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1.1 Safeguarding

Children have the right to be treated with respect and to be safe from any form of abuse. At Little Wonders, we are committed to safeguarding the welfare of all children in our care. We work collaboratively with parents, carers, outside agencies, and the wider community to ensure children receive the very best start in life.

Our Safeguarding Goals

- Create an environment that encourages children to develop a positive self-image.
- Support children in building a sense of independence and autonomy, appropriate to their age and developmental stage.
- Provide a secure and nurturing environment for all children.
- Always listen to children and take their concerns seriously.

We have a clear commitment to protecting children and promoting their welfare. If anyone believes this policy is not being upheld, it is their duty to report it immediately.

Responsibilities

Practitioners have a duty to protect and promote the welfare of children. Due to the time spent in our care, staff often play a key role in identifying concerns or recognising signs of abuse. They may also be the first adults in whom children confide. It is our duty to recognise that abuse does occur within society and respond swiftly and appropriately.

Procedures to Safeguard Children

- Maintain the welfare and well-being of all children as our prime responsibility.
- Act quickly and responsibly when concerns arise.
- Work collaboratively with multi-agency teams to protect children's interests.
- Regularly review and update our safeguarding policies in collaboration with staff and parents.

Children are supported through reassurance, comfort, and sensitive interactions. Activities are tailored to their individual needs, promoting confidence and positive peer relationships.

Types of Abuse

1. Physical Abuse

Includes physical harm or injuries deliberately inflicted on a child, such as bruises, burns, or scalds. Action is taken if staff suspect injury or harm.

Procedure:

Record signs of injuries observed at nursery.

Discuss concerns with parents and document all conversations.

Refer unresolved concerns to the Local Safeguarding Children's Board (LSCB).

2. Fabricated Illness

Involves carers exaggerating or fabricating illnesses. Signs include unnecessary medical treatments or false allegations of abuse.

3. Sexual Abuse

Includes inappropriate knowledge of sexual behaviour, role-playing sexual activities, or physical signs such as genital trauma or STDs.

Procedure:

Reassure the child and listen without interrupting.

Document observations in a confidential report.

Refer the matter to the LSCB.

Emotional Abuse

Results from severe or persistent mistreatment, rejection, or exposure to inappropriate behaviour, such as domestic abuse.

Procedure:

Discuss concerns with the nursery manager and parents (where appropriate).

Record findings and refer to LSCB if needed.

Neglect

Includes failure to provide basic needs, such as food, medical care, or a safe environment.

Procedure:

Record concerns and engage in discussions with parents.

Refer unresolved concerns to the LSCB.

Recording Suspicions of Abuse and Disclosures

Staff must record:

- Child's name, address, and date of birth.
- Observations, including date, time, and injuries.
- Exact words spoken by the child.
- Details of conversations with parents (if appropriate).

Records must be signed, dated, and stored securely. If concerns warrant referral, the matter is raised with the LSCB, Ofsted, or both.

Staffing and Volunteering

- All staff undergo DBS checks and safeguarding training during induction.
- Volunteers and students are supervised and must clear DBS checks before starting.
- A whistleblowing policy is in place to address concerns about colleagues.

Informing Parents

Parents are informed of safeguarding concerns unless it risks the child's safety. In such cases, the LSCB provides guidance on disclosure.

Support to Families

- We build trusting relationships with families, even during safeguarding investigations.
- Confidential records are shared with parents when appropriate and in the child's best interest.

Allegations Against Staff

Any allegations are promptly reported to the Local Authority Designated Officer (LADO), Ofsted, and LSCB. Staff affected by allegations are supported through counselling.

Legal Framework

Our safeguarding policies align with key legislation, including:

- Children Act 2015
- Data Protection Act 2018
- Safeguarding Vulnerable Groups Act 2012
- Childcare Act 2006
- Serious Crime Act 2015

1.2 Looked After Children

Children and young people become 'looked after' when they are taken into care by the local authority or accommodated through a voluntary arrangement. Most looked-after children live in foster homes, but some may be in children's homes, with relatives, or placed back with their birth parents under specific conditions.

We recognise that every looked-after child has unique circumstances, and our aim is to provide them with the same nurturing, supportive environment as any other child.

Designated Safeguarding Lead

The designated person for looked-after children in our setting is the Child Protection Officer, who works closely with the child's allocated Key Person. They liaise with external agencies, foster carers, social workers, and relevant professionals to ensure that the child's needs are fully understood and met.

Procedures

1.Key Person Allocation:

Each looked-after child is allocated a Key Person before they start. This individual will receive appropriate training and support to meet the child's needs.

2.Liaison with Agencies:

The designated person and Key Person will maintain regular communication with the child's social worker, foster carers, and other relevant professionals to share information and ensure consistency in care.

3.Care Plan Development:

A care plan is developed with input from all professionals and carers involved. This plan addresses:

- The child's emotional needs and behaviour management strategies.
- Support for the child's culture, identity, and language.
- Strategies for sociability, friendship, and skill-building.
- Any special educational or medical needs.

4.Transition to School:

When transitioning to school, the designated person and Key Person work together to ensure all relevant information is passed to the school in a sensitive and thorough manner.

Support for Looked-After Children

- **Settling-In Process:**

The settling-in process mirrors that of other children, allowing for additional time if needed to build a secure relationship with the Key Person.

- **Observations and Adjustments:**

Regular observations focus on the child's well-being, sociability, and ability to manage feelings. These insights help in tailoring support and interventions.

- **Involvement of Birth Parents (Where Applicable):**

When appropriate and agreed upon, birth parents may be involved in planning and attending nursery activities, fostering continuity in the child's care.

Legal Framework

Our policies align with the following legislation:

- Children Act 1989 (s47)
- Adoption and Children Act 2014
- Children and Young Persons Act 2008
- Childcare Act 2015

1.3 Uncollected Children

The welfare of children in our care is of paramount importance. Any incidents involving children not being collected or collected late are treated with the utmost seriousness.

Parents are informed of the nursery's opening hours at registration, and the nursery calendar is also available on our website. Upon registration, parents are advised to contact the nursery as soon as possible if they are unable to collect their child on time or anticipate a delay.

Procedure for Uncollected or Late-Collected Children

At registration, parents are required to provide the following information:

- Home address and telephone number
- Place of work, including address and telephone number
- Mobile telephone number
- Names, addresses, and contact numbers of authorised adults permitted to collect their child
- Confirmation of parental responsibility

If parents anticipate being away from home or work, they are asked to inform the nursery of an alternative contact method.

In Case of Late Collection

1.If a parent contacts the nursery about a late collection:

- The expected arrival time is recorded by the person in charge.
- At least two practitioners will remain with the child until collection, including one who is paediatric first-aid trained and in a supervisory role.
- The child's Key Person will stay with the child wherever possible.
- Appropriate adult-to-child ratios will be maintained.

2.While waiting for collection, the child will follow their regular routine and be supported as necessary.

3.If the parent fails to contact the nursery:

- Staff will attempt to contact the parent using all provided contact numbers.
- If no contact is made, emergency contacts listed in the child's records will be called, provided parental permission has been granted.

4.If an emergency contact agrees to collect the child:

- Nursery staff will continue attempting to reach the parent until the emergency contact arrives.
- A message will be left for the parent if direct communication is not possible.

If No Contact Is Made

If neither the parent nor the emergency contact can be reached within 45 minutes of the nursery's closing time, the nursery is legally obliged to contact the Social Care Duty Officer.

