

ST NEOT NURSERY SCHOOL POLICIES AND PROCEDURES

ADMISSIONS

St Neot Nursery offers space for 25 children between the ages of 2 and 4 in any one session. The above is in accordance with the legal space requirements from Ofsted and is the overriding policy in respect of admissions.

Other matters taken into account in deciding which child can be offered a place in the nursery are:

- Availability of places, taking into account the staff/child ratios, the age of the child and the registration requirements;
- Children who have siblings who are already with us;
- When the application is received (extra weight is given to those who have been on the waiting list the longest);
- The nursery's ability to provide the facilities for the welfare of the child, including appropriate staffing arrangements;
- A child requiring a full-time place may have preference over one requiring a part-time place. This is dependent upon work commitments, occupancy and room availability;
- Extenuating circumstances affecting the child's welfare or the welfare of their family.

We operate an inclusion and equality policy and ensure that all children have access to nursery places and services irrespective of their gender, race, disability, religion or belief or sexual orientation of parent/carer(s).

A registration pack will be given to all prospective parents. Prior to a child attending nursery, parent/carer(s) must complete and sign a registration form. This form provides the nursery with personal details relating to the child.

If a child is registered by one parent of a separated family, the nursery requests that all details relating to the child and other parent are disclosed wherever possible, e.g. court orders, injunctions. This will allow the nursery to have all the appropriate information in order to support the child fully.

We ask parents to share their Red Book when they start nursery.

The nursery will:

- Ensure the child's welfare is paramount in all operations relating to their time within the nursery;
- Comply with any details of a Court Order where they are applicable to the nursery's situation, provided the nursery has seen a copy/has a copy attached to the child's file;
- Provide information on the child's progress within the nursery to both parent/carer(s);
- Ensure that all matters known by the staff pertaining to the family and the parent's separation shall remain confidential;
- Ensure that members of staff treat both parent/carer(s) equally and with due respect.

The nursery cannot restrict access to any parent with parental responsibility unless a formal Court Order is in place. We respectfully ask that parent/carer(s) do not put us in this position.

All funded sessions are in line with the flexible arrangement as specified by the Government. When you
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register your child for their funded place we will discuss your needs, and as far as possible with availability and staffing arrangements, we will accommodate your wishes.

Supervision of children

The nursery manager is responsible for all staff, students and relief staff in the nursery in order to supervise the children in their care suitably. Ratios are observed at all times.

- Whether children are in or out of the building, they must be supervised at all times;
- Be aware that children can drown in only a few centimetres of water; children must be fully supervised at all times when using water play;
- Special care should be taken when children are using large apparatus e.g. climbing frame, and when walking up or down steps/stairs;
- A member of staff must supervise large outdoor play equipment at all times;
- When outdoors, staff must be aware of any dangers relating to bushes, shrubs and plants;
- Children must be supervised at all times when eating;
- Children must be carefully supervised when using scissors;
- Children must be carefully supervised when using knives for cooking activities;
- During outings staff/child ratios will be increased to ensure supervision and safety.

Supervision of Visitors

All visitors must sign the Visitor's Book on arrival and departure. The nursery manager must point out fire procedures.

A member of staff must accompany visitors in the nursery at all times whilst in the building; at no time should a visitor be left alone with a child unless under specific circumstances arranged previously with the manager.

Payment of Fees Policy

It is our intention to make the nursery fees understandable and fair to all parent/carer(s). Our fees are available on request from the school office.

Invoices are issued on the first working day of the month for the previous month. Parent/carer(s) can pay via childcare vouchers through their employer. Payment by cheque or cash is also accepted. Our preferred method of payment is via Bank Transfer.

Up to 570 hours per year of Government funded hours are available for some parents who claim certain benefits for children who are 2 year olds. This starts from the term following the child's 2nd birthday and will be calculated and shown as a reduction on invoices.

Up to 15 hours of Government funded Early Years Entitlement is available to all 3 & 4 year olds from the term following the child's 3rd birthday.

In both cases the total number of hours claimed per year is 570, which equates to 15 hours per week over 38 weeks a year.

30 hours funding is available to all children whose parents are eligible.

Fees will be charged if your child is absent for any reason other than illness or exceptional circumstances, e.g. attending a funeral, hospital appointments. If you are unsure whether you will be charged for an absence, please ask at the office.

