous period of at least 26 weeks ending with the 15th week before the expected week of childbirth, and have average weekly earnings at least equal to the lower earnings limit for National Insurance contributions. SMP can be paid for up to 39 weeks; it is payable by the employer but partly (or, for small firms, wholly) reimbursed by the state.

For the first six weeks the rate is 90 per cent of average weekly earnings with no maximum limit. The standard rate of SMP is reviewed every April.

If you do not qualify for Statutory Maternity Pay, you may be entitled to Maternity Allowance (MA), paid by the Benefits Agency, for up to 39 weeks. To qualify, you must have been employed or self-employed for 26 weeks out of the 66 weeks before the expected week of childbirth and have average weekly earnings of at least £30.

To qualify for maternity leave, you must tell her employer by the end of the 15th week before the expected week of childbirth:

* That you are pregnant
* The expected week of childbirth, by means of a medical certificate if requested.
* The date you intend to start maternity leave. This can normally be any date which is no earlier than the beginning of the 11th week before the expected week of childbirth up to the birth.

Your employer must then write to you within 28 days of her notification, setting out your return date. You can change this date if you give your employer 'eight weeks' notice.

**Paternity Policy**

You are entitled to paternity leave and pay in accordance with the current statutory provisions.

Employees who:

* have or expect to have responsibility for the child's upbringing
* are the biological father of the child or the mother's husband or partner and
* have worked continuously for their employer for 26 weeks ending with the 15th week before the baby is due or the end of the week in which the child's adopter is notified of being matched with the child can choose to take either one week or two consecutive weeks' paid paternity leave (not odd days).

You must complete your paternity leave:

* within 56 days of the actual date of birth of the child, or, if the child is born early, within the period from the actual date of birth up to 56 days after the first day of the week in which the birth was expected.

# Nappy Changing and Toileting

Although children in nappies will be regularly checked for wet and soiled nappies, there are main times during the nursery day that nappies are changed.

1) After breakfast (at about 10:00)

2) Before rest time in the afternoon (at about 12:30).

3) After snack time in the afternoon (at about 2:30).

4) After tea time in the afternoon (at about 4:30).

5) Finally at about 5:30 / 6:00pm just before they leave.

Important note:

* Always wipe and clean the changing mat after every nappy change.
* Always wear disposable gloves and aprons.
* Always wash hands with soap and water rubbing fingers from both hands between and into each other. Nail brushes should also be used, if required.
* When parents hand over wipes and nappies, label them with the child’s name straight away. This prevents children’s nappies getting mixed up.
* Always inform parents/carers if their child requires more nappies, wipes and creams.
* Also inform the parent / carer collecting the child if the child has nappy rash. If nappy rash is present wash the child with warm water NOT wipes.

**Potty Training and Toileting**

When the child shows signs that he / she is ready to begin toilet training at nursery, we will always:

* Come to an agreement with a child’s parent/carer about when to start.
* Discuss whether or not training has begun at home and suggest that this would be a good idea so that the child does not become confused.
* Remind and take the child to the toilet on regular intervals.
* Praise her/him when they actually use the toilet.
* Praise him/her when they ask for the potty or toilet by themselves. Communicate with parents/carers on a regular basis to inform them of any recent development.
* Children will be encouraged to wipe their own bottoms after toilet training has been properly established; usually about age 2.
* It will also be ensured that children learn to wash their hands after toileting from an early stage.
* Once children are independent in the use of the toilet they will be reminded regularly about washing hands after using the toilet.
* Parents will need to provide plenty of spare clothes and pants.

**Rest and Sleep**

* Children who are asleep will be checked every 10 minutes after they have gone to sleep. The check will be thorough to check children’s breathing, not too hot or too cold.
* A sleep record sheet will be kept for each sleep time.
* A record of sleep times will be kept and what time each child was checked.
* Comments/concerns will be recorded. Such comments/concerns e.g., coughing during sleep, crying by themselves to sleep etc will be recorded and reported to parents at the end of the day.
* Parents will also be informed of children who are finding it hard to rest during the day.
* Parental ideas will be sought.
* Babies must be covered with a thin layer of blanket, making sure they can turn if needed. Blankets must never be doubled.
* Children, babies must never have their heads covered at rest time. (Over-heating can cause cot death.)
* Babies must be put to sleep on their side or back. (Parental preferences should be sought and noted.)
* Sleep room should be calm and quiet for sleep time.
* A soft music and light turned down can be used to help children to sleep.
* Children who do not want to sleep will not be forced to sleep and alternatively will have some quiet time instead.