Informing the Social Care Team

The following details will be shared with the Social Care Team if their involvement is required:

- Child's full name and date of birth
- Home address, including contact number
- Parent's place of work
- Any medical information necessary for the child's care (e.g., allergies or dietary requirements)
- A summary of the child's situation

A full written report of the incident will be recorded in the child's file, and Ofsted may also be informed.

1.4 Missing Children

Policy Statement

At Little Wonders Nursery, the safety and well-being of children are our top priorities. Every effort is made to ensure that children are supervised at all times, both on and off the premises. Our robust procedures aim to prevent any instance of a child going missing, and staff are trained to respond swiftly and effectively in such situations.

Preventative Measures

To minimise the risk of children going missing, we:

- Maintain appropriate staff-to-child ratios at all times.
- Supervise children vigilantly, ensuring they are accounted for throughout the day.
- Secure doors, gates, and access points with high handles and locks to prevent unauthorised entry or exit.
- Keep signing-in and signing-out sheets up to date.
- Conduct regular headcounts, especially during transitions and outdoor activities.
- Ensure visitors are supervised at all times.

Procedure for a Missing Child on Nursery Premises

If a child is found to be missing while at the nursery, the following steps will be taken:

- Staff will immediately conduct a thorough search of the nursery and its immediate vicinity.
- The Nursery Manager will be informed, and all staff will assist in the search.
- The signing-in sheet will be checked to confirm the child's attendance and whether they may have been collected early.
- Doors, gates, and access points will be inspected to identify any potential breach of security.

If the child is not found within 10 minutes:

- The police will be contacted immediately.
- The child's parents or emergency contacts will be informed without delay.

Procedure for a Missing Child During an Outing

If a child goes missing during a nursery outing:

- Staff will stop and conduct a headcount of all children to ensure no others are missing.
- One staff member will search the immediate area while the others supervise the remaining children.
- The police will be contacted if the child is not located within 5 minutes.
- The Nursery Manager will be informed, and arrangements will be made to transport the remaining children back to the nursery safely.

Post-Incident Actions

- The Nursery Manager will inform Ofsted and the local safeguarding authorities.
- A full written report of the incident will be compiled, including statements from all involved staff.
- A detailed investigation will be carried out to identify any procedural failures and implement corrective actions.

Supporting Those Affected

- **Parents:** Parents will be kept informed of the situation throughout and supported by senior staff members.
- **Staff:** Staff involved in the incident will receive appropriate support and counselling if required.
- **Children:** Other children in the nursery will be reassured and supported to alleviate any distress.

Legal Framework

This policy aligns with key legislation, including:

- Children Act 1989 (Section 47)
- Safeguarding Vulnerable Groups Act 2006
- Health and Safety at Work Act 1974

1.5 Online Safety (Including Mobile Phones and Cameras)

At Little Wonders Nursery, we are committed to safeguarding all aspects of our setting, including the appropriate use of online and digital resources, as well as personal media devices. We strive to ensure the safety and privacy of all children, staff, and visitors by adhering to strict protocols.

Internet Use

Staff are permitted to use the internet on the nursery's computer strictly for educational purposes, such as:

- Gathering information to enhance children's learning.
- Sourcing age-appropriate learning materials or videos.
- Accessing nursery-approved online registration programmes.

Personal internet use during working hours is prohibited.

Email Usage

- Staff may use the nursery's email account for work purposes, with the Manager's permission.
- Emailing personal, sensitive, or confidential information from a personal email account is strictly prohibited.
- Staff are instructed not to contact parents through personal email accounts or share personal email addresses.

Photography and Use of Images

Parents provide consent upon their child's registration for photos or videos to be used for the following purposes:

- Displays within the nursery.
- The nursery website, social media, or promotional materials.
- Press releases, subject to additional permissions.

To ensure privacy:

- Children's names are not published alongside their images.
- Images are stored securely on the nursery or Manager's computer.
- Only the nursery camera may be used for capturing images.

Visitors and Parents Taking Photographs

- Visitors are prohibited from taking unauthorised photos of children.
- Parents may photograph their children during events like plays but are asked not to post group photos or videos on social media without consent from other parents.

Mobile Phones – Staff

- Staff must store personal mobile phones securely upon arrival at the nursery.
- Personal phones may only be used during breaks, off-site, or in emergencies.
- For outings, nursery-approved phones are used, and all captured images are transferred immediately to nursery systems and deleted from the device.

Mobile Phones – Children and Visitors

- Children are not permitted to bring mobile phones or ICT devices to the nursery. Any such devices will be stored securely until collected by a parent.
- Visitors, including volunteers and students, must also refrain from using personal devices on the premises.

Storage of Images

- Images and videos of children are stored securely on nursery-approved devices.
- Personal storage devices, such as USB sticks, are not permitted for image storage without Manager approval.
- The Manager regularly reviews and deletes unnecessary images, especially for children who have left the nursery.

Social Media

Staff are reminded of their professional responsibilities when using social media:

- No references to the nursery, children, or parents by name.
- Photos taken within the nursery must not appear on personal social media.
- Posts should be respectful, maintaining a professional attitude to avoid bringing the nursery into disrepute.
- Staff are prohibited from connecting with children under 13 on social media.

Cyberbullying and Identity Protection

- Staff must report any concerns about cyberbullying or inappropriate content to the Manager immediately.
- Staff are advised to avoid sharing personal information, such as dates of birth or home addresses, on social media to protect against identity theft.

By adhering to these guidelines, Little Wonders Nursery ensures a safe and secure environment for all children, staff, and visitors, safeguarding their online and offline experiences.

2.1 Recruitment and Employment

Policy Statement

Safeguarding children is a priority in every aspect of our nursery operations. Incorporating safeguarding measures into the recruitment process is essential to ensure a safe and supportive environment for children and staff. We adopt a culture of collective responsibility where all team members are committed to the well-being of children. Whistleblowing is recognised as a vital responsibility, and staff are encouraged and required to report any safeguarding concerns to the designated officer, deputy, or manager.

Employment Process

Our recruitment process ensures only the most suitable candidates join our team:

1. Recruitment adverts include a Safer Recruitment statement.
2. Job descriptions clearly outline roles and responsibilities.
3. Personal specifications highlight child protection duties.
4. Written references are obtained before interviews.
5. Interviews are conducted by the Manager and another staff member (preferably a senior leader), at least one of whom is trained in Safer Recruitment.
6. Suitability to work with children is thoroughly explored during interviews.
7. Right-to-work documentation, such as a passport or visa, must be provided.
8. Original certificates are required for roles with mandatory qualifications.
9. Appointments are confirmed only after all necessary checks are completed.
10. New staff members receive a full induction, training, and mentorship.

Validation of Checks

All checks are validated, documented, and retained in personal files, including:

- Application form.
- Two references.
- DBS disclosure.
- Medical check.

Induction Process

New staff members follow an induction plan, which includes:

- A checklist covering introductions to colleagues, HR processes, health and safety, and annual leave entitlement.
- Familiarisation with relevant policies, procedures, and the Early Years Foundation Stage (EYFS) framework.
- Introduction to the building folder, including fire and safety procedures.
- Formal introduction to parents, particularly those of allocated key children.

Staff must read, sign, and comply with all policies and procedures during their probationary period.

Disqualification

If information arises that could disqualify an employee, immediate action is taken to ensure children's safety. In cases of disqualification, employment is terminated. All staff complete a Disqualification Declaration form, which includes details of adults living in their household.