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If you wish to cancel your child's place at the nursery, then we require 1 calendar months' notice.

Non Payment of Fees Policy

St Neot Nursery values their relationship with parents/carers and will be sympathetic towards any difficulty in paying their child's fees. However, we are unable to function effectively without these payments.

We aim to help parents/carers to pay all fees due to us by offering an agreed flexible payment system and following a fair procedure.

Should a parent/carer have problems paying their child's fees on time they should speak in confidence to the office.

There is a 10% late payment fee

Online Safety Policy

Please see St Neot School and Nursery Online Safety Policy.

At the nursery the younger children are able to use the computer or ipads with age appropriate games and learning tools with adult supervision. The history on the computer is checked on a regular basis. If you would rather your child was not allowed access to the internet, then please let a member of nursery staff know.

Personal Possessions Policy

The nursery provides a wide range of toys and activities for all the children, catering for different needs, abilities and ages. We ask that children do not bring in personal possessions, except one item for show and tell if requested. The nursery will not be held responsible for any personal items that are lost or damaged.

If your child does have a comfort toy that they are very attached to, the nursery recommends that additional 'copies' are purchased as this can prevent great upset if it becomes lost or that it does not come into nursery.

We ask that all shoes, boots, coats, jumpers, hats etc. are all clearly named. With so many children at nursery at any one time it's normal for several children to have the same items and it very difficult to make sure that they all have their own.

Abusive parent/carer(s)

Please see St Neot School and Nursery Parental Behaviour Policy.

Complaints

Please see St Neot School and Nursery Complaints Policy.

ARRIVALS AND DEPARTURES

Arrivals and departures of children

It is the policy of the nursery to give a warm welcome to each child on their arrival.

The front door will be kept locked at all times during Nursery hours. All visitors during the school day

must report to reception and will be taken through to Nursery once they have signed in.

The child's arrival will immediately be recorded on the daily register. Any specific information provided by the parent/carer(s) should be recorded. If there are variations to contact or collection details this will be noted. The nursery will only release your child from our care to adults who have permission to collect them. We will, therefore, need you to provide us with a list of people authorised to collect. If a person not known to the setting is collecting the child a safe word will be issued.

All children have contracted hours of attendance, if parent/carer(s) require extra hours then we request that these are booked one week in advance (subject to availability). Please discuss with the nursery if you need to change your contracted hours.

The planned departure of the child should be anticipated by the key person in the group. All medicines should be recovered from the medicine box/fridge only when the parent has arrived and should be handed to them personally. The register must be immediately marked to show that the child has left the premises

Late collection and non-collection

All parent/carer(s) agree an arrival time at the nursery and are informed of procedures on what to do if they expect to be late. This includes:

- Calling the nursery as soon as possible to advise of their situation;
- Asking a designated person to collect their child wherever possible;
- Informing the nursery of this person's identity so the nursery can talk to the child if appropriate. This will help to reduce or eliminate the distress that may be caused by this situation;
- If the designated person is not known to the nursery staff the parent must provide a detailed description of this person. This designated person must know the agreed password in order for the nursery to release the child into their care. This is the responsibility of the parent.

In the instance of a child not being collected from the nursery after a reasonable amount of time (15 minutes) has been allowed for lateness, the following procedure will be initiated by staff:

- Inform the nursery manager that a child has not been collected;
- The parent/carer(s) will be contacted on the numbers provided for their mobile, home or work. If this fails, the emergency contacts will then be contacted as per the child's records;
- The manager/staff member on duty in charge and one other member of staff must stay behind with the child (if it falls outside normal operating hours). During normal operating times, staff ratios must be met and planned for accordingly;
- If the parent/carer(s) still have not collected the child, the manager will telephone all contact numbers available every 10 minutes until contact is made;
- In the event of no contact being made after 30 minutes has lapsed of the stated pickup time, the person in charge will ring the Multi-Agency Referral Unit (MARU) team to advise them of the situation;
- The child will be put into Riverside after school club;
- The child's welfare and needs will be met at all times and to minimise distress staff will distract, comfort and reassure the child during the process;
- In order to provide this additional care a late fee of £5 per 15 minutes will be charged to parent/carer(s). This will pay for any additional operational costs that caring for a child outside their normal nursery hours may incur.

