



## **Sessional Care Policies and Procedures**

These policies and procedures have been tailored for use at  
ONCE UPON A TIME NURSERY SCHOOL  
Falcon Road West, Norwich, NR7 8NZ

All references to 'Once upon a time' or 'the nursery' within these policies  
means 'ONCE UPON A TIME NURSERY SCHOOL LIMITED'

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## Admissions and Operation of Waiting List

### Statement of intent

We welcome all families at our nursery.

### Aim

We aim to operate a fair and open admissions policy.

### Methods

- ★ All places will be filled with those children on our waiting list. Our waiting list is compiled by Registration Forms submitted via our website.
- ★ Should a shortage of places occur in any one term, priority will be given to children nearer school age.
- ★ Priority will be given to children wanting five or more spaces.
- ★ If we are over-subscribed the criteria for offering a place will be in this order:
- ★ Siblings of children who have previously attended the nursery or are currently attending the nursery.
- ★ Parents who live in our catchment area (same as the local schools).
- ★ Parents who do not live in our catchment area.
- ★ We primarily offer places to children at our nursery from the age of three years old. A limited number of two-year-old children may be admitted per session, including Two- Year-Old Funded children.
- ★ As part of the registration process, parents will be required to provide documentation to evidence their child's date of birth. This is to confirm that your child has reached the eligible age to receive the free entitlements. A copy of the document will not be retained, but may be requested again at a later date.
- ★ Fees are payable in full on or before the dates shown on invoices for each half term and there will be no refund for absence due to holidays or illness. However, if difficulties arise over payment of fees, a Director will always be available to consider these special circumstances.
- ★ If your child attends for any hours over and above their free entitlement, including lunch clubs, we ask for a deposit of £30. £25 of this will be held by the group until the half term before he/she leaves. Should your child not start or if one half terms notice is not given, this payment will not be refunded. The remaining £5 is an administration fee and is not refundable. (Please also refer to our Charging Policy)
- ★ Due to financial restraints it is necessary for parents to give nursery half a term's notice if they wish to cancel a session on a permanent basis which has already been allocated to their child.
- ★ Early education entitlements are offered within the national parameters:
  - no session to be longer than 10 hours,
  - no minimum session length (subject to the requirement of registration on the Early Years Register) – note: our minimum session is a 5-hour half day,
  - not before 6am or after 8pm – note: our actual opening times are listed below,
  - a maximum of two sites in a single day.

- ★ Our opening times are:

<b>Day</b>	<b>Morning session</b>	<b>Lunch Club</b>	<b>Afternoon session</b>
Monday	08.45 – 11.45	11.45 – 12.15	12.15 – 15.15
Tuesday	08.45 – 11.45	11.45 – 12.15	12.15 – 15.15
Wednesday	08.45 – 11.45	11.45 – 12.15	12.15 – 15.15
Thursday	08.45 – 11.45	11.45 – 12.15	12.15 – 15.15
Friday	08.45 – 11.45	11.45 – 12.15	12.15 – 15.15

- ★ It is always desirable that children are toilet trained. Under special circumstances, if problems arise, nursery will aim to support children who need extra help in this special area.
- ★ **Once upon a time** has a policy of accepting children with special needs if it is at all possible. We try to get extra help if it is desired or deemed necessary with parent approval.
- ★ Nursery school terms usually adhere to those of the local Infant Schools.
- ★ This nursery school is open during school term times only. Term dates vary each year, but we are open for 38 weeks per year.
- ★ This nursery will be closed if Cecil Gowing Infant School is closed due to bad weather. Listen to local radio for this information.
- ★ **This Policy is issued to all families as part of the joining process. It is also available on our website: [www.onceuponatime.org.uk/policies/sessionalcare](http://www.onceuponatime.org.uk/policies/sessionalcare)**

**This policy was adopted at a meeting of Once upon a time nursery school**

**Held on: 5 September 2007**

**Amended on: 1 September 2019**

**Signed on behalf of the nursery**

**To be reviewed: Annually or sooner if any matters arise**

## Charging Policy

### Statement of intent

We want parents and organisations we interact with to be reassured that we provide good value for money and that the processes we have in place for receiving and paying out money are fair, easy to understand and handled without delay.

### Aim

We aim to be open, transparent and competitively priced at all times, and handle all financial transactions in a professional and responsive manner.

### Fees (from 1 September 2017 until further notice)

Sessions not funded	£13.50	Lunch Club	£2.50
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### Methods

1. We charge fees on a half-termly basis. Invoices will show any free funded entitlement.
2. **We will always claim the maximum amount of funding that is allowed during each school term. However, depending on which sessions your child attends, it may not be possible to claim for every session that your child attends. If this applies, parents can choose to either pay for those sessions not funded or not send their child to nursery for those sessions. We will advise if this is applicable at the start of each new term.**
3. Extra sessions added during a half term are charged separately.
4. A charge is made if your child attends our supervised Lunch Club (a packed lunch must be provided).
5. Our fees are reviewed annually and any changes are made on 1 September.
6. Any change to our fees is communicated to parents at least three months in advance.
7. We provide full written details of our charges when parents are offered a place for their child at this nursery, or earlier if requested.
8. When registering a child with us, there is a Registration Form to complete.
9. A Registration Fee of £30 only applies to any extra services provided in addition of the entitlement of funded hours, e.g. supervised Lunch Club. The Fee includes a non-refundable administration fee of £5 and a £25 deposit, which will be refunded in full if one month's written notice is given (either before a child starts or when a child leaves the nursery) **and any outstanding fees have been paid in full.** Note: Receipt of a Registration Form and Fee is not a guarantee or confirmation that a place will be available.
10. Our insurance and Ofsted registration agreement means we cannot open before 8.45am for a morning session or 12.15 for an afternoon session. Should a child not be collected by the end of their agreed session, a fee of £10 may be charged for every 15 minutes late to cover costs for the two members of staff who need to stay behind. We have a separate policy for uncollected children.
11. Fees must be paid half-termly in advance by Bacs, cash or Standing Order. We do not accept cheques.
12. We also accept Childcare Vouchers from a number of companies; please ask at nursery for further details. **Once upon a time** is also signed up to receive payments from the Tax-Free Childcare scheme via HMRC.
13. **No childcare voucher or Tax Free Childcare payments must be made to Once upon a time before an invoice has been raised, other than paying for the Registration Fee. If any such payments are made they will be returned to the voucher provider.**
14. Payment of fees must be received by the date shown on each half-termly invoice. A charge of £10 may be made for late payment.

15. No refunds will be given for absence due to illness, holiday or bad weather closures as staff levels must be maintained and the child's place kept open.
16. Payment of fees guarantees your child's place at the nursery. If fees are not paid by the end of the half term in which they are due, your child may be excluded from attending the nursery.
17. While we try to ensure all invoicing and payments are correct, it is a parent's responsibility to check their accounts with us regularly and bring to the attention of our Finance Director any discrepancies as soon as possible. Where overpayments are made to the nursery, a refund will be made to either the parent or the voucher provider. **Once upon a time** has the right to ask for any over allowance of fees to be recouped from parents.
18. **Once upon a time** is listed with our Local Authority (Norfolk County Council) as an approved provider for funded 2, 3 and 4-year olds and has agreed to meet the conditions of the Early Education and Childcare Statutory Guidance for Local Authorities – June 2018.
19. All children attending our nursery qualify for free government funding from the start of the school term after their 3<sup>rd</sup> birthday. From 1 September 2017, eligible parents will be able to claim up to a maximum of 30 free hours per week for 38 weeks of the year. There is a limit of 1,140 hours that can be claimed over any three consecutive claim periods. For those parents who do not qualify for the 30 free hours, they can claim up to a maximum of 15 hours per week (over a minimum of two days) for 38 weeks of the year. In this case, there is a limit of 570 hours that can be claimed over any three-consecutive claim periods.
20. Parents/carers are not required to pay any top-up fees for the free funded hours.
21. The entitlements will be delivered consistently so that all children accessing any of the free entitlements will receive the same quality and access to provision, regardless of whether they choose to pay for non-funded hours, services or consumables.
22. We will work with parents to ensure that as far as possible the hours/sessions that can be taken as 'free' provision are convenient for parents' working hours.
23. Where parents/carers are not satisfied that their child is receiving the free entitlement in the correct way (as set out in the 'Funding Agreement' and in Early Education and Childcare Statutory guidance for local authorities), a complaint can be submitted directly to John Banbury, Director of Finance – see our separate Complaints Policy – or directly to Norfolk County Council Early Years Finance.
24. Parents must obtain their 'Eligibility Code' from the HMRC website <https://childcare-support.tax.service.gov.uk/par/app/applynow> before the start of the claim period that they wish their child to receive the extended offer of 30 hours per week. Parents must confirm their eligibility every three months with HMRC and advise the nursery if they become ineligible for the 30 hours. If eligibility is not re-confirmed within the timeframe allowed by HMRC, parents will be charged for any loss of funding.
25. Each term, we claim funding on behalf of parents/carers direct from Norfolk County Council.
26. A Norfolk County Council funding 'Claim form' must be completed and signed by a parent/carer each term to enable us to claim their child's funding. The nursery will issue these forms at the beginning of each school term. Parents/carers should ensure they are not over claiming if their child attends more than one setting.
27. Parents/carers will also be asked to confirm on the claim form whether they qualify for a number of benefits that may result in the nursery receiving additional funding under the Early Years Pupil Premium (EYPP) scheme.
28. Planned trips may be charged for to cover costs. You can choose for your child to opt out of any trip.
29. Four weeks' written notice is required if you wish to change your child's sessions or leave the nursery.
30. **Once upon a time** agrees to meet the Operational Guidance for Local Authorities and Providers – June 2018.
31. Any queries with fees or invoicing should be emailed to: [john@onceuponatime.org.uk](mailto:john@onceuponatime.org.uk)



**This policy was adopted at a meeting of Once upon a time nursery school**

**Held on: 10.9.13**

**Amended on: 1 September 2019**

**Signed on behalf of the Nursery**

**To be reviewed: Annually or sooner if any matters arise**

## Settling into Nursery Policy

### Statement of intent

We want children to feel safe, stimulated and happy in the nursery and to feel secure and comfortable with staff. We also want parents to have confidence in both their child's well-being and their role as active partners with the nursery.

### Aim

We aim to make the nursery a welcome place where children settle quickly and easily because consideration has been given to the individual needs and circumstances of each child and their family.

### Methods

- ★ Before a child starts nursery, we use a variety of ways to provide his/her parents with information. These include written information (including our website and policies), displays about nursery activities, information days and individual meetings with parents.
- ★ We provide opportunities for the child and his/her parents to visit the nursery before they officially start attending.
- ★ When a child starts to attend, we work with his/her parents to agree on the best way to help the child to settle into the nursery.
- ★ We allocate a Key person to each child and his/her family, before he/she starts to attend. The Key person welcomes and looks after the child and his/her parents at the child's first session.
- ★ We use pre-start visits and the first session at which a child attends to explain and complete with his/her parents the child's registration records.
- ★ We ask parents to fill out a 'Passport' document about their child's likes, dislikes, daily and weekly routine and where their learning journey has taken them so far. This document is then used by the child's Key person to settle the child at nursery and prepare some next steps for his/her learning.
- ★ Within the first four weeks of attending nursery we discuss and work with the child's parents to create their child's online learning journey on Tapestry.
- ★ Parents are always welcome to stay at nursery for as long as they feel their child needs them. We recognise how important it is for each child to be happy and at ease in their new environment. If the child finds it impossible to settle, the parent will be advised and alternative arrangements will be made to suit the child.
- ★ It is our policy to accept that each child is an individual and this necessitates individual care and support specific to each child.
- ★ Our nursery has a policy of accepting children with special needs if it is at all possible. We try to get extra help if it is desired or deemed necessary with parent approval. (Please refer to our Special Educational Needs and Disabilities Policy)
- ★ **We will access training or professional advice for any child who requires medical support prior to their start date.**

### Transitions

- ★ As children move through the nursery we take care to ensure transitions between rooms run as smoothly as possible.
- ★ Children move through in age or developmental stage order, and as spaces become available.
- ★ As children move through the nursery we take care to ensure transitions between rooms run as smoothly as possible. **Transitional reading material will be given to parents. Parents will be introduced to new Key workers and room routines. Children will have lots of opportunities to visit their new room and Key person.**
- ★ **If a child is joining nursery from a different setting, with parent's permission, we will seek transition information from the previous setting.**

- ★ We contact each receiving school, as soon as we are made aware to invite teachers to visit children prior to them starting Reception Class in September.
- ★ We use the Norfolk County Council 'Record of Transfer' document to inform other schools / nurseries about any child transferring to their setting.

**This policy was adopted by Once upon a time nursery school**

**Date: 24 September 2007**

**And updated: 10 April 2019**

**Signed on behalf of the nursery**

**To be reviewed: Annually or sooner if any matters arise**

## **Parental Involvement Policy**

### **Statement of intent**

We believe that children benefit most from an early education and care when parents and nurseries work together in partnership.

### **Our aim**

To support parents as their children's first and most important educators, and to involve parents in the life of the nursery and their children's education.

### **Methods**

To fulfil these aims we:

- ★ are committed to ongoing dialogue with parents to improve our knowledge of the needs of their children and to support their families,
- ★ inform all parents about how the nursery is run and its policies through access to written information and through regular informal communication. We check to ensure parents understand the information which is given to them,
- ★ Informally inform all parents on a regular basis about their children's progress, daily chats at drop off and collection time,
- ★ involve parents in the shared record keeping about their children via our online Tapestry 'Learning Journal' system,
- ★ provide opportunities for parents to contribute their own skills, knowledge and interests to the activities of the nursery,
- ★ provide information about opportunities for being involved in the nursery in ways which are accessible to parents with basic skills needs, or those for whom English is an additional language,
- ★ hold meetings in venues which are accessible and appropriate for all,
- ★ welcome the contributions of parents, in whatever form these may take,
- ★ inform all parents of the systems for registering queries, complaints or suggestions. All parents have access to our written complaints procedure,
- ★ encourage our parents to be facilitators of our second setting books, making sure these books are taken to and from a child's second setting. Ensuring information about their child's development at each group is shared,
- ★ ask parents to contribute to the running of the nursery via our 'Time for reflection' questionnaire which is sent out annually,
- ★ ask for written feedback from parents at transition times within the nursery, and
- ★ ask for parents' views and knowledge of their child's development so that it can be included in their child's statutory 'Two-year check'.

In compliance with statutory framework for the Early Years Foundation Stage, the following documentation is also in place:

- ★ Admissions Policy,
- ★ Complaints procedure, and
- ★ Record of complaints.