Disqualification by Association

Under the Childcare (Disqualification) Regulations 2009, individuals living with someone disqualified from working with children may also be disqualified. Staff are informed of this legislation and must declare if they share a household with a disqualified individual, including partners, children, housemates, or lodgers.

Changes to Staff

We promptly inform Ofsted of any changes in the person responsible for the nursery or staffing structure.

Managing Staff Absences

- Staff sick leave is monitored and managed in line with their contracts.
- Annual leave is planned to maintain appropriate adult-to-child ratios.
- A bank of DBS-checked temporary staff is available to cover absences and ensure compliance with staffing requirements.

2.2 Key Person

“The Key Person must help ensure that every child’s learning and care are tailored to meet their individual needs. The Key Person must seek to engage and support parents and/or carers in guiding their child’s development at home. They should also help families engage with more specialist support if appropriate”

(The Statutory Framework for the Early Years Foundation Stage).

Policy Statement

At Little Wonders Nursery, we value the strong and positive relationships that our Key Person system fosters with children and their families. A child’s emotional well-being is a vital foundation for their health, happiness, and ability to learn, and the Key Person plays a central role in nurturing this.

Role of the Key Person

The Key Person is a named member of staff assigned to a child to:

- Build a secure, trusting relationship with their key child.
- Act as the primary contact for the child’s parents/carers.
- Understand the child’s preferences, attitudes, likes, and dislikes.
- Provide support during key transitions, including settling into the nursery, moving rooms, and starting school.

Key Responsibilities

Emotional Support:

- Foster secure and attentive relationships with key children.
- Respond sensitively to their feelings, ideas, and behaviours.
- Create a safe, supportive environment where children feel confident to explore.

Care Routines:

- Take responsibility for personal care routines such as nappy changing, toileting, and shared mealtimes.

Developmental Support:

- Plan, track, monitor, assess, and document the development of key children.
- Share development profiles with parents and other professionals as needed.
- Attend reviews and core group meetings for children with additional needs, supported by senior staff.

Secure Attachments

The Key Person's role ensures children develop a secure attachment by:

- Offering consistent, responsive care.
- Helping the child feel confident and safe within the nursery.
- Facilitating smooth transitions and supporting the child through significant life events.

Relationships with Parents/Carers

Key Persons work closely with parents/carers to ensure:

- A strong two-way flow of information about the child's needs and family life.
- Children are cared for appropriately and their individual needs are accommodated within daily routines.
- Key Persons share development updates with parents and involve them in planning next steps.

Settling-In Process

Before starting at the nursery, parents receive comprehensive information, including:

- Registration records and permission forms.
- Details about staff and the Key Person system.
- Nursery policies, procedures, and a daily routine overview.

Children are invited to attend two complimentary settling-in sessions lasting one hour each, with additional sessions available upon request.

Ongoing Evaluation and Support

We continually evaluate our Key Person system to ensure it meets the needs of all children. Nursery Managers oversee and maintain the Key Person policy, ensuring transitions are managed sensitively and each child feels valued and supported.

3.1 Staffing and Ratios

Policy Statement

At Little Wonders Nursery, we ensure that staffing levels meet the statutory requirements for the safety, well-being, and effective supervision of all children in our care. We maintain appropriate staff-to-child ratios at all times, in line with the Early Years Foundation Stage (EYFS) framework.

Ratios and Supervision

1. Child-to-Staff Ratios:

- Under 2 years: 1 adult to 3 children.
- 2–3 years: 1 adult to 4 children.
- 3 years and over: 1 adult to 8 children.

2. Room Supervision:

- Each room is led by a qualified practitioner who ensures compliance with ratios and oversees daily operations.
- Ratios are maintained during outdoor play, outings, and other group activities.

Staffing Requirements

- All staff members are DBS-checked and hold appropriate qualifications.
- At least one paediatric first-aid trained staff member is present at all times.
- The Manager ensures staff rotas are designed to maintain consistent supervision, even during breaks and absences.

Contingency Plans

- A pool of bank staff is available to cover unexpected absences and maintain ratios.
- Regular staff training ensures everyone is equipped to step into necessary roles during emergencies.

Responsibilities of Staff

- Staff members are responsible for supervising their allocated children, ensuring safety and well-being.
- Daily registers are maintained to track attendance and staff allocation.
- Staff collaborate to ensure seamless transitions between activities, maintaining effective ratios at all times.

4.1 Administering Medicines

Policy Statement

While staff members are not legally required to administer medication, Little Wonders Nursery recognises that providing this service is essential for the well-being of children and the convenience of parents. We ask for full cooperation from parents to adhere to our policy and procedures. It is also important that children requiring medication are well enough to attend nursery.

Scope

This policy applies to:

- Non-prescribed medication purchased over the counter.
- Medication prescribed by a healthcare professional.

Information and Consent

Before any medication is administered, a Medication Consent Form must be completed and signed by the parent/guardian, providing specific instructions. A senior staff member or first aider will use the Checklist for Giving Medicines to verify the accuracy of the consent form and medication details.

The consent form must include:

- Child's name and clearly labelled medication.
- Name of the medication.
- Reason for medication (what is being treated).
- Dosage and frequency of doses.
- Possible side effects.
- Time the last dose was administered.
- Step-by-step instructions for administration.
- Start date and duration of treatment.
- Parent/carer's consent signature.

Additional Checks:

- Prescription medications must display the healthcare professional's name and date of issue.
- Staff will not administer the first dose of any new medication to avoid the risk of adverse reactions. Parents should administer the first dose.
- Medication must include an information leaflet.
- Staff will confirm the dosage with the parent and the label instructions.
- Medications must be in their original container, clearly labelled with the child's name, and within expiry dates.

We do not maintain communal stocks of medication, including creams for nappy rash or sun cream. Parents are required to provide these items in a sealed container clearly labelled with their child's name.

Long-Term Treatment

For prolonged medical treatments:

- Reviews will be conducted every four weeks.
- Long-term treatments may require a Health Care Plan, created with parents/carers, the nursery manager, and medical professionals.
- Health Care Plans will be reviewed as necessary or every six months, whichever occurs sooner.

For life-long conditions requiring regular medication, the nursery ensures appropriate and consistent administration, supported by detailed planning and regular reviews.

Storage of Medicines

- All medications are stored securely in a high cupboard or refrigerator, as required.
- Where shared storage is used, medicines are kept in a clearly marked box.
- Staff are responsible for returning medication to parents at the end of the day.
- For regular or as-needed medication stored at the nursery, staff will check expiry dates and return out-of-date medications to parents.

This section ensures clarity, compliance with regulations, and a commitment to the safety and well-being of children. Let me know if any further edits are required!

4.2 Sickness, Infections, and Allergies

Policy Statement

At Little Wonders Nursery, we prioritise the health and safety of all children, staff, and visitors. To prevent the spread of illness and infections, we implement rigorous hygiene practices and ensure clear procedures for managing sickness and allergies.

Infection Control

To minimise the spread of infections, we:

- Ensure children are well enough to attend nursery.
- Encourage proper tissue use and hygienic disposal for coughing and sneezing.
- Wash hands immediately after tissue use and discuss good hygiene with children.
- Provide staff with Personal Protective Equipment (PPE) for nappy changing, toileting, and handling bodily fluids.
- Clean changing mats and toilets regularly and sterilise equipment after each use.
- Ensure all toys, resources, and equipment are cleaned frequently.
- Require parents and visitors to use shoe covers or remove footwear in rooms where children crawl or sit on the floor.
- Follow strict guidelines to prevent the attendance of contagious individuals.