Adults arriving under the influence of alcohol or drugs

The nursery's prime focus is the care and safety of the children it cares for. All procedures are written with this in mind. If an adult arrives to collect a child, whether this is the parent/carer or another designated adult and they are deemed to be under the influence of alcohol or drugs, the senior member of management on duty will assess whether the child's safety and welfare may be impacted if released into this person's care.

The decision will be discussed with the adult and where required an additional named adult will be contacted to collect the child or this will be referred to the duty social care worker if this is not possible. During this time the child will be cared for by another member of staff so they are able to remain calm and engaged in play.

Where an adult is deemed unsuitable to drive due to suspected alcohol or drugs consumption, and may endanger themselves and others if they do, the nursery will intervene and endeavour to prevent this individual from getting back into the vehicle. The nursery reserves the right to also report such matters to the police and, in the case of any employees, reserves the right to take disciplinary action as may be appropriate.

Camera and recording device use

We ensure that any photographs or recordings taken of your children in our nursery are only done with prior written permission from each child's parent. This is gained when each child starts with us.

We ask for individual permissions for photographs and video recordings for each different use including use for display purposes, for promotion materials including our nursery website and prospectus and to use in the local press. We ensure that parent/carer(s) understand that their child may also be on another photograph, but not as the primary person, that may be used in another child's learning journey.

If a parent is not happy about one or more of these uses, then the nursery will respect their wishes and find alternative ways of recording their child's play or learning.

Settling in

We aim for children to feel safe, stimulated and happy in the nursery and to feel secure and comfortable with all staff. We also want parent/carer(s) to have confidence in both their children's well-being and their role as active partners, with the child being able to benefit from what the nursery has to offer.

We aim to support parent/carer(s) to help their children settle quickly and easily by giving consideration to the individual needs and circumstances of each child and their families.

The nursery staff will work in partnership with parent/carer(s) to settle their child into the nursery environment by:

- Providing parent/carer(s) with relevant information regarding registration and the policies and procedures of the nursery;
- Encouraging the parent/carer(s) and children to visit the nursery before an admission is planned;
- Planning a 1 hour settling in visit and introductory session. This will be provided free of charge;
- Reassuring parent/carer(s) whose children seem to be taking a long time settling into the nursery;
- Encouraging parent/carer(s), where appropriate, to separate themselves from their children to allow staff to settle the child;
- Allocating a key person to each child and his/her family, before he/she starts to attend. The key person welcomes and initially looks after the child. He/she offers a settled relationship for the child and

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builds a relationship with his/her parent/carer(s) during the settling in period and to ensure the family has a familiar contact person to assist with the settling in process;

- Reviewing the nominated key person if the child is bonding with another member of staff to ensure the child's needs are supported;
- Respecting the circumstances of all families, including those who are unable to stay for long periods of time in the nursery and reassure them of their child's progress towards settling in;
- Children will not be taken on an outing from the nursery until he/she is completely settled.

SAFEGUARDING CHILDREN

Please see St Neot School and Nursery Child Protection and Safeguarding Policy

MEDICAL SUPPORT

Please see St Neot School and Nursery Health and Safety Policy

First aid

The first aid boxes are located in the nursery and staff room and are accessible at all times, with appropriate content for use with children. Staff are trained in paediatric first aid and this training is updated every three years to ensure it remains current.

Immunisation

If children are not vaccinated, it is the responsibility of the parent/carer(s) to inform the nursery to ensure that children/staff/parent/carer(s) are not exposed to any unnecessary risks of any sort.

Parent/carer(s) need to be aware that some children may not be vaccinated in the nursery. This may be due to their age, medical reasons or parental choice. Our nursery does not discriminate against children who have not received their immunisations and will not disclose individual details to other parent/carer(s). However, we will share the risks of infection if children have not had immunisations and ask parent/carer(s) to sign a disclaimer.

Emergency information

Emergency information must be kept for every child and should be updated on a regular basis with frequent reminders in newsletters, at parent/carer(s)' evenings and a reminder notice on the Parent Notice Boards.