**This policy was adopted by Once upon a time nursery school**

**Date: 24 September 2007**

**Amended on: 21 July 2016**

**Signed on behalf of the nursery**

**To be reviewed: Annually or sooner if any matters arise**

## **Nappy Changing and Toileting Policy**

### **Statement of intent**

At **Once upon a time** we understand that all children are individuals and develop in different ways and at different paces. We respect the routines they have at home and with the help of parents, staff and most importantly the child's Key person, the child will be supported to establish a successful nappy changing and toileting routine at nursery.

### **Aim**

We aim to make the experience of nappy changing and toileting, a positive experience for all children.

### **Methods**

- ★ All of our staff are DBS checked and we operate an open-door policy at this nursery – which means that no member of staff is ever totally on their own while changing a child.
- ★ Students who may be on placement at our nursery will also be DBS checked. Students will never change a child without the proper training and supervision by an experienced member of our team.
- ★ Parent volunteers are not permitted to help any child, other than their own, with toileting needs
- ★ At the first meeting with parents, usually before a child starts to attend the nursery, we will establish the kind of support the child may need with nappy changing or toileting.
- ★ At times of transition between rooms, the new Key person will meet with the parents and the child's previous Key person to ensure continuity in meeting the child's needs with nappy changing or toileting.

### **Baby room**

- ★ The child's Key person will discuss the child's personal nappy changing needs at the first meeting with parents.
- ★ Parents are asked to provide a daily supply of nappies, creams and wipes for their child's use at nursery – these should be brought in their nursery bag.
- ★ Parents will be asked to provide spare clothes daily in case of any nappy leaking accidents. These should be left in a bag on the child's peg. Any soiled clothing will be double bagged, where necessary, and sent home.
- ★ The nursery will also keep a supply of spare clothes for children to borrow if necessary.
- ★ Our changing area is private for the child yet staff can be observed through the door leading into the changing area.
- ★ We keep our changing area hygienically clean and everything staff require to change a child will be accessible to them.
- ★ We aim to create a soothing atmosphere for the children at changing time. Lighting is soft and musical toys played, along with wall art for the children to focus on.
- ★ Nappy changing will be recorded on the child's daily sheet, indicating times of change and if a nappy was wet or soiled.
- ★ No member of staff will be allowed to change a child until they have been trained in our nappy changing procedure.

### **Toddler and Pre-school room**

- ★ Parents are asked to provide a daily supply of nappies, creams and wipes for their child's use at nursery – these should be brought in their nursery bag.
- ★ Parents will be asked to provide spare clothes daily in case of any nappy leaking accidents. These should be left in a bag on the child's peg. Any soiled clothing will be double bagged, where necessary, and sent home.
- ★ Nursery will also keep a supply of spare clothes for children to borrow if necessary.

- ★ Our changing area is private for the child yet staff can be observed through the door leading into the changing area and overheard by other staff members in the toilet and changing area.
- ★ Staff will support children and work with parents during potty training. We will work very closely with parents to help children to achieve this special step in their developmental progress.
- ★ Toileting accidents at nursery are always dealt with sympathetically and the child will be supported to try to 'get it right next time'.
- ★ Parents will need to provide extra underwear for their child and continue to provide wipes during potty training
- ★ We aim to keep our toilet area bright, clean and child friendly. We provide potties and toilet seats where necessary. Our toilets are specially designed for small children to use.
- ★ Children will be encouraged to keep themselves clean at toileting times with the support of the staff at nursery. Children will be taught the importance of washing their hands after toileting.
- ★ For children who have additional needs, a toileting or changing routine will be drawn up by the child's Key person in partnership with the parents.

### **Nappy changing procedure**

- Always talk with the child about the nappy changing procedure. i.e. "should we change your nappy now?", "I'll just put you on the changing mat", and "all clean now!"
- Always wear disposable gloves.
- Always wear an apron.
- Dispose a wet nappy by directly placing it into the nappy bin.
- Dispose a soiled nappy by first placing it into a nappy sack and sealing it, then place into nappy bin.
- Use child's own wipes to clean.
- Use any creams provided by parents if needed.
- Children must **never** be left unattended on changing mats.
- After each nappy change, wipe down mat with anti-bacterial spray (green bottle) and dry with a paper towel.
- Remove gloves and dispose of in bin.
- Remove apron.
- Wash hands.
- Record nappy change on child's daily sheet.
- Only use nappies and creams from the child's own labelled changing bag.

**This policy was adopted by Once upon a time nursery school**

**Date: 24 April 2014**

**Update on: 21 July 2016**

**Signed on behalf of the nursery**

**To be reviewed: Annually or sooner if any matters arise**

## Promoting Positive Behaviour Policy

Our Behaviour Management Mentor is **Poppy Cook**.

### Statement of intent

Our nursery believes that children flourish best when they know how they are expected to behave and should be free to play and learn without fear of being hurt or unfairly restricted by anyone else.

### Aim

We aim to create an environment where children are polite and caring towards each other, able to respect the resources and the play of others, able to engage in the rules and routines of the setting and to show the ability to listen and respond to adults.

### Methods

- ★ We have a named person (see above) who has overall responsibility for issues concerning behaviour.
- ★ We require the named person to:
  - keep her/himself up-to-date with legislation and research and thinking on handling children's behaviour,
  - access relevant sources of expertise on handling children's behaviour, and
  - check that all staff have relevant in-house training on handling children's behaviour. We keep a record of staff attendance at this training.
- ★ We require all staff, students and volunteers to provide a positive model of behaviour by treating children, parents and one another with friendliness, care and courtesy.
- ★ We require all staff, students and volunteers to use positive strategies for handling any conflict by helping children find solutions in ways which are appropriate for the children's ages and stages of development – for example distraction, praise and reward.
- ★ We familiarise new staff and volunteers with the nursery's Behaviour Policy and its rules for behaviour.
- ★ We expect all members of the nursery (children, parents, staff, students and volunteers) to keep to the rules, requiring these to be applied consistently.
- ★ We praise and endorse desirable behaviour such as kindness and willingness to share.
- ★ We avoid creating situations in which children receive adult attention only in return for undesirable behaviour.
- ★ We recognise that codes for interacting with other people vary between cultures and require staff to be aware of, and respect, those used by members of the nursery.
- ★ When children behave in unacceptable ways, we help them to see what was wrong and how to cope more appropriately.
- ★ We never send children out of the room by themselves.
- ★ We never use physical punishment, such as smacking or shaking. Children are never threatened in these ways.
- ★ We do not use techniques intended to single out or humiliate individual children.
- ★ We only use physical restraint, such as holding, to prevent physical injury to children or adults and/or serious damage to property. Details of such an event (what happened, what action was taken and by whom, and the names of witnesses) are brought to the attention of the Manager and are recorded in our Incident Book. A parent is informed on the same day and signs the Incident Book to confirm that he/she has been informed.
- ★ In cases of serious misbehaviour, such as racial or other abuse, we make clear immediately the unacceptability of the behaviour and attitudes, by means of explanations rather than personal blame.
- ★ We do not shout or raise our voices in a threatening way to respond to children's behaviour.

- ★ We handle children's unacceptable behaviour in ways which are appropriate to their ages and stages of development - for example by distraction or choices in order to withdraw the child from the situation.
- ★ We work in partnership with children's parents. Parents are regularly informed about their children's behaviour by their Key person. We work with parents to address recurring unacceptable behaviour, using objective observation records to help us to understand the cause and to decide jointly how to respond appropriately.

## **Biting**

Biting is a very emotive behaviour, but very common in the age group we care for at nursery.

Our staff will work closely with parents of children who bite, giving them information and support on how to help their child understand their actions.

Young children have a limited understanding of the effects of their behaviour on others. They do not appreciate how much biting hurts, even following the usually strong reaction from the child who has been bitten as well as from adults in the environment. Therefore, no blame will be attached to anyone. Names of children will not be shared with parents. Our staff will use the following procedure if a child has been bitten at nursery:

- The adults present will deal with the injured child immediately.
- Disapproval will be shown to the child who has bitten and a short stern script of "That wasn't kind, we do not hurt our friends" will be used. Staff will then explain to the child, at an appropriate time, that is much kinder to "use your words if you don't like something".
- Every effort will be made to ensure the reaction to the child who has bitten does not reinforce the biting behaviour.
- An accident form must be filled out for the child who has been bitten.
- An incident form must be filled out for the child who has caused the injury.
- Staff will examine the context in which the biting occurred, observe the child and look for patterns.
- Staff will consider changing the environment, different toys, different routines etc.
- If biting becomes a frequent or regular event they should undertake a risk assessment, to include: minimising risk by supporting the child who is biting, therefore aiming to protecting others.
- Children who bite regularly may need to be shadowed as part of a risk assessment.
- The Key person of both victim and perpetrator should meet with parents.
- In extreme situations, an Individual Support Plan will be drawn up for the child who bites.
- Children will not be excluded for biting as this may contravene the Equality Act 2010.

## **Bullying**

'Bully' and 'bullying' are not words we would use in front of the children. However, we recognise that in some instances, children's behaviour may reflect bullying tendencies. We take this very seriously. Bullying involves the persistent physical or verbal abuse of another child or children. If a child's behaviour is showing bullying tendencies, staff would work with parents to help the child to adopt more acceptable ways of behaving.

In the unlikely event, the Manager reserves the right to request the removal of any child whose conduct endangers others or the discipline and good morale of the nursery.



**This policy was adopted by Once upon a time nursery school**

**Date: 24 September 2007**

**Amended on: 10 April 2019**

**Signed on behalf of the nursery**

**To be reviewed: Annually or sooner if any matters arise**

## **Equality and Diversity Policy**

Our Equality Named Coordinator (ENCO) is **Poppy Cook**.

### **Statement of intent**

Our nursery is committed to providing equality of opportunity and anti-discriminatory practice for all children and families. We promote British values, which include, mutual respect and tolerance, democracy, Individual Liberty and Rule of Law.

### **Aim**

We aim to:

- ★ eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Equality Act 2010,
- ★ advance equality of opportunity and foster good relations between people who share a protected characteristic and those who do not,
- ★ provide a secure environment in which all our children can flourish and in which all contributions are valued,
- ★ include and value the contribution of all families to our understanding of equality and diversity,
- ★ provide positive non-stereotyping information about different ethnic groups and people with disabilities,
- ★ improve our knowledge and understanding of issues of equality and diversity, and make inclusion a thread which runs through all of the activities of the nursery,
- ★ reflect on our responsibilities as a staff team at monthly meetings,
- ★ promote mutual respect and tolerance, encouraging staff, parents and children to treat others as they would want to be treated,
- ★ promote democracy and include parents, staff and children in decision making
- ★ help children and parents understand the nursery rules, and the legal rules supporting the Early Years Foundation Stage,
- ★ promote individual liberty and freedom of speech within the Law, and
- ★ our staff are aware of the 'Prevent Duty' and the responsibilities within their role.

### **The legal framework for this policy is:**

- Race Relations Act 1976
- Race Relations Amendment Act 2000
- Sex Discrimination Act 1986
- Children Act 1989
- Special Educational Needs and Disability Act 2001
- Age Discriminations Act 2006 (Including Employment Equality Regulations)
- Equality Act 2010 and 2011 Code of Practice
- Special Educational Needs and Disabilities Code of Practice 2014
- Children and Families Act 2014.

### **Methods**

#### **Admissions**

Our nursery is open to all members of the community.

- ★ We reflect the diversity of members of our society in our marketing and promotional materials.
- ★ We provide information in clear, concise language, whether in spoken or written form.
- ★ We provide information in as many languages as possible.
- ★ We base our Admissions Policy on a fair system.
- ★ We do not discriminate against a child with a disability or refuse a child entry to our nursery because of any disability.

- ★ We ensure that all parents are made aware of our Equal Opportunities Policy.
- ★ We develop an action plan to ensure that people with disabilities can participate successfully in the services offered by the nursery and in the curriculum offered.
- ★ Bullying is covered in our Promoting Positive Behaviour Policy and in our Staff Handbook.

### **Employment**

- ★ Posts are advertised and all applicants are judged against explicit and fair criteria.
- ★ The applicant who best meets the criteria is offered the post, subject to references and checks by the Disclosure and Barring Service. This ensures fairness in the selection process. All job descriptions include a commitment to equality and diversity as part of their specifications.
- ★ We monitor our application process to ensure that it is fair and accessible.

### **Training**

- ★ We seek out training opportunities for staff and students to enable them to develop practices which enable all children to flourish.
- ★ We review our practices to ensure that we are fully implementing our policy for equality and diversity.

### **Curriculum**

The curriculum offered in the nursery encourages children to develop positive attitudes to people who are different from themselves. It encourages children to empathise with others and to begin to develop the skills of critical thinking.

We do this by:

- making children feel valued and good about themselves,
- ensuring that children have equality of access to learning,
- reflecting the widest possible range of communities in the choice of resources,
- avoiding stereotypes or derogatory images in the selection of materials,
- celebrating a wide range of festivals,
- creating an environment of mutual respect and tolerance,
- helping children to understand that discriminatory behaviour and remarks are unacceptable,
- ensuring that the curriculum offered is inclusive of children with special educational needs and children with disabilities, and
- ensuring that children whose first language is not English have full access to the curriculum and are supported in their learning.

### **Valuing diversity in families**

- ★ We welcome the diversity of family life and work with all families.
- ★ We encourage children to contribute stories of their everyday life into the nursery
- ★ We encourage parents to take part in the life of the nursery and to contribute fully.
- ★ For families who have a first language other than English, we value the contribution their culture and language offer.
- ★ We offer a flexible payment system for families of differing means.

### **Looked after children**

- ★ Early years settings are committed to providing quality provision based on equality of opportunity for all children and their families. All staff are committed to doing all they can to enable 'looked after' children in their care, to achieve and reach their full potential.
- ★ The designated person for looked after children is the Safeguarding Lead Practitioner (SLP) – **Julie Banbury**.

- ★ The term 'looked after child' denotes a child's current legal status. This term is never used to categorise a child as standing out from others. We do not refer to such a child with acronyms, such as LAC.
- ★ We recognise that children who are being looked after have often experienced traumatic situations. However, we also recognise that not all looked after children have experienced abuse and that there are a range of reasons why a child might be taken into the care of the Local Authority.
- ★ The SLP will liaise with the Local Authority and any other social care department to draw up or follow a care plan for the child. The care plan will include a Personal Education Plan (PEP).
- ★ At this nursery, we place emphasis on promoting children's rights to be strong, resilient and listened to.
- ★ The child's Key person will play an important role in ensuring he/she has firm attachments at the group. We recognise that firm attachments lead to resilience.

### **Food**

- ★ We work in partnership with parents to ensure that the medical, cultural and dietary needs of children are met.
- ★ We help children to learn about a range of food, cultural approaches to meal times and eating and to respect the differences among them.