Regular deep cleans, increased cleaning supplies, and clear communication with parents about illness prevention support our infection control efforts.

Sickness and Illness Policy

When a child becomes unwell at nursery:

- The child's condition is assessed with care and reassurance.
- The Nursery Manager or Key Person contacts the parent or emergency contact for immediate collection.
- Staff provide comfort and, if necessary, seek medical advice while waiting for the parent.

Exclusion Periods for Illnesses:

- Coughs, colds, and sore throats: Exclude children with severe symptoms.
- Sickness and/or diarrhoea: Exclude for 24 hours after the last episode.
- Chickenpox: Exclude for 5 days from the onset of the rash or until spots scab over.
- Conjunctivitis: Exclude until symptoms clear with treatment.

Additional guidance for specific conditions (e.g., measles, mumps, head lice) is available and strictly followed.

Managing Allergies

We understand that allergies can range from mild to severe and require careful management:

Registration and Information Sharing:

- Parents must provide allergy details during registration.
- An Allergy Health Care Plan is created with parents and reviewed every six months or as needed.

Staff Training and Awareness:

- All staff are informed of allergy risks and symptoms, including anaphylaxis.
- Specific training (e.g., Epipen use) is provided to staff working with children requiring specialist care.
- Food Preparation:
- Allergy-specific meals are prepared in controlled areas to prevent contamination.
- Food is served on equipment free from allergens.

Emergency Procedures:

- First aid-trained staff respond promptly to allergic reactions.
- In severe cases, an ambulance is called immediately.
- Staff accompany the child to the hospital with necessary documentation and medication.

Preventative Practices for Allergies

- Maintain an allergy register in all nursery rooms.
- Ensure food preparation and storage comply with allergy management guidelines.
- Communicate openly with parents to create tailored care plans.

Key Points:

- Sick or allergic children need swift attention and, above all, their family.
- All incidents are recorded and shared with parents at the earliest opportunity.
- Calm and professional staff responses are essential to reassure children and families during emergencies.

4.3 Recording and Reporting of Accidents and Incidents

Policy Statement

At Little Wonders Nursery, we prioritise the health, safety, and well-being of all children and staff. Accidents and incidents are managed with care, ensuring appropriate support and thorough documentation to prevent reoccurrences.

Accidents

Procedures:

1. Accident File Management:

- The accident file is accessible to all nursery staff and volunteers.
- Accident forms include the time, date, and a detailed account of the event.
- Completed records are stored securely in the reception area filing cabinet at the end of each day.

2. Recording Accidents:

- The staff member witnessing the accident must complete the accident form immediately, ensuring accuracy while details are fresh.
- Parents are informed of the incident and any first aid administered. They are required to sign the accident report upon collection of their child.

3. Monthly Review:

- Accident forms are reviewed monthly by the Nursery Manager to identify patterns (e.g., repeated incidents involving one child, specific areas or times).
- Patterns are investigated, and corrective actions are taken, such as updating risk assessments.

4. Serious Accidents:

- Serious accidents are reported to the Nursery Manager and the registered person.
- Reports may involve a full risk assessment or submission to RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations).
- The accident file is retained for at least 25 years.

Medical Attention and Reporting:

- Parents are notified immediately when medical attention is required.
- If treatment is necessary, the Nursery Manager informs the insurance provider in writing.
- Serious accidents are reported to Ofsted promptly.

Transporting Children to Hospital

- **Emergency Response:**
 - Call an ambulance immediately for severe injuries—never transport children in personal vehicles.
 - While waiting, contact parents to arrange a meeting at the hospital.
- **Accompanying the Child:**
 - A senior staff member accompanies the child, bringing necessary registration forms, medication, and a comforter.
 - A management team member is informed immediately.
- **Reassurance:**
 - Staff remain calm, providing reassurance to the injured child and others who may have witnessed the incident.

Incidents

Reporting Requirements:

We comply with RIDDOR by reporting incidents to the Health and Safety Executive, including:

- Staff accidents requiring medical treatment.
- Dangerous occurrences, such as gas leaks or near-miss events.

Incident Book Procedures:

Content:

- The incident book records the date, time, nature of the event, those affected, actions taken, and follow-ups (e.g., police reports or insurance claims).

Types of Incidents:

- Break-ins, theft, or vandalism.
- Unauthorised access to the premises.
- Fire, flood, or gas leaks.
- Attacks on staff or parents.
- Death or serious injury of a child.
- Terrorist threats or attacks.
- Racist incidents involving staff or families.

Emergency Response:

- For fires or terrorist threats, we follow our Fire Safety Policy and emergency service advice.
- All actions are documented, and children's families are contacted as soon as possible.

Child-Specific Concerns:

- Issues involving individual children are documented in their personal files, not the incident book.

4.4 Intimate Care

Policy Statement

At Little Wonders Nursery, we support children's care and welfare daily, recognising that intimate care routines are vital to meeting their individual needs. Our approach ensures children feel confident, safe, and respected, while also safeguarding staff involved in these routines.

Intimate care includes nappy changing, toileting support, changing clothes, first aid treatment, and specialist medical care. These routines are carried out in a way that maintains the child's dignity and privacy, usually on a one-to-one basis by the child's Key Person or a qualified first aider.

Procedures for Supporting Intimate Care

To ensure safe and respectful intimate care:

Key Person Relationships:

- Consistent, caring relationships are built through the Key Person approach.
- Parents are informed about care arrangements, including procedures during staff absences.

Staff Training and Safeguards:

- All staff undertaking intimate care hold a clear DBS check.
- Training is provided for specific care routines, including first aid or specialist medical support.
- Intimate care procedures are reviewed during supervision and appraisals to identify training needs.

Respectful Practices:

- Staff inform children before conducting intimate care routines and maintain their privacy throughout.
- Parents are consulted on their child's care needs, and plans are adapted as necessary.

Safeguarding Measures:

- All staff have up-to-date safeguarding knowledge to identify and respond to concerns.
- A whistleblowing policy encourages staff to report any safeguarding concerns confidently.
- Regular working practice observations ensure procedures are followed effectively.

Nappy Changing Procedure

- Inform the child their nappy will be changed.
- Ensure the changing area is clean and prepared with necessary items.
- Wear disposable gloves and aprons, using a fresh set for each change.
- Remove the soiled nappy, clean the child using wipes (front to back), and dispose of all items hygienically.
- Apply cream if required and secure a clean nappy.
- Dress the child, wash their hands, and return them to their activity.
- Clean the changing area thoroughly and dispose of gloves and aprons appropriately.

Toilet Training Procedure

- Ensure the toilet area is clean and ready, with supplies like toilet roll and wipes on hand.
- Provide appropriate support, respecting the child's age, ability, and preferences.
- Help the child wash their hands, then clean the toilet/potty with antibacterial solutions.
- Dispose of waste and gloves in the nappy bin before washing hands thoroughly.

Safeguarding and Risk Assessments

- Intimate care routines are included in regular risk assessments to ensure the safety of children and staff.
- Staff are trained to supervise situations requiring additional adults, protecting both the child and themselves.

Parent and Staff Communication

If parents or staff have concerns or questions about intimate care routines, they are encouraged to speak with the Nursery Manager promptly. Regular communication ensures care plans are updated and consistently followed.

4.5 Food and Drink and Food Hygiene

Policy Statement

At Little Wonders Nursery, we ensure that mealtimes are a social, enjoyable, and healthy part of the day. Our aim is to encourage children to make nutritious choices while promoting good food hygiene practices to protect their health and well-being.

