

Westhill Nursery: Policies and procedures

The Nursery aims to provide a safe, stimulating environment where all children and adults should feel a valued part of the nursery and are treated fairly. Our policies help us to achieve this.

Equal Opportunities Policy

The Pre-school Learning Alliance is committed to helping pre-schools provide equality for all children and families. As a member of the Alliance **Westhill Nursery** works in accordance with all relevant legislation, including:

- Disabled Persons Acts 1958, 1986
- Race Relations Act 1976
- Sex Discrimination Act 1986
- Disability Discrimination Act 2005
- Children Act 1989
- Equality Act 2010

We believe that the nursery's activities should be open to all children and families, and to all adults committed to their welfare. We aim to ensure that all who wish to work in, or volunteer to help with, our nursery have an equal chance to do so. Nursery ENCO is Emily Boulton

Employment

The nursery will appoint the best person for each job and will treat all applicants for jobs and all those appointed fairly.

Commitment to implementing the group's Equal Opportunities Policy will form part of the job description for all workers.

Families

The nursery recognises that many different types of family successfully love and care for children.

Festivals

Our aim is to show respectful awareness of all the major events in the lives of children and families in the nursery, and in our society as a whole, and to welcome the diversity of backgrounds from which they come.

In order to achieve this, we aim to acknowledge all the festivals, which are celebrated in our area and/or by the families involved in the nursery.

- Without indoctrination in any specific faith, children will be made aware of the festivals, which are being celebrated by their own families, and will be introduced where appropriate to the stories behind the festivals.
- Before introducing a festival with which the adults in the nursery are not themselves familiar, appropriate advice will be sought from people to whom that festival is a familiar one.

- Children and families who celebrate at home festivals with which the rest of the nursery is not familiar will be invited to share their festival with the rest of the group, if they themselves wish to do so.
- Children will be encouraged to welcome a range of different festivals, together with the stories, celebrations, special food and clothing they involve, as part of the diversity of life.

The Curriculum

The Early Years Foundation Stage will be implemented and followed by this nursery. All children will be respected in their individuality and potential recognised, valued and nurtured. Activities and the use of play equipment offer children opportunities to develop in an environment free from prejudice and discriminations. Appropriate opportunities will be given to children to explore, acknowledge and value similarities and differences between themselves and others.

Resources

These will be chosen to give children a balanced view of the world and an appreciation of the rich diversity of our multi-cultural society.

Special Needs

The nursery recognises the wide range of special needs of children and families in the community, and will consider what part it can play in meeting these needs. Planning for nursery meetings and events will take into account the needs of people with disabilities.

Discriminatory and Racial Behaviour/Remarks

These are unacceptable in the nursery. Remarks or behaviour should be reported to the supervisor, chairperson or Nursery ENCO; these should be acted on immediately and dealt with accordingly. If the problem is severe, cannot be sorted out or continues then help will be sought from OFSTED. The response will aim to be sensitive to the feelings of the victim(s) and to help those responsible to understand and overcome their prejudices.

Language

Information, written and spoken, will be clearly communicated in as many languages as possible. Bilingual/multilingual children and adults are an asset. They will be valued and their languages recognised and respected in the nursery.

Food

Medical, cultural and dietary need will be met.

Meetings

The time, place and conduct of meetings will ensure that all families have an equal opportunity to be involved in the running of the nursery. Information about meetings is communicated in a variety of ways - written, verbal and in translation- to ensure that all parents have information about and access to the meetings.

Admissions Policy

It is our intention to make our nursery genuinely accessible to children and families from all sections of the local community. In order to accomplish this, we will:

- Ensure that the existence of the nursery is widely known in all local communities. We will place notices advertising the nursery in places where all of the community can see them, in more than one language if appropriate.
- When arranging our waiting list we take into consideration the child's age as well as their date of reservation.
- Describe the nursery and its practices in terms which make it clear that it welcomes both fathers and mothers, other relations and other carers, including childminders, and people from all cultural, ethnic, religious and social groups, with and without disabilities.
- Monitor the gender and ethnic background of children joining the group to ensure that no accidental discrimination is taking place.
- Make our equal opportunities policy widely known.
- Consult with families about the opening times of the nursery to avoid excluding anyone.
- Be flexible about attendance so as to accommodate the needs of individual children and families.
- Where possible children aged 2 years and above should attend at least 2 sessions a week on 2 different days to enable them to settle and bond with carers and peers.

Confidentiality Policy

The nursery's work with children and families will sometimes bring us into contact with confidential information.

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

- Parents will have ready access to the files and records of their children but will not have access to information about any other child.
- Staff will not discuss individual children, other than for purpose of curriculum planning/group management, with people other than the parents/carers of that child.
- Information given by parents/carers to the nursery supervisor or key person will not be passed on to other adults without permission.
- Issues to do with the employment of staff, whether paid or unpaid, will remain confidential to the people directly involved with making personnel decisions.
- Any anxieties/evidence relating to a child's personal safety will be kept in a confidential file and will not be shared within the nursery except with the child's key person/supervisor and the chair.
- Students on recognised courses observing in the nursery will be advised of our confidentiality policy and required to respect it.

All the undertakings above are subject to the paramount commitment of the nursery, which is to the safety, and well being of the child.

Complaints Procedure

- Anyone who has a complaint about any aspect of the nursery's provision should first talk over any issues or concerns with the nursery supervisor, this will be recorded in writing on a complaints record sheet.
- Identities will be kept confidential throughout the recording of the complaint details.
- A complaint can be made directly to OFSTED if someone wishes.
- A record will be made of all investigations undertaken to fully investigate the complaint, including interviews, reviews of records and referrals to external agencies.
- OFSTED will be notified if it is determined as necessary during the investigation.
- All actions and outcomes from a complaint will be recorded and will be shared with the parents /carers from setting within 28 days.
- Further guidance and help on complaint procedure can be obtained from 'Revision to the National Standards' (HMI2573) October 2005 (www.ofstead.gov.uk)

The role of OFSTED

In some circumstances, it will be necessary to bring in OFSTED, who have a duty to ensure laid down requirements are adhered to and with whom the Pre-school Learning Alliance works in partnership to encourage high standards. OFSTED would be involved if a child appeared to be at risk or where there seemed to be a possible breach of registration requirements. In these cases both parent and nursery would be informed.

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

Ofsted complaints number : 0300 123 1231

Special Educational Needs Policy

Our nursery aims to have regard to the Department of Employment and Education (DfEE) Code of Practice on the Identification and Assessment of Special Educational Needs, and to provide welcome and appropriate learning opportunities, for all children.

We designate a member of staff to be special educational needs co-ordinator (SENCO) and give his/her name to parents/carers. Our SENCO is Emily Boulton

We ensure that the provision for children with SEN/disabilities is the responsibility of all members of the setting.