**Sickness and Inclusion Policy**

There are a number of infections which can be harmful to the unborn baby. These Include:

-Chicken Pox

-German Measles

-Measles

If you or your child has been at the nursery when one of the above infections is present we advise you that you see your GP/Midwife to check if you are immune and seek professional or medical advice.

As a responsible childcare provider following advice from the Health Protection Agency we recommend that all children follow the “Routine childhood immunisation programme”.

**Antibiotics**

We are happy to administer antibiotics if your child has been prescribed them. Please ensure you fill out an Administering Medication Form and discuss with your child’s key worker the required medicine which needs to be administered. You can discuss with the team the dosage and frequency and any possible side effects your child may have from the medication. All medications administered have to have a doctor’s label with the child’s full name on it. The child must be on the antibiotics for 24hrs before returning to the nursery.

**How can you help?**

You can help support infection control by following the guidance in this policy and encouraging good personal hygiene.

- Using the hand sanitizers on entering the building.

- Regular hand washing with soap

- Covering your mouth when you cough/sneeze and using a tissue where possible

- Disposing of tissues into the rubbish bin promptly and carefully

- Cleaning hard surfaces e.g. door handles

If your child becomes ill at nursery his/her condition is brought to the attention of one of the senior members of staff/manager. We will then inform parents/carers.

Should a child’s condition deteriorate you will be contacted by a member of staff and actions will be agreed. This may include administering medicine such as Calpol or the collection of the child in more serious cases such as diarrhoea, vomiting or a temperature.

**What happens if my child is ill at home?**

Depending upon the symptoms we may have to consider excluding your child from the nursery in accordance with our guidelines.

Should your child be well enough to attend we do require for you to inform the staff of any illness that has occurred. This ensures our team is able to monitor any signs of reoccurrence or for unusual behaviour. In extreme cases this will also ensure any symptoms of infectious diseases are picked up early and managed effectively.

**Key Guidelines for Exclusion**

Based upon Health Protection Agency guidance we adhere to the following exclusion periods depending upon the symptoms and illness.

**No Exclusion**

Head lice (if head lice medication has been applied)

Threadworms

Coughs and colds

**24 Hours Rule**

Temperature (over 38)

Antibiotics

Conjunctivitis –no discharge to be visible around the eyes.

**48 Hours Rule**

Vomiting – after last symptom

Diarrhea– after last Symptom

Whooping cough – 48 hours from commencing antibiotics (21 days from onset of illness if no antibiotic is used for treatment)

**5 days plus from Symptoms**

- Measles

- Mumps

- Chicken Pox (until all spots are scabbed over)

- Hand, foot and mouth (until all blisters are scabbed over)

Other:

Ringworm – no exclusion necessary but treatment is required and infection site must be covered

Scarlet Fever – can return after 24 hours commencing antibiotics if feeling well

Scabies – can return after first treatment

Slapped cheek – this is dependent on pregnant women and vulnerable children and how clinically well the child is

**Staff Uniform Policy**

This policy sets out the expectations of Owls Nest in relation to staff uniforms. This policy applies to all childcare staff with the exception of Nursery Managers, Deputy Managers who are expected to wear smart clothes which are appropriate for their working environment. Staff uniform is necessary in order to convey a professional and efficient image of the nursery and its staff, give parents / carers / visitors a clear means of identifying staff and support the health and safety of staff whilst carrying out their duties.

The policy is not exhaustive in defining what is acceptable or unacceptable with regards to dress and appearance and staff should use common sense in adhering to the principles of this policy. Nursery manager’s discretion is final.

Childcare staff will be provided with tabards which they will be expected to wear during sessions and on open days. Staff should wear black trousers with a plain, appropriate black top. Staff who wear cultural clothing may continue to do so, but these garments must be dark and plain and a tabard must be worn over it. Shoes must be flat and black and the wearing of open toed footwear is not permitted.

**Allocation of uniform**

Tabards will be allocated to staff. All tabards must be returned to the Nursery Manager when a member of staff leaves otherwise a deduction will be made from the final wages to cover the cost of the them.