Food and Drink Provision

Healthy Eating:

- All food provided supports a balanced diet and meets children's individual dietary needs.
- The weekly menu includes diverse options reflecting the community and cultural preferences.
- Meals incorporate food from the four main food groups:
 - Bread, rice, potatoes, pasta, and starchy foods.
 - Fruit and vegetables.
 - Milk and dairy products.
 - Meat, fish, eggs, beans, and other protein sources.
- Foods high in fat, salt, and sugar are limited, and salt is not added to cooking.

Eating Environment and Support:

- Mealtimes are relaxed, social occasions where children can develop skills like self-feeding and serving food.
- Staff act as role models by sitting and eating with children, promoting positive behaviours.
- Appropriate utensils and seating are provided for each child's age and developmental stage.

Hydration and Beverages:

- Fresh tap water is accessible at all times.
- Milk is offered during morning or afternoon snacks, with full-fat options for younger children and semi-skimmed for those over two years old.

Special Dietary Requirements

Allergies and Intolerances:

- Parents provide detailed dietary information during registration, including allergies.
- Dietary needs are recorded and used when planning meals.
- A designated allergy register is maintained in all nursery rooms.

Food from Home:

- Parents are encouraged to provide healthy options for packed lunches or celebrations.
- Foods high in fat, salt, or sugar are limited and may be sent home with children.

Food Hygiene Practices

Handwashing:

- Hands are washed thoroughly with soap and warm water:
 - Before handling food.
 - After touching raw food, using the toilet, or handling waste.
 - After blowing noses or touching pets.

Preparation and Cleaning:

- Separate areas are designated for raw and cooked food preparation.
- All fruits and vegetables are washed before use.
- Cleaning cloths are colour-coded for kitchen and toilet areas to avoid cross-contamination.

Staff Hygiene:

- Staff handling food are not permitted to do so if unwell or contagious.
- Staff follow strict hygiene protocols, including wearing clean aprons and avoiding coughing or sneezing near food.

Equipment:

- Utensils, plates, and cutlery are cleaned and stored in dust-free areas.
- Tea towels are washed after each use to maintain cleanliness.

Food Storage and Suppliers

- Food is stored at appropriate temperatures to prevent spoilage.
- Packed lunches are kept in cool areas and un-refrigerated food is consumed within four hours of preparation.
- Reliable food suppliers are used to ensure high-quality ingredients.

Food Poisoning and Illness

- **Prevention:**
 - Staff and parents are educated about safe food handling and storage.
 - Regular checks ensure food is fresh and uncontaminated.
- **Outbreak Management:**
 - Suspected food poisoning is reported to the local Health Protection Team (HPT).
 - The nursery cooperates fully with investigations, including providing necessary records and following advice on control measures.
 - Parents of affected children are notified promptly, and unwell children are sent home.

5.1 Positive Behaviour

Policy Statement

At Little Wonders Nursery, we aim to create a nurturing environment where children feel safe, respected, and valued. Encouraging positive behaviour is central to fostering social and emotional development, enabling children to build meaningful relationships and thrive.

Encouraging Positive Behaviour

- Staff model positive behaviours such as kindness, respect, and patience.
- Children are guided to understand the impact of their actions on others, promoting empathy and cooperation.
- Positive reinforcement, such as praise and encouragement, is used to highlight and reward good behaviour.

Strategies for Behaviour Management

- **Consistency:**
 - Clear, age-appropriate rules are communicated to children.
 - Expectations for behaviour are consistent across all staff and routines.
- **Distraction and Redirection:**
 - When conflicts arise, staff use distraction techniques to refocus children on positive activities.
- **Acknowledging Emotions:**
 - Staff help children identify and express their emotions constructively.
 - Techniques such as calming exercises or reflective discussions are used when needed.
- **Conflict Resolution:**
 - Children are encouraged to work together to resolve disagreements respectfully.

Partnership with Parents

- Regular communication with parents ensures a consistent approach to behaviour management between home and nursery.
- Staff work collaboratively with parents to address persistent behavioural challenges.

Challenging Behaviour

- Incidents of challenging behaviour are addressed sensitively and immediately.
- Staff use de-escalation techniques and, if necessary, involve the Nursery Manager to provide additional support.
- Persistent behavioural concerns are documented, and a tailored behaviour support plan is created with input from parents and specialists.

Safeguarding and Inclusion

- All children are treated equally, and their individual needs are considered in behaviour management strategies.
- Behavioural challenges that may indicate additional needs are addressed in consultation with SENCOs and external professionals.

6.1 Safety and Security on Premises

Policy Statement

At Little Wonders Nursery, the safety and security of all children, staff, and visitors are our highest priority. We maintain rigorous procedures to ensure the premises are safe, secure, and compliant with relevant regulations at all times.

Premises Security

1. Access Control:

- All entrances and exits are secured and monitored during operating hours.
- Visitors must sign in and out, wear identification badges, and be escorted by staff when on the premises.

2. Daily Inspections:

- Staff conduct daily checks of all indoor and outdoor areas to identify and address hazards.

3. Emergency Exits:

- Fire exits are clearly marked, unobstructed, and accessible at all times.

Staff Responsibilities

- Staff ensure that children are supervised at all times.
- A designated Health and Safety Officer conducts regular risk assessments and updates safety protocols as needed.

Safety Equipment

- Fire extinguishers, first aid kits, and other safety equipment are inspected regularly.
- CCTV is used in authorised areas to enhance security.

Visitor Policy

- Visitors are permitted on-site only with prior authorisation from the Nursery Manager.
- Contractors or maintenance staff must follow strict protocols, including background checks if required.

In Case of Emergencies

- Staff are trained in fire drills, evacuation procedures, and first aid.
- Emergency contact numbers for all children are updated regularly and accessible to relevant staff.

6.2 Outings and Trips

Policy Statement

At Little Wonders Nursery, we believe that outings and trips are valuable opportunities for children to explore the world beyond the nursery and enhance their learning experiences. To ensure these activities are enjoyable and safe, we implement rigorous planning and risk management procedures.

Planning and Preparation

- Risk Assessments:
 - A detailed risk assessment is conducted before any outing to identify and address potential hazards.
 - The Nursery Manager approves all outings and reviews the risk assessment.
- Parental Consent:
 - Written consent is obtained from parents/guardians for all outings.
 - Parents are informed of the destination, purpose, travel arrangements, and planned activities.
- Child Information:
 - A full list of participating children, including emergency contact details and medical information, is prepared and carried by staff.

Staffing and Ratios

- Appropriate staff-to-child ratios are maintained during all outings:
 - Under 2 years: 1 adult to 2 children.
 - 2–3 years: 1 adult to 3 children.
 - 3–5 years: 1 adult to 4 children.
- Each group of children is assigned a Key Person for close supervision.
- A senior staff member is designated as the outing leader.

Travel and Safety

- Transportation:
 - Transport is arranged through licensed, reputable providers, or via nursery vehicles inspected regularly for safety.
 - Seat belts or age-appropriate car seats are used at all times.
- Outdoor Safety:
 - Children wear identifiable nursery clothing (e.g., high-visibility vests).
 - Regular headcounts are conducted, especially during transitions.
- First Aid:
 - A fully stocked first aid kit and at least one paediatric first aid-trained staff member accompany every outing.

Food and Drink

- Children are provided with healthy snacks and water.
- Food allergies and dietary restrictions are accounted for during planning.

