

THE FOLLY NURSERY AND PRE-SCHOOL



The Folly
nursery

POLICIES AND PROCEDURES

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

Data Protection/Confidentiality

Confidentiality

The Nursery regularly handles lots of confidential material regarding its children, their families and its staff. All staff working for the Nursery follow the guidelines below and maintain confidentiality and professionalism at all times during the working day and once they leave the premises at the end of their shifts.

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.
- Staff are contractually obliged not to disclose confidential information held at the Nursery to outside parties.
- Staff are contractually obliged not to disclose where they work on social media sites and are not to mention aspects of their work, including users of the Nursery, on such sites.

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

Disclosure and sharing of confidential information

The Manager 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 written in the staffs daily communication book, where doing so is important for the effective running of the nursery and for the best interests of a child.

Compliance with the Data Protection Act

The nursery is registered with the Data Protection Agency. Individuals have the right to examine the records of the nursery as they apply to that individual by making a written request to the proprietors and paying a fee of no more than £5.00. Copies will be supplied within 21 days of such a request being made.

Procedure for Lost Children

Children are marked in the register in a blue or black pen upon arrival at nursery by the member of staff (Room Leaders where possible) who opens the door to them. The exact time a child enters the building is the time that is noted down. All rooms and outside areas are supervised by at least one member of staff at all times 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 in red pen and the staff leading the session know exactly how many children and which children are on site at any given time. The fact that children signed out in red makes it very obvious at a glance which children are still on site at any one time. 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 in to the visitor's book whilst on site.

Children out on a day trip / offsite visit will be highlighted off on the offsite list, as well as any staff members with them.

In the 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. 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 Senior Designated Officer for Safeguarding and Child Protection will be called upon and the child's parents and the police will be contacted. At this point the police's advice will be followed.

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 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 particular 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.

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

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

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

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, remain clear at all times

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

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

Prohibit smoking on the nursery premises

Prohibit any contractor working on the premises without prior discussion with the officer in charge

Prohibit running inside the premises unless in designated areas

Risk assess 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

Prohibit certain foods, e.g. nuts are not allowed in the nursery

Familiarise all staff and visitors with the position of the first aid boxes and ensure all know who the appointed first aiders are

Ensure children are supervised at all times

Ensure no student is left unsupervised at any time.

Responsibilities

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

The manager has overall and final responsibility for this policy being carried out at:

The Folly Nursery

Church Road

Ilton

Ilminster

Somerset

TA19 9EY

The Day Manager will be responsible in her 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 senior member of staff on duty in the Managers absence.

Daily contact, monthly staff meetings 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

Training table:

Area	Training required	Who
First aid	Course	All staff
Dealing with blood	In house training	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	All staff, students and volunteers
Use of fire extinguisher	Training from specialists	All staff where possible
Manual handling	In house training	All staff and students
Stress awareness and management	In house training	All staff
Changing of nappies	In house training	All staff and students
Fire warden duties	External course	Fire Warden

At least one member of staff on duty in each room MUST hold a full Paediatric First Aid certificate.

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.

All outings away from the nursery (however short) will have to include a prior risk assessment - more details are included in our Operational Procedures for Outings Policy.

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

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 and parents are able to contribute to any policy through the suggestion box scheme and during the regular meetings held at nursery.

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 and Mrs Helen Freeman). A visual daily risk assessment is completed by the first member of nursery staff on site every morning. Every activity to take place at nursery is individually risk assessed and the risk assessment folder is reviewed annually, unless a significant change takes place before then. The risk assessment folder is kept in the office - please ask the Manager to view it at any time.

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 and Mrs Freeman. 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. Staff do monthly fire drills to refresh what we need to do in an emergency. All electrical appliances are safety checked by a qualified electrician annually.

Fire Procedure/Arrangements

Fire drills take place at a different time and day every week at the beginning of each term to ensure that all staff and children are aware of the procedures in the event of a fire. Fire drills also happen monthly during the term to cater for new children and staff starting at The Folly. The fire alarm is a whistle system, on noticing a fire the member of staff nearest the whistle will blow it to indicate the need to evacuate. On hearing the 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 in the garden. In the case of an outbreak of fire near the garden the muster point will be in the car park.

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 the all clear.

The member of staff who blows the whistle has the added responsibility as well as getting the children out safely to take the phone, the register and the visitors book out also. All these things live on the shelf by the front door.

Once outside the Manager (or member of staff calling the drill) 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 will have been given the phone and the fire service would be contacted. The children once accounted for would be taken to a safe place, further down the garden, and looked after by the staff until the fire service arrives and then their advice would be followed.

