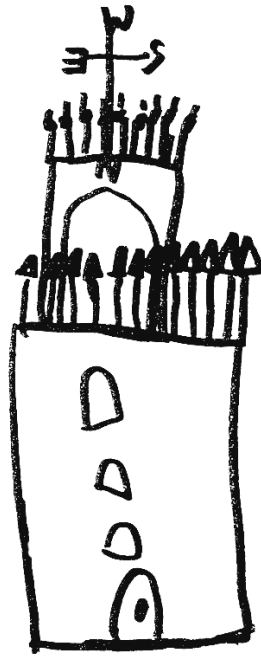


THE FOLLY NURSERY AND PRE-SCHOOL



The Folly
nursery

Operational Plan and Policies

Building Foundations for Life, whilst allowing Children to be Children!

Background Information

The Folly Nursery stands in the grounds of the former Dalwood Primary School. It has exclusive use of the site, both inside and out.

It takes its name from the old stone tower, at Tower Cross in Honiton, which was home to the nursery from its beginnings in September 1995 when it was started by Geoffrey Wilmot. In September 2001 the nursery moved to Manor House School in Honiton, which was also owned by Geoffrey Wilmot. Then, after the closure of the school in July 2010, the nursery moved to its current site at Dalwood School in August 2011. At this point The Folly Nursery Ltd was started by Geoffrey Wilmot and Helen Freeman. In January 2012 we expanded into the full premises of Dalwood School which allowed us to expand, both in space and in numbers. This helped us meet the local need better by employing more staff and by accepting more children into the setting, allowing parents to go back to work, knowing their children are safe and happy within a setting in their local community, and receiving a high level of education whilst they are there. In May 2013 we purchased the old school building from Devon County Council providing us the security of the site.

In its beginnings the nursery catered for 26 children aged 3 and 4 years old but in 2006 started taking children at the age of 2 years. Then in September 2009 the nursery expanded into another room and was granted funding to open a 'baby' room so creating 12 extra places for under 2's.

Now The Folly provides care and early education for children from birth to eight years old, working within the required guidelines for the EYFS (Early Years Foundation Stage) curriculum.

The nursery is registered, with Ofsted (EY496145), and we choose to take up to 55 children at any one session split over the 3 classrooms. We operate on a minimum staff to child ratio of 1:3 for under twos, 1:5 for two-year-olds and 1:8 for three- to four-year-olds (1:13 with a level 6 approved qualification), at forest school we work on a 1:6 ratio.

In May 2016 we opened a second branch of The Folly in Ilton in South Somerset, 25 minutes away from our Dalwood site. Our Ilton nursery can cater for 36 children at one time.

Our Mission Statement

Building foundations for life whilst allowing children to be children!

Aims and Objectives

The Folly Nursery is a day nursery and a pre-school and therefore is on both the Early Years Register and the Compulsory part of the Childcare register provided by Ofsted our governing body.

The Folly aims to nurture the children's deep desire to learn, to experiment, to socialise and to gain independence. The curriculum we follow is The Early Years Foundation Stage (EYFS) which is designed to cover 7 areas of learning.

It consists of 3 prime areas which are:

Personal, Social and Emotional Development

Communication and Language, and

Physical Development.

It is seen that these 3 areas are the most important areas from birth and build the roots for the rest of a child's learning.

There are also 4 specific areas which are:

Literacy

Mathematics

Understanding the World, and Expressive Arts and Design.

These 4 specific areas strengthen the prime areas and help us to apply the prime areas within a nursery setting. All these 7 areas are inter-connected and most of our activities within the nursery cover more than one area at one time.

The wide and varied range of activities we offer provides the children with not only a basic grounding in numbers and letters but a wealth of learning experiences, allowing them to progress to their next stage of education with a sense of achievement and confidence.

All our activities are designed to cover more than just one area of the curriculum at any one time and ensure that every child gets a chance to achieve in every area. All activities are planned to follow children's interests as by doing so we have found children to want to be more involved in their learning and achieve their potential.

Emphasis is placed on the development of every child's self-esteem and independence, and they are strongly encouraged to be kind and caring to one another in a positive and nurturing environment. Children work and play together in a happy, relaxed, and positive atmosphere in which encouragement abounds and the surroundings are colourful, attractive, and adaptable.

The experiences provided for each child are stimulating, challenging, absorbing, and satisfying, allowing for every aspect of development and progression through the different stages of the preschool years.

The children are taught by dedicated, enthusiastic and well-qualified staff in spacious and well-equipped classrooms. This all combines to help us provide a start to education of the highest standard. We have 3 rooms - our Ladybirds are in their own room for under 2s, our Caterpillars are in the 2-year-olds room and our Butterflies have their own Preschool room, designed for 3- and 4-year-olds, where they can do special activities planned to prepare them for school. As part of the preschool for 3- and 4-year-old funded children we run forest school sessions through the course of the week, where they have their own cabin and natural area.

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Staff

Out of our twenty-six staff who work directly with the children, twenty-one are qualified at level 3 or above including one qualified bank member of staff. Three staff are level 2 qualified and working towards their level 3, one member of staff is unqualified working towards a level 3 and we also have one unqualified member of bank staff. All staff regularly attend courses and workshops to keep abreast of current educational thinking, and staff are required to attend statutory courses such as Paediatric First Aid and Safeguarding Children. All staff are DBS checked before being allowed to commence work, and references are sought. Staff are also required to attend termly staff meetings where ongoing training and information sharing take place, as well as room meetings where they can plan for the individual children in their rooms.

Staff Roles

All staff have their own responsibilities and they include;

The Directors - Mr Geoffrey Wilmot and Ms Helen Freeman have the final say in all matters, educationally and otherwise.

The Manager - Miss Donna Perryman - is in overall charge of all staff and all children on a daily basis and makes all the day-to-day decisions.

Safeguarding Designated Officer - Miss Donna Perryman has specific responsibility for issues relating to Safeguarding Children and is qualified to level 3 along with Mr Matt Dent, and Ms Helen Freeman the Proprietor, who can also be consulted during the absence of the Designated Officers.

All other staff have had Safeguarding Children Awareness training at level 2. (See separate safeguarding policy)

Room Leaders - The room leaders are in charge of making sure all the routines and requirements of each child in their room have been met each day, and that information has been received from and fed back to parents daily. They are also responsible for making sure the planning has been followed and adjusted as necessary to make sure each child in their room is achieving their full potential.

SENCO and Behaviour Management - this is Mrs. Amanda Rattenbury-Davies; after your child's key person Amanda is the staff and the parent's first port of call if a concern about a child's development or behaviour arises. Amanda would then, alongside the child's key person and the appropriate Room Leader, collect evidence of the child's development and behaviour traits and decide - along with the parents - the best course of action to follow. (Please see separate Special Educational Needs and Behaviour Management policies) Whilst on maternity leave Miss Lauren Roberts is undertaking this role, supported by the manager

First Aid and Fire Marshalling - This is the responsibility of Miss Donna Perryman who liaises with the Fire officers to have the equipment checked 6 monthly/annually, Mr Matt Dent, along with Donna, are responsible for making sure the nursery is holding fire drills regularly and recording them. Donna is also responsible for checking that people keep up to date with first aid training and that there is always a qualified person on site.

Key People - All staff qualified at Level 3, or working towards it, are allocated key children, whom they are responsible for. They are not the only member of staff who works with the child, but they are the person who; inputs into the planning for them, files their work, keeps their records up to date and is responsible for the monitoring of their overall development and learning whilst at the setting.

The role of leading the sessions is taken on by the room leaders under the charge of the manager. In the event of room leaders and the Manager being absent, all other level 3 Staff are qualified to take charge, and one of them is nominated for this role. Part-time and bank Staff are called upon to cover absence when regular Staff are ill, attending courses or on annual leave.

Staff Meetings

Different staff Meetings are held termly, with the ongoing discussion between staff taking place throughout the term. Annually we hold meetings for all staff, but termly the meetings may be for a specific room/group of people. All Staff are asked to attend as many meetings as possible and minutes are taken at all meetings. Staff work closely as a team and our Nursery Management system Family, is used to alert staff of all current issues, information, and changes to policies and procedures as well as changes to legislation are uploaded as changes occur onto our Nursery Management system Family which staff are asked to acknowledge by 'liking' said posts

Staff Appraisals and Supervision

Staff work closely as a team, we have an open-door policy where staff can talk to the manager when things occur and the importance of this consistent approach is recognised by all as being a vital ingredient in the success of the nursery, providing, as it does, continuity and clear expectations for the children. The Manager works alongside all staff and is therefore aware of their approach and able to appraise performance informally on a day-to-day basis. Staff supervision takes place 3 times a year. This is an informal meeting between the Manager or room leader and each member of staff one by one where any issues can be raised, and feedback can be given. A formal appraisal takes place once a year for each member of staff, the timing of this is dependent on the month they started work with us. All Staff are given a self-appraisal form to fill in, and then each member of staff is observed individually on two separate occasions and at two different types of activity by the Manager/Director. Staff are made aware when this will be taking place. Observations are followed up by an interview at which performance and the self-appraisal form are discussed. The contents and conclusion of the interview are then summarised in a brief report written by the Manager/Director at the end of the meeting and countersigned by the member of Staff. The Manager is appraised by the Directors who themselves are qualified Nursery Leaders. Peer on Peer observations are also carried out at intervals between supervisions. The feedback from these is used during the supervision meetings where plans can be made including areas of improvement to continually improve the individuals practice, which is then fed back to the Manager.

Staff Recruitment, Selection and Retention

Vacancies are advertised along with a job description and a person specification. All candidates wishing to apply must fill in an application form and then a shortlist of applicants is chosen by the Manager and the Directors, by matching the applicant to the job description and the person specification. At this point names and personal details are not looked at. Each shortlisted applicant is then invited to spend part of a morning or afternoon at the nursery, during which time he / she will be observed in his / her interactions with the children by the Manager and one of the Room Leaders. The applicant is then interviewed by a panel consisting of Manager and the Directors. All those on the interview panel ask questions prepared and agreed between them in advance. Notes are taken during the interview to aid later discussion and decision-making. After all applicants have been interviewed the interview panel meet to discuss and choose the correct person for the job.

All posts are subject to a clear enhanced DBS disclosure (which includes the Protection of Children Act list/List 99 check), and references. The results of these checks are kept on file at all times for Ofsted to see and are updated regularly to check for any changes to them. Staff are asked to sign up to the DBS update service when starting a job at The Folly.

At The Folly Nursery, we have 2 different types of contracted staff. The first is staff contracted to term times only. They are contracted to work 38 weeks of the year during term times but are asked for occasional cover at other times.

The second is staff contracted for 52 weeks a year. They are contracted to work 52 weeks of the year but are able to take 5.6 weeks holiday pro-rata - this includes the bank holidays and the Christmas week

when nursery is shut. Remaining holiday can be booked by filling in a holiday request form at least a month before which must be handed to the Manager.

All staff except for room leaders and managerial roles would be giving Management/Directors 1 month's written notice, room leaders are required to give 6 weeks notice and Staff in managerial roles are required to give 8 weeks' notice.

At The Folly we don't have a high turnover of staff because we have a very open relationship between staff and Management. The Manager is always available if a member of staff wishes to discuss any aspect of their job, or home life which affects their working day. We always try to be as flexible as possible with our staff, as long as it bears no negative effect on the children in our care.

If a staff member had a grievance in the first instance they would speak to the Manager and together they would try to find a suitable outcome for both parties. If this could not be resolved, we would follow our Grievance Policy. (See separate policy)

Voluntary Helpers and Students

At The Folly, we also look to widen children's experience and although volunteers and Parents do not come into the nursery on a regular basis to help, occasionally a parent or person of expertise e.g., dentist will be invited in to talk to the children on an area of their expertise. The parent/volunteer is never left with the children unsupervised by staff.

Students can come to The Folly for work placement. These must always be booked in advance. They are always supervised and are never left alone with a child. No more than one student may be placed with the nursery at any one time. If a student is going to become a regular visitor - more than 5 times in a year period - for example a college student on placement for a year - then they would have to go through our Recruitment process.

No student/helper/visitor under the age of 17 years would ever be counted in our child: adult ratio. On an occasion where a long-term student over the age of 17 has been deemed competent and responsible enough by the Manager, she may choose to count them into the ratios if needed.

At The Folly Nursery we do employ apprentices from time to time. Once an apprentice has been inducted and has settled in and is aged 17 or over the Manager will assess whether they are suitable to be counted in the ratios of staff to children.

We also do allow volunteers at The Folly to help and gain experience as part of their training. In this case the full recruitment policy would be followed, and a DBS check and references taken.