**This policy was adopted by Once upon a time nursery school**

**Date: 24 September 2007**

**Amended on: 21 July 2016**

**Signed on behalf of the nursery**

**To be reviewed: Annually or sooner if any matters arise**

## Child Protection Policy

### Statement of intent

Our nursery wants to work with all children, parents, staff and the community to ensure the safety of children at all times, and enable all children to feel safe and give them the very best start in life. We recognise our roles and carry out our responsibilities in regard to our 'Duty of care' for the children at this nursery.

A secure, safe and happy childhood is important in its own right. (Statutory Framework of the Early Years Foundation Stage. (EYFS))

Our Designated Safeguarding Lead Practitioner for Child Protection and Prevent Duty issues is **Poppy Cook**. In her absence, **Sarah Greengrass** will deputise.

### Aims

Our aims are to:

- ★ create an environment in our nursery which encourages children to develop a positive self-image, regardless of race, language, religion, age, disability, gender, sexual orientation, culture or home background through anti discriminatory practice,
- ★ help children to establish and sustain satisfying relationships within their families, peers, and other adults,
- ★ encourage children to develop a sense of autonomy and independence,
- ★ enable children to have the self-confidence and the vocabulary to resist inappropriate approaches, and
- ★ work with parents to build their understanding of, and commitment to, the welfare of all children.

### The legal framework for this work is:

- ★ The Rehabilitation of Offenders Act
- ★ The Children Act 1989
- ★ Human Rights Act 1998
- ★ Data Protection Act 1984 and the General Data Protection Regulations (GDPR) 2018
- ★ The Protection of Children Act 1999
- ★ The Children (NI) Order
- ★ The Children (Scotland) Order
- ★ Children and Families Act 2014
- ★ Working Together to Safeguard children 2018

Liaison with other bodies:

- ★ We work within the Local Safeguarding Children's Board. We use the Norfolk Threshold guide to support all child protection issues.
- ★ We have a copies of Local Safeguarding Children's Board literature available for staff and parents to see. Or we encourage them to visit: <http://www.norfolkscb.org/>
- ★ We notify the registration authority (Ofsted) of any incident or accident and any changes in our arrangements which affect the well-being of children.
- ★ We have procedures for contacting the local authority on child protection issues, including maintaining a list of names, addresses and telephone numbers of social workers, to ensure that it is easy in any emergency for the nursery and social services to work well together.
- ★ Records of the local NSPCC contacts are also kept.
- ★ If a report is to be made to the authorities, we act within the Local Safeguarding Children's Board guidance in deciding whether we must inform the child's parents at the same time.
- ★ **Staff will use the Children's Advice and Duty Service (CADS) if they have a concern about a child. The contact details for this service can be found at the end of this policy and are available on our staff safeguarding notice board.**

- ★ We have regard for the Data Protection Act 2018. We recognise that effective sharing of information between practitioners and local organisations or agencies is essential for early identification of need and continued support for the child. Practitioners at this nursery will normally only share information about a child with the parent's permission. However, if we feel there is an immediate need for the child's safety, then sharing without the parent's permission is paramount and within our responsibilities for data protection.

## **Methods**

### **Safe touch**

Our staff are trained to interact with the children in a respectful and positive way. Positive touch says 'I care about you', 'I'm pleased to see you', 'I notice that you are upset', 'I'm listening to you' and 'I am a safe place'.

- ★ Practitioners will not scoop young children up in their arms and cuddle them at will. They will respect the child's space and autonomy – but when the child wants or needs a cuddle or a lap to sit on, the practitioner, like any good parent, will offer this.
- ★ Staff and students are made aware during their induction that we operate an open-door policy which is there to protect both the child and themselves. Open door means that our staff are never in total isolation with a child. When children need personal hygiene care our toilets and changing facilities are within sight or listening of other members of staff at all times.
- ★ We recognise that children need males and females in caring roles and it is important that they see affectionate men and women.
- ★ Parents are always welcome to come into nursery, they can see how children are comforted, lifted and handled throughout the day.

### **Staffing and volunteering**

- ★ We provide adequate and appropriate staffing resources to meet the needs of children. Staff:child ratios are met at all times.
- ★ Our Director of Care and Education and our Director of HR and Training have Safer Recruitment training.
- ★ Applicants for posts within the nursery are clearly informed that the positions are exempt from the Rehabilitation of Offenders Act 1974. Candidates are informed of the need to carry out Disclosure and Barring Service (DBS) checks before posts can be confirmed. Where applications are rejected because of information that has been disclosed, applicants have the right to know and to challenge incorrect information.
- ★ We abide by Ofsted requirements in respect of references and police checks for staff and volunteers, to ensure that no disqualified person or unfit person works at the nursery or has access to the children.
- ★ Volunteers do not work unsupervised.
- ★ We abide by the Protection of Children Act requirements in respect of any person who is dismissed from our employment, or resigns in circumstances that would otherwise have led to dismissal for reasons of child protection concern.
- ★ We seek specific permission from parents for photographs which may be taken and used outside of the nursery.
- ★ We have procedures for recording the details of visitors to the nursery.
- ★ We take security steps to ensure that we have control over who comes into the nursery so that no unauthorised person has unsupervised access to the children.
- ★ Staff have a duty to declare if they live with a person who is on the child abuse register.

## Babysitting

Staff are strongly discouraged from babysitting, due to placing themselves in a vulnerable position from a child protection prospective. If they choose to babysit for a nursery parent it is made clear to them at their induction and in their staff handbook, that their service is not connected to **Once upon a time**. Arrangements for babysitting must be made out of work hours. Confidentiality must be adhered to at all times. It is also made clear that they still have a duty of care and should report anything they feel is a child protection issue to the local safeguarding team.

## Staff gifts

For safeguarding reasons our staff are not permitted to receive any gift from a parent which exceeds £10.

## Photographs, videos, mobile phones and computer devices

- ★ Staff are not permitted to have personal mobile phones or any devices which can take photos or transmit data in the nursery rooms at any time. This rule forms part of their staff contract.
- ★ Visitors to the nursery are requested to keep any bags containing mobile phones or devices restricted to areas of the nursery not used by children.
- ★ Parents are not permitted to use mobile phones in the nursery rooms at any time during collection or drop off.
- ★ Photographs and videos are only taken with our nursery cameras or tablets and with prior signed permission from parents.
- ★ Photographs are used in displays around the nursery.
- ★ Photographs and videos are stored securely on the nursery computer which has a password and is protected against internet intrusion.
- ★ Photographs and videos taken on the Tapestry system are protected by passwords and an online server. (Please see our Tapestry policy).
- ★ Staff are not permitted to access the internet via our staff computer for personal use.
- ★ Staff are not permitted to use our hand-held tablets for any use other than Tapestry.
- ★ We have the following policies which link to safeguarding children:
  1. Social media
  2. Whistleblowing
  3. Responsibilities of staff in an emergency
  4. Non-collection of children
  5. Health and safety
  6. Data protection
  7. Tapestry
  8. Complaints procedure

## Disciplinary action

Where a member of staff or a volunteer is dismissed from the nursery, or internally disciplined because of misconduct relating to a child, we notify the Department of Health Administrators so that the name may be included on the List for the Protection of Children and Vulnerable Adults.

- ★ If an allegation is made about a member of staff/volunteer, the Manager will take advice from the Local Authority Designated Officer (Tel no: 01603 223473) and, if necessary, suspend the member of staff from the nursery. The Manager and LADO will assess the evidence – hearsay – opinion or factual. The following procedure will then be carried out:
  1. Hearsay – an investigation will be carried out with the Local Authority Designated Officer to establish whether there is anything to report to the Child Protection Team and whether suspension is necessary.
  2. Opinion – an investigation will be carried out with the Local Authority Designated Officer to establish whether there is anything to report to the Child



Protection Team and whether suspension is necessary. The situation will be monitored, and records will be kept of any incidents which might have given cause for concern. If no evidence is found the member of staff/volunteer will be reinstated to nursery.

3. Factual –information reported straight away to Children’s Services and Ofsted. The member of staff will be dismissed or a volunteer asked not to return to nursery.

- ★ If anyone suspects the Nursery Manager of any form of abuse, the nursery expects the individual to consult the Director of Care and Education. This person will then contact the Local Authority Designated Officer.

## **Training**

We seek out training opportunities for all adults involved in the nursery to ensure they are able to recognise the signs and symptoms of possible physical abuse, emotional abuse, sexual abuse neglect and Female Genital Mutilation (FGM), which is child abuse and against the law, and so that they are aware of the local authority guidelines for making referrals. We ensure that all staff know the procedures for reporting and recording their concerns in the nursery.

All staff undertake Child Protection training every three years which updates their awareness and understanding of safeguarding issues. Lead Safeguarding Practitioners regularly attend local leaders and managers briefing sessions to receive up to date key issues and any local or national updates.

Our staff are trained to use the ‘Brook traffic light system’ which highlights what normal or harmful sexual behaviour looks like in children aged under five.

## **Curriculum**

- ★ We introduce key elements of child protection into our foundation stage curriculum, so that children can develop understanding of why and how to keep safe.
- ★ We ensure that this is carried out in a way that is appropriate for the ages and stages of our children.
- ★ We share information with parents via newsletters, parent’s evenings and our Facebook page, such as internet safety tools for young children, and highlight the NSPCC ‘Let’s talk pants’ campaign.

## **Complaints**

- ★ We ensure that all parents know how to complain about staff or volunteer action within the nursery, which may include an allegation of abuse.
- ★ We follow the guidance of the Local Safeguarding Children’s Board when investigating any complaint that a member of staff or volunteer has abused a child.
- ★ We follow all the disclosure and recording procedures when investigating an allegation that a member of staff or volunteer has abused a child as if it were an allegation of abuse by any other person.
- ★ We acknowledge that abuse of children can take different forms – physical, emotional, sexual and neglect.
- ★ When children are suffering from physical, sexual or emotional abuse, this may be demonstrated through changes in their behaviour, or in their play. Where such changes in behaviour occur, or where children’s play gives cause for concern, the nursery will investigate.
- ★ We allow investigations to be carried out with sensitivity. Staff in the nursery take care not to influence the outcome either through the way they speak to children or ask questions of children.
- ★ Where a child shows signs and symptoms of ‘failure to thrive’ or neglect, we make appropriate referrals.



## **British values and The Prevent Duty (June 2015)**

Our nursery promotes fundamental British values:

- ★ Rule of law
- ★ Mutual respect and tolerance of different faiths and beliefs
- ★ Democracy
- ★ Individual liberty.

The statutory framework for the Early Years Foundation Stage sets standards for learning, development and care for children aged from 0-5, thereby assisting their personal, social and emotional development and understanding of the world and British values are promoted through such learning.

We use our safeguarding policy alongside The Prevent Duty (2015) to ensure children's welfare is paramount and staff have regard for recognising signs of radicalisation and extremism. It is not our intention to intrude into families lives but as with any safeguarding issue, if we have concerns from observing behaviour we have a duty to act.

### **Guidelines for action on Prevent Duty**

You can contact your local police force or dial 101 (the non-emergency number). They will talk to you in confidence about your concerns and help you gain access to support and advice. The Department for Education has dedicated a telephone helpline (020 7340 7264) to enable staff to raise concerns relating to extremism directly

Concerns can also be raised by email to: [counter.extremism@education.gsi.gov.uk](mailto:counter.extremism@education.gsi.gov.uk). Please note that the helpline is not intended for use in emergency situations, such as a child being at immediate risk of harm or a security incident, in which case the normal emergency procedures should be followed.

### **Disclosures**

Where a child makes a disclosure to a member of staff, that member of staff:

- ★ offers reassurance to the child,
- ★ listens to the child, and
- ★ gives reassurance that she or he will act.

The member of staff does not question the child.

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

Staff make a record of:

- ★ The child's name,
- ★ The child's address,
- ★ The age of the child,
- ★ The date and time of the observation or the disclosure,
- ★ An objective record of the observation or disclosure,
- ★ The exact words spoken by the child,
- ★ The name of the person to whom the concern was reported, with date and time, and
- ★ The names of any other person present at the time.

These records are signed and dated and kept in a separate confidential file.

All members of staff know the procedures for recording and reporting.

### **Informing parents**

Parents are normally the first point of contact. If a suspicion of abuse is recorded, parents are informed at the same time as the report is made, except where the guidance of the Local Safeguarding Children's Board does not allow this. This will usually be the case

where the parent is the likely abuser. In these cases, the investigating officers will inform parents.

### **Confidentiality**

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

### **Support to families**

- ★ The nursery takes every step in its power to build up trusting and supportive relations among families, staff and volunteers.
- ★ The nursery continues to welcome the child and the family whilst investigations are being made in relation to abuse in the home situation.
- ★ Confidential records kept on a child are shared with the child's parents or those who have parental responsibility for the child only if appropriate under the guidance of the Local Safeguarding Children's Board.
- ★ With the proviso that the care and safety of the child is paramount, we do all in our power to support and work with the child's family.

### **Contact numbers**

Children's Advice and Duty Service	<b>0344 800 8020</b>
NSPCC National Society for the Prevention of Cruelty to Children	<b>0808 800 5000</b>
Norfolk Constabulary	<b>999</b>
Local Authority Designated Officer	<b>01603 223 473</b>
Barnardo's	<b>0208 550 8822</b>

**This policy was adopted by Once upon a time nursery school**

**Date: 24 April 2014**

**And updated: 10 April 2019**

**Signed on behalf of the nursery**

**To be reviewed: Annually or sooner if any matters arise**

## **Tapestry and Learning Journal Policy**

### **Statement**

**Once upon a time** recognises its responsibility to safeguard and promote the welfare of all children.

## Aims

**Once upon a time** ensures that all children attending have a personal Learning Journal which records photographs, videos, observations and comments, in line with the Early Years Foundation Stage. This will produce a record of each child's achievements and developmental progress during their time with us.