Arrangements To Minimise Risk Of Fire

Smoking 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. 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.

Arrangements To Minimise Risk Of Casualties Should A Fire Occur

- All fire routes, signage, lighting, fire doors, fire fighting equipment, bells, alarms, heat and smoke detectors are subject to rigorous maintenance and checks.
- At least five fire drills per term (arranged so every child and staff member are involved) near the start of term are carried out involving the whole nursery.
- Notices similar to that below are placed in all rooms to remind staff and visitors of our procedures:

Nursery Fire Notice

Date:

Room:

Nearest Extinguisher:

Evacuation routes:

Main:

Alternative:

Assembly point:

On discovering a fire or smoke inform the member of staff nearest a whistle. The whistle must be blown, to alert everyone and following that a full evacuation. Do not run when leaving the building. Do not collect belongings. The member of staff blowing the whistle should take the phone, registers and visitors' book with them, and report any missing pupils to the Manager.

Instructions For Adults On Discovering A Fire

Call the fire brigade on 999 and ask for FIRE. State "This is The Folly Nursery, Church Road, Ilton, Ilminster, Somerset TA19 9EY. We have a fire in the nursery. Would you like map co-ordinates and shortest route directions?"

Co-Ordinates:

GRID ST 34984 17292

The nursery telephone number is 01460 55488

Operational Procedures for Outings

At The Folly, we believe that learning outside the classroom is an essential component of our curriculum. It gives our pupils unique opportunities to develop their resourcefulness and initiative and to spend time together in an informal environment. Each visit is different. Some are directly related to the curriculum, some are designed to promote social awareness, or to enhance physical skills, self-reliance and team-working. Others will extend pupils' knowledge of the world. The common factor is that they all make an essential contribution to your son's or daughter's development and education in the broadest sense of the word. You can find out more about our recent visits from our weekly emails or see the pictures on display in the nursery.

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

The proposed venue 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. Ratios will be adhered to at all times.

For larger visits away children are driven to the venue in hired coaches which are regularly safety checked, comply with all the necessary regulations, and are all fitted with seatbelts. These outings are only offered to children aged 3 or 4 years old. Younger children are welcome if they are accompanied by a parent/guardian. Children are accompanied and supervised at all times by members of staff in a ratio not exceeding 1:8, however we usually stick to a 1:4 ratio (or 1:3 if it is near water) to ensure a smooth running.

A First Aid kit - including children's emergency medication where required - and nursery mobile phone are carried by a nominated member of staff at all times in case of emergency, as well as a list of contact numbers for every child on the trip.

A register is taken prior to departure and regular headcounts are taken throughout the day.

If a child is lost at a venue, checks will be made in toilets and shopping areas before requesting an announcement by the venue staff. If no response is received after a further five minutes, the local police will be informed of a missing person and their instructions followed.

Please note that we are sensitive to some parents' wishes that their child/ren should not appear in any nursery photos that might appear in the public domain (e.g. on the website, in the local paper, etc.).

Therefore, if you do **not** want your child's photo to appear in the public domain, please inform the Manager in writing.

Medical Information

Administration of Medicines

Parents of every child are required to complete a medical record, stating any 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.

Although children are not permitted to come to the nursery when poorly, sometimes medicine will need to be given at nursery. This medication should be prescribed by the child's GP where possible. 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, 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.

There will always be 2 members of staff 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 monthly 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 needed.

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

As above, children are not permitted to come to 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 which is used/accessed by children.

Please note; Medication, including tablets, should not be given to a child to bring to nursery, or left in a child's bag, but handed to a member of staff.

Sick Children Policy

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, or have had vomiting or diarrhoea within the previous 48 hours. Children with coughs and common colds are allowed to attend as long as it is deemed that they are well enough to cope with a day at nursery, bearing in mind that days at nursery do tend to be more tiring than a day at home.

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.

In cases where several children suffer with the same illness, e.g. a sickness bug doing the rounds, the manager will send an email out to alert other parents that there is a bug around for people to be extra vigilant.

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.

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

Accident / Incident Record

The vast majority of staff (see below) have paediatric first aid certificates, as well as specific training on children's individual needs. There is always one member 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, provided medicine and signed a permission slip). If in doubt, the Manager 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) and then countersigned by the parent or carer of the child when the child is collected at the end of the session. 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 sheet of paper and all are kept in a ring bind folder, and then transferred to the filing cabinet to be filed until 6 months after the 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.

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'd really appreciate being informed. 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.