Visitors

Anyone visiting the nursery - prospective parents, educationalist or invited guest - will have an appointment, the details of which will be put into the Nursery Management Calendar. On arrival the visitor will be asked to fill their details (Full Name, Time in and out, Purpose of visit, Vehicle Registration) in our Visitors' Book. They will then be asked to sign themselves out of the book when their departure time arrives. No-one unknown to the nursery is allowed to visit without an appointment. Visitors will ring the bell and are then greeted at the door where their identity is checked. They are then let in and are always accompanied by a member of staff during their visit. If a visitor is going to become a regular visitor - more than 5 times in a year period - for example a college student on placement for a year - then they would have to go through our Recruitment process. Visitors are asked to read our visitors safeguarding statement when signing in.

JOINING THE FOLLY NURSERY

Hours of Opening

The Folly Nursery is open 51 weeks a year from 7.45am to 6.00pm. We close on Bank holidays. Term time-only bookings are available too. We do have set sessions for you to choose from for your child with our minimum sessions of children attending 2 days a week.

Full day paid session

7.45am - 6.00pm £79 per day for under 2s, £77 per days for children aged 2 and over

Funded sessions

Option A:

8.00am - 6.00pm at the cost of £15 to include all meals and extras. Early drop off at 7.45 is also available at a charge for the daily cost of £2.50.

Option B:

9.15am - 4.30pm - fully funded session, though we ask for £5.50 per day for home cooked meals & snacks. Extra blocks of 45 minutes are available on our fully funded session at a charge of £7 per 45 minute block.

Please state option A or B at time of booking along with whether you want term time only or all year round care.

Please Note: If booking term time only you will pay for the full term regardless of holidays taken or child's sickness. If booking 51 week of the year you will pay for the full year regardless of sickness, however you may prebook 4 weeks holiday each year at a 50% discount. To receive this discount holiday dates must be emailed to the.folly@hotmail.co.uk by the 20th of the month prior to the holiday taking place. If this is not followed you can still take holiday, however the discount will not be applied.

Registration of Children

There are no entry requirements for admission to The Folly, though children must attend a minimum of 2 days per week. Admission is made through the Manager or the administrator.

Parents should initially contact the nursery and arrange for an appointment to view the nursery and speak informally with the Manager.

If parents decide to proceed, they will be asked to complete an application form (stating whether they are booking for term time only, or 51 weeks of the year) and asked to pay a registration fee of £100 per day booked (Registration fee is between £100 - £500) of which all but £50 is refunded on the first invoice, as long as the place is taken on the requested start date. Sessions are to be agreed between parents and the Manager.

It is very important that throughout a child's attendance at the nursery parents ensure the Manager is informed of changes in details held, especially changes of address, telephone numbers including mobile numbers and all matters of medical significance. These must be emailed to the.folly@hotmail.co.uk

Shortly before a pupil is due to start at the nursery a "Welcome letter" will be issued containing details of his/her first day, equipment needed, uniform, etc. This letter will also contain further documentation

including a medical form and all about me form which will need to be completed and returned by the child's agreed start date.

We understand, especially with young babies, that it is a hard thing for a parent to leave their children, so we have designed settling sessions to allow parents to feel confident that their child is happy in our care. Before a child starts, we offer up to 2 settling sessions - these are included in the cost of the registration fee. These are to be agreed between the parents and the manager and will be planned around the needs of the child.

These sessions tend to be held the week before the child is due to start, and all the forms will be gone through with the parent, so you feel confident our staff know your child's routine and requirements before they start properly.

Attendance Policy

At The Folly Nursery, we recognise that attendance in early years settings for children under the age of five is not compulsory under UK law. However, regular attendance benefits children's learning, development, and emotional security.

Attendance registers are completed daily for every age group via our online nursery management system Famly. When a carer turns up to collect a child, the child is signed back out of Famly by the staff member opening the door.

Nursery Attendance Registers are legal documents, and we are obliged to complete them fully and accurately, therefore if your child is not attending an agreed session then the nursery must be informed along with a reason for this absence.

We are committed to working in partnership with parents/carers to promote consistent attendance while respecting family choice and circumstances. We also have a statutory duty under the Early Years Foundation Stage (EYFS) 2025 to monitor and respond to unexplained absences to safeguard children's welfare.

We will therefore:

- Encourage regular attendance to support continuity of care and education.
- Ensure safeguarding by identifying and following up on unexplained absences.
- Communicate clearly with families about attendance expectations and absence reporting.
- Meet the requirements of the EYFS statutory framework 2025.

As a parent you will:

- Alert staff on the day if your child will not be attending an agreed session including the reasons via the Famly app
- Send pre planned holiday dates into nursery via email in advance
- Keep the nursery informed throughout their absence and give a likely return date

If a child fails to attend nursery on a planned session, and we have received no communication as to a reason, in the first instance staff will send a message through the Famly app. If we do not receive a response by the middle of the day, phone calls will be made to the family (including emergency contacts if needed) to check all is ok.

If at any point during your child's time with us, staff become concerned about a child's absence, or pattern of absence, our safeguarding policy will be followed.

Collection of Children

Children may be collected from nursery only by their parents or other carers nominated by their parents and known to nursery staff.

Persons without parental responsibility collecting a child must be aged 17 or older, regardless of whether there is an adult waiting in the car or not. Staff will not allow a child to leave the building with anyone younger.

Children who are not collected will be cared for in the nursery while attempts are made to contact, in the first instance, the parents, and failing that, the nominated emergency contact on the child's application form. At this point the Nursery's Safeguarding policy will be followed and the Designated Safeguarding Lead would be called upon for advice. If no one can be contacted and the child is still with us after 30 minutes, or as the nursery is about to close for the day; following our Safeguarding Policy, MASH (Multi Agency Safeguarding Hub) would be notified, and their advice followed. No member of staff would ever consider taking a child home themselves or allowing anyone who had not been authorised by the parents, to do so either.

A written report would be written as soon after the incident as possible and this would be kept in the nursery's child protection file.

If in instance where someone unknown to the nursery is needed to collect your child, you will be asked for a full description of the person, including their full name, and a password, only known to the two of you, which will then be asked for upon collection.

If the information given on collection doesn't match up with that given to the nursery by the parent, then collection will be refused, and attempts will be made to contact the parents.

Late Collection of Children

Staff at The Folly Nursery will look after uncollected children, whilst every effort is made to contact the parents.

Anyone still at nursery after their session ends will be charged the higher rate of £1 per minute. Children still at nursery after 6.00pm will be charged at the higher rate of £1 per minute PLUS £15 for every 15 minutes or part of that they are late.

For parents who are continually late to collect their child the manager reserves the right to request a meeting with the parents and our safeguarding policy will be followed

Notice Period

Three month's written notice is required to withdraw or change sessions of a child who has booked term time sessions, or payment of three month's fees in lieu.

For 51 week bookings a notice period of 6 weeks is needed to withdraw or reduce of a child.

Non-Payment of Nursery Fees

As an independent nursery The Folly's income is derived from the fees paid by parents, guardians or others on behalf of the pupils, as well as Early Years Funding. Failure to keep your child's funding code up to date will result in full fees being due.

Failure to pay outstanding nursery fees could lead to the withdrawal of a place from the nursery roll.

Invoices are processed on or before the 1st of every month and fees are payable in advance, by the 10th of the month. If fees are in arrears, interest will be added at 3.75% to the outstanding amount as well as a £10 surcharge for every contact made with parents to obtain fees. Withdrawal of a place is entirely at a Director's discretion. It would be unusual for a child to still be in attendance at the nursery at a point where solicitors have been instructed to recover a debt.

New pupils

New children in the nursery are always monitored very closely by the Room Leader prior to the allocation of the child's Key Person (which usually takes place within the first couple of weeks). The key person then takes over monitoring the child's needs, development and otherwise as stated below in our Key Person section. Children will have a baseline assessment completed within the first month of starting to ensure we know what the child can do and how we can help the child to progress through their time at The Folly.

Records

All children have a file containing their registration form, medical details (of which we ask parents to inform us if any information changes), any correspondence from parents, health, welfare or educational professionals, and copies of any reports supplied by the nursery. These files are kept in a locked filing cabinet in the office away from the children. Parents may ask to see their child's file if they so wish. All information of relevance is passed on to the next school. Registration and medical forms are held by the nursery for six years and then destroyed. All other paperwork is destroyed when the child leaves the nursery.

When a child joins the nursery, we set the child up on Famly an online nursery management system. This allows us to sign children in and out, send invoices, keep you informed of meals/sleeps/routines throughout the day and is where we record a child's learning/development during their time at nursery. All parents will be emailed a log in for their account and we encourage parents to use this at home to inform us of any changes to the details we hold for their child and by uploading photos of their child's achievements/special times.

Famly has many sides - it has the side that is individual to your child - where we record routines and their individual learning - but also has a group wall where we can inform groups of parents about upcoming activities.

The journal side is confidential and only the parents have access to it. It may contain photos, pictures of their work and written observations, and all of these are linked to the areas of the curriculum covered by the activities. These Learning Journeys give staff and parents alike an idea of where a child is in each area and allows staff and parents to put extra support in place in certain areas if needed.

These Learning Journeys will be downloaded when their child leaves The Folly in the form of a PDF file and emailed to the parents who can then print it off into a book or keep on their computer as an electronic reminder of their time at nursery.

The information from these records is sent on to the child's next school when they leave The Folly at school age, in the form of a 'Transition Document' which is part of their Learning Journey.

A 2 year old progress check is completed on every child attending the setting somewhere between the ages of 24 and 36 months. This is a written assessment undertaken by the child's key person along with the parents and a copy is kept at nursery and a copy is given to the parents to take with them to the health visitor for the child's health review. This check highlights a child's strengths as well as any areas for development.

If at any point during a child's time at nursery concerns were raised about any aspect of their development this would be shared with parents straight away and ongoing communication would continue whilst the child

received the support required. If a parent has concerns about any aspect of their child's development, we would ask them to share with us as we know working together is the best way for all children to reach their full potential.

Contact with Staff

Effective and regular contact between nursery and parents is essential. Conversations may often be informal but appointments for more formal discussions can be made by contacting the Manager, who will decide who is best to deal with your concern.

For day to day queries and concerns Famly is the best tool to use. Through Famly you can contact the manager directly or your child's room to get messages through to us during the day.

You will also be able to see during the day what your child has been doing at nursery, reassuring you they are happy and settled.

The nursery is open between 7.45am and 6pm and there is always someone here between those times. Please feel free to call then. If no-one answers it is because all staff are busy with the children so we'd ask you to leave it a short while and then try again. Emails are also answered regularly throughout the day.

Our contact details are: Telephone 01404 41144
E-mail the.folly@hotmail.co.uk

Pastoral care

The welfare of each and every child is the prime concern of all employees of the nursery. We aim for our pastoral care to be second to none, as a child's happiness is fundamental to their fulfilment and development as rounded, successful individuals.

Emphasis is placed on the availability of all staff members to help children with individual problems. Staff meetings are held specifically to discuss children's progress and welfare.

In the nursery, your child's Key Person will be your prime contact and the Manager tries to ensure she is always available.

We are very aware that children often get bumps and bruises - this does happen at nursery, and on these occasions, we would inform you that it has happened and let you know the action we have taken. It does also happen at home. If your child has a bump/bruise or other wound when arriving at nursery a pre-existing injury form will be completed on Famly by the member of staff whom you had informed, this will be for you to acknowledge. Bumps and bruises noticed on a child without being pre-informed will be recorded and if deemed appropriate reported to outside agencies and our Safeguarding Policy would be followed.

Sharing Information with Parents and other agencies

Information and concerns about children are shared between staff members and with parents informally on an ongoing basis. The Folly has an 'open door' policy and encourages parents to talk to staff at dropping off and picking up times about anything that concerns them. The Staff make a point of sharing positive experiences with parents and not only talking to them if there is a problem. If a parent wants to speak to a member of staff privately, there is always either an immediate meeting or an appointment made for another time convenient to them. These meetings are usually held in the Manager's office, away from the children.

There are times where it may be necessary to share information with other agencies, such as Health Professionals or other educational establishments. When doing so Parents' permission would firstly be sought, and our Data Protection Policy would be followed.

In the case of a safeguarding concern where it was felt that to gain parental permission would cause harm or further harm to a child or other persons, information would then be shared without permission, and our Safeguarding policy would be followed.

Children's artwork is stored in their individual boxes in the ladybird and caterpillar room, these are sent home when they are finished or when they are dry. The children in the Butterflies room are encouraged to share their creations with you as soon as they are ready. The children are encouraged to take their work home regularly.

For families who have English as an Additional Language the Folly will make every effort to translate letters into a language easier for the family to understand.

Appropriate clothing

It is essential that all children have the correct clothing with them every day. As a nursery we try to be out of doors as much as we are indoors and children will go out despite the weather - as long as they are appropriately dressed this shouldn't be an issue.

This means, appropriate clothing, trainers, daps, or other sensible indoor shoes in which your child can move freely (soft indoor shoes for babies if required - otherwise we have a no shoe policy in our Ladybird room); clothes which enable them to take part in physical activities and promote independence for toileting; a coat or cagoule during wet/colder months as well as waterproof trousers for playing out of doors; a sunhat in Summer, to reduce the risk of sun stroke and Wellington boots all year round as even on the hottest days, the grass can still be wet first thing, and children will be asked to change into their wellies for all outdoor play.