## Methods

- ★ **Once upon a time** uses an online application called 'Tapestry' that allows staff and parents to access information from any computer via a personal, password-protected log in.
- ★ Each parent/carer will be asked for permission for the nursery to use Tapestry to record their child/children's development.
- ★ Permission will include the taking of photographs and videos.
- ★ Each child will be allocated a Key person who will be responsible for recording their progress and time at nursery.
- ★ Staff access allows input of new observations, photographs and videos, or amendment of existing observations and photographs or videos.
- ★ Parent/carer access allows input of new observations and photographs or the addition of comments on existing observations and photos. Parent/carer log-ins do not have the necessary permission to edit existing material.
- ★ Observations input into the Tapestry system are validated by a senior member of staff before being updated/loaded on the system.
- ★ Parents/carers logging into the system are only able to see their own child(ren)'s Learning Journal.
- ★ The Learning Journal is started once your child has joined the nursery.
- ★ Observations are written in the present tense.
- ★ In all written observations, other children are referred to as 'C1', 'C2', etc. and not by name.
- ★ Tapestry is not used as a general communication tool between nursery and home. A child's Learning Journal is a document recording their learning and development during their early years, and parents/carers may add comments on observations or contribute photographs, videos or information about activities they have been doing outside of nursery.
- ★ Parents/carers may contact the nursery through the usual channels for any other day-to-day matters, e.g. absence, lost property, etc.
- ★ **From time to time we may set whole nursery school or group challenges for children and parents to complete.**
- ★ **From time to time we may publish reminders about specific events at nursery.**
- ★ Staff will use a paper Learning Journal format to record the progress of children who do not have consent to be recorded on Tapestry. This policy will be followed with regards to security, confidentiality and consent.
- ★ Children's Learning Journals recorded on Tapestry will be loaded onto a memory stick for parents/carers to keep when they leave nursery.

## Security

- ★ The Tapestry online system is hosted on secure, dedicated servers based in the UK.
- ★ Access to information stored on Tapestry can only be gained by a unique user ID and password.
- ★ Parents/carers can only see their own child(ren)'s information and are unable to login to view other children's information.
- ★ **Parents/carers must not download/upload photos from Tapestry onto any social networking site.**
- ★ Staff will only log onto Tapestry during normal working hours and in the workplace. Personal computers will not be used.
- ★ Staff will only complete paper Learning Journals during normal working hours and

in the nursery – they will not be taken home.

**Failure to comply with this policy may result in you being asked to remove your child from this nursery.**

**This policy was adopted by Once upon a time nursery school**

**Date: 21 July 2016**

**And updated on 10 April 2019**

**Signed on behalf of the nursery**

**To be reviewed: Annually or sooner if any matters arise**

## Special Educational Needs and Disability Policy

### Statement of intent

We provide an environment in which all children are supported to reach their full potential.

### Aims

- ★ We have regard for the revised DfES Special Educational Needs and Disabilities Code of Practice (SENDcop).
- ★ We include all children in our provision.
- ★ We provide practitioners to help support parents and children with special educational needs and disabilities.
- ★ We identify the specific needs of children with SEN and disabilities and meet those needs through a range of strategies.
- ★ We work in partnership with parents and agencies in meeting individual children's needs.
- ★ We will access training or professional advice for any child who requires medical support prior to their start date.
- ★ We monitor and review our practice and provision and, if necessary, adjust.

### Methods

- ★ We designate a member of staff to be Special Educational Needs and Disabilities Co-Ordinator (SENDCO): **Julie Banbury**. In her absence, **Poppy Cook** will deputise.
- ★ We have a designated coordinator for speech and language: **Poppy Cook**.
- ★ We have a designated co-ordinator to support children who has English as a second language: **Sam Double**.
- ★ We ensure that the provision for children with SEN/disabilities is the responsibility of all members of the nursery.
- ★ We ensure that our inclusive admissions practice ensures equality of access and opportunity.
- ★ We are part of Norfolk County Councils 'Local Offer' to parents with children who have special or additional needs or disabilities.
- ★ We ensure that our physical environment is as far as possible suitable for children with disabilities.
- ★ We work closely with parents of children with SEN and disabilities to create and maintain a positive partnership.
- ★ We ensure that parents are informed at all stages of the assessment, planning, provision and review of their children's care and education.
- ★ We provide parents with information on sources of independent advice and support.
- ★ We liaise with other professionals involved with children with SEN/disabilities and their families, including transfer arrangements to other settings and schools.
- ★ In line with the Special Educational Needs and Disabilities Code of Practice we use the graduated response system. After identifying and responding to a child's special educational needs or disability, our trained staff will use the 'assess, plan, do and review' system. This will enable them to monitor the child's development through an individual support plan (ISP). Any ISP will be shared with parents and may be shared with other professionals providing we have the parent's permission.
- ★ We provide a broad and balanced curriculum for all children with SEN or disabilities.
- ★ We provide a differentiated curriculum to meet individual needs and abilities.
- ★ We ensure the privacy of children with SEN or disabilities when intimate care is being provided.
- ★ We provide in-service training for our practitioners and students.
- ★ We raise awareness of any specialism the setting has to offer.
- ★ We ensure the effectiveness of our SEN or disability provision by collecting information from a range of sources e.g. staff and management meetings, parental and external agencies views, inspections and complaints.
- ★ We provide a Complaints Procedure.
- ★ We provide an Equality and Diversity Policy.

**This policy was adopted by Once upon a time nursery school**

**Date: 24 September 2007**

**Amended on: 10 April 2019**

**Signed on behalf of the nursery**

**To be reviewed: Annually or sooner if any matters arise**

## **Data Protection Policy**

### **Statement of intent**

Our nursery believes that the personal data of families and staff should be treated with respect and in a way that does not jeopardise personal and confidential information. We follow the guidance set out in the Data Protection Act 1998, and the General Data Protection Regulations (GDPR) 2018.

### **Aims**

- ★ We aim to ensure the safe storage and handling of all personal data which we come into contact with during the running of this nursery, and that it is kept up to date.
- ★ We aim to process personal data lawfully, fairly and in a transparent manner.
- ★ We aim to store personal data for as long as is legally required.

The GDPR includes the following rights for individuals:

- ★ The right to be informed
- ★ The right of access
- ★ The right to rectification
- ★ The right to erasure
- ★ The right to restrict processing
- ★ The right of data portability
- ★ The right to object, and
- ★ The right not to be subject to automated decision making including profiling.

### **Methods**

John Banbury, Finance Director, is our Data Protection Officer.

### **Handling staff personal data**

- ★ We follow all legal requirements with regard to the handling of our staff's personal data.
- ★ Staff are required to give their signed consent for us to hold their personal data.
- ★ Staff sign to give permission for their details to be shared for the purpose of payroll. Our payroll is processed by Sarah Place Accountants.
- ★ Staff sign a payroll form to give permission for their personal details to be passed to our accountant, pension broker and pension provider.
- ★ Data is only shared with other appropriate parties with prior written permission from a staff member.
- ★ In some cases, we may be legally required to pass data on.
- ★ Staff may ask to see any information we hold about them and we will fulfil this request within one month.
- ★ We are required to hold staff information for seven years after they have left the nursery.

### **Disclosure and Barring Service (DBS)**

- ★ We use Capita to process all of our online DBS certificates.
- ★ During the application process staff are asked to agree to their 'Terms and Conditions' and agree to the process going ahead.
- ★ When confirmation of the application has been received via email, the reference number will be kept on our company DBS log.
- ★ Paper DBS certificates are the property of the staff member. They must be brought to nursery at the earliest opportunity for the Nursery Manager or their deputy to see and record the reference number and date of issue onto the company DBS log.

## **Handling personal data for children and their family**

- ★ Parents/Carers are required to give their signed consent for Once upon a time nursery school to hold information about their child and family. Adults must have legal parental responsibility to do this for the child.
- ★ We follow all legal requirements with regard to the handling of our families' personal data.
- ★ Our staff are trained in the handling of families' personal data. Staff are not allowed to take any of the children's personal information home.
- ★ We pay an annual fee to the Information Commissioners Office.
- ★ Our children's online 'Learning journals' are the property of the parents and will only be transferred to schools or other nursery settings with prior permission from them.
- ★ Journals are not accessed at home by our staff.
- ★ Information will only be passed to third parties within the educational support system to enable children to receive all of their entitlements. This includes claiming Government nursery funding for all three and four-year olds and eligible two year olds.
- ★ We hold information on how Local authorities and Government departments use information passed to them and display it on our parents notice boards.
- ★ Ofsted, our industry regulator, will have access to children's personal data at inspection visits.
- ★ In rare cases, we may be legally required to pass information on to certain authorities without parental permission. Such cases would be where we are safeguarding a child in our care.
- ★ We are required to keep children's registration details for three years after they have left the nursery.
- ★ Accident, Incident and Medicine forms must be kept indefinitely.
- ★ Attendance Registers are kept for three years.
- ★ Any Special Educational Needs and Disability reports and plans will be forwarded to the child's receiving school or nursery, at transition, with written permission from parents.
- ★ Any Child Protection reports will be forwarded to the child's receiving school.
- ★ Norfolk County Council funding claim forms must be kept for seven years.
- ★ Parents may ask to see any information we hold about them and we will fulfil this request within one month.

## **Photographs**

- ★ Photographs and Videos are only taken with our nursery cameras and tablets with prior signed permission from parents.
- ★ Photographs are used in displays around the nursery.
- ★ We seek specific written permission from parents for photographs which may be taken and used outside of the nursery, for example on our website or on our Facebook page.
- ★ Computer stored photographs will be deleted when a child leaves the nursery.

## **Computers**

- ★ Data, including photographs, which is stored on the nursery computers, is protected by passwords.
- ★ All computers are protected against internet intrusion.
- ★ We use Beacon IT for all of our internet and computer support. We have a signed agreement with Beacon IT covering confidentiality and data control. You can view Beacon IT's privacy notice on their website: [www.beconitsolutions.co.uk](http://www.beconitsolutions.co.uk)
- ★ Staff are not permitted to use any portable data devices which have not been encrypted by our IT support provider.



## **Tapestry**

We have an in-depth contract with Tapestry in which they are the Data Handler for information loaded onto your Child's learning journal. **Once upon a time** nursery school is the Data Controller.

Parents are required to sign a Tapestry agreement before we load any information onto their child's learning journal. When a child leaves nursery, we ask written permission from parents to transfer a journal to a new setting. Once a transfer is complete, or the journal has been loaded onto a memory stick, we will instruct Tapestry to delete that child's data.

## **Data breach**

A personal data breach means a breach of security leading to the destruction, coming, loss, alteration, unauthorised disclosure of, or access to, personal data transmitted, stored or otherwise processed. We have systems in place to detect, report and investigate a breach.

In the event of a data breach we will inform parents or staff as soon as possible. If a computer breach is discovered, we will contact Beacon IT to investigate and make safe our data.

Where we believe that the breach could result in a risk to the rights and freedoms of individuals, for example it could result in discrimination, damage to reputation, financial loss, loss of confidentiality or any other significant economic or social disadvantage, we will also inform the Information Commissioners Office within 72 hours of the breach.

**This policy was adopted by Once upon a time nursery school**

**Date: 24 September 2009**

**And updated: 16 April 2018**

**Signed on behalf of the nursery**

**To be reviewed by: Annually or sooner if any matters arise**

## Health and Safety Policy

### Statement of intent

This nursery believes that the health and safety of children is of paramount importance.

We make our nursery a safe and healthy place for children, parents, staff, students and volunteers.

### Aim

We aim to make children, parents and staff aware of health and safety issues and to minimise the hazards and risks to allow the children to thrive in a healthy and safe environment.

### Methods

The member of staff responsible for health and safety is **Sarah Greengrass**. She is competent to carry out these responsibilities. She has undertaken relevant health and safety training and regularly updates her knowledge and understanding.

The member of staff responsible for first aid is **Sarah Greengrass**.

### Risk assessment

Our risk assessment process includes checking for hazards and risks indoors and outside, and in our activities and procedures. **Risk assessments will also measure the risk benefit to a child where necessary.**

Our assessment covers:

- adults and children,
- deciding which areas need attention, and
- developing an action plan which specifies the action required, the timescales for action, the person responsible for the action and any funding required.

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

- daily before the session begins,
- weekly, and
- at termly Governance meetings.

### Insurance cover

We have Public Liability Insurance and Employers' Liability Insurance. Our certificate is displayed in the nursery.

### Awareness raising

- ★ Our induction training for staff and volunteers includes a clear explanation of health and safety issues so that all adults are able to adhere to our policy and understand their shared responsibility for health and safety. The induction training covers matters of employee well-being, including safe lifting and the storage of potentially dangerous substances.
- ★ Records are kept of these induction training sessions and new staff and volunteers are asked to sign the records to confirm they have taken part.
- ★ Health and safety issues are explained to the parents of new children so that they understand the part they play in the daily life of the nursery.
- ★ As necessary, health and safety training is included in the annual training plans of staff and health and safety is discussed regularly at staff meetings.
- ★ We have a 'No smoking' policy.

- ★ Children are made aware of health and safety issues through discussions, planned activities and routines.

### **Children's safety**

- ★ Only persons who have been checked for criminal records by an enhanced disclosure from the Disclosure and Barring Service and are registered with Ofsted as child carers, have unsupervised access to the children, including helping them with toileting.
- ★ All children are supervised by adults at all times.
- ★ Whenever children are on the premises at least two adults are present.

### **Security**

- ★ Systems are in place for the safe arrival and departure of children. The times of the children's arrivals and departures are recorded.
- ★ The arrival and departure times of adults - staff, students, volunteers and visitors - are recorded.
- ★ Our systems prevent unauthorised access to our premises.
- ★ Our systems prevent children from leaving our premises unnoticed.
- ★ The personal possessions of staff, students and volunteers are securely stored during nursery sessions.
- ★ No children will be allowed out of the building or off the grounds at any time unless they are accompanied by a member of staff and the correct ratios of children to adult are maintained. Permission for a trip/outing will be obtained from the parent before the event. A parent's signature will be needed.
- ★ Children will only be checked out of nursery if they are accompanied by their parent/carer or by an adult known to the child and only if nursery has been informed in advance. If a member of staff has any concerns, the parent will be contacted.
- ★ Parental responsibilities will remain with the persons named on the child's birth certificate which will be seen by the initial nursery registration.
- ★ If a relationship between parents or carers of a nursery child should change, and both parents hold joint parental responsibility, nursery will not be able to prevent either party from collecting their child/children. In these kinds of circumstances, we would expect parents to come to an amicable agreement for the sake of the child/children.
- ★ If a parent holds sole parental responsibility, he/she may make amendments to the child's registration forms regarding who is permitted to collect the child. These amendments should be brought into the nursery in a signed, written statement.
  - The parent would be asked to reset the security password for collection of their child. (He/she would be asked if there was any legal reason why the child could not be collected by their partner)
  - If there was a legal reason for a parent not having access to their child the nursery would need to hold a copy of any legal documentation.
  - All staff would be alerted to the situation.
  - The staff team that controls the entrances to the nursery will not allow any such parent access to the nursery rooms unless this has been agreed with the parent of the child.
  - If a parent who has been removed from the information held by the nursery, arrived to collect their child, a member of staff would contact the mother of the child. The child would not be permitted to leave the nursery without the mother's permission.
  - Staff would immediately contact the Police if a parent or carer who had a court injunction, denying access to their child, arrived to collect their child. They would not be allowed onto the nursery premises and would be verbally told, via our intercom, that the Police had been called.
  - By request of either parent or carer, the nursery will provide individual letters and information regarding the child's development to both parents/carers. Wherever possible the child's Learning Journal should be shared between both parents/carers to incorporate both home settings and experiences.