Local Medical Services

Taunton and Yeovil have an accident and emergency unit, plus a 24-hour minor injuries unit.

Instructions In The Case Of A Medical Emergency

Call the fire brigade on 999 and ask for an ambulance. State "This is The Folly Nursery, Church Road, Ilton, Ilminster, Somerset TA19 9EY. We have a medical emergency in the nursery. Would you like map co-ordinates and shortest route directions?"

Co-Ordinates:

GRID ST 34984 17292

The nursery telephone number is 01460 55488

If the injury is very serious request the air ambulance, give the nature of the injuries, state whether it is a child and give map co-ordinates (above). The helicopter can land in the field adjacent to the nursery site.

Taunton and Yeovil have an accident and emergency unit, plus a 24-hour minor injuries unit.

Recent First Aid Certification

The following staff members hold Paediatric first aid course certificates:

Katrina Boyland
Paula Layzell
Jo Jeffrey
Amy Batten
Claire Johnson
Jemma Harris
Megan Lee

A Note on Head lice

Please note that head lice (pediculosis) occur even in the cleanest of households so a thorough check of your child's hair once a month would be a useful preventative measure. The local Area Health Authority recommends that children found with head lice should be excluded from nursery until treatment has been received. If in any doubt telephone the nursery. We have been advised that we cannot do the check for parents; although due to the nature of a nursery environment and the close contact we have with children we will inform parents if we have any suspicions. GPs' advice is that regular shampooing, conditioning and combing of hair helps to keep head lice at bay.

Special Dietary Requirements

All staff have been given in house training regarding food hygiene and safety in order to prepare snacks for the children, and most staff have had specialist training.

Parents should notify the nursery of any dietary requirements, restrictions or allergies on the medical form. 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, a strong dislike or cultural and religious requirements.

We follow high standards of hygiene and all meals are cooked on site. Our kitchen is routinely inspected by Environmental Health and at the time of this policy we have a 5* rating. If in the unlikely incident of a case of food poisoning affecting 2 or more children Ofsted would be informed.

Intimate Care Policy

Introduction

Staff who work with young children or children who have special needs will realize 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 and menstrual care
- 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/young people wherever possible.

The Folly Nursery is committed to ensuring that all staff responsible for the intimate care of children will undertake their duties in a professional manner at all times. 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 is of paramount importance.

Staff who provide intimate care are trained to do so (including Safeguarding and Health and Safety training in moving and handling) and are fully aware of best practice.

Staff will be supported to adapt their practice in relation to the needs of individual children.

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.

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.

The needs and wishes of children and parents will be carefully considered alongside any possible constraints; e.g. staffing and equal opportunities legislation. Parents will always be informed after intimate care has been provided to a child (either verbally or in writing) and this will take place as soon as possible after the care has been provided (and must happen on the same day).

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 01460 55488 / 01404 41144, Geoffrey Wilmot 07714 514802).

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 in order 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.

Nappy Changing Policy

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

Every Child Matters

This Policy is fundamental to our Safeguarding and Child Protection Policy and Procedures and supporting the Every Child Matters outcomes.

Sleeping Policy

During their time at nursery some children will be required to have a sleep. We always try to follow a child's sleep routine at home where possible, however sometimes children's sleep patterns may vary when they are at nursery due to a variety of reasons, for example; more noise, more distractions etc.

We aim to get enough information off parents to enable us to keep their routine as similar to their home routine as possible. Children's own comfort toys are allowed into nursery for this reason.

We provide children/babies with bedding - a sheet and blanket - they are kept in the child's box for exclusively their use. We wash all our bedding using Fairy Non-Bio after bedding has been used 5 times or not used for over a fortnight.

If you wish to provide your own bedding or sleeping bag you are welcome to - 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 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-death-syndrome/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.

Children are watched when they are going to sleep and when they are asleep they are physically checked every 10 minutes but can be heard from the other room in-between physical checks. If for the rare occasion

the rest of the children are in the garden and the staff have left the room the sleepers are in checks will be a minimum of every 5 minutes. There will always be a member of staff in the building.

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 baby 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.

No Smoking Policy

There is a strictly no smoking policy at The Folly Nursery and throughout the grounds which is observed at all times, whether children are present or not. Staff are also not permitted to smoke at any time in their work uniforms, during their working day or other wise.

Anyone caught smoking on the site will politely be asked to leave.

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 for 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 practise 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.

Inclusion

Inclusion involves enabling all children to have the same choices and opportunities in accessing services in their community, whatever their needs.