All items of children's clothing brought into nursery must be named, including outdoor wear, shoes and wellies.

We will always try to find lost items in nursery, however the chance of finding items is much higher if they are named.

Operational Procedures for Outings

Walks around the village but away from the nursery premises are offered to all children and a one off written parental permission is sought for these impromptu outings on joining the nursery.

The proposed route for an outing is checked for safety and suitability by a member of staff prior to the nursery visit, and a written risk assessment is completed and checked before each trip out. Staff also complete visual 'in the moment' risk assessments as the environment changes. Ratios will be always adhered to; registers are taken before departure and regular head counts taken throughout the trip. At least one member of staff will hold full and relevant first aid qualification, and a first aid kit would be taken each time.

Forest School

Learning in an Outdoor Forest School environment is a very special experience and one that certainly helps promote 4 key skills that your child will need in tomorrow's world.

* Problem Solving *Creative Thinking *Risk Taking *Self-Confidence

We are very fortunate to have a small wooded area in the heart of the stunning East Devon Countryside nestled in the Blackdown Hills, complete with its own outdoor classroom.

Forest School takes place 3 - 4 times a week in this stunning environment for our Pre-School children (Butterflies). This is led by our own Level 3 Forest School qualified members of staff. We offer every child attending our preschool one Forest School session a week when they are in receipt of 3-4 year old funding.

The Forest School sessions are about sharing our skills and experiences with each other. Everyone involved is both a teacher and a learner and we all help each other to achieve our goals as well as having a great deal of fun in the process.

All children and adults attending Forest School need to provide their own clothing. Clothing should include long sleeved tops and trousers, even in hot weather, to prevent scratches, nettle stings or ticks in the long grass. Waterproof tops and trousers are essential throughout the year as well as Wellington boots.

All items of children clothing brought into nursery must be named, including outdoor wear, shoes and wellies.

PLEASE REMEMBER: There is no such thing as bad weather: just inappropriate clothing!

Food at The Folly

Here at The Folly we have a big passion for food.

We believe in the importance of feeding children a mix of flavours and textures from a very young age to develop a healthy relationship with food right from the start and therefore all our fees are inclusive of all meals and snacks.

Our food is all cooked on site and uses the most local ingredients possible - including some grown on site during the summer months.

Our meat all comes from Complete Meats in Axminster which supports local farms, and our eggs are always free range.

Children attending a full day at The Folly can expect to be given 3 meals a day, as well as a morning and afternoon healthy snack. Our menu changes to meet the seasons and is made available to parents to parents via Famly our online app. We create our menu using the Early Years nutritional government guidelines ensuring all children have a nutritionally balanced, age-appropriate diet, and for this reason we cannot accept home made packed lunches into the setting to ensure we avoid any allergen risks. Our menus are balanced, varied and all dietary and cultural requirements are met.

All dietary needs are met and catered for including but not exclusive to: Gluten Free, Dairy Free and Vegetarians. The nursery must be informed in writing of dietary needs on entrance to the nursery and it is the responsibility of the parents to keep the nursery updated on any changes to their child's information via email during their time at nursery The Folly nursery is allergen aware and tries to maintain a nut-free setting.

Sample Menu:

Mon	Lunch:	Tuscan Bean Stew with Mash	Pudding:	Yogurt
	Tea:	Tuna Pasta Salad		
Tues	Lunch:	Oven Baked Sausages, veggies and gravy		Apple and Cinnamon Tarts
	Tea:	Chorizo Frittata and Salad		
Wed	Lunch:	Salmon with Mango, Avocado & Rice		Fresh Fruit Salad
	Tea:	Spanish meatballs & mash		
Thurs	Lunch:	Stuffed sweet potato with salad		Melon/watermelon
	Tea:	Salmon tagliatelle		
Fri	Lunch:	Cauliflower and Spinach Macaroni Cheese		Banana Bread
	Tea:	Chicken, Mayo sandwiches with veggie chips		

Special Dietary Requirements

We follow high standards of hygiene, and all meals are cooked on site in accordance to EYFS nutritional guidance. Our cook is able to cater for all allergies and intolerances, and any religious/cultural requirements. We do not cater for dislikes, however our menu is broad and varied and therefore gives the children the chance to sample new tastes and flavours, as well as their usual favourites.

To ensure consistency in food standards, and to continue for us to meet the nutritional guidelines and dietary requirements within the setting, we do not allow food/packed lunches to be brought in from home.

All staff have been given a minimum of in-house training regarding food hygiene and safety in order to prepare snacks for the children, and most staff have had specialist training on allergies and anaphylaxis. Parents/Carers and health professionals in some circumstances will be consulted to create an allergy action plan.

For babies the introduction of solid food will be undertaken in consultation with parents/carers and we will take into account the developmental stage of the child rather than age based assumptions.

Parents should notify the nursery of any dietary requirements, restrictions, or allergies on the medical form. Intolerances and allergens can occur at any time and parents are required to keep the nursery informed via email of any updates through their child's time at nursery. Kitchen staff are then informed of, and have a list of, all children with special dietary requirements, and will cater for an individual child's needs, whether it be an allergy or cultural/religious requirements.

HEALTH AND SAFETY POLICIES

Medical Information

Sick Children Policy

Although we follow guidance at a minimum produced from Public Health England and the Government, Public Health England encourage us to do all we can to stop the spread of infectious illnesses and as we look after a vulnerable age bracket we have extra precautions in place.

When children join The Folly we ask that you complete a medical questionnaire, we ask that you keep us up to date with any changes including vaccinations to ensure we keep our records up to date.

Parents are asked to keep their child at home if they are suffering from an infectious illness, have an undiagnosed rash or discharge from the eyes/ears, have a temperature that has needed medicine (such as Calpol) to bring it down within the last 24 hours(if the temperature over 39 degrees its 48 hours), or have had vomiting or diarrhoea within the previous 48 hours. (Please see the guide below for common childhood illnesses) We ask that parents inform us via Famly message or telephone on 01404 41144 if your child has an illness, we ask that you inform us at the earliest opportunity with a description of the illness e.g. chicken pox etc. Once informed, if we deem it necessary, we will do a post on Famly to make others aware of any communicable diseases/illnesses in nursery. Also if it's a notifiable disease it allows us to seek advice from public health England and inform Ofsted.

Children with coughs and common colds are allowed to attend if it is deemed that they are well enough to cope with a day at nursery, and haven't needed any medicine within the last 24 hours, bearing in mind that days at nursery do tend to be more tiring than a day at home. A well child is deemed happy to take part fully in nursery life and not reliant on 1 to 1 nursery care.

Staff reserve the right to refuse admittance to a child who appears unwell upon arrival at the nursery. If a child becomes unwell during the nursery session, the parent or carer will be contacted by a member of staff and asked to collect the child. The child will be cared for by an adult in a quiet area of the room away from other children while waiting for collection. Please ensure your contact numbers are ALWAYS up to date.

By following this policy and not allowing your child to return for at least 48 hours after being unwell should help stop the spread of infection around the nursery.

Children that require antibiotics will not be able to attend the setting for the first 48 hours of starting them. Children with long term illnesses will be assessed on an individual basis.

Guide to Common Childhood Illnesses

Illness	Symptoms	Period away from nursery
Chicken Pox	Blistering spots all over the body, usually starting on the trunk	At least 5 days from onset of rash and until lesions have all crusted over
Conjunctivitis	Watery, bloodshot or sticky eyes	Children are asked to stay away whilst eyes are leaking to avoid spreading.
Diarrhoea or Vomiting	Sickness or diarrhoea	48 hours after last bout.

		If a particular cause of the diarrhoea or vomiting is identified there may be additional exclusion advice, for example E, Coli, STEC and Hep A
Diphtheria*	Thick grey white coating that may cover the back of throat, nose and tongue. High Temperature Sore throat Swollen glands in neck Difficulty breathing and swallowing	Exclusion is essential. Contact local health protection team Preventable through vaccination. Return has to be cleared through the local health protection team
Head Lice	Small insects up to 3 mm long Head lice eggs are brown or white attached to the hair.	No Exclusion Advice given for treatment.
Whooping cough (pertussis)	The first signs are similar to colds. After about a week Will get coughing bouts that last a few minutes or are worse at night. May make a whoop sound between coughs. May have difficulty breathing after a coughing bout.	48 hours after starting antibiotic treatment, or 14 days from onset of coughing if no antibiotics.
Ringworm	Ring worm is a fungal infection. A rash looking red or darker than the skin. The rash maybe scaly, dry, swollen or itchy. It can appear anywhere on the body including the sculp and groin	No Exclusion Treatment is required.
Hand, Foot and Mouth	Small blistery spots on the hands and feet and ulcers in and around the mouth. Children can also have a temperature with this	Until spots/ulcers have disappeared and no longer blistery and temperature has returned to normal.
Impetigo	Lesions, usually around the mouth / face area, although can be found on other parts of the body	Until lesions are crusted over, or 48 hours after first dose of antibiotic treatment

Measles	Cold like symptoms, followed by a very high temperature and a rash over body	4 days from onset of rash as long as temperature has also returned to normal for 48 hours.
Scarlet Fever	Flu like symptoms, high temperate and sandpaper textured rash	48 hours after first dose of antibiotics
Slapped Cheek	High temperature and rash on face which looks like cheeks have been slapped. Rash can also sometimes spread to body.	No exclusion period as long as temperature is normal. (see temperature) Staff must be made aware of child's condition.
Respiratory Infections including Covid-19	Children and young people should not attend if they have a high temperature and are unwell Children and young people who have a positive test result for COVID-19 should not attend the setting for 3 days after the day of the test	Children with mild symptoms such as runny nose, and headache who are otherwise well can continue to attend school You do not have to test but for Children and young people who have a positive test result for COVID-19 should not attend the setting for 3 days after the day of the test
Temperature	Temperature over 37 but under 39 degrees Temperature over 39 degrees	24 hours with no temperature without the need for medication 48 hours with no temperature without the need for medication

Any unknown rashes we will always advise that you seek doctors' advice before your child returns to nursery to make sure it's not contagious

Breaks/ Fractures/ stitches we will follow medical advice and discuss with the parents the suitability of the child attending The Folly.

There is always a copy of the Health Protection Agency's Guidance sheet at the Nursery and staff will follow the local office's advice in the case of a child becoming unwell, either at nursery or at home after being in contact with nursery children/staff. Further information is available from www.hpa.org.uk and the local office can be contacted on 0844 225 3557 or by emailing HPU.southwestsouth@phe.gov.uk
[If the child has a serious accident or notifiable illness while at nursery we will inform OFSTED as well as the other appropriate agencies.](#)

Pregnancy

If you are pregnant or think you are pregnant, please refer to 'the communicable disease guidance' and seek advice from your GP or midwife. We will have a copy in the setting.

Administration of Medicines

On entry to the nursery parents of every child are required to complete a medical form, stating any pre-existing illnesses, allergies, and inoculations, as well as contact details for the child's GP and Health Visitor, which is kept in each child's file. It is most important that parents inform the nursery of any change in a child's medical circumstances, these **MUST** be emailed into the setting.

Although children are not permitted to come to the nursery when poorly, sometimes medicine will need to be given at nursery. This medication must usually be prescribed by the child's GP with the prescription label attached. Over-the-counter medications are only allowed for teething babies (teething gel/granules) or for use in an emergency (for example Calpol to be kept at nursery in case of a child becoming unwell during a 10-hour day). If Calpol or over-the-counter medication is given apart from the case of an ongoing injury, or being prescribed by the doctor, then parents will be asked to come and collect their child immediately.

Where medicine is to be administered to a child at nursery, the parent needs to fill in an administration of medicine form (either long term or short term dependent on the type of medicine), with details of the medicine and the last time it was administered, together with the dosage and time at which it is to be given. A room leader is to do this with the parent. The form is then signed and dated by the parent, and then countersigned by the Manager (second room leader in Managers absence), before the medicine is to be accepted.

For some long-term medicines, parents are also required to fill in a Care Plan for their child, and if the medicine needs technical or medical knowledge then training will be sought for staff specific to the individual child.

All medicines are signed in and out using a form on the inside of the door of the first aid box in the child's classroom. The first Aid boxes are not locked due to accessing emergency medicine quickly but are located high up where children do not have access, any medication required to be stored in a fridge are kept in the outside fridge with a catch at the top of the door so children cannot access it.

There will always be 2 members of staff (1 of which is roomleader or manager) present when the medicine is administered. They also note on the form the time at which the medicine was given. When the child is collected at the end of the session, parents are required to countersign the form to indicate that they have been notified of all dosages given throughout the day.

The medicines in the cupboard are checked half-termly by the room leaders and parents will be notified when a medicine is going out of date and will be asked to remove the out-of-date one and replace the medication if it is still needed.

The Manager will be responsible for medicines in the setting, and it will be her or a room leader with paediatric first aid who administers them.