Emergency Procedures

- In the event of an emergency, staff follow the nursery's emergency protocols:
 - Call emergency services if necessary.
 - Notify the Nursery Manager immediately.
 - Inform parents/guardians as soon as possible.
- All incidents are documented and reviewed to improve future outings.

Evaluation and Feedback

After each outing, staff evaluate the experience and gather feedback from children and parents to refine planning and execution for future trips.

6.3 Risk Assessment

Policy Statement

At Little Wonders Nursery, we are committed to providing a safe and secure environment for children, staff, and visitors. Conducting thorough risk assessments ensures that potential hazards are identified, controlled, and minimised, allowing children to explore and learn confidently.

What is a Risk Assessment?

A risk assessment is a systematic process to:

- Identify potential hazards in the nursery environment.
- Evaluate the likelihood of harm.
- Implement control measures to reduce or eliminate risks.
- Regularly review and update procedures to maintain safety.

Types of Risk Assessments

1. Daily Risk Checks:

- Conducted every morning and evening to ensure the environment is safe and ready for use.

2. Activity Risk Assessments:

- Evaluations of specific activities, such as messy play, outdoor games, and cooking, to ensure all materials and equipment are safe.

3. Outings and Trips Risk Assessments:

- Specific to outings, covering transport, location safety, and supervision.

4. Premises Risk Assessments:

- Comprehensive reviews of indoor and outdoor spaces, including play areas, kitchens, and storage.

Responsibility

- The Nursery Manager oversees the risk assessment process and ensures all staff are trained to recognise and address potential hazards.
- Key Persons conduct regular checks for their assigned areas and activities.
- All staff share the responsibility for maintaining a safe environment.

Process for Conducting a Risk Assessment

- **Identify Hazards:**
 - Consider all aspects of the environment, including equipment, layout, and activities.
 - Include input from staff, parents, and external professionals when appropriate.
- **Evaluate Risks:**
 - Assess the likelihood and severity of harm from identified hazards.
- **Implement Control Measures:**
 - Introduce measures to eliminate or minimise risks, such as securing heavy furniture, restricting access to hazardous areas, or providing protective gear.
- **Document and Review:**
 - Record findings in a risk assessment log.
 - Review and update regularly or after significant changes, such as new equipment or activities.

Key Areas of Focus

- **Indoor Safety:** Ensure furniture, toys, and equipment are safe and age-appropriate.
- **Outdoor Safety:** Check for hazards like uneven surfaces, sharp objects, or weather-related risks.
- **Emergency Preparedness:** Assess fire exits, first aid kits, and evacuation plans.
- **Health and Hygiene:** Evaluate procedures for cleaning, food preparation, and infection control.

Review and Monitoring

- Risk assessments are reviewed monthly or after any incidents.
- Staff receive ongoing training to stay updated on best practices.
- Parents are informed of significant changes or improvements made based on risk assessments.

6.4 Fire and Safety

Policy Statement

At Little Wonders Nursery, the safety of all children, staff, and visitors is our top priority. We are committed to ensuring robust fire safety measures are in place to prevent incidents and protect everyone in the event of an emergency.

Fire Prevention Measures

- **Regular Inspections:**
 - Fire extinguishers and alarms are checked regularly by qualified professionals.
 - Emergency exits are inspected daily to ensure they remain clear and accessible.
- **Safe Practices:**
 - Flammable materials are stored securely away from heat sources.
 - Electrical equipment is regularly tested and maintained.
- **Training and Awareness:**
 - All staff receive fire safety training during induction and annual refresher sessions.
 - Fire procedures are reviewed regularly and communicated to staff, parents, and visitors.

Fire Evacuation Procedure

- **Alarm Activation:**
 - In case of fire, the alarm is activated immediately, and staff follow the evacuation procedure.
- **Evacuation:**
 - Children are gathered calmly and escorted to the nearest safe exit by staff.
 - Staff take the daily register, emergency contact details, and a first aid kit.
 - Everyone proceeds to the designated assembly point, maintaining calm to reassure children.

- **Headcount and Register Check:**
 - A headcount is conducted at the assembly point to ensure all children and staff are accounted for.
- **Emergency Services Notification:**
 - The Nursery Manager or senior staff member contacts emergency services and provides detailed information.
- **Reassurance:**
 - Staff comfort children, ensuring they feel secure and calm during the process.

Fire Drills

- Fire drills are conducted at least once a term to familiarise staff and children with the evacuation procedure.
- Drills are documented, including timing and areas for improvement, and shared with all staff.

Fire Equipment

- The nursery is equipped with fire extinguishers, smoke detectors, and fire blankets, which are maintained and tested regularly.
- Clear signage indicates emergency exits, assembly points, and equipment locations.

Emergency Contacts and Communication

- Emergency contact details for all children are updated regularly and kept accessible.
- Parents are informed promptly in case of a fire emergency or evacuation.

Roles and Responsibilities

- **Nursery Manager:** Ensures all fire safety measures are implemented and maintained.
- **Staff:** Follow fire safety protocols and assist with evacuations.
- **Visitors:** Must familiarise themselves with fire safety information displayed in the nursery.

Review and Compliance

- Fire safety policies are reviewed annually or following significant changes to the premises.
- The nursery complies with the Regulatory Reform (Fire Safety) Order 2005 and all other relevant legislation.

6.5 Animals in the Setting

Policy Statement

At Little Wonders Nursery, we believe that carefully managed interactions with animals can enhance children's learning experiences, fostering curiosity, responsibility, and respect for living things. To ensure the health and safety of all children, staff, and animals, we maintain strict procedures for handling and caring for animals within the nursery.

Bringing Animals into the Setting

1. Approval:

- All animals introduced to the nursery must be approved by the Nursery Manager.
- A risk assessment is conducted for each animal to identify potential hazards and establish control measures.

2. Educational Value:

- The presence of animals must support the educational and emotional development of children.

Health and Safety Considerations

1. Hygiene Practices:

- Children and staff wash hands thoroughly with soap and water after handling animals or cleaning their habitats.
- Equipment used for animals (e.g., feeding bowls, cages) is cleaned regularly to prevent contamination.

2. Supervision:

- Children are closely supervised when interacting with animals to ensure safe handling.
- Staff demonstrate proper techniques for touching and holding animals.

3. Allergies and Phobias:

- Parents provide information about their child's allergies or fears during registration.
- Interactions are adapted or avoided for children with sensitivities.

1. Animal Welfare:

- **Animals are kept in clean, comfortable, and appropriate environments.**
- **Their dietary and exercise needs are met, and they are monitored for signs of illness.**

Visits from External Animals

- **Visits from external organisations (e.g., mobile petting zoos) require a detailed risk assessment and proof of appropriate insurance.**
- **External handlers must provide evidence of proper animal care and safety protocols.**

Prohibited Animals

- **Animals with known health risks (e.g., reptiles carrying salmonella) are not allowed in the nursery.**
- **Wild or stray animals are strictly prohibited.**

Emergency Procedures

- **In case of an animal-related injury (e.g., bites, scratches), staff administer first aid and inform parents immediately.**
- **Serious incidents are documented and reviewed to prevent future occurrences.**

Learning Opportunities

- **Educational Activities:**
 - **Children learn about the animal's habitat, diet, and behaviour through interactive sessions.**
 - **Activities emphasise empathy and responsible care for living creatures.**
- **Observation:**
 - **Children observe animals to develop understanding and respect for the natural world.**

Parental Communication

- **Parents are informed of the presence of animals in the setting and are encouraged to discuss any concerns with the Nursery Manager.**

6.6 Smoking

Policy Statement

At Little Wonders Nursery, we are committed to creating a safe and healthy environment for children, staff, and visitors. Smoking is prohibited in all areas of the nursery premises, including outdoor spaces, to protect everyone from the harmful effects of tobacco smoke and to promote healthy behaviours.