Infection control

The best way to prevent a virus or infection from moving around the nursery environment is to maintain high hygiene standards in the nursery. To do this we will follow the guidance below:

- All potties and changing mats are cleaned and sterilised before and after each use;
- All toys, equipment and resources will be cleaned on a regular basis, using antibacterial cleanser or through washing in the washing machine;
- When children are ill, we will follow the policy to prevent the spread of any infection in the nursery. Staff are also requested to stay at home if they are contagious;
- The nursery manager retains the right of refusal of all children, parent/carer(s), staff and visitors who are deemed contagious and may impact on the welfare of the rest of the nursery;
- Parent/carer(s) will be made aware of the need for these procedures in order for them to follow these guidelines whilst in the nursery;

Sun care

The nursery is committed to ensuring that all children are fully protected from the dangers of too much sun. Severe sunburn in childhood can lead to the development of malignant melanoma (the most

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dangerous type of skin cancer) in later life.

We use the following procedures to keep children safe and healthy in the sun:

- Children must have a clearly named sun hat which will be worn at all times whilst outside in sunny weather. This hat will preferably be of legionnaires design to provide additional protection;
- Children must have their own high factor sun cream named and dated. This enables children to have sun cream suitable for their own individual needs;
- Children need light-weight cotton clothing suitable for the sun, with long sleeves and long legs if prone to sunburn;
- Children will always have sun cream applied by parents/carers before coming into the setting and topped up by nursery staff at frequent intervals during the day;
- Children are offered water more frequently throughout sunny or warm days;
- Staff will make day-to-day decisions about the length of time spent outside dependant on the strength of the sun;
- Shaded areas are available to ensure children are able to cool down or escape the sun should they wish or need to.

EQUALITY AND INCLUSION

Please see St Neot School and Nursery Single Equality Scheme

Recruitment

Please see St Neot School and Nursery Safer Recruitment Policy

Training

The Nursery recognises the importance of training as a key factor in the implementation of an effective inclusion and equality policy. The Nursery will strive towards the provision of inclusion, equality and diversity training for all staff.

Early Years framework

Early learning opportunities offered in the nursery encourage children to develop positive attitudes to people who are different from them. 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 all children have equal access to early learning and play opportunities;
- Reflecting the widest possible range of communities in the choice of resources;
- Avoiding stereotypical or derogatory images in the selection of materials;
- Acknowledging and celebrating a wide range of religions, beliefs and festivals;
- Creating an environment of mutual respect and empathy;
- Helping children to understand that discriminatory behaviour and remarks are unacceptable;
- Ensuring that all early learning opportunities offered are inclusive of children with learning difficulties and/or disabilities and children from disadvantaged backgrounds;
- Ensuring that children whose first language is not English have full access to the early learning opportunities and are supported in their learning.

Looked after children

Each child will be allocated a key person. The key person will support the child initially with transition

and settling in and then continue to support and build up a relationship with the child, carers and other agencies involved. Regular contact will be maintained with the carers throughout the child's time at the nursery and with the social worker (where applicable).

Regular ongoing practice such as observations will be carried out to build up a picture of the child's interests, and activities will be planned accordingly to support the child's stage of learning and development and interests. This information will be shared with carers as well as any concerns surrounding their developmental stages.

Where necessary a care plan will be developed with carers and professionals. This will include:

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

Where applicable, a Personal Education Plan (PEP) will also be completed in partnership with the social worker and/or care manager and carers. We will also attend all appropriate meetings and contribute to reviews.

Transition to school will be handled sensitively with the key person and designated 'looked after' person working together with the child to ensure that this is as smooth as transition as possible and all necessary information is shared. The child's individual file, including observations, photographs and pieces of art work and mark making will be passed on to the carer at this stage.

SUPPORTING INDIVIDUAL CHILDREN

Behaviour

To ensure that all children are happy and safe we have to insist on an acceptable standard of behaviour. Children are encouraged to follow our rules for life – show good manners at all times, follow instructions with thought and care for everyone and everything.

Particular emphasis is placed upon the importance of sharing and developing social and emotional skills. We use positive behaviour strategies including praise for good behaviour, as well as stickers and stamps for rewarding behaviour such as being kind, helping or trying their best.

The management of the nursery reserve the right to terminate a contract with immediate effect and exclude a child permanently if they:

- continually demonstrate aggressive behaviour to the other children in the nursery;
- continually use inappropriate language (swearing);
- continually make inappropriate remarks, such as racist comments;
- are likely to cause harm to other children in the setting;
- are found to be stealing from staff or the nursery.

Nursery staff will already have discussed their concerns with you and worked with you over a period of time to address your child's behaviour. Nursery staff would have used a variety of different strategies and with parental permission sought support from outside agencies.

Exclusion of a child would only occur if their behaviour was very severe and having a continued negative impact on the other children in the nursery.