## **Windows**

- ★ Low-level windows are made from materials which prevent accidental breakage or are made safe.

## **Doors**

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

## **Floors**

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

## **Kitchen**

- ★ Children do not have access to the main kitchen.
- ★ All surfaces are clean non-porous and kept clean.
- ★ There are separate facilities for hand-washing and for washing up.
- ★ Cleaning materials and other dangerous materials are stored safely.
- ★ When children take part in cooking activities, they:
  - are supervised at all times,
  - are kept away from hot surfaces and hot water, and
  - do not have unsupervised access to electrical equipment.

## **Electrical/gas equipment**

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

## **Storage**

- ★ All resources and materials which children select are stored safely.
- ★ All equipment and resources are stored or stacked safely to prevent them accidentally falling or collapsing.

## **Outdoor area**

- ★ Our outdoor area is securely fenced and gates are always kept locked.
- ★ Our outdoor area is checked for safety and cleanliness before it is used.
- ★ Adults and children are alerted to the dangers of any poisonous plants, herbicides and pesticides.
- ★ Where water can form a pool on equipment, it is emptied before children start playing outside.
- ★ Our outdoor sand pit is covered when not in use.

## **Hygiene**

- ★ We regularly seek information from the Environmental Health Department and the Health Authority to ensure that we keep up-to-date with the latest regulations.
- ★ Our daily routines encourage the children to learn about personal hygiene.
- ★ We have a daily cleaning routine for the nursery which includes play room(s), kitchen, toilets and where applicable sleep and nappy changing areas.
- ★ We have a schedule for cleaning resources and equipment, dressing-up clothes and furnishings.
- ★ The toilet area has a high standard of hygiene, including-hand washing and drying facilities and the disposal of nappies.

- ★ We implement good hygiene practices by:
  - cleaning tables between activities,
  - checking and cleaning toilets regularly,
  - wearing protective clothing - such as aprons and disposable gloves - as appropriate,
  - providing sets of clean clothes,
  - providing tissues and wipes, and
  - ensuring thorough deep cleaning of any area that may have been contaminated by vomit or urine etc. This will be monitored through our incident records.

### **Activities**

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

### **Food and drink**

- ★ Staff who prepare and handle food receive appropriate training and understand – and comply with – food safety and hygiene regulations.
- ★ All food and drink is stored appropriately.
- ★ Adults do not drink hot drinks in the play area(s).
- ★ Snack and meal times are appropriately supervised and children do not walk about with food and drinks.
- ★ Fresh drinking water is available to the children at all times.
- ★ We operate systems to ensure that children do not have access to food/drinks to which they are allergic.
- ★ Healthy eating habits are promoted and are reflected at all meal times. Fruit and vegetables are offered at snack time and children are encouraged to try different kinds of foods they have not tried before e.g. for multi-cultural celebrations
- ★ Children are encouraged to wash their hands before eating and before handling any kind of food e.g. cooking.
- ★ Religious and medical dietary requirements are observed and details are recorded on registration sheets.

### **Outings and visits**

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

For those children remaining at nursery, the adult-to-child ratio conforms to the requirements of the Statutory framework for the Early Years Foundation Stage. The current ratios are:

- children aged 3 months to two years: 1 adult - 3 children
- children aged 2 years to three years: 1 adult - 4 children
- children aged 3 years to 5 years: 1 adult - 8 children

There is additional information in our Responsibility of Staff in an Emergency Policy.

### **Animals**

- ★ Animals visiting the nursery are free from disease, safe to be with children and do not pose a health risk.
- ★ Nursery pets are free from disease, safe to be with children and do not pose a health risk.

### **Fire safety**

- ★ Fire doors are clearly marked, never obstructed and easily opened from inside.
- ★ Smoke detectors/alarms and firefighting appliances conform to BSEN standards, are fitted in appropriate high-risk areas of the building and are checked as specified by the manufacturer.
- ★ Our emergency evacuation procedures are approved by the Fire Safety Officer and are:
  - clearly displayed in the premises,
  - explained to new members of staff, volunteers and parents, and
  - practised regularly at least once every six weeks.
- ★ Records are kept of fire drills and the servicing of fire safety equipment.

### **Lockdown procedure**

In the case of a terrorism alert, the nursery has a procedure to move the children to the safest part of the building. This procedure is discussed at staff meetings.

### **First aid and medication**

All staff receive Paediatric First Aid Training, and it is renewed every three years.

Our first aid kits:

- ★ comply with the Health and Safety (First Aid) Regulations 1981,
- ★ are regularly checked by a designated member of staff and re-stocked as necessary,
- ★ are easily accessible to adults, and
- ★ are kept out of the reach of children.

**At the time of admission to the nursery, written permission from parents is obtained for emergency medical advice or treatment. Parents sign and date their written approval.**

Our accident books:

- ★ are kept safely and accessibly, and
- ★ all staff and volunteers know where they are kept and how to complete them.

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

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

We meet our legal requirements for the safety of our employees by complying with RIDDOR (the Reporting of Injury, Disease and Dangerous Occurrences Regulations). We report to the local office of the Health and Safety Executive:

- ★ any accident to a member of staff requiring treatment by a General Practitioner or hospital, and
- ★ any dangerous occurrences (i.e. an event which does not cause an accident but could have done).

Children's prescribed drugs are stored in their original containers, are clearly labelled and are inaccessible to the children. Parents give prior written permission for the administration of medication. The administration is recorded accurately and parents sign the record book to acknowledge the administration of a medicine.

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

Staff are not permitted to bring their own medication into nursery rooms unless it is needed for emergency reasons i.e. EpiPen or inhaler. Staff will have a healthcare plan in place and medication will be stored in a locked cupboard where applicable. Staff will need to have a colleague witness any self-administration of medication during a shift.

In compliance with the statutory framework for the Early Years Foundation Stage, the following policies and documentation in relation to health and safety are in place:

- ★ Risk assessment.
- ★ Record of visitors.
- ★ Fire safety procedures.
- ★ Fire safety records and certificates.
- ★ Operational procedures for outings.
- ★ Administration of medication.
- ★ Prior parental consent to administer medicine.
- ★ Record of the administration of medicines.
- ★ Prior parental consent for emergency treatment.
- ★ Accident record.
- ★ No smoking.

**This policy was adopted by Once upon a time nursery school**

**Date: 24 September 2007**

**Amended on: 10 April 2019**

**Signed on behalf of the nursery**

**To be reviewed: Annually or sooner if any matters arise**

## Children's Sickness and Medication Policy

### Statement of intent

It is our intention that all children at the nursery should be protected from serious infection.

### Aim

We do not aim to exclude children from the nursery unnecessarily.

We aim to inform our parents of our responsibilities and their own responsibilities if their child is, or becomes, unwell.

### Methods

- ★ Parents are made aware of our sickness policy and procedures. This includes procedures for contacting parents, or other authorised adults, if a child becomes ill at nursery.
- ★ For the protection of everyone at nursery we cannot admit sick or infectious children to the nursery.
- ★ If a child becomes ill at nursery, staff will inform parents or an emergency contact. While awaiting the arrival of the parents, the staff will ensure the comfort of the child, taking appropriate action, which would include seeking medical advice immediately if required.
- ★ The Health Department advises that children should remain at home for 48 hours if they have suffered from diarrhoea or sickness. However, **Once upon a time** requires children to stay at home for **72 hours**.
- ★ Children with infectious or contagious diseases will be excluded for certain periods. If staff suspect that a child has an infectious or contagious disease, they will request that the parents consult a doctor before returning the child to nursery.
- ★ Public Health England/ Ofsted are notified of any infectious diseases which a qualified medical person considers notifiable.
- ★ When your child joins the nursery, we ask you to complete details about vaccinations and medical needs on his/her emergency contact form. Once your child has had a vaccination or if your child's medical needs change, please let us know so that we can keep our records up to date.
- ★ If your child is suffering from any of the listed infectious illnesses, please let a member of staff know by telephone so that we can monitor the situation and inform other parents if necessary.

**The following information has been produced as a guide for you, but if you are concerned about your child and are unable to get an appointment with your GP, please consult a Pharmacist or NHS direct.**

**Below is a list of the most common communicable diseases that young children experience. The list has been produced in consultation with the Health Commission and Norfolk County Council Social Services for communicable diseases.**

#### 1. Diarrhoea and/or Vomiting

##### Signs and symptoms

As diarrhoea and vomiting is infectious please **do not** bring your child back to nursery until he/she has been clear of these symptoms for **72 hours**.

#### 2. Measles

##### Signs and symptoms

Early symptoms of measles may include a running nose, watery eyes, high temperature and a cough. Red spots with a white centre may also be seen on the inside of the mouth, behind the ears and on the face and limbs.



### **General medical advice**

As measles is infectious until four days after the appearance of the rash, please exclude your child from nursery until the rash has disappeared.

### **3. Chicken Pox**

#### **Signs and symptoms**

Children who suffer with Chicken Pox can display a wide range of symptoms, but usually they will appear fretful, suffer a loss of appetite and have a high temperature. A rash will appear on the trunk, face or limbs, and then small blisters will form which may cause an irritation.

#### **General medical advice**

To reduce the risk to others your child must be excluded from nursery for up to five days after the appearance of the spots, or until the spots are dry. You may find Calamine lotion soothes the irritation.

### **4. Mumps**

#### **Signs and symptoms**

Early symptoms of mumps can include swollen glands on one or both sides of the face, sore throat and loss of appetite. Your child may also experience difficulty swallowing.

#### **General medical advice**

Mumps can be infectious for up to one week after the facial swelling appears. Please exclude your child from nursery until there is no swelling.

### **5. Rubella 'German Measles'**

#### **Signs and symptoms**

German Measles in appearance has a reddish rash that spreads initially across the trunk area.

#### **General medical advice**

German Measles can be infectious for up to 23 days. It is infectious for one week prior to a rash appearing, and up to four days after the onset of the rash. Please exclude your child from nursery for 7 days after the appearance of the rash.

### **6. Conjunctivitis**

#### **Signs and symptoms.**

There are three kinds of conjunctivitis - allergic, bacterial and viral. Public Health England guidance suggests that children do not need to be excluded from Nursery unless there is an outbreak. However, at Once upon a time nursery school the following rule applies:

Children must be excluded for **24 hours** with confirmed cases from the onset of treatment, or until their eyes are not running/oozing with a **thick** discharge.

#### **General medical advice**

Whilst your child's eyes are red/sore, discharging, and causing irritation, conjunctivitis can be uncomfortable and extremely infectious.

If you are concerned about your child's eyes, please take him/her to be seen by a Medical Practitioner, this can be a Pharmacist, Practice Nurse or Doctor, as this infection in some cases needs to have prescribed treatment. It is also advised that you disinfect all toys, towels and face cloths that your child has come into contact with.

## **7. Head lice**

### **Signs and symptoms**

Head lice are still common amongst school children and can very often be passed through to nurseries. They have a lice appearance and form eggs on hair follicles. They spread very easily and are passed from one head to another during head-to-head contact. Symptoms may include your child scratching their head and eggs appearing, particularly behind the ears.

### **General medical advice**

If you are concerned that your child has head lice, treatment is available from your chemist or pharmacist. It would be appreciated if you could let a member of staff know if you are treating your child. It is also wise to treat the whole household. It may be advisable for you to routinely check your family's hair. No exclusion from nursery is necessary once treatment has started.

## **8. Thread-worms**

### **Signs and symptoms**

If you notice your child is scratching his/her bottom. Especially at night it may be due to Thread-worms. They are tiny, white thread-like worms that may be visible in faeces.

### **General medical advice**

They are easy to treat and medicine can be bought without prescription from a pharmacist, it is wise to treat the whole family. No exclusion is necessary once treatment has started.

## **9. 'Fifth Disease' Parvovirus B19**

### **Signs and symptoms**

Fifth Disease is usually a mild illness caused by a human virus B19. The rash has a 'slapped face' appearance and particularly affects children.

### **General medical advice**

Please exclude your child from nursery until well, as there is no immunisation or medicine which will prevent or cure the disease. The disease is usually spread by direct contact through secretions from the nose, throat or chest of an infected person. It can take between 4-20 days after contracting the virus for the rash to appear.

## **10. Hand, Foot and Mouth**

### **Signs and symptoms**

Hand, foot and mouth is usually a mild illness which can cause blisters on the palms, soles of the feet and in the mouth.

### **General medical advice**

If suffering from this, children are generally unwell in themselves. Please exclude your child from nursery if the blisters are weeping or until your child is 'clinically well'.

## **11. Impetigo**

### **Signs and symptoms**

Impetigo is an infection of the skin caused by bacteria. It most commonly occurs on the skin around the nose and mouth, but can also effect the skin in other parts of the body. It makes the skin go red and weepy, and sometimes small blisters can be seen.

### **General medical advice**

An infected person scratching the rash, and passing it on their fingers, to another person usually spreads it. Good personal hygiene is very important, particularly through hand washing after touching the rash. The infected person should have separate towels and flannels until the rash has cleared. It can take 4-10 days for the rash to appear after the skin is infected. An infected child should not attend nursery

until medical advice has been sought. Children should be excluded for 48 hours after treatment has started.

## 12. Scabies

### Signs and symptoms

Scabies is more of a nuisance than a serious medical problem. However, it does require medical treatment. Scabies is not a sign of being dirty or unhygienic, it is caused by a tiny mite (half the size of a pin head) which burrows into the surface of the skin causing visible raised lines or small red spots or blisters. These occur particularly in the wrists, back of hands and between the fingers.

### General medical advice

It may take between 2-6 weeks from the first infestation for the itching to start. All close physical contacts of a case, and the whole household should be treated on the same day. Children who are infested with scabies should not attend nursery until at least 24 hours after the treatment has begun.

## 13. Meningococcal Meningitis Septicaemia

### Signs and symptoms

Meningitis and Septicaemia are the inflammation of the lining covering the brain and spinal cord. It can display a wide range of different symptoms, these include a rash, fever/vomiting, cold hands and feet, rapid breathing, stomach/joint/muscle pain, drowsiness/impaired consciousness, severe headache, stiff neck and a dislike to bright lights.