As above, children are not permitted to come to the nursery when they are poorly, and we have no medical room per se, however, if a child becomes unwell during the day they will be looked after in the nursery in a quiet spot and parents will be informed immediately and asked to make arrangements for their collection.

Staff's bags which may contain personal medicines must always be kept in the office, and never in an area that is used/accessed by children.

Please note: Medication, including tablets, must not be given to a child to bring to nursery, or left in a child's bag, but handed to a member of staff and the correct paperwork completed.

Accident / Incident Record

The vast majority of staff have paediatric first aid certificates (a full list is displayed on the parents board outside the nursery), as well as specific training on children's individual needs. There is always one member of staff in each room with paediatric first aid on site at any one time.

Staff will treat simple injuries appropriately, using cleansing materials and plasters but no medication (unless a parent has specifically asked us to and signed a permission slip). If in doubt, the manager or person in charge will be called upon. Serious injuries will be reported immediately to the Manager who will call for emergency assistance and inform parents. A member of staff will accompany any child who needs to go to hospital, taking the child's medical record for reference by hospital personnel. (When signing up to The Folly parents are signing to say that staff may seek emergency medical treatment if needed whilst the child is in our care).

The time, date, place and circumstances of any accident / incident requiring action, however minor, together with details of the injury sustained (if there is one) are recorded on an accident / incident report form which is signed by the member of staff who dealt with the accident (and the treatment **MUST** be witnessed by the Manager or one of the Room Leaders). This is electronically sent to parents who then have to acknowledge the form, however in the case of a serious accident or head injury the parents will be informed before the form is sent via a phone call by a room leader or if that's not possible another member of staff. In the case that an injury leaves a nasty looking mark, or is an injury to the head, but doesn't require further medical attention parents will be phoned to be pre-warned prior to collection. Each accident / incident is recorded on the appropriate accident or incident form on Famly and kept until 6 months after your child's 21st birthday. We will inform Ofsted and RIDDOR (The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995) of any serious accident involving a child; illness or injury to a child; or a death of a child whilst in our care. This will be done as soon as is reasonably possible but certainly within 14 days of the incident taking place.

The nearest Defibrillator to the nursery is situated outside a house in the village opposite the village shop.

We are very aware that children often get bumps and bruises - this does happen at nursery but also happens at home or in another setting. If your child has a bump/bruise or other wound when arriving at nursery we must be informed, and a pre-existing injury form must be completed by the staff member who collects the child from the parents, this is then sent electronically for parents to acknowledge that this is correct. Bumps and bruises noticed on a child without being pre-informed will be recorded and if deemed appropriate reported to outside agencies and our Safeguarding Policy would be followed.

Intimate Care Policy

Introduction

Staff who work with young children or children who have special needs will realise that the issue of intimate care is a difficult one and will require staff to be respectful of children's needs. Children are generally more vulnerable than adults and staff involved with any aspect of pastoral care need to be sensitive to their individual needs.

Intimate care may be defined as any activity that is required to meet the personal needs of an individual child on a regular basis or during a one-off incident. Such activities can include:

- Feeding
- Oral care
- Washing
- Changing clothes
- Toileting
- First aid and medical assistance
- Supervision of a child involved in intimate self-care.

Parents have a responsibility to advise the nursery of any known intimate care needs relating to their child. Children's dignity will be preserved, and a high level of privacy, choice and control will be provided to them. Staff who provide intimate care to children have a high awareness of child protection issues. Staff behaviour is open to scrutiny and staff at our nursery work in partnership with parents/carers to provide continuity of care to children wherever possible.

The Folly Nursery is committed to ensuring that all staff responsible for the intimate care of children will always undertake their duties in a professional manner. All staff recognise that there is a need to treat all children with respect when intimate care is given. No child should be attended to in a way that causes distress or pain.

Our approach to best practice

All children who require intimate care are treated respectfully at all times; each child's welfare and dignity are of paramount importance.

Staff who provide intimate care are trained to do so (including up to date Safeguarding and, Health and Safety training in moving and handling) and are fully aware of best practice and have a suitable enhanced DBS Check. Staff have a thorough induction and made aware of all policies and procedures including intimate care, these are also followed up on regular supervisions and training events.

Staff will be supported to adapt their practice in relation to the needs of individual children, including getting additional training if it's required for medical purposes.

There is careful communication with each child who needs help with intimate care in line with their preferred means of communication (verbal, symbolic, etc.) to discuss the child's needs and preferences. The child is aware of each procedure that is carried out and the reasons for it, making it a positive experience for the child.

As a basic principle, children will be supported to achieve the highest level of autonomy that is possible given their age and abilities. Staff will encourage each child to do as much for themselves as they can. This may mean, for example, giving the child responsibility for wiping or washing themselves.

Each child's right to privacy will be respected. Careful consideration will be given to each child's situation to determine how many carers might need to be present when a child needs help with intimate care. Where possible, one child will be cared for by one adult who is well-known to the child and the child's parents unless there is a sound reason for having two adults present. If this is the case, the reasons should be clearly documented.

Wherever possible the same child will not be cared for by the same adult on a regular basis; there will be a rota of carers known to the child who will take turns in providing care. This will ensure, as far as possible, that over-familiar relationships are discouraged from developing, while at the same time guarding against the care being carried out by a succession of completely different carers. Intimate care routines are always undertaken in the vicinity of others this can be either visual or audible.

The needs and wishes of children and parents will be carefully considered alongside any possible constraints, e.g., staffing, and equal opportunities legislation.

The protection of children

Safeguarding and Child Protection Procedures will be accessible to staff and parents and will always be adhered to.

Where appropriate, all children will be taught personal safety skills carefully matched to their level of development and understanding.

If a member of staff has any concerns about physical changes in a child's presentation, e.g. marks, bruises, soreness etc. s/he will immediately report concerns to the appropriate Senior Designated Officer for Safeguarding (Helen Freeman, Donna Perryman, Matt Dent)

A clear record of the concern will be completed using the nursery's reporting form and will be referred to the appropriate external agency(ies) if the nursery's Welfare Panel considers this to be an appropriate course of action. Parents will be informed that a referral is being made unless it is judged that doing so would be likely to place the child at greater risk of harm.

If a child becomes distressed or unhappy about being cared for by a particular member of staff, the matter will be looked into, and outcomes recorded. Parents/carers will be contacted at the earliest opportunity as part of this process to reach a resolution.

Staffing schedules will be altered until the issue(s) are resolved so that the child's needs remain paramount.

Further advice will be taken from outside agencies if necessary.

If a child makes an allegation against a member of staff, the LADO (Local Area Designated Officer) will be informed and all necessary procedures will be followed as detailed in the Nursery's Safeguarding and Child Protection policies and procedures, under the Whistle blowing Policy.

The nursery conducts regular risk assessments on all aspects of the nursery operation and this area is no exception. The nursery has assessed all the risks relating to intimate care routines and has placed safeguards in place to ensure the safety of all those involved.

Nappy Changing Policy

We have a nappy changing routine and procedure that all members of staff must follow whilst changing nappies - there is a copy displayed in every nappy changing area to support staff.

Toilet Training

Toilet training will be discussed with parents when the child starts at The Folly or when is deemed appropriate to the development of the child, we understand children develop toileting skills at different stages. The staff will work in partnership with the parents/carers following a consistent approach while supporting the child's readiness and emotional wellbeing.

Toilet training should be a positive experience for the child, encouraging conversation on a 1 to 1 basis, the child should feel safe, secure and unhurried during this time while promoting good hygiene practices. Children will never be reprimanded for toileting accidents at any time. Children will be supported and encouraged giving them dignity and privacy.

Sleep Policy

During their time at nursery some children will be required to have a sleep or rest period. Sleep plays a vital part for children, and it directly impacts their wellbeing, development and emotional regulation. Storing and processing information is usually done through sleep, so there is a direct link related to sleep and children's learning and development.

We value parents/carers knowledge of their child with regards to sleep routine and will, wherever possible always try to support a child's individual sleep routine. Our aim is to help children feel secure and well rested while in our care.

Staff will never force a child to go to sleep or keep them awake against his or her will. We understand children's sleep patterns may vary when they are at nursery due to a variety of reasons, for example increased noise, more distractions etc.

For a child to get the best sleep possible, they will sleep for at least a full sleep cycle, which is an hour long, and will wake on their own accord when ready. If a parent/carer requests a time limit on their child's sleep, we will honour this request provided the 'limit' is **no less than one hour**. After this time staff will gently attempt to wake the child if they haven't woken on their own accord.

We aim to get enough information from parents to be able to keep their routine as similar to their home routine as possible. Children's own comfort toys are allowed into nursery to support their sense of security. We will always implement procedures that are recommended by the best practice guidelines including not having cot mobiles and loose drapes. Children will be put to sleep on their backs with feet at the bottom of the cot in accordance with Safe sleep for babies. If a parent requires a baby to sleep on their front or use a pod/nest we will ask for this in writing. Some babies have medical conditions that require stomach sleeping. If the parent insists that their baby is placed on his/her stomach or side to sleep, they will be asked to provide a note from the baby's doctor that specifies the sleeping position; this note will be placed in the sleep area above where the child sleeps. We provide children/babies with bedding - a sheet and blanket (once they are over 1 year old) - they are kept in the child's box for exclusively their use. We wash all our bedding on-site using Fairy Non-Bio at least weekly, more frequently if required.

If you wish to provide your own bedding or sleeping bag you are welcome too - please let your child's key person know your requirements and whether you'd like it to be washed with us or whether you will take it home to wash.

Children sleeping in sleeping bags or children under 1 year old will not be given a blanket as to reduce the risk of SIDS (Sudden Infant Death Syndrome), please see <http://www.nhs.uk/Conditions/Sudden-infant-deathsyndrome/Pages/Introduction.aspx> for more information on SIDS.

When a child gets put down for their sleep, either in a cot or on a mattress depending on their size/age all loose clothing and hair clips/necklaces including teething necklaces will be removed.

Cots are kept as clear as possible with no pillows or duvets, no baby bumpers, no soft toys, no pods or nests are used in the cots.

Steps will be taken to ensure babies do not get too hot or over heating by regulating the room temperature, avoiding excess bedding and not over dressing the baby. The temperature in the cot room will be between 16 and 20 degrees which we have a thermometer to allow us to keep a close eye on. If too hot the air conditioning will be used.

All cots and mattresses are firm, flat and are safety approved as recommended for safer sleeping.

Children are watched when they are going to sleep. Once they are asleep, they are physically checked every 10 minutes checking the rise and fall of the chest. When checks are completed the member of staff will look for the rise and fall of the chest and if the sleep position has changed. If for the rare occasion, the rest of the children are in the garden and the staff have left the room the sleepers would be checked a minimum of every 5 minutes. A member of staff in the building will be made aware of children sleeping in areas of the nursery. There will always be a member of staff in the building with the sleeping children. Sleeping Children will always be within hearing and/or sight. Checks are to be recorded on the charts in the room with the position the child is asleep in.

When child(ren) arise from their sleep, they will be supported by the member of staff to a safe space where they will be dressed once they are fully woken up.

Sleep times will be recorded on Famly for parents to see daily.

Dummy Policy

We understand that some parents will require their child to have a dummy at times when they are tired or distressed, and sometimes as a pacifier for sleep times.

We are happy for dummies in perfect condition to be brought into nursery in a sealed container for the day and then taken home again the same day.

We ask that for hygiene purposes dummies do not stay at nursery - even if your child attends every day.

If a child needs a dummy after they have left the ladybird room we ask for them only to have it whilst they are sat having quiet time (which they can choose to do at any time). We believe whilst a child is playing with their peers or running around a dummy will not help the situation and could cause an accident if a child trips with it in their mouth and will not help a child to be understood whilst talking and can therefore cause barriers with their peers.

We will not allow a child to use a dummy containing any split or crack on it due to the choking hazard it may present. We also ask that dummies are not attached to a dummy chain as these can be pulled by another child or caught on clothing or objects in the room and could cause a case of strangulation.

Oral Health

In line with the EYFS 2025, we actively promote good oral health as part of our duty to support children's overall health and development. As part of this we will be discouraging the use of dummies after the age of 12 months - after this age dummies can encourage an open bite, we will provide a well-balanced diet for all children with healthy snacks including vegetables sticks. We will not be giving raisins to children as a snack as they are high in sugar. Children will be given water at all meal times and Milk or water at snack time out of beakers or open-lidded cups. Our menus are designed in line with the EYFS nutritional guidelines to promote healthy bodies and healthy minds.

We will work with parents and children to encourage promoting good oral health, making good choices with food and drink as tooth decay is largely preventable, and encouraging parents to register with a dentist as soon as a child develops their first tooth. We aim to give children the foundations for lifelong habits in a fun and age appropriate way

Parents can find a local NHS dentist:

- NHS Choices www.nhs.uk/service-search/dentist/locationsearch/3
- Call NHS DEVON DENTAL HELPLINE 0333 006 3300 or 01392 822 348
- EMAIL accessdentalhelpline@nhs.net quote NHS1 when responding.