**Employee’s Responsibility**

* The uniform should be worn in a clean and presentable fashion
* It is a requirement that uniform is worn during all sessions and on open days. Failure to do so may be treated in accordance with the Disciplinary Policy
* Employees are expected to ensure that tabards are cleaned as regularly as is necessary to maintain an appropriate appearance
* The washing instructions on labels must be followed and no liability will be accepted by Owls Nest for incorrect cleaning / washing
* Staff must not alter the style or appearance of the tabards
* Staff who smoke should ensure their uniform is covered before smoking (during breaks)

During the summer months, in case of very hot weather, the Nursery Manager, following consultation with the Director, may relax the dress code to allow staff to wear lighter and cooler clothing. Managers will inform staff when this is to happen and will ensure that staff remain professional looking at all times.

Other expectations regarding personal appearance and personal hygiene can be found in the Staff Handbook and Code of Conduct within this policy document and must be adhered to at all times.

**Sun Protection**

At Owls Nest, we want all our children and staff to enjoy the sun safely. We strongly believe that outside play is vital to children’s learning and development. We will work with parents and carers to achieve this in the following ways.

**EDUCATION**

* All children will be involved in discussion, appropriate for their age and level of understanding, at the start of the summer regarding the sun, sun protection and the risks of prolonged exposure
* All staff will be educated in the importance of sun protection and the risks involved in not protecting both themselves and others
* Parents and carers will be informed about our policy on sun protection

**SHADE**

* Where certain days get particularly sunny, children will be discouraged from playing there in the very hot weather. If needed, shade will be created by the use of gazebos, parasols or other such items deemed appropriate by nursery management

**TIMETABLING**

* Staff will adjust the daily timetable to ensure that children are not playing outside between the hours of 11am and 2pm (the hottest part of the day)
* Time spent outside on hot sunny days will be enjoyed in small bursts rather than over a prolonged period

**CLOTHING**

* Parents / carers will be asked to provide hats for use outside in the hot weather
* The nursery will provide a small number of spare hats in order to ensure that all children have head coverings
* All children will be actively encouraged to wear hats when outside in sunny weather
* Staff will be encouraged to wear hats in order to protect themselves and act as role models for the children

**SUN CREAM**

* On hot and sunny days, parents should apply sun cream to their child before attending nursery and staff will assist in its reapplication during the day
* Parents will be asked to give written permission for sun cream to be applied to children whilst they are at nursery on the Nursery Application Form
* Parents will be asked to provide a clearly named bottle of sun cream for their child
* The nursery will not provide sun cream due to the risk of allergies
* All staff will wear gloves whilst applying sun cream to children during the day

**Equality of Opportunity & Diversity policy (including SEND policy)**

We provide a welcoming and caring environment that respects and values all parent/carers, staff, volunteers and visitors that attend our setting according to their age, disability, marriage or civil partnership, race, religious belief and sexual orientation. We will not tolerate any discrimination or racial prejudice at Owls Nest and will challenge this accordingly.

Our aim at Owls Nest is to provide a good standard of care and education for our children. We aim to provide an environment in which children are allowed to grow and learn at their own pace. We have a strong commitment to equal opportunities and valuing diversity and see everyone, staff, parents/carers and children as unique individuals. We give each child respect and appreciate that they have individual and unique needs.

Equal opportunities are central to our planning and practices within the nursery. This allows us to ensure that the quality of learning for our children is high and that the children can reach their full potential. We are committed to involving our parents in our celebrations of the numerous cultural and religious festivals throughout the calendar year and we ensure that we have adequate materials, dual language books and display items.

It is our policy at Owls Nest to ensure that all children have equal access to the curriculum regardless of race, status, gender, religion or ability, that our expectation are the same for all our children, that positive images are promoted relating to gender, status, race, religion etc. We want to ensure that our children are not stereotyped in any way and we believe that following these principles will show signs of success and our children will grow confident and become self aware. They will begin to show an increased use of sharing language, culture, religion and beliefs and parents will have increasing confidence in our staff when dealing with issues on equality.

The nursery and staff are further committed to:

* Encourage positive role models, displayed through resources, imaginary play etc. that promote non-stereotyped images. Books will also be selected to promote such images of men and women, boys and girls.
* All children regardless of ability will be encouraged to join in all activities i.e., dressing up, shop, home corner, dolls, construction, climbing on large apparatus, bikes etc.
* Regularly review and evaluate children’s practice to remove those practices which discriminate unfairly on the grounds of gender.

**Inclusive Practice**

**SETTING’S S.E.N.C.O.: Nicola G**

This policy should be considered alongside all other policies and particularly those relating to behaviour and equal opportunities. At the same time it should be recognised that special educational needs has application to all aspects of Owls Nest life. Our aim is to provide an environment in which children are allowed to grow and learn at their own pace.