**Not all of the symptoms have to be present at the same time.**

### General medical advice

In most cases, someone with Meningitis or Septicaemia will become seriously ill rapidly. **Trust your instincts – seek medical help immediately if you are concerned.**

You may also wish to try the 'Tumbler test' by pressing a glass firmly against your child's skin. If it is a Septicaemia rash, the rash will not fade, and you will be able to see the rash through the glass. If this happens you should get medical help immediately. When a case of Meningococcal Meningitis or Septicaemia is diagnosed the Public Health doctor will make sure that all those who need antibiotics are contacted.

All of the above information is included in the 'Communicable Diseases – Guidance for Pre-schools and Nurseries' which is provided by Norfolk County Council Social Services Department. Information and advice has also been provided by the consultant in control of communicable diseases who is based at the Norfolk and Norwich Health Care Trust.

## Medicines

If your child has been **prescribed** medicine, please bring it to nursery with clear instructions of when you would like it to be given to your child whilst they are at nursery. This needs to be brought in the bottle it was dispensed in.

For the best interests of your child and to allow the medication to begin working, your child must have been receiving the medication for 24 hours before they are able to return to nursery.

Unfortunately, we cannot administer medicine unless a Doctor has prescribed it. (Please see separate procedure for Calpol below)

## Calpol

When your child starts at nursery you will be asked to sign a form which gives permission for Calpol to be administered to your child. This is so that we can, if necessary, reduce a high temperature.

So that we do not put your child at risk we ask you to inform us if your child has had Calpol before they arrive at nursery and the time it was administered. With written consent, we will administer Calpol to your child if their temperature exceeds 38°C. We will also phone parents to let them know of our need to carry this action out.

If a second dose of Calpol is required in any one day, parents will be called back to nursery to collect their child. Parents should be aware that a continued high temperature could have underlying health problems, which will need to be checked by a medical professional.

### **Coughs, colds and flu**

Naturally, in this kind of environment, we are open to all kinds of disease and as the majority of germs are air-borne, we do appreciate that children will pick-up illnesses. If your child is unwell and would not cope with a nursery day, it would be appreciated if you could keep them at home so to reduce the risk of spreading the infection to the other children.

### **Summary**

If you would like to discuss any of the illnesses mentioned in further detail, please do not hesitate to contact your GP or a member of the nursery team.

Your child's health is primarily your responsibility. If they are ill and need one-to-one comfort, we would prefer it if they stayed at home as we are unable to offer an ill child that kind of care on an extended basis. We value the opportunity to work with you for the best interests of your child, and we are happy to discuss any concerns you may have. If you are ever unsure of anything you are welcome to contact us.

### **This policy was adopted by Once upon a time nursery school**

**Date:** 24 September 2007

**Amended on:** 8 April 2019

**Signed on behalf of the nursery**

**To be reviewed:** Annually or sooner if any matters arise

## **Pandemic Policy**

The policy has been created after consulting the DCSF Guidance for Early Years Settings.

### **Prevention of spreading Influenza**

- ★ This nursery is equipped with materials suitable to prevent spread of infection, for example, hand cleansers; tissues and tissue disposal units.
- ★ Practice good hygiene – cover coughs and sneezes with a tissue and throw it away as soon as possible afterwards. 'Catch it. Bin it. Kill it'.
- ★ All staff and parents ensure that children wash their hands on a regular basis, especially before eating food.

### **Symptoms (Swine Flu)**

The symptoms of swine flu are broadly the same as those of ordinary flu, but may be more severe and cause more serious complications. The typical symptoms are:

- Fever
- Runny nose/ sneezing
- Loss of appetite
- Diarrhoea or stomach upset
- Headache
- Tiredness
- Chills
- Aching muscles
- Limb or joint pain
- Sore throat.

### **What to do in a pandemic**

- ★ If staff become ill at work, they need to inform their manager and go home.
- ★ If your child shows flu symptoms, please keep them at home.
- ★ If a child shows flu symptoms while at the nursery, it will be necessary to isolate the child and inform parents.
- ★ All staff need to ensure that the environment and equipment are cleaned regularly.
- ★ All staff will ensure that infection control is practiced consistently and rigorously throughout the nursery.
- ★ The Nursery Manager, **Julie Banbury**, on the advice of Local Authorities, will make the final decision on closure and re-opening of the nursery when necessary.

**This policy was adopted by Once upon a time nursery school**

**Date: 24 June 2009**

**Signed on behalf of the nursery**

**To be reviewed: Annually or sooner if any matters arise**

## Food and Drink Policy

### Statement of intent

This nursery regards snack and meal times as an important part of the nursery's day/session. Eating represents a social time for children and adults, and helps children to learn about healthy eating. We have regard for the Governments 'Eat Better, Start Better' guidelines.

### Aim

At snack and meal times, we aim to provide nutritious food which meets the children's individual dietary needs. We aim to meet the full requirements of Ofsted's Standards on Food and Drink. Fresh water is available throughout the day.

### Methods

- ★ Before a child starts to attend the nursery, we find out from parents their children's dietary needs, including any allergies. Where there is a specific dietary need, a letter from a Doctor or Health Visitor will be requested.
- ★ We record information about each child's dietary needs in his/her registration record and parents sign the record to confirm that it is correct.
- ★ We regularly consult with parents to ensure that our records of their child's dietary needs - including any allergies - are up to date. Parents sign the updated record to confirm that it is correct.
- ★ We discreetly display information about individual children's dietary needs so that all staff and volunteers are fully informed about them.
- ★ We implement systems to ensure that children only receive food and drink which is consistent with their dietary needs. We work with parents to support children with any dislikes or phases linked to food.

"Children may need 15-20 exposures before they are willing to try new and rejected foods."

*Edwina Revel and Georgia Leech, Early Years Educator 2018*

- ★ Menus are planned to ensure that we supply a range of foods from each food group over the course of a week. We include the following elements in meals which are offered:
  - protein for growth, and
  - essential minerals and vitamins in raw foods, salads and fruits.
- ★ Cakes and biscuits are home-made and only given in a small portion as a desert after lunch or tea. Where we use jam, jelly or milky dessert mixes, low sugar options are purchased. We do not use salt in our cooking.
- ★ We provide food in small portions across a nursery day so that the children are regularly refuelling, rather than eating large adult sized meals. The 'Eat Better, Start Better' guidance states:

*'It is important that the food and drink provided for children is balanced across each day. The food and drink guidelines divide energy and nutritional requirements across meals and snacks provided during full day care in the following proportions:*

- *breakfast 20%*
- *mid-morning snack 10%*
- *lunch 30%*
- *mid-afternoon snack 10%*
- *tea 20%.*

*This leaves 10% for an additional drink or snack at home in evening.'*

- ★ We display the menus of meals/snacks on our notice boards.
- ★ We talk to children about the importance of drinking water. We have fresh drinking water constantly available for our children. We let the children know how to obtain

water and that they can ask for it at any time during the session/day. A choice of milk or water is offered at snack time. A choice of water or diluted fruit juice is offered at meal times only.

- ★ We aim to include foods from the diet of each of the children's cultural backgrounds, providing children with familiar foods and introducing them to new ones.
- ★ Through discussion with parents and research reading by staff, we obtain information about the dietary rules of the religious groups to which children and their parents belong, and of vegetarians and vegans, and about food allergies. We take account of this information in the provision of food and drinks.
- ★ We require staff to show sensitivity in providing for children's diets and allergies. Staff do not use a child's diet or allergy as a label for the child or make a child feel singled out because of her/his diet or allergy.
- ★ We organise meal and snack times so that they are social occasions in which children and staff participate.
- ★ We use meal and snack times to help children to develop independence through making choices, serving food and drink and feeding themselves.
- ★ We provide children with utensils which are appropriate for their ages and stages of development, and which take account of the eating practices in their cultures.
- ★ For parents who provide food for their children, we inform them about the storage facilities available in the nursery.
- ★ We give parents who provide food for their children information about suitable containers for food.
- ★ We have rules about children sharing and swapping their food with one another to protect children with food allergies.
- ★ For children who drink milk, we provide whole and semi-skimmed milk.
- ★ For each child under two, we provide parents with daily written information about feeding routines, intake and preferences.
- ★ We offer advice on foods we prepare which may contain any of the 14 listed allergens as directed by the Foods Standards Agency.
- ★ We offer advice for parents who may choose provide food for their children. This advice is based on the Government's 'Eat Better, Start Better' guidance.

**This policy was adopted by Once upon a time nursery school**

**Date: 24 September 2007**

**And updated: 6 August 2018**

**Signed on behalf of the nursery**

**To be reviewed: Annually or sooner if any matters arise**

## Responsibilities of Staff in an Emergency

### Statement of intent

It is our intention that all our staff should be aware of their roles and responsibilities in the event of an emergency

### Aim

We aim to ensure that all our staff are aware of our safety and security routines, and they carry them out correctly and vigilantly.

We do this by training our staff at their induction about the seriousness of the children's safety. The health and safety policy of this nursery forms part of our staff contract and, if this is not followed fully, can result in dismissal and prosecution.

To enable our staff to act promptly and efficiently if such an occasion ever occurs, this policy would be followed in full.

### Methods

#### Emergency

- ★ Regular fire drills are carried out every six weeks, and the date and time the drill took place is recorded. In the event of a fire, emergency exits are clearly marked in each room and all children would be taken to a safe assembly area. The assembly areas are shown on our evacuation plans on display in each of the nursery rooms. Different fire exits can be used to ensure that alternative escape routes are familiar to all staff and children. If we are not able to re-enter the building, all children and adults will be taken to **Sparhawk First School on Sparhawk Avenue**. Parents would be notified.
- ★ In the event of a fire or other emergency which necessitates the evacuation of the building, the Room Manager who is responsible for the taking of the session's register will collect it and complete the roll call for their room and report it to the nursery Manager. The nursery Manager will be responsible for any other staff e.g. Cook, plus any extra visitors or non-nursery children. A nominated member of staff will 'sweep' the building to make sure that all the rooms are empty.
- ★ In the event of any other emergency or accident, an ambulance will always be contacted using the nursery telephone. The parent will be contacted straight after the initial telephone call. An adult will go with the child to hospital. Our numbers of staff will still cover the adult to child ratios.
- ★ In the event of an emergency which would require the children to evacuate any outside play area, a member of staff would call "3,2,1, where are you?" Children are taught to run back to their carers at the sound of this chant. Children will then be taken to a safe place inside the building and the register taken to ensure they are all present.

#### Lockdown procedure

In the case of a terrorism alert, the nursery has a procedure to move the children to the safest part of the building. This procedure is discussed at staff meetings.

#### Missing child

In the unlikely event of a child going missing from the nursery:

- ★ The person in charge will carry out a thorough search of the building and gardens.
- ★ The register is checked to make sure no other child has also gone astray.



- ★ Doors and gates are checked to see if there has been a breach of security whereby a child could wander out.
- ★ The person in charge talks to staff to establish what happened.
- ★ If the child is not found, the parent is contacted and the missing child is reported to the police.

If a child goes missing from an outing where parents are not attending and responsible for their own child, the nursery ensures there is a procedure that is followed:

1. As soon as it is noticed that a child is missing, staff on the outing ask children to stand with their designated person and carry out a headcount to ensure that no other child has gone astray. One member of staff will search the immediate vicinity only.
2. The person in charge is informed, if she/he is not on the outing she/he makes her/his way to the venue to aid the search and be the point of contact for the police as well as support staff.
3. Staff take the remaining children back to the nursery.
4. The person in charge of the nursery contacts the child's parent who makes their way to the nursery or outing venue as agreed with the person in charge.
5. The staff contact the police using the mobile phone and report the child as missing.
6. In an indoor venue, the staff contact the venue's security who will handle the search and contact the police if the child is not found.
7. The person in charge contacts the Manager who comes to the nursery as soon as possible.

### **The investigation**

- ★ The Manager carries out a full investigation, taking written statements from all the staff present at the time, or who were at nursery or on the outing.
- ★ The staff member writes an incident report detailing:
  - the date and time of the report,
  - what staff/children were present,
  - when the child was last seen at nursery or on the outing,
  - what has taken place in the nursery/outing since then, and
  - the time it is estimated that the child went missing.
- ★ A conclusion is drawn as to how the breach of security happened.
- ★ If the incident warrants a police investigation all staff co-operate fully. In this case, the police will handle all aspects of the investigation, including interviewing staff. Social Services may be involved if it seems likely that there is a child protection issue to address.
- ★ The incident is reported under RIDDOR arrangements and is recorded in the incident book; the local authority health and safety officer may want to investigate and will decide if there is a case for prosecution.

- ★ Ofsted is informed.
- ★ The nursery's insurance company is informed.

*There is additional information on outings and trips in our Health and Safety Policy page.*

#### **Uncollected children**

- ★ If any child is left unattended for 15 minutes after the nursery has finished, the Manager/Deputy Nursery Manager will contact the parent on given contact numbers.
- ★ If no-one is available, they will call the additional emergency contact numbers.
- ★ After 20 minutes the child will become the responsibility of Social Services. The Social Services Duty Team will be called and requested to collect the child.
- ★ At all times two members of staff, including one of the Managers, will remain with the child on the premises until Social Services collect the child.
- ★ A full written report of the incident will be recorded.
- ★ Depending on the circumstances, the nursery reserves the right to charge parents for the additional hours worked by the staff (See our separate Charging Policy).

**This policy was adopted by Once upon a time nursery school**

**Date: 24 September 2007**

**Updated on: 19 November 2012**

**Signed on behalf of the nursery**

**To be reviewed: Annually or sooner if any matters arise**

## **Non-collection of a Child Policy**

### **Statement of intent**

In the event that a child is not collected by an authorised adult at the end of a nursery session/day, we put into practice agreed procedures. These ensure the child is cared for safely by an experienced and qualified practitioner who is known to the child.

### **Aim**

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

### **Methods**

1. Parents of children starting at the nursery are asked to provide specific information which is recorded on our Registration Form, including:
    - home address and telephone number – if parents do not have a telephone, an alternative number must be given, perhaps that of a neighbour,
    - place of work, address and telephone number (if applicable),
    - mobile telephone number (if applicable),
    - names, addresses, telephone numbers and signatures of adults who are authorised by the parents to collect their child from nursery, for example a childminder or grandparent,
    - information about any person who does not have legal access to the child, and
    - A collection password.
  2. On occasions when parents are aware they will not be at home or in their usual place of work, they record how they can be contacted in our communications diary.
  3. On occasions when parents or the persons normally authorised to collect the child are not able to collect the child, they record the name, address and telephone number of the person who will be collecting their child in our communications diary. We agree with parents how the identification of the person who is to collect their child will be verified.
  4. Parents are informed that if they are not able to collect the child as planned, they must inform us so that we can begin to take back-up procedures. We provide parents with our contact telephone number. We also inform parents that - in the event that their children are not collected from nursery by an authorised adult and the staff can no longer supervise the child in our premises - we apply our child protection procedures as set out in our child protection policy.
  5. If a child is not collected at the end of the session, we follow the following procedures:
    - the communications diary is checked for any information about changes to the normal collection routines,
    - if no information is available, parents are contacted at home or at work,
    - if this is unsuccessful, the adults who are authorised by the parents to collect their child from nursery - and whose telephone numbers are recorded on the Registration Form - are contacted,
    - all reasonable attempts are made to contact the parents, for example a neighbour is contacted or another member of staff visits the child's home,
    - the child stays at nursery in the care of two fully-vetted staff until the child is safely collected,
    - the child does not leave the premises with anyone other than those named on the Registration Form and in the communications diary,
- if no-one collects the child and the premises are closing, or staff are no longer available to care for the child, we apply the procedures set out in our

Responsibilities of Staff in an Emergency and Child Protection Policies. We contact our Local Authority Social Services Department (Tel: **03448 008 014**) and inform Ofsted (Tel: **03001231231**),

- a full written report of the incident is recorded, and
- depending on circumstances, we reserve the right to charge parents for the additional hours worked by our staff.