Scope of the Policy

This policy applies to:

- All staff, parents, and visitors.
- All forms of smoking, including cigarettes, cigars, pipes, and electronic cigarettes (vapes).

Implementation of the Policy

- **No Smoking Areas:**
 - Smoking is strictly prohibited in all indoor and outdoor areas of the nursery, including:
 - Classrooms and playrooms.
 - Toilets and staff rooms.
 - Outdoor play areas and parking lots.
- **Signage:**
 - Clear “No Smoking” signs are displayed prominently at all entrances and throughout the premises.
- **Staff Conduct:**
 - Staff are not permitted to smoke during working hours, including breaks, if they are on or near the nursery premises.
 - Staff must not smell of smoke while on duty to maintain a professional and hygienic environment.
- **Visitors:**
 - Parents, contractors, and other visitors are reminded of the no-smoking policy upon arrival.

Support for Staff

- Staff members who smoke are encouraged to seek support for quitting.
- The nursery provides information about local stop-smoking services and resources.

Promoting Healthy Habits

- The nursery promotes healthy lifestyles through educational activities and discussions about the dangers of smoking.
- Children are encouraged to develop positive attitudes towards their health and well-being.

Enforcement of the Policy

- **Non-Compliance:**
 - Any breach of the no-smoking policy is addressed immediately by the Nursery Manager.
 - Visitors who do not comply will be asked to leave the premises.
- **Disciplinary Action:**
 - Staff who repeatedly violate the policy may face disciplinary procedures, in accordance with the nursery's employment policies.

Review of the Policy

This policy is reviewed annually to ensure its effectiveness and compliance with legal regulations, including the Health Act 2006.

This draft provides a clear and enforceable no-smoking policy for the nursery.

6.7 First Aid

Policy Statement

At Little Wonders Nursery, we prioritise the health and safety of all children, staff, and visitors. Our first aid policy ensures that prompt and effective care is provided in case of injury or illness, with staff trained to respond competently and confidently.

First Aid Training

- **Qualified First Aiders:**
 - At least one staff member with a paediatric first aid qualification is present at all times, including during outings.
 - First aid training is renewed every three years to comply with statutory requirements.
- **Staff Awareness:**
 - All staff receive basic first aid awareness training during induction.
 - Training records are maintained and reviewed annually.

First Aid Equipment

- **First Aid Kits:**
 - Fully stocked first aid kits are available in key locations, including classrooms, the kitchen, and outdoor play areas.
 - Kits are checked and replenished monthly by the designated Health and Safety Officer.
- **Portable Kits:**
 - Portable first aid kits are taken on all outings and trips.

Responding to Incidents

- **Minor Injuries:**
 - Staff administer appropriate first aid and comfort the child.
 - The incident is recorded in the accident book, and parents are informed upon collection.
- **Serious Injuries or Illnesses:**
 - Emergency services are contacted immediately for severe injuries or conditions.
 - Parents or emergency contacts are notified without delay.
 - A staff member accompanies the child to the hospital, taking their registration records and any required medication.
- **Documentation:**
 - All incidents requiring first aid are recorded, including details of the injury, treatment provided, and follow-up actions.
 - Records are signed by the staff member involved, the parent, and the Nursery Manager.

Medication and Allergies

- Children with specific medical needs (e.g., allergies, asthma) have an individual Health Care Plan.
- Epipens, inhalers, or other prescribed medications are stored securely and administered as needed by trained staff.

Preventative Measures

- Regular risk assessments are conducted to minimise hazards and prevent injuries.
- Staff ensure children are supervised appropriately during activities and transitions.

Review and Compliance

This policy is reviewed annually or following significant changes in legislation. The nursery complies with the Health and Safety (First Aid) Regulations 1981 and relevant early years standards.

7.1 Diversity, Equality, and Supporting Special Educational Needs

Policy Statement

At Little Wonders Nursery, we are committed to promoting an inclusive environment where diversity is celebrated, equality is prioritised, and every child's individual needs are supported. We ensure that all children, including those with Special Educational Needs and Disabilities (SEND), have access to high-quality care and education tailored to their unique abilities and potential.

Diversity and Equality

- **Commitment to Inclusion:**
 - We embrace and respect differences in culture, religion, language, gender, and ability.
 - All children and families are treated with dignity, fairness, and respect.

- **Resources and Activities:**
 - Educational materials reflect a range of cultures, languages, and abilities.
 - Activities are designed to be inclusive, ensuring all children can participate and succeed.
- **Challenging Discrimination:**
 - Any form of discrimination, harassment, or stereotyping is addressed immediately and sensitively.
 - Staff model inclusive behaviours and promote positive attitudes towards diversity.

Supporting Special Educational Needs and Disabilities (SEND)

- **Identification and Assessment:**
 - Children's developmental progress is regularly monitored to identify additional needs early.
 - Observations, assessments, and input from parents and professionals inform tailored support plans.
- **SEND Coordinator (SENCO):**
 - Our designated SENCO ensures that all SEND policies are implemented effectively.
 - The SENCO liaises with parents, staff, and external agencies to coordinate appropriate support.
- **Individual Support Plans (ISPs):**
 - ISPs are developed for children with additional needs, outlining specific strategies and goals.
 - Plans are reviewed regularly with input from parents and professionals.

Staff Training and Development

- All staff receive regular training on equality, diversity, and SEND best practices.
- The SENCO provides guidance to ensure staff are confident in meeting the diverse needs of all children.

Partnership with Parents

- Open communication with parents ensures that their cultural backgrounds, beliefs, and values are respected and incorporated into nursery life.
- Parents of children with SEND are involved in decision-making processes and the development of support plans.

Working with External Agencies

- We collaborate with health visitors, speech and language therapists, educational psychologists, and other professionals to ensure comprehensive support.

Legal Framework

This policy is underpinned by:

- Equality Act 2010
- Children and Families Act 2014
- Special Educational Needs and Disability Code of Practice 2015
- Early Years Foundation Stage (EYFS) Statutory Framework

Monitoring and Review

The Diversity, Equality, and SEND policy is reviewed annually to ensure its effectiveness and compliance with current legislation.

This draft provides a comprehensive overview of diversity, equality, and SEND practices.

8.1 Admissions

Policy Statement

At Little Wonders Nursery, we are committed to offering a fair, transparent, and inclusive admissions process. Our aim is to provide access to high-quality early years education for all families in our community, ensuring equal opportunities for children from diverse backgrounds and abilities.

Eligibility for Admission

- We accept children aged [insert age range, e.g., 0–5 years].
- Applications are welcomed from all families, regardless of race, religion, gender, disability, or socio-economic status.
- Children with Special Educational Needs and Disabilities (SEND) are given equal consideration, and we work closely with parents to ensure we can meet their child's needs effectively.

Admissions Procedure

- **Enquiry and Application:**
 - Parents are invited to contact the nursery to request an admissions pack or complete an online enquiry form.
 - Completed application forms must be submitted along with any relevant documentation (e.g., birth certificate, proof of address).
- **Visits and Settling-In:**
 - Families are encouraged to visit the nursery to meet staff, tour the facilities, and discuss their child's needs.
 - A settling-in period is arranged to help children and parents adjust to the nursery environment.
- **Allocation of Places:**
 - Places are allocated on a first-come, first-served basis, subject to availability and priority criteria (e.g., siblings, children with additional needs).