When children behave in unacceptable ways:

- Physical punishment such as smacking or shaking will be neither used nor threatened, however it may be necessary to use restraining action in an emergency to prevent personal injury and protect the safety of other children and staff;
- Children will not be singled out or humiliated in any way. Staff within the nursery will re-direct the children towards alternative activities. Discussions with children will take place respecting their level of understanding and maturity;
- Staff will not raise their voices in a threatening way;
- In any case of misbehaviour, it will always be made clear to the child or children in question, that it is the behaviour and not the child that is unwelcome;
- How a particular type of behaviour is handled will depend on the child's age, level of development and the circumstances surrounding the behaviour. It may involve the child being asked to talk and think about what he/she has done. It may also include the child apologising for their actions;
- Parent/carer(s) will be informed if their child's behaviour is unkind to others or if their child has been upset. In all cases inappropriate behaviour will be dealt with in nursery at the time. Parent/carer(s) may be asked to meet with staff to discuss their child's behaviour, so that if there are any difficulties we can work together to ensure consistency between their home and the nursery. In some cases, we may request additional advice and support from other professionals, such as an educational psychologist or child guidance counsellors;
- Children need to develop non-aggressive strategies to enable them to stand up for themselves so that adults and children listen to them. They need to be given opportunities to release their feelings more creatively;
- Confidential incident reports will be kept on any negative behaviour that has taken place;
- If a child requires help to develop positive behaviour, every effort will be made to provide for their needs;
- Through partnership with parent/carer(s) and formal observations, staff will make every effort to identify any behavioural concerns and the causes of that behaviour. From these observations and discussions an individual behaviour modification plan will be implemented;
- In the event where a child's behaviour involves aggressive actions towards other children and staff, for example hitting, kicking etc. the manager should complete risk assessments identifying any potential triggers or warning signs ensuring other children and staff safety at all times. In these instances, it may be that the child is removed from that area until they have calmed down and/or restraining techniques are used by trained staff;
- Children will be distracted from the negative situation and supported in a different activity or environment, if necessary for their own well-being and that of others in the group.

Biting

Biting can be an uncomfortable subject for parent/carer(s) of both the biter and the child who is bitten.. Please do discuss any concerns you may have regarding this issue with the nursery manager. If your child is known to bite, we would prefer to know in advance.

Children bite for a variety of reasons. This may be because they are teething, frustrated, exploring using their mouth, asserting their independence and wanting to gain control, or they could be stressed. It may also be because they want to gain attention. The nursery will work with you and your child to establish when and why they are biting. We will observe the child closely to see if certain conditions or situations trigger the behaviour and then work with them to try and avoid the incidents occurring. This may

involve altering the child's routine, giving them more one to one attention, purchasing additional resources so sharing is not such a major issue.

A member of staff will ensure that if a child is bitten that they are comforted and given lots of attention. We will ensure that any first aid is applied correctly, if required, and the incident will be recorded on the accident/incident form and parent/carer(s) asked to sign it.

If your child bites then a member of staff will remove them from the situation. We will explain to them, according to their age and understanding, that biting is unacceptable behaviour. For younger child this may be by tone of voice and facial expressions rather than lots of words.

It may be necessary for us to exclude the child from an activity and use 'time out' until they are calm enough to return. We will also encourage the child to apologise to the child they have bitten and work with them to develop strategies to help them deal with the reasons. With regard to our Confidentiality Policy we will not disclose the name of the biting child to the parent/carer(s) of the bitten child.

Many children go through a stage of biting, please don't be alarmed it doesn't last forever!

SPECIAL EDUCATIONAL NEEDS (SEN)

The nursery is committed to the inclusion of all children. All children have the right to be cared for and educated to develop to their full potential alongside each other through positive experiences, to enable them to share opportunities and experiences and develop and learn from each other. We provide a positive and welcoming environment where children are supported according to their individual needs. All children have a right to a broad and well-balanced early learning environment.

We feel it is paramount to find out as much as possible about a particular child's condition and the way that may affect his/her early learning or care needs by:

- Liaising with the child's parent/carer(s);
- Liaising with any professional agencies;
- Reading any reports that have been prepared;
- Attending any review meetings with the local authority/professionals;
- Regularly monitoring observations carried out on the child's development.

All children will be given a full settling in period when joining the nursery according to their individual needs.