- Children with special needs, like all other children, are admitted to the nursery after consultation between parents, nursery supervisor and key person.
- Our system of observation and record keeping, which operates in conjunction with parents, enables us to monitor children's needs and progress on an individual basis.
- Our key person system ensures that each adult is especially responsible for, and close to, just five or six children, so each child receives plenty of adult time and attention.
- If it is felt that a child's needs cannot be met in the nursery without the support of a one-to-one worker, funding will be sought to employ one.
- We work in liaison with staff outside the nursery, including therapists, health visitors, psychologists, social workers, paediatricians and Portage workers, to meet children's specific needs, including transfer arrangements to other settings and schools.
- Our staff attend, whenever possible, in-service training on special needs arranged by the Pre-school Learning Alliance and other professional bodies.

We use a system of planning, implementing, monitoring, evaluating and reviewing individual educational plans (IEPs) for children with SEN/Disabilities.

We provide a broad and balanced curriculum for all children including children with SEN/disabilities and provide a differentiated curriculum to meet individual needs and abilities.

Diet - Policy and Practice

The sharing of refreshments can play an important part in the social life of the nursery as well as reinforcing children's understanding of the importance of healthy eating. The nursery will ensure that:

- All snacks provided are nutritious, avoiding large quantities of fat, sugar, salt, additives, preservatives and colourings.
- Children's medical and personal dietary requirements are respected.
- Food that is offered is fresh, wholesome and well balanced.
- A multi-cultural diet could be offered to ensure that children from all backgrounds encounter familiar tastes and that all children have the opportunity also to try unfamiliar foods.
- The dietary rules of religious groups and also of vegetarians/vegans are known and met in appropriate ways.
- Milk provided for children is in line with current government guidelines and pasteurised.

Staffing and Recruitment Policy

A high adult: child ratio is essential in providing good quality pre-school care.

In our nursery:

- We have at least one member of staff to eight children, and more if there are younger children present.
- Our key person system ensures each child and family has one particular staff member who takes a special interest in them.
- Regular staff meetings provide opportunities for staff to undertake curriculum planning and to discuss the children's progress and any difficulties.
- We work towards an equal opportunities employment policy, seeking to offer job opportunities equally to women and men, with and without disabilities, from all religions, social, ethnic and cultural groups.
- At least half of our staff members hold a Diploma in Pre-school Practice or an equivalent level 3 qualification.
- Regular in-service training is available to all staff, both paid and unpaid, through the pre-school Learning Alliance and Early Years training provided by Somerset county council.
- Our nursery budget will meet the expenses of relevant monitoring/appraisals.

Recruitment

We are committed to recruiting, appointing and employing staff in accordance with all relevant legislation. To ensure unsuitable people are prevented from working with children in the setting the following steps are taken:

- All prospective employees will be required to undertake an interview carried out to acceptable protocol and recommendations.
- All prospective employees are invited to a play session to ensure their practice is to a suitably high standard.
- A Criminal Records Bureau check is undertaken on acceptance of position
- Evidence of identity is shown to employers
- All qualifications are checked and photocopied and kept in staff files
- All references are sought
- A three month trial period is undertaken on acceptance of position during which time either party may give immediate notice and terminate the contract without repercussions should they wish to do so
- All employees will receive a formal or informal induction during which their job requirements and responsibilities are clarified.
- Safeguarding Children procedures are explained and training needs identified.
- Staff are required to read, sign and adhere to ALL nursery policies and procedures on acceptance of the position.

Implementation and monitoring procedures

In addition to pre selection checks, the safeguarding process includes training and monitoring staff throughout their employment.

- Nursery staff receive formal appraisals where they can discuss and set personal development plans but are also actively encouraged to analyse their own practice and further their knowledge by undergoing training at their own request as well as at the request of the nursery. This can be done at anytime.
- To ensure all policies and procedures are adhered to they need to be integrated into current practice and implemented by all staff members. All staff are actively encouraged to review their own practice on a daily basis and ensure that good practice is implemented at all times.
- All staff receive advisory information outlining good/bad practice and how to voice any concerns regarding the behaviour of any adult towards a young person
- If a staff member other than the Manager needs to be disciplined, the following guide will be used until the matter is resolved.
 1. Informal chat with Manager.
 2. Formal meeting with Manager (verbal warning).
 3. Formal Meeting with Manager and chairperson (written warning)
 4. Formal Meeting with Manager and chairperson (final written warning)
 5. Dismissal/Resignation of staff member.

Manager disciplinary procedure:

1. Informal chat with chairperson
2. Formal meeting with chairperson and committee member (verbal warning).
3. Formal Meeting with chairperson and committee member (written warning)
4. Formal Meeting with chairperson and committee member (final written warning)
5. Dismissal/Resignation of Manager.

Gross misconduct will result in immediate dismissal

Student and volunteers Placement Policy

We recognise that the quality and variety of work which goes on in the nursery makes it an ideal place for students on placement from school or college childcare courses as well as those in the Diploma in Pre-school Practice or Tutor Fieldworker courses.

Students are welcomed into the nursery on the following conditions

- The needs of the children are paramount. Students will not be admitted in numbers, which hinder the essential work of the nursery.
- Students must be confirmed by their tutor as being engaged in a bona fide childcare course, which provided necessary background understanding of children's development and activities.
- Students required to conduct child studies will obtain written permission from the parents of the child to be studied.
- Any information gained by the students about the children, families or other adults in the nursery must remain confidential.
- Unless registered as fit persons, students will not have unrestricted access to children.

Safe Guarding Children/Child protection - Policy and Procedures

The nursery strives to provide an environment in which everyone is entitled to a safe and enjoyable environment free from abuse and in which any suspicion of abuse is promptly and appropriately responded to. The nursery fully accepts its legal and moral obligation to provide a duty of care to protect all children and provide them with the highest possible standard of care. We are committed to ensuring that:

- The welfare of each individual child is of paramount importance
- All children, whatever their age, culture, ability, gender, language, racial origin, religious belief and/or sexual identity should be provided with the opportunity to participate in all activities provided at the nursery setting and have the right to do so.
- All reasonable steps are taken to protect children from harm, discrimination and degrading treatment and to respect their rights, wishes and feelings
- All suspicions and allegations of poor practice or abuse will be taken seriously and responded to swiftly and appropriately.
- All employees who work with children in our care will be recruited with regard to their suitability for that responsibility, and will be provided with guidance and/or training in good practice and safe guarding children procedures.
- We work in partnership with parents and children - essential for the protection of children
- In order to achieve this we aim to:

Work alongside the principles contained within UK and International legislation and current government guidelines including:

The Children Act 1989

The Protection of Children Act 1999

Working Together to Safeguard Children and Young People (1999)

'Caring For the Young and Vulnerable'-Home Office guidance for preventing the abuse of trust (1999)

The UN Convention on the Rights of the Child

Human Rights Act (1998)

The Data Protection Act (1998)

Exclude known abusers

It will be made clear to applicants for post within the nursery that the position is exempt from the provisions of the Rehabilitation of Officers Act 1974.