Procedure for Lost Children

Children are signed into the online register upon arrival at nursery by the member of staff who opens the door to them. All rooms and outside areas are always supervised by at least one member of staff when children are present. Head counts are taken at regular intervals through the session. The exact time a child leaves the building with their parent/carer is also recorded by electronically signing a child out when their parent/carer arrives to collect them. The staff leading the session know exactly how many children and which children are on site at any given time. Minimum staff ratios are maintained, ladybirds 1:3, Caterpillars 1:5 and Butterflies 1:8 (1:13 with an approved level 6 qualification). Famly, our nursery management system shows us exactly how many children should be in room at the time of looking in a quick glance. Children going out on a walk or going to a Forest School session are marked as such on Famly. A phone with significant charge and with 4G data is taken any time children go on 'outings' which has children emergency contact information stored on Famly.

If an outing is prearranged a risk assessment is completed, staff are aware of different children's needs and higher than normal adult to child ratios are met. A risk assessment for outings will include staff making sure they have emergency contact details, a working mobile phone with significant charge and high vis jackets are worn.

The nursery is secure at all times children are present and doors are locked, and visitors let in by appointment only and asked to sign into the visitor's book whilst on site. Visitors are not left unsupervised. Child safety is treated with the upmost importance, In the very unlikely event of a child becoming lost whilst at nursery, the Manager and Safeguarding Officer will be notified, and extra staff called upon to aid in a thorough search of the nursery and grounds ensuring that adequate numbers of staff stay in the nursery with the remaining children. If the child goes missing on an outing, the remaining staff not looking for the missing person will headcount and return the other children back to the nursery setting. The remaining children will be called together and marked off on the register. If the child is still missing after the grounds have been thoroughly searched the Lead Safeguarding Designated Officer will be called upon and the child's parents and the police will be contacted at a maximum of 10 minutes of the child missing on 999 stating the location, your name, description of the child, name of the nursery and any other relevant information like medical history.. At this point the police's advice will be followed. While waiting for the police the search for the child will continue, making sure each search person has a mobile phone on them to contact the nursery as soon as the child is found.

The incident will be written up in the incident log book, as soon as possible after the incident, and a copy will be sent to Ofsted.

Health and Safety

Our policy is to provide and maintain safe and healthy working conditions, equipment, and systems of work for all our employees, and a safe early learning environment in which children are cared for and learn in. We make sure that we adhere to the Health and Safety at work act 1974, the management of Health and Safety at work act 1999 and the EYFS Statutory requirements (2025).

We provide information, training, and supervision to meet this purpose. We wish to develop and promote a strong health and safety culture within the Nursery for the benefit of all staff, children, and parents. We also accept our responsibility for the health and safety of other people who may be affected by our activities.

The allocation of duties for safety matters and the arrangements which we will make to implement the policy are set out within this policy and sufficient resources will be made available to honour our commitment. The policy will be kept up-to-date, particularly as the Nursery changes in nature and size, and will be revised annually, or as and when required. We therefore welcome any useful comments from members of staff, parents, and visitors regarding this policy.

Aims and objectives

The aim of this policy is to ensure that all reasonably practical steps are taken to ensure the health, safety and welfare of all persons using the premises. We carry out risk assessments to minimise injury and ill health to staff and children (please see the risk assessment policy)

To achieve this, we will actively work towards the following objectives:

- Establish and maintain a safe and healthy environment throughout the nursery
- Establish and maintain safe working procedures amongst staff and children
- Regularly review and update the risks making sure adequate controls are in place.
- To provide and maintain safe equipment and plants
- Make arrangements for ensuring safety and the absence of risks to health in connection with the use, handling, storage and transport of hazardous articles and substances adhering to control of substances hazardous to health regulations (COSHH)
- Ensure the provision of sufficient information, instruction and supervision to enable all people working in, or using the nursery to avoid hazards and contribute positively to their own health and safety, and to ensure that staff have access to regular health and safety training
- Ensure all medication and hazardous substances are kept out of reach.
- Maintain a healthy and safe nursery and safe entry and exit from it
- Formulate effective procedures for use in case of fire and other emergencies and for evacuating the nursery premises. Practice this procedure on a regular basis to enable the safe and speedy evacuation of the nursery
- Follow the regulations of the Health & Safety at Work Act 1974 and any other relevant legislation
- Maintain a safe working environment for pregnant workers or for workers who have recently given birth including undertaking appropriate risk assessments
- Maintain a safe environment for those with disabilities and ensure all areas of the nursery are accessible (wherever practicable)
- Provide a safe environment for students or trainees to learn in
- Encourage all staff, visitors and parents to report any unsafe working practices or areas to ensure immediate responses by the management.

We believe the risks in the nursery environment to be low but to maintain the maximum protection for children, staff and parents we consider it necessary to:

- Ensure the entrances and exits from the building, including fire exits, always remain clear.
- Regularly check the premises room by room for structural defects, worn fixtures and fittings or electrical equipment, and take the necessary remedial action.
- Ensure that all staff, visitors, parents, and children are aware of the fire procedures and regular fire drills are carried out.
- Ensure that all members of staff are aware of the procedure to follow in case of accidents for staff, visitors and especially children.
- Keeping written records of accidents and incidents, with the first aid provided.
- Familiarise all staff and visitors with the position of the first aid boxes in each room as well as a portable first aid kit, with appropriate contents in for children and adults, and ensure all know who the appointed first aiders are; Ensuring all qualified staff are up to date with paediatric first aid.
- Provide the necessary instructions, training, information, and supervision for all staff, to ensure the competence of all staff.
- Ensure that all members of staff take all reasonable action to control the spread of infectious diseases and that they wear protective gloves and clothing where appropriate
- Ensuring there are suitable and hygienic changing facilities for children.
- Children are taught to develop good hygiene practices
- Prohibit smoking or vaping on the nursery premises or the grounds the nursery is set on.
- Prohibit any contractor working on the premises without prior discussion with the officer in charge
- Prohibit running inside the premises unless in designated areas, Children taught 'walking feet' indoors
- Risk assesses all electrical sockets and take appropriate measures to reduce risks where necessary, and ensure no trailing wires are left around the nursery
- Ensure all cleaning materials are placed out of the reach of children and kept in their original containers.
- Wear protective clothing when cooking or serving food, Making sure long hair is tied back and non latex gloves are available if required.
- Prohibit certain foods, e.g. nuts are not allowed in the nursery, Ensuring all staff are made aware of allergies and food that is not allowed in rooms.
- Necessary safety equipment is in place according to the age of the children e.g. safety lock on ladybirds fridge.
- Ensure all apprentices, Early years trainees, and level 2 and 3 qualified staff who obtained their qualification post 2016 maintain up-to-date Paediatric first aid training at a minimum in line with the EYFS
- Ensure a paediatric trained member of staff is within sight and hearing during snack and mealtimes.
- Ensure Forest school leads have appropriate 16 hours up to date forest school first aid training.
- Ensure children are supervised at all times, no child to be left unsupervised. Children to always be within hearing or sight but preferably within sight and hearing.
- Ensure no student is left unsupervised at any time.
- Having in place public liability insurance.

Responsibilities

Responsibility for Health and Safety in the nursery is that of Geoffrey Wilmot and Helen Freeman.

The Manager will be responsible in their absence.

All employees have the responsibility to co-operate with senior staff and the Manager to achieve a healthy and safe nursery and to take reasonable care of themselves and others. Neglect of health and safety regulations will be regarded as a disciplinary matter.

Whenever a member of staff notices a health or safety problem, which they are not able to put right, they must immediately report it to the appropriate person named above. Parents and visitors are requested to report any concerns they may have to the Manager or Deputy Manager.

Daily contact, monthly staff meetings, the management team will provide written weekly reports to the Directors, and health and safety meetings provide consultation between management and employees, this will include health and safety matters.

Health and safety training

Person responsible for monitoring staff training is Helen Freeman

Area	Training required	Who
First aid	Course	All staff
Dealing with blood	Course	All staff and students
Safeguarding/Child protection	In house training on induction /course	All staff, students and volunteers
Risk assessment	In house training/ course	All staff
Fire safety procedures	In house training on induction	All staff, students and volunteers
Use of fire extinguisher	Training from specialists	All staff where possible
Manual handling	In house training on induction	All staff and students
Stress awareness and management	In house training	All staff
Changing of nappies	In house training by a roomleader when staff member deemed ready	All staff and students
Fire Officer duties	In house training	Fire Officer

At least one member of staff on site MUST hold a full Paediatric First Aid certificate at all time. There is always a Paediatric trained member of staff in the under 2's room and in all rooms during all snack and mealtimes with children.

Health and safety arrangements

All staff are responsible for general health and safety in the nursery

Risk assessments are to be conducted on all areas of the nursery, including rooms, activities, outdoor areas, resources and cleaning equipment - most of these will be visual daily assessments although the whole

site (inside and out) will have an annual written assessment. Risk assessments are checked annually but also updated on an on-going basis e.g. change of use.

All outings away from the nursery (however short) will have to include a prior risk assessment.

All equipment and areas will be checked thoroughly by staff before children access the area. These checks are visual for each room, and any unsafe areas will be recorded and rectified by this member of staff to ensure the safety of children. If this cannot be achieved the manager must be notified immediately and will take responsibility for the rectification.

We provide appropriate facilities for all children, staff, parents, and visitors to receive a warm welcome and basic care needs, e.g., easy to access toilet area and fresh drinking water

The nursery will adhere to Control of Substances Hazardous to Health (COSHH) guidelines to ensure all children, staff, parents, and visitors are safe around any chemicals we may use on the premises

All staff and students will receive appropriate training in all areas of health and safety which will include risk assessments, manual handling, and fire safety

We have a clear accident/incident and first aid policy to follow in the case of any person in the nursery suffering injury from an accident or incident any reportable incidents will be reported to RIDDOR. We have a clear fire safety policy and procedure which supports the prevention of fire and the safe evacuation of all persons in the nursery. This is to be shared with all staff, students, parents and visitors to the nursery.

All health and safety matters are reviewed informally on an on-going basis and formally every six months or when something changes. Staff and parents will receive these updates as with all policy changes as and when they happen

Staff are able to contribute to any policy during the regular meetings held at nursery, and through regular reviews of Policies and risk assessments on Famly.

Risk Assessment

A formal risk assessment of the entire premises including all the nursery buildings and grounds is carried out annually by the Health and Safety Committee (Mr. Geoffrey Wilmot, Mrs. Helen Freeman, Donna Perryman). A visual daily risk assessment is completed by the first member of the nursery staff on site every morning. Every activity to take place at the nursery is individually risk assessed, and the risk assessment file is reviewed annually unless a significant change takes place before then. The risk assessment is kept on our electronical system (Famly) under the documents section- these can be accessed by all members of staff. Risk assessments for each room are held within the room and any changes or adaptations needed are completed by the room supervisor.

Fire Risk Policy

Geoffrey Wilmot is the Fire Officer and one of the Health and Safety Officers. The Health, Safety and Fire Committee is comprised of Mr Wilmot, Ms Freeman and the Deputy Manager. Risk Assessment meetings take place every three months. An annual visit from the Fire Service ensures that all fire extinguishers are in working order and meet current fire regulations, and twice-a-year checks are carried out on the electronic alarm system to ensure it is fully functioning. Staff do half termly fire drills in between to check the functioning of the system and to refresh what we need to do in an emergency. The deputy manager does weekly sound tests to ensure it is working - these are done when the building is empty, and no evacuation is needed.

Fire Procedure/Arrangements

Fire drills take place at different times and days during each term to ensure that all staff and children are aware of the procedures in the event of a fire. The fire alarm is an electronic bell system in the building. On noticing a fire the nearest member of staff will smash the glass to set off the fire bell system. On hearing the fire alarm all occupants of the nursery, including children, staff, other employees, and visitors should walk quickly and quietly, using fire exits where indicated, to the muster point outside on the far side of the playground. In the case of an outbreak of fire near the playground, the muster point will be at the bottom end of the gardens near the entrance gate.

In case of a fire breaking out in the entrance hall, all people will evacuate through their alternative routes. The ladybird children and staff will leave through the Butterfly fire exit door by the kitchen. Once staff have evacuated their own class they will help the younger classes until all children are evacuated safely. Once staff have left the building they must not return inside until a fire officer or the person in charge of the drill has given all clear. The manager has their own responsibilities as well as getting the children out safely - taking the phone with the electronic register, and the visitors book out with them. Both phones are to be taken out and the fire evacuation bag kept in the ladybird room.

Once outside the manager or person in charge will call names using their register. Staff, other employees and visitors will be checked in by them also.

During a drill once the alarm has stopped and the Manager has announced the building safe to return to, staff will walk the children back into the nursery and the session will resume as normal.

In the case of a real fire, whilst the registers are being called - another member of staff who has the second phone will contact the fire service. The children once accounted for would be taken to a safe place, further down the gardens, and looked after by the staff until the fire service arrives and then their advice would be followed. Once all children and staff are safe the directors will be called.