Aims

We will:

- Recognise each child's individual needs and ensure all staff are aware of, and have regard for, the Special Educational Needs Code of Practice (England) on identification and assessment of any needs not being met by the universal service provided by the nursery;
- Include all children and their families in our provision;
- Provide well informed and suitably trained practitioners to help support parent/carer(s) and children with learning difficulties and/or disabilities;
- Develop and maintain a core team of staff who are experienced in the care of children with additional needs and employ a Special Educational Needs Co-ordinator (SENCO) who is experienced in the care and assessment of children with additional needs. Staff will be provided with specific training relating to Special Educational Needs (SEN) and the SEN Code of Practice;
- Identify the specific needs of children with learning difficulties and/or disabilities and meet those

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needs through a range of strategies;

- Ensure that children who learn quicker, e.g. gifted and talented children are also supported;
- Work in partnership with parent/carer(s) and other agencies in order to meet individual children's needs, including the health and education authorities, and seek advice, support and training where required;
- Monitor and review our practice and provision and, if necessary, make adjustments, and seek specialist equipment and services if needed;
- Ensure that all children are treated as equals and are encouraged to take part in every aspect of the nursery day according to their individual needs and abilities;
- Promote positive images and role models during play experiences of those with additional needs wherever possible.

Special Educational Needs Code of Practice

All early years providers in the maintained, private, voluntary and independent sectors that a local authority funds, are required to have regard to the 0-25 SEND Code of Practice.

Where a setting identifies a child as having SEN they must work in partnership with parents to establish the support the child needs. Where a setting makes special educational provision for a child with SEN they should inform the parents and a maintained nursery school must inform the parents. All settings should adopt a graduated approach with four stages of action: assess, plan, do and review.

Requesting an Education, Health and Care needs assessment

Where, despite the setting having taken relevant and purposeful action to identify, assess and meet the special educational needs of the child, the child has not made expected progress, the setting should consider requesting an Education, Health and Care needs assessment.

TRANSITIONS

Supporting transitions in the nursery

The nursery will support all children in the nursery with any transitions they may be encountering. If the transition relates to the child starting at the nursery we will follow our settling in policy. If the transition is due to occur at the nursery, the nursery will fully support the child through this process in the following ways:

Starting school

- Nursery children and staff are invited into the school at least once a week, and take part in assemblies, sports day and concerts;
- Three transition sessions are arranged for children in June/July to participate in school activities prior to them starting school in September;
- Parents are invited to attend consultation meetings with the Headteacher.

If parent/carer(s) feel that their child requires additional support because of any changes in their life, we ask that you speak to the nursery manager and the key person to enable this support to be put into place.

INTIMATE CARE

Please see St Neot School and Nursery Intimate Care Policy.

Potty Training

It is very important that we work together to potty train your child. If we start the training and your child

is not ready, then we can stop and start again when they are. Some children take to potty training overnight, for some it is a longer process, the most important thing is that we work together to give your child the support and reassurance they need during this period.

In order to help your child become independent in going to the toilet the nursery has low-level toilets and wash basins. For smaller children potties will be made available.

Safe care and practice

Working with young children to ensure they feel safe, secure and happy involves nursery staff being responsive to their needs, whilst remaining professional. This includes giving children comfort and changing children's nappy's or clothes.

To minimise the risk of allegations the nursery promotes good practice in the following ways:

- Although it is appropriate to comfort children, staff are advised to usually do this in view of other children and practitioners. There may be occasions, for example when a child is ill and needs comforting away from others. It is the duty of all staff and the manager to ensure that comforting children is appropriate and to monitor practice;
- When changing children's nappy's or soiled/wet clothing, the doors remain open, where appropriate. All staff are aware of the protected disclosure procedures and the manager carries out random checks throughout the day to ensure safe practices;

Outdoor play

The nursery will ensure all areas are safe and secure through close supervision and the use of robust risk assessments and safety checks. Staff are informed of the importance of these procedures and are trained appropriately to ensure these procedures are followed effectively.

Parent/carer(s) permission will be sought before any child leaves the nursery during the day, for short outings into the local community.

FOOD AND NUTRITION

Hygiene in the kitchen

- Before adults prepare or handle food they must wash their hands thoroughly and protective clothing must be worn;
- Staff must use the appropriate chopping boards when handling meat, fish, fruit and vegetables. All food should be kept covered and refrigerated where appropriate;
- All waste food should be disposed of in the appropriate bins and hands washed after use;
- Dishcloths and tea towels should be washed daily.