All applicants for work within the nursery, whether voluntary or paid, will be interviewed before an appointment is made and will be asked to provide two references. All such references will be followed up. In the case of applicants with unexplained gaps in their employment history, or who have moved rapidly from one job to another, explanations will be sought.

All appointments, both paid and unpaid, will be subject to a probationary period and will not be confirmed unless the nursery is confident that the applicant can be safely entrusted with children.

Seek and supply training

We will seek out opportunities for all adults involved the nursery to ensure that they recognise the symptoms of possible physical, emotional and sexual abuse as well as neglect.

Prevent abuse by means of good practice

To provide children with the best possible nursery experience and opportunities everyone must operate within an accepted ethical framework.

It is important to remember that it is not the responsibility of employees to make judgements about whether or not abuse is taking place. It is however their responsibility to identify poor practice and possible abuse and act if they have concerns about the welfare of the child.

Good Practice

- Adults will not be left alone with individual children or with small groups. An adult who needs to take a child aside, e.g. for time out after behaviour which needs improvement, will do so in an open environment.
- Adults who have not been registered as 'fit' persons will not take children unaccompanied to the toilet.
- Children will be encouraged to develop a sense of autonomy and independence through adult support in making choices and in finding names for their own feelings and acceptable ways of expressing them. This will enable children to have the self-confidence and vocabulary to resist inappropriate approaches.
- The layout of the nursery will permit constant supervision of children.
- Staff are encouraged to make all experiences fun and enjoyable: promoting fairness, confront and deal with bullying.
- All children are treated equally and with respect and dignity
- The welfare of each child comes first
- Be an excellent role model
- Give enthusiastic and constructive feedback rather than negative criticism
- Recognise the developmental needs and capacity of the child
- Ensure policies are reviewed yearly or whenever there is a change in legislation
- Ensure the setting has a designated Safeguarding children /child protection officer.
- Ensure that updated training reviewing and monitoring of policies/procedures are implemented when necessary.

Designated Safeguarding Children/Child Protection Officer: - Francesca Ferrari

Respond appropriately to suspicions of abuse

Changes in children's behaviour/appearance will be investigated.

Parents will normally be the first point of reference, though suspicions will also be referred as appropriate to the Social Services Department.

All such suspicions and investigations will be kept confidential, shared only with those who need to know. The people most commonly involved will be the member of staff/key person, supervisor and committee chair.

Any allegations of abuse made against staff should be reported to the Manager or a committee member. Allegations should be investigated thoroughly and appropriate action taken, OFSTED informed/asked for advice as necessary.

Keep records

Whenever worrying changes are observed in a child's behaviour, physical condition or appearance, a specific and confidential record will be set up, quite separate from the usual on-going records of children's progress and development. The record will include, in addition to the name, address and age of the child: timed and dated observations, describing objectively the child's behaviour/appearance, without comment or interpretation; where possible, the exact words spoken by the child; the dated name and signature of the recorder.

Such records will be kept in a separate file and will not be accessible to people in the nursery other than the nursery Manager, chair and key person or other member of staff as appropriate.

Liaise with other bodies

The nursery operates in accordance with local authority guidelines. Confidential records kept on children about whom the nursery is anxious will be shared with the Social services department if the nursery feels that adequate explanations for changes in a child's condition have not been provided.

If a report on a child is to be made to the authorities, the child's parents will be informed at the same time as the report is made.

The nursery will maintain ongoing contact with the registering authority, including names, addresses and telephone numbers of individual social workers, to ensure that it would be easy, in any emergency, for the nursery and the Social services Department to work well together.

Records will be kept of the local NSPCC contact, or other contact(s) as appropriate.

Support families

The nursery will take every step in its power to build up a trusting and supportive relationship between families, staff and volunteers in the nursery.

Where abuse at home is suspected, the nursery will continue to welcome the child and family while investigations proceed.

Confidential records kept on a child will be shared with the child's parents.

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

Selecting Equipment/Toys - Policy and Practice

The toys and equipment in the nursery provide opportunities for children, with adult help, to develop new skills and concepts in the course of their play and explorations. The equipment we provide:

- Is appropriate for the ages and stages of the children.
- Offers challenges to developing physical, social, personal and intellectual skills.
- Features positive images of people, both male and female, from a range of ethnic and cultural groups, with and without disabilities.
- Includes a range of raw materials, which can be used in a variety of ways and encourages an open-ended approach to creativity and problem solving.
- Will enable children, with adult support, to develop individual potential and move towards required learning outcomes.
- Conforms to all relevant safety regulations and is sound and well made.

Settling in Nursery - Policy and Practice

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

In order to accomplish this we will:

- Encourage parents to visit the nursery with their children during the weeks before admission is planned.
- Make clear to families from the outset that they will be supported in the nursery for as long as it takes to settle their child there.
- Reassure parents whose children seem to be taking a long time settling into the nursery.
- Introduce new families into the group on a staggered basis, for example, two new children a day for a week rather than ten new children all at once.
- Introduce flexible admission procedures, if appropriate, to meet the needs of individual families and children.
- Encourage parents, where appropriate, to separate from their children for brief periods at first, gradually building up to longer absences.

Children cannot play or learn successfully if they are anxious and unhappy. Our settling procedures aim to help parents to help their children to feel comfortable in the nursery, to benefit from what it has to offer, and to be confident that their parents will return at the end of the session.

Safety – Policy and Practice

The safety of young children is of paramount importance. In order to ensure the safety of both children and adults, the nursery will ensure that:

- All children are supervised by adults at all times and will always be within sight of an adult.
- Risk assessments are carried out in the nursery, on new activities, equipment and on outings and visits.
- A book is available at each session for the reporting of any accident/incident and will be completed and signed by the attending staff member then shown to and signed by the parent/carer on departure.
- Parental consent is required for the administration of prescribed medication.
- Regular safety monitoring will include checking of the accident and incident record.
- Exiting injuries will be marked and noted in the accident book and signed by the parent on arrival.
- All adults are aware of the system(s) in operation for children's arrival and departures and an adult will be at the door during these periods.
- Children will leave the group only with authorised adults along with the appropriate password; a book to record different collection adults is situated by the door.
- Safety checks on premises, both outdoors and indoors, are made before every day/session.
- If the main entrance has to be locked, there is a key close by at adults' level.
- Low-level glass will be covered, or replaced by safety glass.
- Outdoor spaces are securely fenced or clearly labelled.
- Equipment is checked regularly and any dangerous items repaired/discarded.
- The layout and space ratios allow children and adults to move safely and freely between activities.
- Fire doors are never obstructed.
- Fires/heaters/electric points/wires and leads are adequately guarded.
- All dangerous materials, including machines and cleaning materials, are sorted out of reach of children.
- Children do not have unsupervised access to kitchens, cookers or any cupboards storing hazardous materials, including matches.
- Adults do not walk about with hot drinks or place hot drinks within reach of children.
- Fire drills are held at least twice a term.
- A register of both adults and children is completed as people arrive so that a complete record of all those present is available in any emergency.
- There is a total no smoking policy.
- Persons are not allowed into the nursery that are under the influence of alcohol or mind altering drugs.
- A correctly stocked first aid box is available at all times.
- Fire extinguishers are checked annually and staff know how to use them.
- Whenever children are on the premises at least two adults are present.
- Larger equipment is erected with care and checked regularly.
- Activities such as cooking, woodwork and energetic play receive close and constant supervision.
- On outings, the adult: child ration will be at least one to three.