Arrangements To Minimise Risk Of Fire

Smoking and vaping is banned throughout the nursery and its grounds. Contractors working around the buildings have monitoring procedures in place. Electrical fixtures, wiring and appliances, kitchen equipment, smoke and heat detectors are properly maintained and their use monitored. Weekly tests are carried out on the smoke alarm by use of the pole to check they are working. Staff are urged to turn off and unplug computers and electrical equipment after use. Staff and pupils are reminded not to cover any electrical appliance or heater nor place anything on it.

In the unlikely event of discovering a fire or smoke the glass must be smashed at the nearest point to set the electric alarm bell system off. Do not run when leaving the building. Do not collect belongings. The Manager (or deputy in her absence) should take the phone, which includes the register, and the visitors' book, and report any missing pupils to the Safeguarding Lead. The person in charge would then assign someone to call for the fire service and someone else to be in charge of the children's safety.

Extreme weather/Sudden closure

In some, very rare, situations the nursery may be forced to close. These could be cases such as extreme weather, outbreak of disease or other unexpected events such as a terror threat or localised emergency. We do have an emergency plan which we would follow in the first instance but if after following that we cannot still operate safely we may be forced to close for a day or longer. Such actions will only be taken in extreme circumstances and in the interests of safety.

Early morning announcements concerning any closure will be made through Family to all parents and an update will also be put on our Facebook page.

Should extreme weather or an unforeseen emergency force the nursery to close during the day the nursery will telephone parents and inform them of the arrangements.

Once again, nursery policy is to remain open whenever possible, but a closure may be deemed unavoidable. In this very rare situation nursery fees would still be payable.

OTHER RELATED POLICIES AND PROCEDURES

Data Protection/Confidentiality

The Nursery regularly handles lots of confidential material regarding its children, their families, and its staff on a day-to-day basis. All staff working for the Nursery follow the guidelines below and always maintain confidentiality and professionalism during the working day and once they leave the premises at the end of their shifts. The information gathered is used for registers, emergency contacts and invoices. All information is stored in line with the Data Protection act (2018).

The information stored includes:

- Child details - including developmental needs and behaviour
- Parental information including names, addresses, telephone numbers, email and emergency contact details provided by the parents
- Nursery financial dealings including invoice discrepancies
- Staff details

The Nursery applies the following general principles to the use and storage of confidential information in its possession:

- Confidential information is kept in a locked cabinet.
- Children do not have access to confidential information.
- Confidential information on computers is password protected, either through a user password or through file specific passwords.
- To foster an ethos of trust at The Folly and that all messages are handled and passed on once the information has been received.
- Information shared with the parents will only be about their own child and not of other children that attend The Folly.
- Each child will have their own log within a locked cabinet where information is stored including registration information, medicine forms, and SEN details.
- Director/Manager will set staff up on electronic device, staff will only have access to the information they need to perform their job role.
- Staff are contractually obliged not to disclose confidential information held at the Nursery to outside parties including on termination of their employment at The Folly.
- It is recommended not to disclose where they work on social media sites, however if they do they are contractually obliged not to mention aspects of their work, including users of the Nursery, on such sites. If they do so disciplinary procedures will be followed which could include on termination of their employment at The Folly.

- Staff will not access confidential information outside of work hours. Staff sign a confidentiality agreement upon employment for the use of our online nursery management site 'Family' and only have access to information needed for their job role, if accessed outside of working hours staff have the responsibility to uphold the confidentiality agreement they signed.
- Student and Volunteers are made aware of all information seen or heard within the nursery is strictly confidential on their induction to nursery including the Folly's networking policy regarding social media sites in regard to confidentiality.
- Some parents may share information about themselves or their child with another parent: we cannot be responsible if the information is shared by the parent that was confided in.

We inform parents when we record information beyond the general personal information we keep- for example any records we need to keep regarding child protection, the information on a child's injuries or concerns or changes in relation to the child or family Unless it places the child at further risk or harm, at all times safeguarding procedures are followed.

- Only minimal information is stored electronically that staff need to enable them to ensure the day to-day care of the child. Electronic systems are all password and/or pin controlled. All other paper information is stored in a locked cabinet. Only management/director has access to children records and information to ensure the smooth running of the nursery outside of the setting
- Access to the setting is limited and only by arrangement. Information that is on display will be less sensitive information which could include child's individual routine, health and allergy information and photos of children and children's IEP where all staff need to have access to this information
- Ensuring issues concerning employment of staff remain confidential and only discussed with the persons directly involved

Breach of any of the above could lead to disciplinary procedures and in some cases dismissal.

Disclosure and sharing of confidential information

The Manager or director may, in the public interest, decide to disclose confidential information to an appropriate authority. If working to help with a child's development this would happen only with the parent's written consent.

In the case of Safeguarding a child this may happen without the parent's consent if it is believed that by gaining consent could cause harm or further harm to a child.

Information may be shared with the Nursery Management Team or Staff, during staff/team meetings and using our electronic system Family, where doing so is important for the effective running of the nursery and for the best interests of a child. Shared electronic files are only shared with nursery staff. When staff leave the nursery their access to electronically records are removed including the changing of passwords and codes.

Compliance with the Data Protection Act

The nursery is registered with the ICO under registration reference ZA072975. Individuals have the right to examine the records of the nursery as they apply to that individual by making a written request to

the Directors and paying a fee of no more than £5.00. Copies will be supplied within 21 days of such a request being made.

Equal Opportunities

The Folly Nursery has always promoted equality of opportunity for staff, pupils and others involved with the nursery. This statement formalises our commitment.

The nursery is committed to a policy of equal opportunities. As part of our equal opportunities policy we treat pupils, parents and employees in the same way regardless of their sex, marital status, age, race, colour, religion, ethnic or national origin, or disability.

We make every effort to cater to and respect the dietary, prayer, and cultural needs of each religion and ethnic group. If your child has particular needs, please do not hesitate to speak to a member of staff. The nursery will try as much as possible to adapt its practice to include all children and their families including those who are disabled or have other additional needs. We will work alongside parents and other professionals from other agencies to make sure all children are valued and included. We provide a welcoming environment, that helps to build a child's self-esteem and to encourage children to reach their full potential.

Inclusion

Inclusion involves enabling all children to have the same choices and opportunities in accessing services in their community, whatever their needs. We celebrate festivals throughout the nursery that are relevant to the children attending, we encourage and welcome the support from parents/carers with the widening education of their culture or beliefs.

Discriminatory language from children, parents, or other adults is unacceptable in our setting and will not be tolerated. Our setting allows children to develop in an environment free from prejudice and discrimination and appropriate opportunities will be given to children to explore, acknowledge and value similarities and differences between themselves and others.

Statement of policy

Staff are important role models for the children in our setting. Therefore we aim to employ staff who recognise the importance of equal opportunities for all. It is our policy to provide employment equality to all, irrespective of:

- Gender, including gender reassignment
- Marital or civil partnership status
- Having or not having dependants
- Medical requirements
- Religious belief or political opinion
- Race (including colour, nationality, ethnic or national origins)
- Disability
- Sexual orientation

- Age
- Social or family commitments

We are opposed to all forms of unlawful and unfair discrimination. All job applicants, employees and contractors will be treated fairly and will not be discriminated against on any of the above grounds. Our equal opportunities policy is also intended to help all who work for us to develop their full potential. However, our employment policy is to recruit the best person available for the position and must take into account English language ability, communications capability with children, work ethos, qualifications and work experience.

It is our policy to include every child and make sure they are not disadvantaged because of their:

- Ethnicity
- Culture
- Religion
- Home language
- Family background
- Learning difficulties
- Disabilities
- Gender
- Ability

Coverage

The policy applies to job applicants, employees, contract and agency workers, peripatetic teachers, trainees, volunteer workers and former employees.

This policy also applies to all children, young people and their families and carers.

Equal opportunities

The nursery is committed to:

- Promoting equality of opportunity for all persons
- Promoting a good and harmonious working environment in which all persons are treated with respect
- Preventing occurrences of unlawful direct discrimination, indirect discrimination, harassment and victimisation
- Fulfilling all our legal obligations under the equality legislation and associated codes of practice
- Complying with our own equal opportunities policy and associated policies
- Taking lawful affirmative or positive action, where appropriate
- Regarding all breaches of equal opportunities policy as misconduct which could lead to disciplinary proceedings

Our SENDCo is responsible for making sure this policy is adhered to at all times.

Special Needs

'A child has special educational needs if he or she has a learning difficulty which calls for Special Educational Provision.' (Code of Practice, paragraph 1.3)

Children at The Folly Nursery may have a Special Educational Need (SEN) as a result of one or more of the following:

- General learning difficulties
- Specific difficulties with one or more area of the curriculum
- Emotional, social or behavioural problems
- A physical disability
- Speech/language difficulties
- A medical or health problem

If you have concerns about your child's development, please speak to your child's Key Person in the Nursery. At different stages of children's development, children occasionally need additional support, intervention and help with certain areas of their preschool life (academic, social, etc.), these may be short-lived or for longer periods. At these times our SENDCo supports the staff working with the child, and the child's family, to arrange appropriate additional support. Each child who is receiving additional support will have an Individual Education Plan (IEP) which will help the parents, the child, and the staff focus on the needs of the child. These plans are drawn up in conjunction with parents and are reviewed regularly. Staff at the nursery will work in partnership with other professionals to share information and help the child and family to access the support the child needs e.g. speech and language, nursery plus to ensure children have the opportunity to reach their full potential.

When we have emerging concerns about a child and/or a child has been identified as having additional needs or disability. We will work with the family to find out as much information as possible and any support the child or family need to allow the child to continue to develop in their learning and development. We will do this by:

- Liaising with parents/carers ensuring open communication and partnership working.
- Observing the child's development, making observations and assessments, and identifying areas of difficulty/delay e.g. during the 2 year check assessment.
- Liaising with any other relevant professionals involved with the child and their family
- Seeking any other professional help or support
- Attending any partnership meetings and making contributions.
- Attending relevant training.

We aim to provide a happy, stimulating, and secure environment for all children regardless of their social, intellectual, and cultural backgrounds. Different needs are respected and accounted for. During play, we encourage children to respect and value each other. We discourage hurtful comments. We challenge discrimination and offer explanations rather than placing blame. We treat each child as an individual and we fit our provision around them rather than making them fit in with our provision.

The Folly Nursery is committed to recognising and providing appropriate support for children with special needs. The Nursery is proactive in working in partnership with parents, carers, and where necessary, outside agencies to promote the welfare and development of every child within the setting. We have a nominated member of staff who is the SENDCo who works alongside the key person and other staff working with the child. She works closely with staff and parents to ensure we plan, implement and evaluate

the records and all plans are shared with parents. We ensure we work in accordance to the equality act 2010 and the statutory framework for the early year's foundation stage. Staff will be provided specific training relating to Special Educational Needs and the SEN code of practice. Staff will keep up to date with new changes and development in any legislation.

It must be noted that children who are Gifted and Talented are also deemed to have special needs. The policy on Gifted and Talented children sets out the policy and guidelines for these children.

We have a duty to promote understanding and appreciation of differences and diversity under the legal framework:

Equality act 2010

The children and families act 2014

The statutory framework of Early Years Foundation Stage 2021

Rights of Children 1992

SEND Code of practice 0 - 25 years (2014)

We ensure that no child is treated differently and they have the same opportunities to a full and balanced education.

We are aware of the Devon Assessment Framework (D.A.F.) and would use this tool to support children where necessary.

Aims and objectives

- We recognise that every child has unique and special gifts and talents which we aim to identify and develop.
- Children with special educational needs and/or disabilities are recognised as individuals and their individual needs are met.
- Support is given to children with special educational needs and/ or disabilities to access the curriculum, removing barriers to allow all children to access the whole provision.
- We aim to promote positive self-esteem of all children with learning difficulties and disabilities.
- All staff will work together to ensure that any child's SEN are assessed, identified and addressed swiftly.
- Progress and provision is monitored and reviewed regularly. Developing individual education plans(IEPS), making sure they are reviewed regularly and shared with the parents/carers.
- Co-operation between all agencies is essential.
- Individual Education Plans have clear targets, are accessible by all staff and reviewed regularly, working in partnership with parents.
- Statements of need are clear & detailed, include specific monitoring arrangements and are reviewed annually.
- To develop very strong links between the nursery and parents and carers in order to work together in partnership, making sure information is shared in a way that meets their needs.
- To include the views of the child in his/her education.

Use the graduated response to identify, assess and respond to children's special educational needs. The Nursery follows a program of improving provisions for those with disabilities in compliance with the Special Educational Needs and Disability Act (SENDA).

English as an Additional Language (EAL)

In the case of children who have English as an Additional Language (EAL), any special needs for pupils falling into this category will be the responsibility of the Key Person and the SENDCo. Special learning programmes will be developed involving liaison with the Room Leader and members of staff, where appropriate. English as an additional language is not a special educational need. We will work in partnership with parents to make sure children are meeting developmental milestones, only if they are not we will start the graduated response.