Nutrition and mealtimes

We will ensure that:

- Balanced and healthy midday meal provided by an external caterer for children attending a full day at the nursery;
- Menus are planned in advance, rotated regularly and reflect cultural diversity and variation. These are displayed for children and parent/carer(s) to view;
- Fresh drinking water is constantly available and accessible. It is frequently offered to children;
- Healthy daily snacks provided by parent/carers;
- Individual dietary requirements are respected. We gather information from parent/carer(s) regarding their children's dietary needs including any special dietary requirements, preferences and food allergies that a child has and any special health requirements before a child is admitted

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to the nursery. Where appropriate we will carry out a risk assessment in the case of allergies and work alongside parent/carer(s) to put into place an individual dietary plan for their child;

- Meal and snack times are organised so that they are social occasions in which children and staff participate in small groups. During meals and snack times children are encouraged to use their manners and say 'please' and 'thank you' and conversation is encouraged;
- Staff use meal and snack times to help children to develop independence through making choices, serving food and drink, and feeding themselves;
- Children are given time to eat at their own pace and not rushed;
- We promote positive attitudes to healthy eating through play opportunities and discussions;
- No child is ever left alone when eating/drinking to minimise the risk of choking.

All staff that prepare and handle food are competent to do so and receive training in food hygiene.

Packed lunch/healthy eating.

Our aim is to promote a healthy lifestyle within the nursery, as well as the physical outdoor exercise the children will gain on a daily basis. We know the food they eat also has a very positive impact on their future.

We encourage parents to provide a healthy lunchbox. Nut or nut products are not permitted due to the chance of severe allergic reactions.

We will always encourage children to eat their savoury option before the rest and use lunch time sat with other children as a social occasion, and to role model good manners.

All packed lunch boxes should be clearly labelled, and packed suitably e.g. child's closable lunch box. All lunch boxes will be stored on a unit away from direct sunlight and heat, although we do recommend a small ice pack is placed inside to help keep food as fresh as possible – especially in the warmer weather or if it includes a dairy product.

PARTNERSHIPS WITH PARENT/CARER(S)

Parents and carers as partners

We believe that in order for children to receive quality care and early learning that suits their individual needs, parent/carer(s) and staff need to work together in a close partnership. The two-way sharing of information is key to this. The nursery team welcomes parent/carer(s) as partners and this relationship needs to be built on trust and understanding. It is important that we, as practitioners, are able to support parent/carer(s) in an open and sensitive manner. The nursery wishes to ensure parent/carer(s) are an integral part of the care and early learning team within the nursery.

HEALTH AND SAFETY

See St Neot School Health and Safety Policy

Risk assessments

The nursery carries out written risk assessments regularly. These are reviewed and cover potential risks to children, staff and visitors at the nursery. When circumstances change in the nursery, e.g. a significant piece of equipment is introduced, we review our current risk assessment or conduct a new risk assessment dependent on the nature of this change. All outings away from the nursery are individually risk assessed.

Manual handling

As it is not possible to eliminate manual handling altogether, correct handling techniques must be followed to minimise the risks of injury. A variety of injuries may result from poor manual handling and staff must all be aware and adhere to the nursery's manual handling policy.

Carrying children

- If the child is old enough, ask them to move to a position that is easy to pick up, and ask them to hold onto you as this will support you and the child when lifting;
- Do not place the child on your hip, carry them directly in front of you in order to balance their weight equally;
- Wherever possible, avoid carrying the child a long distance;
- Where a child is young and is unable to hold onto you, ensure you support them fully within your arms;
- Avoid carrying anything else when carrying a child. Make two journeys or ask a colleague to assist you;
- If a child is struggling or fidgeting whilst you are carrying them, stop, place them back down and use reassuring words to calm the child before continuing;
- Students and pregnant staff members must not carry children.