- If a small group goes out, there will be sufficient adults to maintain appropriate ratios for staff and children remaining on the premises.
- Equipment offered to children is developmentally appropriate, recognising that materials suitable for an older child may pose a risk to younger/less mature children.
- Internal safety gates/barriers are used as necessary.
- The premises are checked before locking up at the end of the day/session.

Health & Hygiene - Policy and Practice

Our nursery promotes a healthy lifestyle and a high standard of hygiene in its day-to-day work with children and adults. This is achieved in the following ways:

Health & Hygiene

Food

- The nursery will observe current legislation regarding food hygiene, registration and training
- Constantly reviewing and monitoring food handling procedures
- Having appropriate cooking and preparation utensils
- All meals and snacks provided will be nutritious and pay due attention to children's particular dietary requirements.
- Temperatures will be recorded and maintained to food standard regulations
Fridge - between 1 - 4 °C
Freezer - at or below -18 °C
Hot food holding - above 63 °C
- Avoid contact between cooked and raw foods
- Ensure food is cooked thoroughly
- Prepare food using appropriate coloured boards
- When cooking with children as an activity, the adults will provide healthy, wholesome food, promoting and extending the children's understanding of a healthy diet.
- Checking use by dates on all produce and stock cupboard items
- Food health and hygiene refresher courses/training.

In particular, each adult will:

- Where possible hold a food hygiene level 2 certificate
- Always wash hands under water before handling food and after using the toilet or after handling animals.
- Not be involved with the preparation of food if suffering from any infectious/contagious illness or skin trouble.
- Never smoke in the kitchen or any room storing food.
- Never cough or sneeze over food.
- Ensuring work surfaces are spotlessly clean before food preparation
- Use different cleaning cloths for kitchen, play and toilet areas.
- Prepare raw and cooked food in separate areas on appropriate coloured boards.
- Keep food covered and either refrigerated or piping hot.
- Ensure waste is disposed of properly and out of reach of the children.
- Wash fresh fruits and vegetables thoroughly before use.

Any food or drink that requires heating will be heated immediately prior to serving and not left standing. No food or drink will be reheated.

Tea towels will be kept scrupulously clean.

All utensils will be kept clean and stored in a dust-free place, e.g. closed cupboard or drawer.

Cracked or chipped china will not be used.

Outdoor play

- Children will have the opportunity to play in the fresh air throughout the year either in the nursery's own outside play areas or on outings to parks or other community play spaces.
- Sun cream should be applied by parents/carers prior to arrival - written consent must be sought if further applications are required.

Illness

- Parents are asked to keep their children at home if they have any infection, and inform the nursery as to the nature of the infection so that the nursery can alert other parents, and make careful observations of any child who seems unwell.
- Parents are asked not to bring into the nursery any child who has been vomiting or had diarrhoea until at least 48 hours has elapsed since the last attack.
- If the children of nursery staff are unwell, the children will only accompany their parents/carers to work in the nursery with the consent of the Supervisor.
- Cuts or open sores, whether on adults or children, will be covered with sticking plaster or other dressing.
- If a child is on prescribed medication the following procedures will be followed:
 - If possible, the child's parents will administer medicine, if not, then medication must be clearly labelled with child's name, dosage and any instructions. Where local regulations require it, guidance will be sought from Social Services before people other than parents agree to administer medicines.
 - Written information will be obtained from the parent, giving clear instructions about dosage, administration of the medication and permission for a member of staff to follow the instructions.
 - All medications will be kept in a high cupboard well out of the reach of children.
 - A medication sheet will be available to log in: name of child receiving medication; times that the medication should be administered; date and time when medication is administered; together with signature of the person who has administered each dose.
- With regard to the administration of life saving medication such as insulin/adrenalin injections or the use of nebulisers, the position will be clarified by reference to the nursery's insurance company (in the case of pre-schools insured with sun Alliance, this will be through the Insurance Officer at Pre-School learning Alliance National Centre).
- The nursery will ensure that the first aid equipment is kept clean, replenished and replaced as necessary. Sterile items will be kept sealed in their packages until needed.

Antibiotics and Immunisations

- Any child receiving immunisations must be suitably fit and well to attend nursery afterwards. Parents must inform a staff member when the immunisations take place and complete the Immunisation Record Sheet, and must also have completed an immunisation disclaimer form at the time of registration or prior to the immunisation.
- Children should not attend the Nursery for 48 hours after the first dose of a new antibiotic in case of adverse reactions.

Information sources

- Parents will have the opportunity to discuss health issues with nursery staff and will have access to information available at the nursery.
- The nursery will maintain links with health visitors and gather health information and advice from local health authority information services and/or other health agencies.

Hygiene

To prevent the spread of all infection, adults in the group will ensure that the following good practices are observed.

Personal hygiene

- Anti-bacterial hand gel is used in the Nursery.
- Hands washed after using the toilet or handling animals.
- Children with pierced ears are not allowed to try on, or share each other's earrings.
- Children are encouraged to shield their mouths when coughing.
- A large box of tissues available and children encouraged to blow and wipe their noses when necessary. Soiled tissues disposed of hygienically.
- Individual towels available, or paper towels used and disposed of appropriately.
- Hygiene rules related to bodily fluids followed with particular care and all staff and volunteers aware of how infections, including HIV infection, can be transmitted.

Cleaning and clearing

- Any spills of blood, vomit or excrement wiped up and flushed away down the toilet. Rubber gloves always used when cleaning up spills of body fluids. Floors and other affected surfaces disinfected using chlorine or iodine bleach diluted according to the manufacturer's instructions. Fabrics contaminated with body fluids thoroughly washed in hot water.
- Spare laundered pants, and other clothing available in case of accidents and polythene bags available in which to wrap soiled garments.
- All surfaces cleaned daily with an appropriate cleaner.
- All cleaning materials are stored in a wall cupboard, which is locked at all times.

Nappy Policy

Children in nappies are at a higher risk of infection than older children. This is because the nappy changing routine provides an ideal opportunity for germs to be transmitted. A good nappy policy helps keep staff and children healthy.

- Nappies should be changed as individually required and if possible by the child's key person.
- Children's skin when changing nappies should be kept clean and dry.
- Fragranced wipes should be avoided, as should leaving excess soap within the private area.
- If a nappy rash is detected parents must be informed
- Changing mats must be cleaned after each use
- Children are not left unattended during their nappy change
- Individual creams provided by parents/carers used if required
- Creams are not shared between children
- Staff ensure all equipment is ready prior to change
- Staff to use new disposable gloves and aprons for each nappy change
- Hands are washed before and after changing a nappy
- Nappies disposed of appropriately. Placed in nappy sack tie bag and place in bin
- Nappy changing areas are away from food preparation and eating areas, warm, private and clutter free. Children should be talked to and reassured throughout the process

Pet Policy

The nursery believe that children can learn a lot from having contact with animals however certain procedures must be followed to ensure the safety of both the children and the animal!!