The nursery is committed to the early identification of special needs and adopts a gradual approach in line with meeting the needs of the child in relation to the 2002 Code of Practice on the Identification and Assessment of Special Education Needs.

A child has special educational needs if he or she has a learning difficulty that calls for a special educational provision to be made for him or her.

A child has a learning difficulty if she or he:

* Has a significantly greater difficulty in learning than the majority of children of the same age.
* Has a disability, which prevents or hinders the child from making use of educational facilities of a kind provided for children of the same age.

As a nursery we fully endorse the principles laid down in the Code of Practice:

* A child with SEN should have their needs met.
* The views of the child should be sought and taken into account.
* Parents have a vital role to play in supporting their child’s education.
* Children with SEN should be offered full access to a broad, balanced and relevant education, including an appropriate curriculum for the Foundation Stage.

The Nursery Manager will see that the nursery staff are involved in the development of the SEN policy, are made aware of the nursery’s SEN procedures and of their roles and responsibilities in the implementation of the policy. At least one member of staff will have completed SPECIAL EDUCATION NEEDS training with the correct course. Either this member, or an appointed member (if more than one staff has training) will be appointed as a Special Educational Needs Co-ordinator (SENCO) for the provision. The nursery will apply appropriate teaching methods so that all children have access to the curriculum including those with special education needs.

The SENCO and Key Person will be involved in the review of a pupil’s target plans as and when appropriate.

**Our Aims:**

* Owls Nest recognises the uniqueness of each individual.
* We have regard for the achievements of all children in the nursery, whatever their age, attainment, gender, background, ethnicity or special education needs are.
* All children will follow a broad and balanced curriculum relating to the Foundation Stage.
* Parents should be involved in all discussions relating to their education. The nursery views the relationship with parents as being a partnership in developing the potential of the child.

**Partnership with parents:**

We have a statement in our nursery prospectus which reads “Owls Nest are committed to an equal opportunity policy” in full, including respect of gender issues, race and religion. We reflect this approach in our cultural studies and activities with the children. We acknowledge that some groups suffer from discrimination and we strive to ensure equality and opportunity for all children, staffs, parents and carers at or visiting our nursery”. The prospectus also includes information about the services provided by Owls Nest.

As stated in our Parents as Partners Policy, we recognise how important it is to make all parents feel welcome and how important communication between management, staff and parents is. In addition to this, we keep parents informed about their child’s progress and welcome their input to support the children’s learning.

* We view partnership with parents to be of paramount importance, in respect of all our children.
* We aim to provide a welcoming environment for children, parents and staff.
* We aim to respect all parent’s views/concerns/complaints with equal concern/responding accordingly irrespective of gender, religion or race. A complaints procedure is displayed on the notice board.
* We aim to challenge stereotypical attitudes by all adults/visitors at our nursery.
* The partnership is demonstrated through both formal and informal contact and interaction with regard to SEN identification, provision and monitoring in accordance with the Code of Practice.
* Parents are invited to become involved in supporting the targets set in the target plans at review meeting for their child.
* It is expected that parents will review the partnership as extending to all those who work with their child.

Responsibilities of the SENCO:

* The SENCO must be a qualified practitioner or with prescribed qualification for this position or have relevant experience.
* Ensure all the practitioners in the setting understand their responsibilities to children with SEN and the setting approach to identifying and meeting the child’s needs.
* Advising and supporting colleagues.
* Ensuring parents are involved throughout with plans and decision making.
* To oversee the day to day operation of the nursery’s SEN policy.
* To co-ordinate provision for children with special education needs.
* To write and review target plans of those children who are getting support from outside agencies. Key person or room leaders should be involved in writing the target plans- the SENCO will ensure that this is done correctly and that reviews are in place.
* To oversee the records of all children with special education needs.
* To liaise with external agencies including the support and educational psychology services, health and social services and voluntary bodies such as child development centre, Early Years Unit.
* To liaise with SENCO in primary schools to ensure that all necessary information and records are passed on when children transfer to them.
* To attend regular SENCO meetings, training and ensure that other staff working with children are given in house or external training to support their role and responsibility.