Fire

See St Neot School and Nursery Fire and Emergency Evacuation Procedure

Critical incident

See St Neot School and Nursery Lockdown Procedure

Flood

See St Neot School and Nursery Flood Procedure

Lost child procedure from nursery

In the unlikely event of a child going missing from the nursery, the following procedure will be implemented immediately:

- All staff will be aware of the procedure when a child goes missing and supply information to support the search, e.g. a recent photograph and a detailed description of clothing;
- The nursery manager will be informed immediately and all staff present will be informed. Some staff will be deployed to start an immediate thorough search of the nursery, followed by a search of the surrounding area, whilst ensuring that some staff remain with the other children so they remain supervised, calm and supported throughout;
- The manager will call the police as soon as they believe the child is missing and follow police guidance. The parent/carer(s) of the missing child will also be contacted;
- A second search of the area will be carried out;
- During this period, available staff will be continually searching for the missing child, whilst other staff maintain as near to normal routine as possible for the rest of the children in the nursery;
- The manager will meet the police and parent/carer(s) and will then await instructions from the police;
- In the unlikely event that the child is not found the nursery will follow the local authority and police procedure;
- Any incidents must be recorded in writing as soon as practicably possible including the outcome, who was lost, time identified, notification to police and findings;
- Ofsted must be contacted and informed of any incidents;

- With incidents of this nature parent/carer(s), children and staff may require support and reassurance following the traumatic experience, management will provide this or seek further support where necessary;
- In any cases with media attention, staff will not speak to any media representatives;
- Post-incident risk assessments will be conducted following any incident of this nature to enable the chance of this reoccurring to be reduced.

Lost child procedure from outings

Regular head counts are carried out on children throughout the outing. In the unlikely event of a child going missing whilst on an outing the following procedure will be implemented immediately:

- All staff will be aware of the procedure when a child goes missing and supply information to support the search, e.g. a recent photograph and a detailed description of clothing;
- The organiser will be informed immediately and all staff present will be informed. Some staff will be deployed to start an immediate thorough search of the area, ensuring that all other children remain supervised, calm and supported throughout;
- If appropriate, on-site security will also be informed and a description given;
- The designated person in charge will immediately inform the police;
- The designated person in charge will then inform the nursery who will contact the child's parent/carer(s) giving details of what has happened. If the whole nursery is on an outing, all contact details will be taken on the trip by the person in charge;
- During this period, staff will be continually searching for the missing child, whilst other staff maintain the safety and welfare of the remaining children;
- It will be the designated person in charge or the manager's responsibility to ensure that there are adequate staff to care for the children and get them back safe, a member of staff to meet the police and someone to continue the search (this may mean contacting relief staff);
- Any incidents must be recorded in writing as soon as practicably possible including the outcome, who was lost, time identified, notification to police and findings;
- In the unlikely event that the child is not found the nursery will follow the local authority, and police procedure;
- Ofsted must be contacted and informed of any incidents;
- With incidents of this nature parent/carer(s), children and staff may require support and reassurance following the traumatic experience, management will provide this or seek further support where necessary;
- In any cases with media attention, staff will not speak to any media representatives;
- Post-incident risk assessments will be conducted following any incident of this nature to enable the chance of this reoccurring to be reduced.

No smoking policy

See St Neot School No Smoking Policy

Abduction or threatened abduction of a child

At St Neot Nursery we take the safety and welfare of the children in our care extremely seriously. As such we have secure safety procedures in place to ensure children are safe whilst within our care, this includes safety from abduction. Staff must be vigilant at all times and report any persons lingering on nursery property immediately. All doors and gates to the nursery are locked and unable to be accessed unless staff members allow individuals in. Parent/carer(s) are reminded on a regular basis not to allow anyone into the building whether they are known to them or not. Visitors and general security are covered in more detail in the supervision of visitor's policy.

Children will only be released into the care of a designated person. Parent/carer(s) are requested to inform the nursery of any potential custody battles or family concerns as soon as they arise so the nursery is able to support the child. The nursery will not take sides in relation to any custody battle and will remain neutral for the child. If an absent parent arrives to collect their child, the nursery will not restrict access **unless** a court order is in place. Parent/carer(s) are requested to issue the nursery with a copy of these documents should they be in place. We will consult our solicitors with regards to any concerns over custody and relay any information back to the parties involved.

If a member of staff witnesses an actual or potential abduction from nursery the following procedure will be followed:

- The police must be called immediately;
- The staff member will notify management immediately and the manager will take control;
- The parent(s) will be contacted;
- All other children will be kept safe and secure and calmed down where necessary;
- The police will be given as many details as possible including details of the child, description of the abductor, car registration number if used, time and direction of travel if seen and any family situations that may impact on this abduction.