At nursery we love our pets - they are an important member of the nursery team, often helping children to settle.

- Children will be supervised at all times whilst handling animals
- Children will be encouraged to treat all animals with respect, learning how to handle them correctly.
- Children must wash their hands after any contact with animals and understand the reasoning behind this.
- Children will be taught that not all animals are child friendly and that they should always check with the animal's owners before attempting to stroke or handle them.
- Food for the pet will be stored safely away from the children's reach
- Visiting animals will remain the responsibility of the owner at all times and all necessary veterinary vaccinations will be checked beforehand.
- Any child animal allergies will be reported on the child's registration form and displayed on the allergies list. All staff will be notified.

Parental Carers and Child Involvement Policies

Parents and carers are first educators of their children. The aim of the nursery is to support their essential work, not to supplant them. We will:

- Make all new parents and carers aware of the nursery's systems and policies.
- Encourage parents and carers on an individual basis to play an active part in the management of the nursery.
- Ensure that all parents and carers have opportunities to contribute from their own skills, knowledge and interests to the activities of the nursery.
- Involve the parents and carers in shared record keeping about their own child, either formally or informally.
- Ensure that all parents and carers are fully informed about meetings, conferences, workshops and training.
- Consult with families about the times of meetings to avoid excluding anyone.
- Holding meetings in venues, which are accessible and appropriate for all.
- Welcome the contributions of parents and carers, whatever form these may take.
- Make known to all parents and carers the system for registering queries, complaints or suggestions.
- Provide opportunities for parents and carers to learn about the nursery curriculum and about young children's learning, in nursery and at home.
- Each child will be treated as an individual; their input and opinions will be valued and respected.

Nursery closure procedures

In the case of severe weather or any other emergency for which the nursery may need to be closed to ensure the safety of children and staff please:

On the day of closure -

- Check the nursery website www.westhillnursery.org.uk
- Call the nursery mobile 07849639826
- Listen Heart 102.6 FM

We have stated before that if King Arthurs School is closed the nursery will usually close alongside them but this is not always the case- therefore please now check using the procedures above before consulting the main school website www.kingarthurs.org.uk

Procedure adopted January 2010

Behaviour Management Policy

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

In order to achieve this:

- Rules governing the conduct of the group and the behaviour of the children will be discussed and agreed within the nursery and explained to all newcomers, both children and adults.
- All adults in the nursery will ensure that the rules are applied consistently, so that children have the security of knowing what to expect and can build up useful habits of behaviour.
- All adults will try to provide a positive model for the children with regard to friendliness, care and courtesy.
- Adults in the nursery will praise and endorse desirable behaviour such as kindness and willingness to share.
- We will take positive steps to avoid a situation in which children receive adult attention only in return for undesirable behaviour.
- Bullying will not be accepted; support will be given to break bad behaviour patterns.

When children behave in unacceptable ways:

- Physical punishment, such as smacking, will be neither used nor threatened.
- Children will never be sent out of the room by themselves.
- Techniques intended to single out and humiliate individual children such as the "naughty chair" will not be used.
- Children who misbehave will be given one-to-one adult support in seeing what was wrong and working towards a better pattern.
- Where appropriate this might be achieved by a period of "time out" with a child.
- In cases of serious misbehaviour, such as racial or other abuse, the unacceptability of the behaviour and attitudes will be made clear immediately, by means of explanations rather than personal blame.
- 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.
- Adults will not shout, or raise their voices in a threatening way.
- Adults in the nursery will make themselves aware of, and respect, a range of cultural expectations regarding interactions between people.
- Any behaviour problems will be handled in a developmentally appropriate fashion, respecting individual children's level of understanding and maturity.
- Recurring problems will be tackled by the whole nursery, in partnership with the child's parents, using objective observation records to establish an understanding of the cause.
- The nursery aims not to exclude or suspend any child. Every step will be taken to ensure this does not happen, outside help and extra funding will be sort and extra staff will be allocated to help the child.
- Adults will be aware that some kinds of behaviour may arise from a child's special needs.

Outstanding Fees Policy

1. Fees Outstanding from Previous Terms

With immediate effect, we will no longer allow fees from a previous term to be carried into a new term. If fees are outstanding from a previous term, a child's place will be immediately suspended until outstanding fees have been cleared in full. In other words, the child will not be able to begin a new term at Nursery until all outstanding fees from a previous term have been paid. If the child's attendance at nursery has been suspended and we do not receive the outstanding amount by the half-term break, then that child's place will be revoked and allocated to someone else.

2. Payment of Fees

Each academic year has 3 terms, Autumn, Spring and Summer. Fees are issued at the beginning of each term.

From September 2010, 50% of the termly fees must be paid before the half-term break. The appropriate cut-off dates and amounts will be clearly detailed on all bills. Bills are issued at the beginning of the term and after half term.

The final 50% must be paid two weeks before the end of term. Again, this date will be clearly detailed.

For example, for the Autumn 2010 term, Jim Bean owes a total amount of £344.40 in fees. He will be billed as follows:

Total Fees Autumn Term 2010: £344.40

Please ensure that we receive the amount of £172.20 by Friday 22nd October.

The remaining balance of £172.20 should be paid by Friday 5th December.

If the first 50% has not been received by the stipulated date, then with immediate effect, the child's place at Nursery will be suspended until payment is received and they will not be permitted to attend Nursery. Once outstanding fees have been cleared, that child will then be able to return to nursery. As the child's place will be held for them, fees will continue to be payable for the suspended period.

Fees are payable unless your child is hospitalised.

If the child's attendance at nursery has been suspended and we do not receive the full term's fees by the end of term due date for fees, then the child's place will be revoked and allocated to someone else.

Changes in Attendance Policy/Procedure

- If a parent/carer wishes to permanently change the days or hours that their child attends nursery a period of six weeks must be given prior to the change taking place. Fees will continue to be paid until the period of six weeks has elapsed.

If a parent carer wishes to permanently change the days or hours that their child attends nursery and the child will subsequently attend only 1 session or 1 whole day a week at the nursery-

- A period of 6 weeks written request to reduce hours must be given. Fees will continue to be paid until the period of six weeks has elapsed.
- The child must have attended nursery regularly for a minimum of 2 whole terms and must, in the view of nursery staff, be confident and fully settled into nursery life.
- The nursery Manager and staff must be in agreement that the welfare of the child will not be compromised by attending less than the recommended 2 sessions on 2 different days
- Each written request will be considered on an individual basis by the nursery staff and committee. If the nursery feels that the reduction of hours is not in the best interests of the child the nursery reserves the right to uphold the 2 sessions on 2 different days policy and recommend an alternative solution is sought.