**This policy was adopted by Once upon a time nursery school**

**Date: 24 September 2007**

**Signed on behalf of the nursery**

**To be reviewed: Annually or sooner if any matters arise**

## Staffing and Employment Policy

### Statement of intent

It is our intention to be good employers who value, nurture and support our staff in all areas of employment.

### Aims

We aim to pay our staff a fair wage. In return we aim to provide excellent working conditions, good opportunities for training and inform staff of their employment rights and obligations.

### Methods

The nursery is run by one Manager, one Deputy Manager, Room Managers and several Nursery Practitioners in line with the Early Years Foundation Stage. The kitchen and all other food preparation will be overseen by the Cook. Each employee has their own job description, and will receive and sign a 'Statement of Particulars' of their employment.

- ★ To meet our aims, we use the following ratios of adult-to-child:
  - children aged two years of age: 1 adult : 4 children
  - children aged three - five years of age: 1 adult : 8 children
- ★ A minimum of two staff/adults are on duty at any one time.
- ★ We use a Key person system to ensure that each child and each family has a particular member of staff for discussion and consultation.
- ★ We hold regular planning meetings to undertake curriculum planning and to discuss each child's progress, their achievements and any issues which may arise from time to time.
- ★ We work towards offering equality of opportunity by using non-discriminatory procedures for staff recruitment and selection.
- ★ We welcome job 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 us imposing conditions or requirements which are not justifiable.
- ★ **The Manager and Deputy Manager both hold a BA (Hons) Level 6 qualification.** The majority of all other staff hold a Level 3 qualification.
- ★ We also employ Apprentices who will be working towards a Level 3 qualification.
- ★ We provide regular in-service training to all staff, including students.
- ★ We provide staff some induction training in the first week of employment. This will cover our Health and Safety Policy and Procedures and Child Protection Policy and Procedures, including the Prevent Duty. Other policies and procedures will be introduced within an induction plan. **Staff have access to online continued professional development through the 'Noodle Now' training provider. They provide numerous courses for our staff to maintain their knowledge and understanding of childcare.**
- ★ We support the work of our employees by holding regular staff meetings, supervision meetings and performance reviews.
- ★ We are committed to recruiting, appointing and employing staff in accordance with all relevant legislation and best practice.
- ★ We use Ofsted guidance on obtaining references and criminal record checks through the Disclosure and Barring Service (DBS) for all staff and volunteers who will have substantial access to children.
- ★ Applicants will need two references, (one from their last employer and one character reference) and a clear Disclosure and Barring Service (DBS) check before employment commences.
- ★ We have a procedure for staff absence management.
- ★ We have a separate Whistleblowing Policy for our staff to follow.
- ★ Our 'Staff Handbook' and these 'Policies and Procedures' form part of our contract of employment for staff and they cover all aspects of the expectations we require of them.

**This policy was adopted by Once upon a time nursery school**

**Date: 24 September 2007**

**Amended on: 10 April 2019**

**Signed on behalf of the nursery**

**To be reviewed: Annually or sooner if any matters arise**

## Whistleblowing Policy

### Statement of Intent

**Once upon a time** is committed to the highest possible standards of openness, probity and accountability. In line with that commitment, we expect employees, and others that we deal with, who have serious concerns about any aspect of nursery to come forward and voice those concerns. If a whistleblowing disclosure is related to child protection, our Child Protection Policy will be followed and the Local Designated Officer will be contacted immediately.

### Aim

We aim to:

- ★ encourage you to feel confident in raising concerns and to question and act upon concerns about practice,
- ★ provide avenues for you to raise concerns in confidence and receive feedback on any action taken,
- ★ ensure that you receive a response to your concerns and that you are aware of how to pursue them if you are not satisfied, and
- ★ reassure you that you will be protected from possible reprisals or victimisation if you have a reasonable belief that you have made a disclosure in good faith.

### We do this by:

- ★ Ensuring that understanding Whistleblowing forms part of our staff induction training.
- ★ Ensuring confidentiality, all concerns will be treated in confidence and every effort will be made not to reveal your identity if you so wish. At the appropriate time, however, you may need to come forward as a witness.
- ★ Ensuring all staff are aware of who their line manager is.
- ★ Providing Supervision meetings with line managers three times per year.
- ★ Providing opportunities at meetings to express opinions.
- ★ Providing information on the types of conduct which should be reported, such as:
  - ★ Conduct which is an offence or a breach of the law.
  - ★ Failure to comply with legal obligations.
  - ★ Health and Safety risks, including risks to the public as well as other employees.
  - ★ The unauthorised use of nursery funds or equipment.
  - ★ Sexual, physical or other abuse of staff or children.
  - ★ Actions by staff which are unprofessional, inappropriate or conflict with the general understanding of what is right or wrong.

### Methods

- ★ As a first step, you should normally raise concerns with your immediate line manager. This may depend however on the seriousness and sensitivity of the issues involved and who is suspected of the malpractice.
- ★ Staff must disclose information in good faith.
- ★ Staff must believe the information to be substantially true.
- ★ Staff must not act maliciously or make false allegations.
- ★ Staff must not seek any personal gain.
- ★ If you are unhappy with how your line manager has handled your concern, or if the concern is connected to your line manager, you should go to the Deputy Nursery Manager.
- ★ If you are still not satisfied with the outcome of your disclosure, then the Nursery Manager should be consulted.
- ★ As a final resort, you should contact Ofsted on telephone **0300 123 1231**.

**Once upon a time** also has a Complaints procedure and a Staff Grievance procedure.

**This policy was adopted by Once upon a time nursery school**

**Date: 1 September 2012**

**Updated on: 24 April 2014**

**Signed on behalf of the nursery**

**To be reviewed: Annually or sooner if any matters arise**



## Social Media Policy

### Statement of intent

**Once upon a time** realises that social media and networking websites have become a regular part of everyday life and that many people enjoy membership of sites such as Facebook and Twitter. However, we are also aware that these sites can become a negative forum for complaining or gossiping, and care must be taken not to breach our confidentiality policy or offend anyone using this nursery.

### Aim

This policy has been designed to give staff and parents clear guidelines as to what **Once upon a time** expects of them when accessing or using these sites. The absence of, or lack of, explicit reference to a specific website or service does not limit the extent of the application of this policy. Where no policy or guideline exists, employees should use their professional judgement and take the most prudent action possible. Consult with your line manager if you are uncertain. We ask parents to refrain from asking staff to become friends on social media, and to respect our Social Media Policy.

### Methods

#### Staff

If you have your own personal profile on a social media website, you should make sure other people cannot access any content, media or information from that profile that you are:

- not happy for them to have access to, and
- which would undermine your position as a professional, trusted and responsible person.

As a basic rule, if you are not happy for others you work with to see particular comments, media or information simply do not post it in a public forum online. When using social media sites, staff members should consider the following:

- ★ Changing the privacy settings on your profile so that only people you have accepted as friends can see your content.
- ★ Reviewing who is on your friends list on your personal profile.
- ★ In most situations you should not accept friend's requests on your personal profile from parents of the nursery. **Rules linked to these procedures are listed in the staff handbook**
- ★ **In most situations you should not request or accept friend requests from parents of children who have left the nursery. Rules linked to these procedures are listed in the staff handbook.**
- ★ Ensuring personal blogs have clear disclaimers that the views expressed by the author are theirs alone and do not represent the views of **Once upon a time**. Make your writing clear that you are speaking for yourself and not on behalf of **Once upon a time nursery school**.
- ★ Ensuring information published on the internet complies with **Once upon a time's** Confidentiality and Data Protection Policies. Breach of confidentiality will result in disciplinary action and may result in termination of your contract.
- ★ Ensuring you are always respectful towards:
  - **Once upon a time nursery school**
  - Other staff members
  - Parents and their families, and
  - Other agencies, suppliers and partners.
- ★ Staff should be aware that any disrespectful comments to the above might be seen as libellous or defamatory and could result in disciplinary action or termination of your contract.

- ★ **Once upon a time** logos and trademarks may not be used without written consent.
- ★ At all times, in or out of working hours, you are an ambassador for **Once upon a time nursery school**. Be aware that your actions captured via images, posts or comments online can reflect on the nursery.

**All staff must adhere to the above guidelines. Breach of this may result in disciplinary action or termination of contract.**

### **Parents**

- ★ Parents are requested to refrain from asking staff to become friends on social media, **while their child attends and after their child has left Once upon a time**, as this may result in staff being placed in an awkward position.
- ★ At any special nursery events such as concerts, day trips or family fun day's parents should always ask permission from parents whose children may be in a particular photo shot before posting on social media websites.
- ★ As stated in our Tapestry Policy, parents/carers must not download/upload photos from Tapestry onto any social networking site. Please see Tapestry policy for further information.
- ★ If you have any concerns or issues of any aspect of the nursery day, it should initially be brought to the attention of the Nursery Manager before posting derogatory comments on social media.

**Once upon a time** operates accounts on social media websites for the promotion of activities and events, and as a communication method. The following outlines the limits of their use:

- ★ An official page on any social media website may only be set up with written consent from the Manager.
- ★ Only authorised staff may use these accounts to post online and access to the accounts will be strictly limited.
- ★ All information published on the internet must comply with **Once upon a time nursery school's** Confidentiality and Data Protection Policies.
- ★ Parents and children should not be referenced online without their express consent. This includes all photos, videos and other media.
- ★ Any employee who becomes aware of social networking activity that would be deemed distasteful or disrespectful should make their line manager aware as soon as possible.

**This policy was adopted by Once upon a time nursery school**

**Date: 1 September 2012**

**Amended on: 10 April 2019**

**Signed on behalf of the nursery**

**To be reviewed: Annually or sooner if any matters arise**

## **Confidentiality Policy**

### **Statement of intent**

It is our intention to respect the privacy of children and their parents and carers, while ensuring that they access high quality nursery care and education.

### **Aim**

We aim to ensure that all parents and carers can share their information in the confidence that it will only be used to enhance the welfare of their children.

### **Methods**

To ensure that all those using and working in the nursery can do so with confidence, we respect confidentiality in the following ways.

- ★ Parents have ready access to the files and records of their own children but do not have access to information about any other child.
- ★ Staff will not discuss personal information given by parents with other members of staff, except where it affects planning for the child's needs.
- ★ Staff induction includes an awareness of the importance of confidentiality in the role of the Key person.
- ★ Any concerns/evidence relating to a child's personal safety are kept in a secure, confidential file and are shared with as few people as possible on a 'need-to-know' basis.
- ★ Personal information about children, families and staff is kept securely in a lockable file whilst remaining as accessible as possible.
- ★ Issues to do with the employment of staff, whether paid or unpaid, remain confidential to the people directly involved with making personnel decisions.
- ★ Students on work experience or other recognised qualifications and training, are advised of our Confidentiality Policy and required to respect it when they are observing in the nursery.

All the undertakings above are subject to the paramount commitment of the nursery, which is to the safety and well-being of the child. Please see also our policies on Child Protection, Social Media and Tapestry.

**This policy was adopted by Once upon a time nursery school**

**Date: 24 September 2007**

**Amended on: 4 August 2016**

**Signed on behalf of the nursery**

**To be reviewed: Annually or sooner if any matters arise**

## **Complaints Procedure**

### **Statement of intent**

Our nursery believes that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our nursery and will give prompt and serious attention to any concerns about the running of the nursery. We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, we have a set of procedures for dealing with concerns.

### **Aim**

We aim to bring all concerns about the running of our nursery to a satisfactory conclusion for all the parties involved.

### **Complaints relating to our delivery of the statutory framework of Early Years Foundation Stage**

We will investigate all complaints made in writing or in electronic form from parents where these relate to one or more of the national standards. We will provide the parent(s) who made the complaint with an account of the findings and with any action taken as a result within 28 days.

### **Methods**

To achieve this, we operate the following complaints procedure:

### **How to complain**

#### **Stage 1**

Any parent who is uneasy about an aspect of the nursery's provision talks over, first of all, his/her worries and anxieties with the Room Manager.

#### **Stage 2**

If this does not have a satisfactory outcome, or if the problem recurs, the parent moves to Stage 2 of the procedure by putting the concerns or complaint in writing to the Room Manager and the Nursery Manager.

Most complaints should be able to be resolved informally at Stage 1 or at Stage 2.

#### **Stage 3**

The parent requests a meeting with the Room Manager and the Nursery Manager. If required, both the parent and the Room Manager may have a friend or partner present. An agreed written record of the discussion is made. All of the parties present at the meeting sign the record and receive a copy of it. This signed record confirms that the procedure has concluded.

#### **Stage 4**

If at the Stage 3 meeting the parent and nursery cannot reach agreement, an external mediator is invited to help settle the complaint. This person should be acceptable to both parties, listen to both sides and offer advice.

A mediator has no legal powers but can help to define the problem, review the action so far and suggest further ways in which it might be resolved.

The mediator keeps all discussion confidential. she/he can hold separate meetings with the nursery personnel (Room Manager and Nursery Manager) and the parent, if this is decided to be helpful. The mediator keeps an agreed written record of any meetings that are held and of any advice she/he gives.

## **Stage 5**

When the mediator has concluded her/his investigations, a final meeting between the parent, the Room Manager and the Nursery Manager is held. The purpose of this meeting is to reach a decision on the action to be taken to deal with the complaint. The mediator's advice is used to reach this conclusion. The mediator is present at the meeting if all parties think this will help a decision to be reached.

A record of this meeting, including the decision on the action to be taken, is made. Everyone at the meeting signs the record and receives a copy of it. This signed record signifies that the procedure has concluded.