Identification of special needs

'The importance of early identification, assessment and provision for any child who may have special educational needs cannot be over emphasised.' (Code of Practice, paragraph 5.11)

- Children with special needs are identified as early as possible by their Key Person in consultation with the SENDCo and the Room Leader through observations and assessments.
- Concerns are raised with the parent/carer and work together to identify strengths and weaknesses
- Information is gathered by members of staff working with the child (previous and current) of specific areas of concern within the curriculum.
- Parental information - parents often pass on their concerns regarding speech, hearing, asthma, behaviour, sleeping patterns, eye sight, etc.
- Staff assessments and observations.

Advice and specialist support and resources may be sought from outside agencies such as the Early Years Consultant, Portage, Speech and Language Therapy, Nursery Plus, Occupational therapy services and the health services within the county or from independent agencies.

Roles and responsibilities

Key Person We recognise that it is the Key Person's responsibility to meet the needs of all children in their group through the activities they plan for each child. However, if a child does not make adequate progress even when teaching approaches are targeted at a child's identified areas of weakness, then the child may be identified as having additional educational needs. The Key Person is responsible for making sure that children are progressing by offering activities that the child will be interested in'. The Key Person is also responsible for passing information of children's progress to the Manager and SENDCo so further plans can be put into place. At all stages we aim to involve the wishes of the child and work alongside parents and other professionals.

SENDCo is responsible for co-ordinating provision alongside the Key Person and Room Leader, as well as liaising with staff and parents and outside agencies, maintaining appropriate recordkeeping (IEPs and IEP reviews, annual reviews, SEND register). The SENDCo is responsible for supporting and working with colleagues and with outside agencies.

The Manager (Miss Donna Perryman) has overall responsibility for management of the policy, for assessment and provision for children with special educational needs. Any complaints about SEND issues should be made to the Manager in the first instance.

The Children have the right to be given access to all activities within the life of the nursery, supported by the nursery staff.

Parents are responsible for ensuring that their child receives appropriate education and support to help meet their child's needs. Parents have unique insight and information on their child and we can use this to ensure a productive dialogue with parents. We have a duty to inform parents when we make educational SEND provision for children. This will normally be done informally as part of a daily discussion. If we feel it is appropriate to move to Early Years Action Plus (involving an outside agency) we will seek parents' written consent.

Early Years Action means doing something "in addition to, or different from" the nursery's usual differentiated curriculum.

If the child continues to make little or no progress this will be discussed with staff, SENCo and parents at regular reviews of the child's Individual Education Plan. A decision may be taken that a referral should be made to Early Years Action Plus. Early action is crucial for the child to reach their full potential and improved outcomes in preparation for adult life.

Early Years Action Plus means the SENCo and Key Person, in consultation with parents, will seek help from external specialists.

Not all children that are experiencing developmental delays and behavioural difficulties will be because of SEN needs, and where it is determined that it is thought housing, family or other domestic circumstances may be contributing, with parental agreement, an early help assessment will take place.

External Agencies

External agencies with which we work include:

- Educational Psychology Service
- Speech and Language Therapy Service
- Occupational Therapy Service
- Nursery Plus
- Early Years Consultant
- Portage
- Health Visitors
- Children's Centres

Every Child Matters

This Policy is fundamental to supporting the Every Child Matters outcomes.

Sustainability

Sustainability is an integral part of our curriculum and is led by Proprietor Helen Freeman, with all staff members contributing to its implementation.

We cultivate an environment where children learn to care about the world around them through meaningful, hands-on experiences. From growing plants and caring for living creatures to using real life, reusable materials in their play, our approach nurtures a deep respect for nature.

Children are also introduced to the importance of recycling and environmental responsibility, helping to build the foundations for a lifelong commitment to sustainable living.

We have a sustainability improvement plan - which gets updated every term, as we work towards being as environmentally sustainable as we can.

Behaviour Management Policy

Our nursery believes that children flourish best when they know how they are expected to behave and feel safe in a supportive environment. Children gain respect through interaction with caring adults who show them respect and value their individual personalities. Positive, caring and polite behaviour will be encouraged and praised at all times in an environment where children learn to respect themselves, other people and their surroundings.

Children need to have set boundaries of behaviour for their own safety and the safety of their peers. Within the nursery we aim to set these boundaries in a way which helps the child to develop a sense of the significance of their own behaviour, both on their own environment and those around them. Children learn self-regulation and appropriate behaviour through adults always modelling positive behaviour and challenging negative behaviour to ensure the safety of everyone at The Folly. Restrictions on the child's natural desire to explore and develop their own ideas and concepts are kept to a minimum, and learning socially appropriate behaviour is a developmental process.

We aim to:

- Recognise the individuality of all our children, listen to and acknowledge the views of the individual, to promote respect and tolerance of each other.
- Encourage self-discipline, consideration and respect for each other, our surroundings and property
- Having clear rules and boundaries, children learning to manage their own feelings and being able to express them in an acceptable way
- Encourage children to participate in a wide range of group activities to enable them to develop their social skills, to explore and express themselves freely in an environment that supports decision making and encourages children to express their own opinions.
- Work in partnership with parents by communicating openly and honestly
- Praise children and acknowledge their positive actions and attitudes, therefore ensuring that children see that we value and respect them
- Encourage all staff working with children to accept their responsibility for implementing the goals in this policy, that staff model positive behaviour and challenge inappropriate behaviour in a calm way taking into account all the viewpoints.

- Promote non-violence and encourage children to deal with conflict peacefully, to help everyone feel safe and secure and be able to express their concerns and views so that children can thrive in a positive environment in all areas of their learning.
- Provide a key person system enabling staff to build a strong and positive relationship with children and their families
- Have a named person who has overall responsibility for issues concerning behaviour.

The named person, Ms Amanda Rattenbury-Davies, along with the Management team and Room Leaders will keep up-to-date with legislation and research and support changes to policies and procedures in the nursery; access relevant sources of expertise where required and act as a central information source for all involved; attend regular external training events, and ensure all staff attend relevant in-house or external training for behaviour management. A record will be kept of staff attendance at this training. We recognise that codes for interacting with other people vary between cultures and staff are required to be aware of this and respect those used by members of the nursery.

Nursery rules are concerned with safety and care and respect for each other. Children who behave inappropriately by physically abusing another child or adult e.g. biting, or through verbal bullying, will be required to talk through these actions and apologise where appropriate. The child who has been upset will be comforted and the adult will confirm that the other child's behaviour is not acceptable. It is important to acknowledge when a child is feeling angry or upset and that it is the behaviour we are rejecting, not the child.

When children behave in unacceptable ways:

- Staff will not raise their voices in a threatening way
- Children will not be singled out or humiliated in any way. Staff within the nursery will redirect the children towards alternative activities. Discussions with children will take place respecting their level of understanding and maturity
- Physical punishment such as smacking or shaking will be neither used nor threatened.
- In any case of misbehaviour, it will always be made clear to the child or children in question, that it is the behaviour and not the child that is unwelcome
- How a particular type of behaviour is handled will depend on the child's age, level of development and the circumstances surrounding the behaviour. It may involve the child being asked to talk and think about what he/she has done. It may also include the child apologising for their actions
- Parents will be informed if their child is unkind to others or if their child has been upset. In all cases inappropriate behaviour will be dealt with in nursery at the time. Parents may be asked to meet with staff to discuss their child's behaviour, so that if there are any difficulties, we can work together to ensure consistency between their home and the nursery. In some cases, we may request additional advice and support from other professionals, such as an educational psychologist or child guidance counsellors
- Children need to develop non-aggressive strategies to enable them to stand up for themselves so that adults and children listen to them. They need to be given opportunities to release their feelings more creatively
- Confidential records will be kept on any negative behaviour that has taken place. Parents will be informed and asked to read and sign any entries concerning their child in the form of ABC forms (Action, Behaviour, Consequences). These will be reviewed to see if there is any pattern for the behaviour.

- If a child requires help to develop positive behaviour, every effort will be made to provide for their needs
- Through partnership with parents and formal observations, staff will make every effort to identify any behavioural concerns and the causes of that behaviour. From these observations and discussions an individual behaviour modification plan will be implemented
- Children will be distracted from the negative situation and supported in a different activity or environment, if necessary, for their own well-being and that of others in the group.

Anti-bullying

Children need their own time and space. It is not always appropriate to expect a child to share and it is important to acknowledge children's feelings and to help them understand how others might be feeling.

Children must be encouraged to recognise that bullying, fighting, hurting and discriminatory comments are not acceptable behaviour. We want children to recognise that certain actions are right and that others are wrong.

Bullying takes many forms. It can be physical, verbal or emotional, but it is always a repeated behaviour that makes other people feel uncomfortable or threatened.

Any form of bullying is unacceptable and will be dealt with immediately. At our nursery, staff follow the procedure below to enable them to deal with challenging behaviour:

- Staff are encouraged to ensure that all children feel safe, happy and secure
- Staff are encouraged to recognise that active physical aggression in the early years is part of the child's development and that it should be channelled in a positive way
- Children need to be helped to understand that using aggression to get things is inappropriate and they will be encouraged to resolve problems in other ways
- Our staff are encouraged to adopt a policy of intervention when they think a child is being bullied, however mild or "harmless" it may seem,
- Staff will address incidents thoroughly and sensitively.
- Staff are ready to initiate games and activities with children, when they feel play has become aggressive, both indoors and out
- Staff will explain to the child who is doing the bullying why his/her behaviour is unacceptable and make them aware of how the other person feels.
- Staff will make sure that the child who did the bullying, receives positive feedback for positive or considerate behaviour.
- Any instance of bullying will be discussed fully with the parents of all involved, to look for a consistent resolution to the behaviour
- If any parent has a concern about their child, a member of staff will be available to discuss those concerns. It is only through co-operation that we can ensure our children feel confident and secure in their environment, both at home and in the nursery
- All concerns will be treated in the strictest confidence.
- Staff will support children who are being bullied and make sure that they feel supported to be able to come and express their feelings to an adult, child will be under close supervision.
- Parents have a responsibility to support our behaviour policy and actively encourage their child to be a positive member of the setting.

By positively promoting good behaviour, valuing co-operation and a caring attitude we hope to ensure that children will develop as responsible members of society.

Staff bullying is unacceptable and will be dealt with in line with the behaviour policy including disciplinary.

Online Safety Policy

This policy outlines the use and restrictions of smart devices - including mobile phones, smart watches, tablets and smart glasses within the setting and in line with the EYFS 2025, safeguarding guidance, and data protection legislation.

Personal use of internet-connected wearable device is not permitted where children are present. We recognise that some staff or visitors may wear smartwatches or fitness trackers as part of their daily routine. To maintain a safe and secure environment for children smartwatches may be worn by staff or visitors if they are not connected to the internet, do not have recording capabilities and cannot transmit data, calls or messages.

Staff and visitors are not permitted to wear smart glasses or similar devices on the premises as they may contain hidden microphones, cameras or live streaming features.

We are committed to providing a safe, secure and distraction free environment for all children. The use of smart devices is tightly controlled to:

- Protect children's privacy and personal data.
- Safeguard against inappropriate content and unauthorized recording.
- Support high quality interactions and supervision.

Mobile Phones

We believe our staff should be completely attentive during their hours of working to ensure all children in the nursery receive good quality care and education. This is why personal mobile phones are not to be used during working hours.

Staff must adhere to the following:

- Personal mobile phones can only be used on a designated break and then this must be away from the children in the office or staff room.
- If mobile phones are to be used for calls in the office, staff need to be aware of other staff, admin and otherwise, working and step outside the office whilst taking calls when required.
- Personal mobile phones should be stored safely in the staff room with staff personal belongings.
- Staff waiting for urgent calls or who have children at school/elsewhere, can give the nursery number out as an emergency contact throughout the day.
- If staff member has a family emergency or similar and required their mobile phone to hand permission must be sought from the nursery manager/director and the phone must be kept visible for other staff members.
- During outings, staff will use mobile phones belonging to the nursery wherever possible. If personal mobile is taken e.g. if 2 mobiles are needed due to children medical care plans in case of an emergency these should be kept in a sealed envelope and only used in an emergency

- Only phones purchased by The Folly Nursery can be used for photographic images.
- Ensure the nursery mobile phones stay on site at all times, unless being used on a trip/outing as part of the working day.
- Parents/visitors are encouraged to not access their phones during staff feedback OR if essential the call should be taken in a private area away from the children
- It is the responsibility of all members of staff to be vigilant and report any concerns.
- Where there is suspicion that the material on a mobile phone may be unsuitable and may constitute evidence relating to a criminal offence, the allegation process will be followed (please refer to the child protection and safeguarding policy)
- Any communication with parents/carers during working hours must be through the setting's official communication channels
- If any of the above points are not followed then the member of staff involved will face disciplinary action, which could result in dismissal. See our Employee Handbook.