Lost Children policy

- If a child is missing a search of the room is immediately carried out.
- Then the school is notified and a search of the area is carried out.
- If the child is not found after a search and no longer than five minutes the police are contacted and the parent is called. A photo of the child will be ready to aid the search.

Daytime rest - policy and procedure.

The safety of all children within the nurseries care is of paramount importance. To ensure we promote good practice in providing children with the opportunity to rest during the nursery day in a safe environment we adhere to the following -

- Children are allowed to rest as needed
- Liaise with parents regarding the child's sleep routine. Parents to complete an individual routine sheet with key person.
- All staff aware of the individual needs of the children.
- The children are made aware of the rest area at nursery (the quiet area) where they are able to rest on the sofas with a book, cuddle a teddy or if necessary sleep on the sleep mat.
- The children are never left to settle by themselves or left to cry unattended
- Individual comfort items are used if required
- Parental wishes are taken into consideration although staff cannot force a child to sleep, rest or keep a child awake against his or her will
- All sleeping/resting children are monitored and checked at regular intervals

Uncollected Children

- If a child is not collected promptly at the end of the nursery session or the parent/carer has not informed nursery that they will be late the parents will be contacted after 10 minutes.
- If the parent/carer fails to collect or cannot be contacted after 10 minutes a late collection fee will be issued. After 20 minutes social services will be called.

Late collection Fees

To ensure the nursery complies with safe guarding children and health and safety regulations as well as working within our insurance limits we require parents to collect their children promptly at the end of each nursery session.

In the event of an unavoidable delay we ask parents to contact the nursery as soon as possible. If a parent/carer fails to inform staff of a delay in collection then late collection fees will be issued after the first 10 minutes late.

As a nursery we require late collection fees to be adopted for the following reasons:

- To encourage children to be collected on time.
- To avoid staff/child ratios becoming illegal if children are not collected promptly
- To avoid further nursery sessions starting late whilst we wait for children to be collected.
- To assist in the extra costs of room hire and insurance
- To assist in supplying at least 2 members of staff to stay with your child, as legally required, until they have been collected.

Late Fee charges are as follows:

If you are 10 minutes late you will be charged £ 5 for every 5 minute period beginning from the end of the nursery session (11.45am, 12.30pm or 3pm) and £ 5 for every 5 minutes thereafter

Repeated late collection (more than 3 times per each half - term period)

You will be charged £ 20 for the first 10 minutes and £ 10 for every 5 minutes thereafter

Please note that every time your child is collected late you will be required to sign for your child on collection to acknowledge the late collection, date, time and fee charge.

A bill will be issued immediately and payment must be received within seven days from the date issued.

The Nursery reserves the right to assess each late collection on an individual basis.

EVACUATION PROCEDURE

Providing it is safe to do so leave by the safest/nearest outside door.

The Manager will collect register and signing in sheet. The rest of the staff/adults will line up the children and calmly escort them out of the building by the nearest safest route to the assembly point in front of the sports centre bike park. The children, staff/adults must be counted out of the building to make sure they are all there and then a full register is taken at the assembly point which must include all staff/adults and children. If safe to do so an appointed adult will collect coats for the children on the way out of the building. The last person out will close all doors where safe to do so.

e-Safety policies

All e-safety policies relate to other policies including bullying and child protection. The nursery will audit IT use to establish if the e - safety policies are adequate, appropriate and effective when all nursery policies are reviewed yearly. All staff will be given the following information and its importance will be explained.

Child Images, Computer and Internet Use

In common with all nurseries and schools in Somerset Westhill Nursery uses computer, photographic and video technology to enhance the educational experiences of the children in our care. During these activities children are permitted to access the Internet with adult supervision. On a regular basis we take pictures of children involved in nursery activities, which we use for teaching, observation and publicity purposes.

Computer and Internet Policy

The Nursery computer is connected to the Internet via King Arthur's School. The Internet provides a number of important and valuable contributions that can enhance learning and understanding in all areas of the nursery curriculum, but because the Internet is open and unregulated there is some material that is unsuitable for viewing by children. Therefore, King Arthur's School have introduced technology and procedures to permit safe use of the Internet that nursery have also adopted. We will make every effort to ensure that unsuitable material is not viewed by your son/daughter.

- Children will be supervised at all times by a staff member when accessing the Internet and all nursery staff have agreed to sign and follow the schools 'Acceptable Use Policy'. This policy sets out the rules that must be adhered to for the protection of all users and can be viewed overleaf.
- We will endeavour to ensure that the use of internet derived materials by staff complies with copyright law.
- Parental permission is sought for all children prior to use of the computer and internet.

Social networking - Policy

It is likely that many staff/ parents belong to a social networking site (eg. Facebook, Twitter, My space). Nursery policy states that:

- Access to social network sites is not permitted at nursery.
- All sites are currently blocked by the school filter system and will continue to be so

Staff:

- Staff do not name the nursery they work for
- Staff remain professional and do not discuss nursery business
- Staff do not name or discuss any information regarding other staff members, children or parents associated with the setting past or present
- Staff do not request or accept the invitation to befriend nursery parents/carers at any time
- Staff must ensure that privacy settings are set to private and that content is appropriate, including photos and language used

Parents:

- Parents are strongly requested not to invite staff members to be friends via a social network
- Parents are strongly requested not to discuss nursery business on any network site. All issues or concerns must be discussed with the nursery staff or committee.
- Parents are strongly requested not to place photos from a nursery event of any kind onto a social network site

Child Images Policy

As a nursery we regularly take individual or group photographs of the children in our care. These images may be used for display inside the nursery areas, in our prospectus or on our website. We also use the images for teaching, observation and publicity purposes. The nursery has been using photographs of children in such ways for many years with no problems. However to comply with the Data Protection Act 1998 the nursery requires permission from parents/carers to take these photographs. As a nursery we promise to:

- Seek parental permission for images to be taken or used for teaching, observation and publicity purposes for every child in our care
- Not identify individual children in our displays, prospectus or on our website without prior parental consent
- Use only the nursery cameras to take photographs
- Ensure all staff are aware that the use of personal mobile phones to take photos or videos is not permitted - failure to adhere to this will lead to disciplinary action
- Ensure that visitors are aware that the use of mobile phones to take images or record videos is not permitted
- Strongly request that parents do not place photos taken at a nursery event of any kind onto a social network site
- Never use images taken at nursery or a nursery event and place onto a social network site

Mobile Phone Policy

To ensure the safety and welfare of children in our care the nursery operates a mobile phone policy which stipulates that:

Staff/Volunteers:

- Personal mobile phones cannot be used during contact time with children.
- All personal mobile phones must be kept in staff bags locked in staff cupboard.
- Phones may be checked during staff break times and any urgent calls may be returned at the discretion of the Manager.
- If staff/volunteers have a personal emergency staff/volunteers may use the settings phone or make a phone call from their mobile in the foyer area of the main entrance to nursery.
- Staff/volunteers must ensure that the Manager has up to date contact information and that staff make their families aware of emergency work telephone numbers. This is the responsibility of the individual staff member/volunteer
- Ensure all staff/volunteers are aware that the use of mobile phones to take photos or videos is not permitted
- Staff/volunteers will be educated on the importance and safety issues for themselves and children regarding this policy.
- Failure to adhere to this policy will lead to disciplinary action

Parents/Visitors

- Ensure that all parents and visitors are aware that the use of mobile phones in nursery is not permitted

GARDEN AND PLAYPATCH

When visiting the play patch and garden areas, procedures are in place to consider the following:

The safe use and storage of gardening equipment

Equipment is stored in the main nursery and taken over by staff prior to the children accessing the area or children are permitted to carry their own gardening equipment safely and under strict supervision.