### **The role of the Office for Standards in Education, Early Years Directorate (Ofsted) and the Local Safeguarding Children's Board.**

Parents may approach Ofsted directly at any stage of this complaints procedure. In addition, where there seems to be a possible breach of our registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure the **statutory framework for the Early Years Foundation Stage** is adhered to.

### **The address and telephone number of our Ofsted regional centre are:**

The National Business Unit  
Ofsted  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

Tel: 0300 123 1231

These details are also displayed on nursery notice boards.

If a child appears to be at risk, our nursery follows the procedures of the Local Safeguarding Children's Board in our Local authority. The Leaflet entitled 'What to do if you think a child is being abused' can also be found on our notice boards.

In these cases, both the parent and nursery are informed and the Manager works with Ofsted or the Local Safeguarding Children Board to ensure a proper investigation of the complaint followed by appropriate action.

## **Records**

We will investigate all complaints made in writing or in electronic form from parents where these relate to statutory framework for the Early Years Foundation Stage. We will provide the parent(s) who made the complaint with an account of the findings and with any action taken as a result within 28 days.

A record of complaints against our nursery and/or the children and/or the adults working in our nursery is kept, including the date, the circumstances of the complaint and how the complaint was managed. These records will be kept for a period of ten years from the date on which the record was made.

## **Complaints relating to the General Data Protection Act (GDPA) 2018**

We have a separate policy outlining our responsibilities to keep our families and staff data safe.

If you have any reason to question our handling of your data, then a formal meeting should be arranged with our Data Protection Officer, **John Banbury**.

A record of complaint is kept, including the date, the circumstances of the complaint and how the complaint was managed. These records will be kept for a period of ten years from the date on which the record was made.

If after meeting with our Data Protection Officer you are still unsatisfied, and you wish to take the matter further, then you should contact the Information Commissioners Office (ICO). Their website address is: <https://ico.org.uk/global/contact-us/>

### **Complaints relating to the claiming of Government nursery funding**

We have a separate Charging Policy relating to how we claim and invoice parents to include any Government nursery funding they may be entitled to. Our policy has to be vetted and passed by Norfolk County Council annually and forms part of our 'Local Agreement' with them to be able to claim the funding on behalf of our parents.

If you want to question anything relating to Early Years Government Funding, you should initially arrange a meeting with our Finance Director, **John Banbury**, or our Operations Manager, **Anna Terrington**.

A record of the complaint is kept, including the date, the circumstances of the complaint and how the complaint was managed. These records will be kept for a period of ten years from the date on which the record was made.

If after meeting with our Finance Director or Operations Manager, you are still unsatisfied then you should contact Norfolk County Council's Early Years funding team. Their email address is: [earlyyearsfinance@norfolk.gov.uk](mailto:earlyyearsfinance@norfolk.gov.uk)

### **Action on all complaints**

Where we have a legal duty to improve our systems we will take immediate steps to do so. Information about any other complaints will be taken to our Governance meetings, which are held three times per year, to see if any improvements to our systems or processes can be made. Records will be kept for a period of ten years from the date on which the record was made.

### **This policy was adopted by Once upon a time nursery school**

**Date:** 24 September 2007

**Updated on:** 4 April 2018

**Signed on behalf of the nursery**

**To be reviewed:** Annually or sooner if any matters arise

## Outdoor Play Policy

### Statement of intent

This nursery recognises the benefits from viewing the outdoor and indoor area as one learning environment. Outdoor play should be available at each session throughout the year.

### Aim

We aim to:

- ★ Provide a secure and stimulating outdoor environment in which all our children can flourish and in which all contributions are valued.
- ★ Provide children with some risky play.
- ★ Involve parents by asking them to provide suitable clothing, hats and footwear for relevant weather conditions.
- ★ Offer a curriculum to the children which encourages them to develop positive attitudes to outside play which mirrors and complements the indoor provision.

### Methods

To achieve our aim, we:

- ★ make staff fully aware of our garden risk assessment and their role and responsibilities in carrying it out,
- ★ involve all our staff in planning the outdoor curriculum,
- ★ allow children to 'self-regulate' their own body temperature in hot or cold weather. Where this is not appropriate staff will encourage children to take sensible precautions, i.e. find some shade or go inside to warm up,
- ★ provide the children with the same types of activities outside that they can access indoors, including,
  - Writing materials
  - Sand
  - Water
  - Books
  - Painting
  - Construction
  - Musical instruments
  - IT equipment.
  - Loose parts. i.e. stones, pipes, shells, boxes etc.
- ★ ensure that we have some outdoor storage which can be accessed by the children so they can make decisions and choices about their outdoor play.

### Risky play

Involvement in risky play gives children the opportunity to access risks and manage situations. Very young children are taking daily risks, which in turn leads to new learning experiences, such as walking, running, climbing and riding wheeled toys. Each of these activities involves some risks but are necessary for their development. Risky play is no different. Success and failure provide the motivation to try again and work out different ways of doing things. Children may experience feelings such as fun, enjoyment, excitement, thrill, pride and achievement while engaging in risky play. More likely, but not uniquely, risky play may be encountered by a child in an outdoor learning space.

### Methods

- Having clear systems for identifying hazards and risks through the risk assessment procedure and by using the risk-benefits system.
- Having confident and well-trained staff who use the risk-benefits information and their own common sense to perform 'dynamic assessment' throughout the day, modifying activities, removing identified high hazards and being on hand to offer

support when needed and a round of applause when a child achieves their goal, thereby promoting both physical and emotional well-being.

### **Sun protection**

To enable the children to play safely in the sun, we require parents to provide their child with a named bottle of high factor sunscreen and written consent for it to be re-applied.

Parents should always apply sunscreen to their child **before** they attend nursery. Staff will re-apply at appropriate intervals during the day, encouraging older children to do as much of this as they are able.

Hats should be provided and staff will remind children to wear them when outside. Nursery will keep a supply of emergency hats for days when parents forget to bring in their child's own hat.

Parents should be aware it might be necessary for some fair skinned children to wear long sleeve cotton clothing as well as sunscreen on very sunny days.

**This policy was adopted by Once upon a time nursery school**

**Date: 24 September 2007**

**Amended on: 10 April 2019**

**Signed on behalf of the nursery**

**To be reviewed: Annually or sooner if any matters arise**



## Equipment and Resources Policy

### Statement of intent

We believe that high-quality care and education is promoted by providing children with safe, clean, attractive, age and stage-appropriate resources, toys and equipment.

### Aim

We aim to provide children with resources and equipment which help to consolidate and extend their knowledge, skills, interests and aptitudes.

### Methods

To achieve this aim, we:

- ★ provide play equipment and resources which are safe and - where applicable - conform to the BSEN safety standards or Toys (Safety) Regulation (1995),
- ★ provide some real objects such as tools, china tea sets, pipes etc. and some natural objects such as shells, stones and sticks etc. All such resources are risk assessed and supervised by adults. Provide information to parents and train staff about the risk benefits for these kinds of resources.
- ★ provide a sufficient quantity of equipment and resources for the number of children,
- ★ provide resources which promote all areas of children's learning and development, which may be child or adult-led,
- ★ select books, equipment and resources which promote positive images of people of all races, cultures and abilities, are non-discriminatory and avoid racial and gender stereotyping,
- ★ provide play equipment and resources which promote continuity and progression, provide sufficient challenge and meet the needs and interests of all children,
- ★ provide man-made, natural and recycled materials which are clean, in good condition and safe for the children to use,
- ★ provide furniture which is suitable for children and furniture which is suitable for adults,
- ★ store and display resources and equipment where children can independently choose and select them,
- ★ check all resources and equipment regularly as they are set out at the beginning of each session, and put away at the end of each session. We repair and clean, or replace any unsafe, worn out, dirty or damaged equipment,
- ★ keep an inventory of resources and equipment. use the inventory to:
  - review the balance of resources and equipment so that they can support a range of activities across all areas of play, learning and development, and
  - record the dates and results of checking the resources and equipment,
- ★ provide adequate insurance cover for the nursery's resources and equipment,
- ★ use the local library to introduce new books and a variety of resources to support children's interests, and
- ★ plan the provision of activities and appropriate resources so that a balance of familiar equipment and resources and new exciting challenges is offered.

**This policy was adopted by Once upon a time nursery school**

**Date: 24 September 2007**

**Amended on: 10 April 2019**

**Signed on behalf of the nursery**

**To be reviewed: Annually or sooner if any matters arise**

## **Student Placement Policy**

### **Statement of intent**

This nursery recognises that qualifications and training make an important contribution to the quality of the care and education we provide. As part of our commitment to quality, we may from time to time offer placements to students undertaking early years qualifications and training.

### **Aim**

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.

### **Methods**

- ★ We require students to meet the 'suitable person' requirements of Ofsted.
- ★ We require schools placing students under the age of 17 years with the nursery to vouch for their good character.
- ★ We supervise students under the age of 17 years at all times, and do not allow them to have unsupervised access to children.
- ★ Students who are placed in our nursery 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 have Employers' Liability Insurance and Public Liability Insurance, which covers both trainees and voluntary helpers.
- ★ We require students to keep to our Confidentiality and Data Protection Policies.
- ★ We co-operate with students' tutors in order to help students 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 nursery is managed, how our days 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 nursery.
- ★ We ensure that trainees and students placed with us are engaged in bona fide early years training, which provides the necessary background understanding of children's development and activities.

**This policy was adopted by Once upon a time nursery school**

**Date: 24 September 2007**

**Signed on behalf of the nursery**

**To be reviewed: Annually or sooner if any matters arise**

## Secure Storage, Handling, Use, Retention and Disposal of Disclosures and Disclosure Information

### Statement of intent

As an organisation we recognise the importance of using the Disclosure and Barring Service (DBS) to help assess the suitability of applicants for positions of care and trust.

### Aim

We aim to comply with the DBS Code of Practice regarding the correct handling, use, storage, retention and disposal of disclosures and disclosure information.

We do this by complying fully with our obligations under the Data Protection Act 1998 and other relevant legislation pertaining to the safe handling, use, storage, retention and disposal of disclosure information

### Methods

#### Storage and access

- ★ Disclosure information will be kept securely, in lockable, non-portable, storage containers with access strictly controlled and limited to those who are entitled to see it as part of their duties.
- ★ Where internet DBS's are obtained, they will only be held on the Manager's computer which is password protected and has the correct security systems in place.

#### Handling

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

#### Usage

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

#### Retention

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

#### Disposal

- ★ Once the retention period has elapsed, we will ensure that any disclosure information is immediately destroyed by secure means, e.g. by shredding, pulping or burning. Internet disclosures will be deleted from computer files. While awaiting destruction, disclosure information will not be kept in any insecure receptacle (e.g. waste bin or confidential waste sack). We will not keep any photocopy or other image of the disclosure or any copy or representation of the contents of a disclosure.

However, notwithstanding the above, we may keep a record of the date of issue of a disclosure, the name of the subject, the type of disclosure requested, the position for which the disclosure was requested, the unique reference number of the disclosure and the details of the recruitment decision taken.

**This policy was adopted by Once upon a time nursery school**

**Date: 24 September 2007**

**Amended on: 4 September 2012**

**Signed on behalf of the nursery**

**To be reviewed: Annually or sooner if any matters arise**

## Recruitment of Ex-Offenders Policy

### Statement of intent

At **Once upon a time** we are committed to the fair treatment of everyone involved at our nursery, regardless of race, gender, religion, sexual orientation, responsibilities for dependants, age, physical/mental disability or offending background.

However, we are aware that some people are not allowed to work with children because they are disqualified to do so. It is an offence for us to employ anyone who we know is disqualified. We follow the statutory framework for the Early Years Foundation Stage.

### Aim

We aim to not discriminate unfairly against any subject of a disclosure on the basis of a conviction or other information revealed.

We do this by using the Disclosure and Barring Service (DBS) to assess applicants' suitability for positions of trust.

### Methods

- ★ This policy is made available to all disclosure applicants at the outset of the recruitment process.
- ★ We actively promote equality of opportunity for all with the right mix of talent, skills and potential and welcome applications from a wide range of candidates, including those with criminal records. We select all candidates for interview based on their skills, qualifications and experience.
- ★ Where a disclosure forms part of the application process, we encourage all applicants called for interview to provide details of their criminal record at an early stage in the recruitment process. We request that this information is sent under separate, confidential cover to a designated person within the nursery, and we guarantee that this information will only be seen by those who need to see it as part of the recruitment process.
- ★ Unless the nature of the position allows the nursery to ask questions about your entire criminal record, we only ask about unspent convictions as defined in the Rehabilitation of Offenders Act 1974.
- ★ We ensure that all those at **Once upon a time** who are involved in the recruitment process have been suitably trained to identify and assess the relevance and circumstances of offences. We also ensure they have received appropriate guidance and training in the relevant legislation relating to the employment of ex-offenders, e.g. the Rehabilitation of Offenders Act.
- ★ At interview, or in a separate discussion, we ensure that an open and measured discussion takes place on the subject of any offences or other matter that might be relevant to the position. Failure to reveal information that is directly relevant to the position sought could lead to withdrawal of an offer of employment.
- ★ We make every subject of a DBS disclosure aware of the existence of the DBS Code of Practice and make a copy available on request.
- ★ We undertake to discuss any matter revealed in a disclosure with the person seeking the position before withdrawing a conditional offer of employment.
- ★ Having a criminal record will not necessarily prohibit you from working with us. This will depend on the nature of the position and the circumstances and background of your offences.

**This policy was adopted by Once upon a time nursery school**

**Date: 24 September 2007**

**Signed on behalf of the nursery**

**To be reviewed: Annually or sooner if any matters arise**

## **Good Neighbour Policy**

### **Statement of intent**

This nursery regards the importance of being good neighbours and our responsibility to the local community to be of high value.

### **Aim**

Our aim is to encourage our staff, parents and children to be community spirited and to show awareness of other peoples need for privacy and quality of life within their own residences.

### **Methods**

- ★ All parents will be made aware when their child joins this nursery the need for responsible behaviour whilst on our premises. This will include:
  - Car parking – no unnecessary noise such as loud car music/radios etc. or horn blowing.
  - Parents should use designated car parking spaces within the nursery property and to be courteous to other users.
  - No litter should be dropped on or around the nursery property, or near neighbouring properties.
  
- ★ All staff will be made aware at their induction training that respect for our neighbour's privacy is of extreme importance. This will include:
  - Staff to ensure that children are engrossed in purposeful play while outside.
  - In accordance with the Early Years Foundation Stage, produced by The Department for Education and Employment, staff will incorporate into curriculum plans, activities that will help children reach the Early Learning Goal for 'Sense of Community'.

**This policy was adopted by Once upon a time nursery school**

**Date: 24 September 2007**

**Signed on behalf of the nursery**

**To be reviewed: Annually or sooner if any matters arise**