Smart watches/Devices

The Folly Nursery recognises there are many health benefits for the use of smart watches such as step count and heart rates, to ensure the safe wearing of smart watches staff must:

- The watch must be worn in 'flight mode' or with Bluetooth and Wi-Fi disconnected, this will ensure there is no internet connectivity to access notifications.
- Staff understand they may not use their watch to receive calls or check messages as this creates distraction and potential dangers.
- Staff have to be vigilant of others checking their watches and remind them of the nursery procedures of safe wearing of watches
- Photographs can only be processed from a smart watch with a mobile device in close proximity, staff are only permitted to have personal mobiles kept in the staff areas and not in the main nursery.
- Staff should not use their smart watch to access photos or images whilst on nursery premises unless in the staff room on their breaks.
- **Where ongoing technology advances The Folly Nursery reserves the right to request the removal of a smart watch if the safety of child(ren) is at risk**

Camera and Image policy

Using a camera to capture a child's progress is an essential part of nursery life however we recognise that with modern digital technology the risk of misuse of these images increases along with the concern of risk to our young children. On signing up to our Nursery you are giving us permission to take photos of you child to help with the monitoring of their progress, to add to wall displays and from time to time promote their achievements to the local area in ways such as newspaper articles or on our website.

Here at The Folly our staff are contractually required to follow our policies on the use of cameras/tablets. They must:

- Only use the Ipods/tablets/phones provided by the nursery and must return to their place after use.
- All devices must be password/PIN protected at all times.
- Only store images from these devices on them or on the secure office computers
- Respect the wishes of the parent, if permission to take photos of their child is refused, and they must then find other ways of recording their key child's progress and must not allow them to be in any photo used for promoting the nursery.
- Be sensitive to the wishes of the child and not take any photos if the child asks them not to or if they get upset/distressed in any way.

- Gain specific permission for taking photos of children engaged in play who are partially dressed due to the messy nature of the activity they are participating in.
- Under no circumstances must a camera of any kind be used in the bathroom or nappy changing areas without the prior consent of manager/director or deputy manager, for example washing hands.
- Check the authenticity of any outside photographer coming on site and only let in pre-arranged visits agreed by the manager. Staff should report any other attempts made by outside photographers.
- Staff are to ask visitors on site not to use their mobile phone.

We use a Nursery Management software here at The Folly called Famly, and all staff have an account which they can log into at work to fulfil their job role of observing and reporting on the children as well as communication with staff and parents alike, and outside of work to check and receive messages. All devices containing Famly must be password protected. Staff must sign out of any device when they have finished using it. All staff have signed an acceptable use policy which covers the use of Famly at home. Anyone seen to be breaking this agreement will be in breach of their contract and would face disciplinary action.

At The Folly we also like to give our parents the opportunity to celebrate their child's achievements' and therefore allow parents to take photos/videos at occasions such as Nativity play and Sports Day. Staff reserve the right to ask parents to sign a Photography acceptance agreement prior to the event starting and will agree to stop capturing events at any time if asked by a member of staff. Parents are advised these must not be shared on any social media platform if they contain other children or data from the nursery.

The Folly Nursery cannot be held responsible for any parent/carer sharing of images when attending nursery events in which theirs or other children are participating.

There may be times where to further a member of staff's professional development they may undergo training which requires observations which may include photos and/or video evidence of the children. In such a case specific permission would be required from parents and if not gained it would not go ahead.

Parents have the right at anytime to retract their permission for photos to be taken of their child for any purpose and this would be respected by all staff.

Any misuse of devices must be reported to either the Manager or the Designated Lead for Safeguarding at the earliest opportunity.

The nursery use professional photographers for individual photos. Parents are always informed via Famly and consent can be withdrawn if they do not wish for their child to be photographed.

It is not appropriate to take photographs of bruising or injuries on a child for child protection concerns. In these cases the appropriate safeguarding procedures should be followed, and the use of safeguarding form and body map filled in. Further advice would be sought from MASH.

Images are uploaded directly from nursery devices onto our nursery management site 'Famly'. The Folly Nursery will also use platforms such as 'Freeprints' to print off photos that can be used to display in the nursery.

If gross misconduct is reported this will lead to instant dismissal and our safeguarding policy will be followed.

Social Networking Sites

We also feel that restrictions need to be placed on staff when they access social networking sites. The nursery has a high reputation to upkeep and comments made on sites such as 'Facebook' could have an impact on how parents using the nursery view the staff.

- Staff must agree to a 'Professional Conduct Agreement' when gaining employment at The Folly Nursery
- Staff must not post anything on a social networking site that could allow anyone to find out which setting they work at or which children attend the setting
- Staff are not permitted to discuss work related issues through Social Media and are not allowed to contact parents through this means. If a parent approaches a staff member on social media to ask work related questions this must be reported to the Manager or DSL in the first instance.
- Staff must not post anything onto social networking sites such as 'Facebook' that could be construed to have any impact on the nursery's reputation
- Staff must not post anything onto social networking sites that would offend any other member of staff or parent using the nursery
- It is the staff's responsibility to make sure that their online profiles are locked with their privacy settings set to high and staff are not permitted to add parents as 'friends' whilst their child is still actively attending the nursery.
- If any of the above points are not followed then the member of staff involved will face disciplinary action, which could result in dismissal. See our Employee Handbook.

Internet and Acceptable use Policy

We also show consideration for the acceptable use of the internet as a whole within the nursery and have 2 computers in the office attached to the internet, to which children do not have access without the supervision from staff for learning purposes. Both these computers are password protected and only members of staff know the passwords. Individual files and programs also have their own additional passwords to gain further access. The computers are also set to time out if not used for more than a 5 minute period and the password would then need to be re-entered to regain access. Staff using these computers for recording children's progress must sign out of Famly when they are not using it.

On top of this the nursery has 3 Ipods, one per room and 3 phones - one for the use of manager in charge and Forest School. Again these devices are password protected and only current staff know the code. Each staff member has their own account on the devices and has their own unique passcode to log on. Once a staff member terminates their employment with us, their account also gets deactivated and the passwords for the tablets/computers changed.

All staff using these devices have an understanding of what the risks are associated with children gaining access and take this into account when using them. All staff at the setting have completed an online safety course.

The DSL for Safeguarding also has the responsibility of making sure information stored on the computers/devices is kept safe and secure and that virus' are kept to a minimum to ensure the safe keeping of the child's information as stated in our Data Protection Policy. Staff using computers or working in the nursery are obliged to inform the DSL if they have any concerns regarding internet safety or the protection of children's data stored on any machine.

All children accessing I.C.T equipment in the nursery are supervised by a member of staff, and computer programs and websites will only be used for educational purposes and only after a member of staff has accessed it first and viewed its contents.

Nursery staff regularly talk to children about 'safe use of the computer and internet.'

If any of the above points are not followed then the member of staff involved will face disciplinary action, which could result in dismissal. Information for staff can be found in their Employee Handbook.

Disciplinary and Grievance

All staff and volunteers at The Folly are expected to act and behave in a certain way. As well as fulfilling their job description, Staff are expected to be polite at all times – to their colleagues, the children, parents and outside visitors. They are expected to dress in their uniform wearing black or blue trousers or skirt, their tunic and covered shoes. Staff are expected to stay vigilant and involved at all times and take part in all aspects of nursery life – joining in with all set routines. We are aware of our equal opportunity policy and take this into consideration with individual's job descriptions.

All our staff within the setting – volunteers and paid staff included – are bound by our policies and procedures.

For any disciplinary or grievance matter the Disciplinary or Grievance Policies contained within the Employee Handbook are to be followed.

Complaints Procedure and Record of Complaints

**If a parent wishes to complain to Ofsted they can do so by calling them on 0300 123 4666
Our unique registration number is EY496145**

The nursery prides itself on its high standards of teaching and pastoral care. However, if parents do have a complaint, they can expect it to be dealt with in accordance with the following complaints procedure. The nursery will always try to receive complaints in an open and supportive way. Wherever possible it seeks to resolve complaints, anxieties and issues in a positive manner to the satisfaction of all parties.

Defining a Complaint

A complaint is an expression of dissatisfaction about a real or perceived problem. It may be made about the nursery as a whole, about a specific department or an individual member of staff. We do not distinguish between formal and informal complaints. An informal complaint might appear trivial, but it can easily escalate and so is afforded the same attention as a more formal complaint.

How to make a complaint

You are able to make a complaint either personally, in writing or by phone to any member of staff. Ideally, your initial complaint will be made to your child's key person in respect of general academic and pastoral

matters, or to the Manager if it is something to do with the nursery as a whole or an individual member of staff.

Who will deal with a complaint?

All members of staff are encouraged to deal with parental concerns that lie within their area of responsibility. If they are approached about a matter that lies outside their remit they will refer it to the appropriate person and inform you.

You may wish to go straight to the Manager with your concerns. If you do, please understand that she will not be able to respond until she has consulted the member of staff that can help and that she may request a colleague to respond on the nursery's behalf.

Communications with you about your complaint

We will:

- Try to ensure that the nature of your complaint is clearly understood. If it is not obvious, then we will give you time to explain.
- Take each complaint seriously and ensure that you feel your views matter.
- Endeavour to acknowledge a complaint either immediately (in the case of a verbal complaint for example) or within five working days.
- Consider the facts carefully. We will not rush into a decision. We hope you will appreciate that our response will be "considered".
- Provide a detailed response or an up-date, including an indication of when we believe we may be able to respond more fully. This will normally be not more than 21 days after the date of your complaint and certainly within 28 days.

Confidentiality

Any complaint will be treated in a confidential manner and with respect. We will record all complaints and any parent is welcome to view our complaints book, however, the name of the parent/child, if included in this record, will not be shared.

It is the nursery's policy that complaints made by parents should not rebound adversely on their children.

Anonymous complaints

It is hoped that parents and the public will always feel able to complain in person. However, if an anonymous complaint is received it will be recorded in the Complaints Log. The Manager will decide what, if any, action should be taken as the result of such a complaint.

Complaints Procedure

Stage 1: Informal resolution

It is hoped that most complaints will be resolved quickly and informally. If a parent is not satisfied with the outcome after speaking to their child's key person, parents should in the first instance contact the Manager or Room Leader who will try to deal with the matter immediately and reach a solution which is to the parent's satisfaction. A written record will be made by the member of staff dealing with the complaint which will be signed by the member of staff as an accurate record of the matter. Copies of all such records will be logged in the Folly Nursery Complaints Book and will be kept for a minimum of 3 years. Should the matter not be resolved within three days or in the event that the member of staff and the parent fail to reach a satisfactory resolution then parents will be advised to proceed with their complaint in accordance with Stage 2 of this procedure.

Stage 2: Formal resolution

If the complaint cannot be resolved informally, then parents should put their complaint in writing to the Manager. The Manager will decide, after considering the complaint, the appropriate course of action to take. In most cases, the Manager will meet the parents concerned, normally within three days of receiving the complaint, to discuss the matter. If possible, a resolution will be reached at this stage. It may be necessary for the Manager to carry out further investigations. The nursery will keep a written record of all meetings held with parents in connection with the matter, including the outcome of the investigation and subsequent action taken. All these records will be shared with parents within 28 days of the date on which the complaint was made. If parents are still not satisfied with the outcome, they may move to stage 3.

Stage 3: Panel Hearing

If parents seek to invoke Stage 3 (following a failure to reach an earlier resolution), they will be referred to Mr Wilmot, who has been appointed to call hearings of the Complaints Panel.

The matter will then be referred to the Complaints Panel for consideration. The panel will consist of at least three persons not directly involved in the matters detailed in the complaint, one of whom shall be independent of the management and running of the nursery. Each of the panel members shall be appointed by the nursery directors. Mr Wilmot, on behalf of the panel, will then acknowledge the complaint and schedule a hearing to take place as soon as practicable and normally within seven days.

If the panel deems it necessary, it may require that further particulars of the complaint or any related matter be supplied in advance of the hearing. Copies of such particulars shall be supplied to all parties not later than two days prior to the hearing.

The parents may be accompanied to the hearing by one other person. This may be a relative, teacher or friend. Legal representation will not normally be appropriate.

If possible, the panel will resolve the parents' complaint immediately without the need for further investigation.

Where further investigation is required, the panel will decide how it should be carried out. After due consideration of all facts they consider relevant, the panel will reach a decision and may make recommendations, which it shall complete within two days of the hearing. The panel will write to the parents informing them of its decision and the reasons for it. The decision of the panel will be final. The panel's findings and, if any, recommendations will be sent in writing to the parents, the Manager and, where relevant, the person whose actions are the cause of the complaint.

A copy of the Ofsted guidance to parents on complaints, including their helpline telephone number, is displayed on the parent's notice board outside the entrance to the nursery classroom. Parents are made aware of their right to contact Ofsted with any complaint they may have in connection with the nursery.

This Operational Plan/Policy Booklet was last updated in September 2025 due to EYFS 2025 implementation

By Donna Perryman

To be next updated January 2027 unless a significant change takes place before then.