Identification, Assessment and Review: (SENCO September 2014 amendments)

* The nursery has two specific points of providing written assessments for parents and other professionals this is when the child turns 2 and 5 years of age.
* The progress check at two focuses on the three prime areas of learning – Communication and Language, Physical Development and Personal, Social and Emotional Development.
* When completing the progress report the key person must identify the child’s strengths and any areas where the child’s progress may be slower than expected. If the key person has recognised significant concerns then they should develop a target plan involving other professionals such as the setting SENCO, Area SENCO or any other external agencies.
* The plan should also include activities and strategies that the provider intends to use to address any issues or concern.
* If the child moves, the progress check will be completed and forwarded to the new nursery or school.
* The EYFS profile provides parents and practitioners with a clear picture of the child’s knowledge, understanding and abilities. The profile is completed on the final term of the year before they turn 5. This profile is helpful for those with SEN, the profile helps to inform plans for future learning and identifying any additional needs for support.
* All early years practitioners must monitor and review the progress and development of all children throughout the early years. If there are concerns with the child development the practitioner should consider all information about the child’s learning and development from within and beyond the setting. There must be formal checks completed, observations and detailed assessments.
* The practitioners must also ensure that particular consideration on the child’s progress in the prime areas of learning is taken into account- Personal, Social and Emotional Development, Communication and Language and Physical Development. All of this information must be brought to the attention of the parents and their opinions and views must be considered.
* When identifying and assessing a child with SEN whose first language is not English – requires care. The practitioner must look at all aspects of a child’s learning and development to establish whether there is a delay relating to learning English as an additional language or if it does arise from either a special need or disability.
* There must be no delays made in making necessary provision for children that need extra support; early intervention is very important and it is important to make the necessary provision for special needs.
* The assessments must be reviewed regularly to ensure that the support is relevant to the child’s needs. If the practitioner feels that little progress has been made they may need to seek more specialist support and assessment from specialist practitioners, health, social services or other agencies. The SENCO must ensure that this is in agreement with the parent/carers. The setting should also consider requesting an education health care assessment if the child with special need is not making significant progress.
* When SENCO support has been decided the parents must be notified and they must agree on what interventions or support will be put into place. In regard to the child’s individual support this is normally the key person on a day to day basis, they must have relevant skills and experience and where necessary be provided with additional training and support in order that they can cater for the child’s needs.
* The parents must also be informed and involved with the planning of these targets at all times. The key person will oversee the implementation of these plans and programmes agreed. The SENCO will also support the practitioner in assessing the child’s response to the action taken.
* The SENCO and the key person must review how well the support has impacted on the child’s development during the review set time scale.
* The evaluation of these set targets must be reviewed along with the parents and that their views are taken into account and are part of the agreed changes to the outcomes and support provided for the child’s progress and development.
* The parents must have information and records about the impact of the support provided and are involved in planning the next steps.
* If a child has an education health care plan this will be reviewed by the local authority every year and part of the review would to ask the setting to give input on the children progress and development.
* The SENCO must include planning and preparation for transition before a child moves into another setting. This will include review on the SEN support and EHC.

Special facilities increasing or assisting access:

* The entrance to the nursery has ramp access.
* Two sets of double doors permit access into the nursery building.
* Admissions arrangement:

The arrangements for children with special education needs are the same for all children and such arrangement are set out in our prospectus.

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**Further Inclusion**

At Owls Nest, we feel it is absolutely vital to let children learn together in a diverse community. Where it is necessary; we will make an effort to make a celebration of all of our children's and staffs differences and let these celebrations be a learning experience for all.

As we have such a diverse community at Owls Nest we actively welcome parents to come in and educate our children and staff about their culture or beliefs.

We will ensure that no child or staff member is left out from learning. Whether it be learning about others, or be it having access to the curriculum. We will always differentiate the curriculum to ensure that everyone is included and the individual needs of children are met. All of our staff receive regular training so that they are aware of the current legislation and frameworks regarding inclusion.

We regularly consult both our Equal Opportunities Policy and our Special Educational Needs Policy to ensure that all this happens. The named SENCO and Equal Opportunities Co-ordinator work closely together with the management team to ensure that inclusion remains one of the main focuses of our nursery.

Cultural Capital -

**Staff Acknowledgement**

I hereby acknowledge that I have read, understood and agree to abide by these Policies and Procedures and I understand that doing so forms a part of my contract with Mace Montessori Schools. I further acknowledge that should I not follow these Policies and Procedures, I may be subject to disciplinary action up to and including the level of gross misconduct.

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| **Staff**  **Name** | **Staff**  **Signature** | **Date** |
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