Children are taught how to safely and correctly use gardening tools and equipment with adult supervision at all times in both gardens and playpatch areas.

The open environment

Safety signs including visual "STOP" signs are displayed at exits and easily accessible open areas, and the children are taught not to go outside the playpatch and garden areas without adult supervision. Children practice garden and play patch rules each time they visit.

Staff to child ratios

Staff ratios are in adherence to government guidelines. In general small groups of 8 are taken at any one time with a minimum of 2 members of staff or more if children's age so stipulates. All staff attend if all children access the area in one session.

Emergency procedures including First Aid

A garden and playpatch rucksack is always taken to the area which includes an up-to-date first aid kit, a garden and playpatch register for staff and children, a working walkie-talkie or mobile phone, clean water and safety signs.

A register is taken on leaving the nursery, on arrival at the garden/playpatch, on leaving the garden/playpatch and on return to the nursery.

GARDEN AND PLAYPATCH EMERGENCY PROCEDURE

In case of emergency the main nursery must be contacted as soon as possible via mobile or walkie-talkie. If safe to do so staff must return to the nursery with children immediately. Appropriate first aid to be given by qualified staff member and emergency services called if required. In all cases the main nursery to be contacted and staff to assist in the appropriate manner:

In case of injury to a child/staff member:

Attend to child/staff immediately.

Deliver first Aid whilst someone calls for emergency services

Inform main nursery

Additional staff to assist in play patch area: gather and escort uninjured children back to nursery.

One staff member to stay with staff attending to injured child and ask for extra supplies if required.

One staff member to stay with staff member injured/bring extra supplies if required.

After any accident or emergency make sure that all the relevant people have any information needed and that all records are in order.

Review procedures and implement any changes

Code of Conduct.

Children usually feel more confident and positive about themselves and their learning when parents/carers and practitioners work together in an atmosphere of mutual respect.

(EYFS - Effective practice: Parents as Partners).

Westhill Nursery recognises that to make children feel valued and to enhance the learning and development of those who attend our setting, a positive and effective partnership with parent/carers is essential and will be encouraged at all times.

Successful relationships become partnerships when there is two way communication and parents and practitioners really listen to each other and value each others views and support in achieving the best outcomes for each child.

(EYFS- Effective practice: Parents as Partners).

As a consequence Westhill Nursery will strive to provide a safe, welcoming and happy environment for the children and families that access our service. We firmly believe that by working together parents/carers and educators can provide long lasting and beneficial effects on the children's learning and emotional well being.

This policy is to be used as a guide for all parent/carers, volunteers, staff, extended family, visitors and professionals who access our setting We have a legal responsibility to provide a comfortable, safe and happy environment for all of the children and staff, in which the rights of the child are considered at all times.

Westhill Nursery place great value on:-

- The physical and emotional well being of the children: Meeting the individual needs of all children lies at the heart of the EYFS. We will, in close partnership with Parent/carers, strive to deliver personalised learning, development and care to help children get the best possible start in life.
- Providing an open, welcoming environment where everyone's contribution is not only valued and respected but positively encouraged.
- Promoting positive attitudes to diversity and difference within all children, helping them to learn and to value different aspects of their own and other people's lives.
- Encouraging Parent/Carers to support and participate in the day to day activities that we provide for the children.
- providing a safe and secure environment, in which children will thrive, staff will feel supported and valued, and parents will feel that their views and opinions are important.

To ensure the smooth running of the setting due regard should be given to the following procedures.

- **Health and Safety**- Our policies and procedures are always on display in the setting and copies are available on request. Compliance with all policies and procedures is essential.
- Every one will receive a setting induction where key policies and procedures are discussed, and where everyone is made aware of the procedures for the Emergency Evacuation of the building in case of fire or other critical incidents.
- **Communication**: - Is key to avoiding misunderstandings and potentially volatile situations. We encourage a culture of polite consideration toward others using acceptable verbal and nonverbal language. At no time will aggressive or offensive language be acceptable from any one whatever the circumstance may be.
- **Discipline**:- issues with the children are the responsibility of the staff and as such any concerns about behaviour should be referred to them directly. Children's behaviour should only be discussed within the confines and privacy of the office.
- **Respect**:- We are an inclusive setting and we celebrate diversity. Everyone is valued and respected and we aim to promote positive attitudes to diversity and difference within all people.
- **Confidentiality**:- Is paramount and everyone is expected to comply with the settings confidentiality policy. Please respect the confidential nature of information gained or behaviour observed in relation to other children and adults.
- **Conduct**:- Always act in the best interests of other people.

For this policy to be effective everyone concerned **must** take ownership and assume responsibility of it. To ensure that this happens:

The Management will endeavour to

- Abide by the standards of conduct as set out in this policy.
- Ensure that this policy is displayed at the setting and that all parents, volunteers, students and visitors are made aware of it and agree to abide by its terms and conditions by signing to say they have so.
- Ensure that this policy is provided to staff upon acceptance of employment and that they are made aware of the serious implications of not acting within its boundaries.
- Review this policy at least once a year or as and when required with the involvement and inclusion of management, staff, and parent/carers.

The staff will endeavour to

- Abide by the standards of conduct as set out in this policy.
- Respect individual needs and value the cultural practices and beliefs of the children and families that use our service.
- Work with colleagues, management and parent/carers to provide an environment that encourages positive communication and feedback. Your views and opinions are valuable in enabling us to evaluate our service.
- Act as positive role models at all times.
- Provide policies and procedures to ensure that parent/carers helping out are not left alone with a child and are not placed in situations where they may feel awkward.

Parent/Carers will endeavour to

- Abide by the standards of conduct as set out in this policy.

Breach of Code of Conduct

Any breach of the code of conduct will be treated promptly and taken very seriously. The management will endeavour to determine the appropriate course of action which may include, but is not limited to, any of the following procedures.

- A first and final warning meeting/letter being issued to inform the relevant person of the outcome of the investigation and that another breach of conduct will not be tolerated.
- A restraining order being sought against the relevant person, which will in affect prevent that person from attending the setting even to drop off or pick up children.
- The suspension and possible permanent withdrawal of a child's place. This action will only be taken if all other avenues have been explored and the management feel that this is the only possible course of action left open to them.