Priority Admissions Criteria

In cases of high demand, priority is given to:

- Siblings of children already attending the nursery.
- Children with SEND or additional needs.
- Families living within the local catchment area.
- Children eligible for government-funded hours.

Funded Places

- We offer places for eligible children under government-funded schemes, including:
 - 15 or 30 hours of funded childcare for 3- and 4-year-olds.
 - Funded places for 2-year-olds who meet specific criteria.
- Parents are required to provide documentation to confirm eligibility for funded places.

Admissions Agreement

Before admission, parents are required to:

- Sign a contract outlining fees, hours, and terms and conditions.
- Complete medical and dietary information forms.
- Provide emergency contact details.

Waiting List Policy

- If no places are available, families can join the waiting list.
- Places are allocated from the waiting list in line with our priority criteria.

Withdrawal and Notice Period

- Parents wishing to withdraw their child must provide written notice of [insert notice period, e.g., four weeks].
- Fees remain payable during the notice period.

Review of the Admissions Policy

This policy is reviewed annually to ensure it meets the needs of our community and complies with current legislation.

8.2 Registration Form

Policy Statement

At Little Wonders Nursery, the registration form serves as a vital document to ensure we have all necessary information to provide safe and personalised care for each child. By completing the form, parents and guardians provide key details that enable us to meet the needs of children effectively and comply with statutory requirements.

Purpose of the Registration Form

The registration form collects essential information, including:

- Contact details for parents, guardians, and emergency contacts.
- Medical information and dietary requirements.
- Permissions for specific activities or routines.

This information ensures we can deliver care tailored to each child's individual needs and respond effectively in emergencies.

Information Collected

The registration form requires the following details:

- **Child's Information:**
 - Full name, date of birth, and home address.
 - Details of any medical conditions, allergies, or dietary requirements.
 - Immunisation records.
- **Parent/Guardian Information:**
 - Full names, contact numbers, and email addresses.
 - Relationship to the child.
 - Work addresses and contact numbers, if applicable.
- **Emergency Contacts:**
 - At least two emergency contacts other than the parents/guardians.
 - Authorisation for these contacts to collect the child if necessary.
- **Permissions and Consents:**
 - Consent for outings, photographs, and medical treatment.
 - Agreement to nursery policies and procedures.

Updating Registration Details

- Parents are required to inform the nursery of any changes to the registration details, including contact numbers, addresses, or medical information.
- Registration details are reviewed annually to ensure they remain accurate and up to date.

Confidentiality and Data Protection

- All information provided in the registration form is treated as confidential and stored securely in compliance with the Data Protection Act 2018 and UK GDPR.
- Access to registration forms is restricted to authorised staff.

Importance of Accuracy

Accurate and complete registration forms are essential for:

- Safeguarding children and ensuring their well-being.
- Efficient communication with parents and emergency contacts.
- Complying with legal and regulatory requirements.

8.3 Confidentiality

Policy Statement

At Little Wonders Nursery, we are committed to maintaining the confidentiality of all children, families, and staff. We handle all personal information with the utmost care, ensuring compliance with the Data Protection Act 2018 and UK GDPR.

Scope of the Policy

This confidentiality policy applies to:

- All personal and sensitive information about children, parents, staff, and visitors.
- Verbal, written, and digital communications.

What is Confidential Information?

Confidential information includes, but is not limited to:

- Child's personal details, medical history, and development records.
- Family circumstances and contact details.
- Employment records of staff members.
- Sensitive data shared during meetings or assessments.

Procedures for Managing Confidentiality

- **Access to Information:**
 - Personal information is accessible only to authorised staff members and professionals who need it to perform their roles.
 - Parents have the right to access their child's records upon request.
- **Storage of Records:**
 - Hard copies of records are stored in locked cabinets.
 - Digital records are secured with password protection and encryption.
- **Sharing Information:**
 - Information is shared only with parental consent, unless there is a safeguarding concern or legal obligation.
 - External agencies are provided with information on a need-to-know basis to support the child's welfare.

- **Communication:**
 - Discussions about children and families are conducted privately, away from public or communal areas.
 - Staff are advised not to discuss confidential matters outside the nursery or on social media.

Data Protection Compliance

We adhere to the following principles:

- Data is collected and used for specific, lawful purposes.
- Only necessary data is collected and stored.
- Records are kept accurate and up to date.
- Data is retained only for as long as necessary and securely disposed of thereafter.

Staff Responsibilities

- All staff sign a confidentiality agreement upon employment.
- Breaches of confidentiality are treated seriously and may lead to disciplinary action.
- Staff are trained regularly on data protection and confidentiality practices.

Parental Rights and Responsibilities

- Parents are encouraged to share sensitive information to ensure their child's needs are met.
- Parents are expected to respect the privacy of other children, families, and staff.

Exceptions to Confidentiality

Confidentiality may be breached when:

- **Safeguarding Concerns:**
 - If a child's safety is at risk, information is shared with relevant authorities in line with our safeguarding policy.
- **Legal Requirements:**
 - Information is disclosed when required by law, such as during inspections or investigations.

Monitoring and Review

This confidentiality policy is reviewed annually to ensure it aligns with current legislation and best practices.

This policy ensures a robust framework for protecting personal and sensitive information. Let me know if you need further adjustments!

8.4 Complaints

Policy Statement

At Little Wonders Nursery, we are committed to providing a high-quality service and fostering positive relationships with parents, children, and the community. We take all complaints seriously and strive to address concerns promptly, respectfully, and effectively.

Types of Complaints

Complaints may include:

- Concerns about a child's care or education.
- Issues with staff conduct or communication.
- Health and safety concerns.
- Administrative errors or misunderstandings.

Procedure for Making a Complaint

- **Informal Resolution:**
 - Parents are encouraged to discuss concerns with their child's Key Person or the Nursery Manager informally.
 - Many issues can be resolved quickly through open and constructive dialogue.
- **Formal Complaint:**
 - If the concern is not resolved informally, parents can submit a formal written complaint to the Nursery Manager.
 - The complaint should include details of the issue, relevant dates, and any actions already taken.
- **Acknowledgement:**
 - Formal complaints are acknowledged in writing within 5 working days.

- **Investigation:**
 - The Nursery Manager conducts a thorough investigation, which may include:
 - Speaking with staff, parents, and children (where appropriate).
 - Reviewing relevant records and policies.
- **Response:**
 - A written response is provided within 28 days of receiving the formal complaint, outlining findings and any actions taken.
- **Escalation:**
 - If the complaint remains unresolved, it can be referred to the nursery's governing body or an independent mediator.

Ofsted Involvement

Parents have the right to contact Ofsted if they feel their complaint has not been adequately addressed:

- **Contact Ofsted:**
 - Telephone: 0300 123 4666
 - Website: www.ofsted.gov.uk

Recording and Monitoring Complaints

- All complaints are logged in a confidential complaints register, including actions taken and outcomes.
- Complaints are reviewed regularly to identify trends and improve nursery practices.

Confidentiality

Complaints are handled with discretion and respect for privacy. Information is shared only on a need-to-know basis to resolve the issue effectively.

Review of the Complaints Policy

This policy is reviewed annually to ensure compliance with statutory requirements and to reflect feedback from parents and staff.