If the staff are presented with a difficult or volatile situation and they feel that an individual is at immediate risk of harm, then the Police will be contacted, and their assistance requested to help deal with the situation.

This policy has taken into consideration the following legislation.

- Child Wellbeing and Safety Act 2005
- Children, Youth and Families Act 2005
- Children's Services Act 1996
- Disability Discrimination Act 1992
- Equal Opportunity Act 1995
- Human Rights and Equal Opportunity Commission Act 1986
- Occupational Health and Safety Act 2005
- Sex Discrimination Act 1984
- Workplace Relations Act 1996

Visitor Policy

Westhill Nursery will ensure that names of all visitors on site are recorded for emergency, insurance and registration purposes.

- All visitors are valued for whatever reason, but the children are our priority and must come first.
- All visitors will be welcomed and their enquiries dealt with as soon as possible.
- Visitors will be requested to sign in and out of the premises, giving their reason for the visit.
- Children and parents are welcome to visit us prior to joining the setting.
- No visitor will be left alone with children or accompany children to the toilet.
- Whenever possible visitors should make an appointment to visit the setting.

Visitor Procedure

If a visitor calls unannounced;

- Politely ask for identification, who they wish to see and request the purpose of their visit.
- Show them to a comfortable area, where they can wait until someone is free to speak to them.
- Explain that the setting is busy and they may have to wait until a staff member is free to deal with them. Give the option of waiting or making an appointment.
- Ensure that the visitors book has been signed.

NB: The setting/staff have the right to refuse entry to an individual if they are uncertain as to the purpose of their visit

Volunteer Policy and Procedure

Policy Statement

Westhill Nursery recognises that the quality and variety of work which takes place in a childcare setting makes it an ideal place for Volunteers to gain work experience or training. We aim to provide an environment in which volunteers, under the guidance of a skilled staff team, experience examples of quality practice.

- Volunteers under the age of 17 will not be counted in ratios and will be supervised at all times.
- Volunteers aged 17 and over who are undertaking a long term placement, may be included in ratios only when we are satisfied that they are competent enough to be unsupervised.
- All Volunteers will be CRB checked through the setting (ISA registered July 2010) before the Voluntary service commences.
- We recognize that the needs of the children are paramount and Volunteers will not be included into ratio numbers if that hinders the essential work of the provision.
- We will provide the Volunteers with full information about the role and responsibilities within the setting during their time with us.
- We will ensure Volunteers are known and introduced to parents / carers.
- We will provide Volunteers with a full induction and a staff mentor.
- We will ensure all Volunteers are supervised when required.
- We will ensure that any information gained by the Volunteers about the children, families or other adults in the provision remains confidential in accordance with the confidentiality policy.
- We will provide a termly review with Volunteers, between the staff mentor, manager of the setting, and the volunteer to ensure all needs are being or have been met.
- We will provide training opportunities to support professional development.

Procedure

- An Informal interview will be conducted prior to acceptance of any voluntary service being undertaken.
- Request references for the volunteer.
- CRB /ISA checked to be undertaken, prior to acceptance of any voluntary service being undertaken.
- Volunteers will only be included in ratios only when they are CRB/ISA cleared and we are satisfied that they are competent enough to be unsupervised.
- Will be included on the child/staff register (recording start and finish times).
- Personnel file will be established, to include a record sheet completed with emergency contact details.
- Volunteer agreement will be explained and signed and dated by volunteer and the manager/owner /officer of the committee. Information will be provided to all volunteers regarding their roles and responsibilities
- Complete induction program in accordance with the setting's induction policy
- Ensure all volunteers read and sign to declare they understand all policies and procedures.
- Complete a qualification and progression route form to support professional development (if applicable).
- Maintain all records after the volunteer has ceased to work at the provision.

Whistle Blowing Policy and Guidance

Westhill nursery is committed to the highest possible standards of openness, honesty and accountability. In line with this commitment we encourage employees and others with serious concerns about any aspect of the settings operations to come forward and voice their concerns. It is recognised that certain cases will have to proceed on a confidential basis. This policy document makes it clear that employees can do something without fear of reprisals.

This Whistle Blowing Policy is intended to encourage and enable employees to raise serious concerns within the setting rather than overlooking a problem or blowing the whistle outside.

Staff have the right and individual responsibility to raise any matters of concern regarding poor practice at work.

Staff are responsible for safety and well being of all children attending the setting and this is priority over loyalty towards colleagues.

General principles:

The policy is intended to:

- Encourage and enable individuals to raise genuine and legitimate concerns.
- Support staff to take an active role in the elimination of poor practice that may affect the safety and wellbeing of any child within the setting.
- Ensure concerns are appropriately investigated.
- Protect those making the complaint from victimisation or retaliation.

In addition to the whistle blowing policy, the setting has other policies and procedures covering discipline, grievance and complaints. This policy is intended to complement these, and to cover concerns that fall outside the scope of other procedures.

The management/committee will investigate, promptly and thoroughly, all concerns raised in accordance with this policy, and will take appropriate action.

Confidentiality

The management/committee will do its best to protect a person's identity when a concern is raised, however in some circumstances identities will have to be revealed to the person complained against and the complainant may be asked to provide written or verbal evidence in support of their complaint.

If a person's identity is to be disclosed, he or she will be told before the disclosure and the reasons why the disclosure is necessary.

Having raised the concerns the management/committee will expect the complainant not to talk about it to any other person, inside or outside the setting.

Anonymous complaints

Concerns expressed anonymously, are much less powerful and harder to investigate, however they may be considered.

Untrue allegations

If an allegation is made in good faith but it is not confirmed by the investigation, no action will be taken against the complainant. If, however, an allegation proves to be malicious, action may be taken against the person responsible for the malicious act.

How to raise a concern

In the first instance, concerns should be raised with the Nursery Manager. However this may not always be appropriate, in which case concerns should be raised with the committee. Concerns are best raised in writing. You are invited to set out the background and history of the concern giving names, dates and places where possible, and the reason why you are particularly concerned. The earlier you express your concerns the easier it is to take action. If you do not wish to put the allegations in writing, the person to whom you are making the complaint will make a written record of the interview and will ask you to sign to confirm accuracy of the notes taken.

Although you will not be expected to prove the truth about your allegations, you will be required to demonstrate that there are sufficient grounds for your concern.

You should NOT:

- Investigate the matter yourself.
- Alert those suspected of being involved.
- Approach or accuse individuals.
- Tell anyone other than the designated persons (i.e. Nursery Manager/committee).

Within a week of the receipt of your concern, you will receive a written acknowledgment of your concern, with a copy of your statement where appropriate.

The manager /committee will investigate your concern and within 2 weeks you will be informed of what action is being taken and will be kept up to date on the progress of the investigation. You will also be informed of the outcome of any investigation. If you are not satisfied with the outcome of the investigation, you may elevate your concerns directly to Ofsted.