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 following the Fundamental British Values in the Early Years Guidance.

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

Special Needs

A child or young person has SEN if they have a learning difficulty or disability which calls for special educational provision to be made for him or her. (SEND Code of Practice 2014)

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 with certain areas of their pre-school life (academic, social, etc.). At these times our SENCo works with the child, the staff 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 particular needs of the child. These plans are drawn up in conjunction with parents and are reviewed regularly.

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 with the setting. We have a nominated member of staff who is the SENCO (Mrs Helen Freeman) who works alongside the key person and other staff working with the child.

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 will comply with the Special Educational Needs and Disability Act (SENDA, 2001) and the Disability Discrimination Act (1995) to the best of our ability in order to ensure that no child is disadvantaged by their disability or particular needs.

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.
- 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.
- Co-operation between all agencies is essential.
- Individual Education Plans have clear targets, are accessible by all staff and reviewed regularly.
- 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.
- To include the views of the child in his/her education.

The Nursery follows a programme of improving provision 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 SENCo. Special learning programmes will be developed involving liaison with the Room Leader and members of staff, where appropriate.

Identification of special needs

'It is particularly important in the early years that there is no delay in making any necessary special educational provision. Delay at this stage can give rise to learning difficulty and subsequently to loss of self-esteem, frustration in learning and to behaviour difficulties. Early action to address identified needs is critical to the future progress and improved outcomes that are essential in helping the child to prepare for adult life' (SEND Code of Practice 2014)

- Children with special needs are identified as early as possible by their Key Person in consultation with the SENCO and the Room Leader.
- 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, 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 keeping appropriate records on their children and planning for their 'next steps'. The Key Person is also responsible for passing information of children's progress to the Manager and SENCO 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.

SENCO (Mrs Helen Freeman) 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, SEN register). The SENCO is responsible for supporting and working with colleagues and with outside agencies.

The Manager (Mrs Helen Freeman) has overall responsibility for management of the policy, for assessment and provision for children with special educational needs. Any complaints about SEN 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 SEN provision for children. This will normally be done informally as part of a daily discussion. If we feel it is appropriate to move a child on to using an outside agency we will seek parents' written consent.

SEND Code of Practice

The nursery follows a graduated response for providing help to children with special educational needs. This follows the SEND Code of Practice (COP). Children have special educational needs if they have a learning difficulty which calls for special educational provision to be made for them.

The SEND Code of Practice sets out a guidance for us to follow.

A child may be identified as having additional needs when:

- little or no progress even when teaching approaches are targeted particularly in a child's identified area of weakness,
- shows signs of difficulty in developing skills which result in poor attainment in some curriculum areas,
- presents persistent emotional or behavioural difficulties which are not ameliorated by the nursery's usual behavioural management techniques,
- has sensory or physical problems and continues to make little progress despite the provision of specialist equipment,
- has communication and/or interaction difficulties and continues to make little or no progress despite the provision of a differentiated curriculum.

Once the above have been identified and a plan has been actioned and followed with no real progress being made by the child then further intervention will take place if these triggers are noticed:

- continues to make little or no progress in specific areas over a long period,
- continues working at EYFS levels substantially below that expected of children of similar age,
- continues to have difficulty in developing skills which result in poor attainment in some curriculum areas,
- has emotional or behavioural difficulties which substantially and regularly interfere with the child's own learning or that of the class group despite having an individualised behavioural management programme,
- has sensory or physical problems and requires specialist equipment or regular advice or visits by a specialist service,
- has ongoing communication and/or interaction difficulties that impede the development of social relationships and cause substantial barriers to learning.

At this stage the SENCo and Key Person, in consultation with parents, will seek help from external specialists.

External Agencies

External agencies with which we work include:

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

Every Child Matters

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

Behaviour Management Policy

Our nursery believes that children flourish best when they know how they are expected to behave. 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. Restrictions on the child's natural desire to explore and develop their own ideas and concepts are kept to a minimum.

We aim to:

- Recognise the individuality of all our children
- Encourage self-discipline, consideration for each other, our surroundings and property
- Encourage children to participate in a wide range of group activities to enable them to develop their social skills
- Work in partnership with parents by communicating openly
- 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
- Promote non-violence and encourage children to deal with conflict peacefully
- 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, Mrs Helen Freeman, along with the 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, however it may be necessary to use restraining action in an emergency to prevent personal injury
- 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
- 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 are ready to initiate games and activities with children, when they feel play has become aggressive, both indoors or out
- 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.

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.

E-Safety Policy

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 mobile phones are not to be used during working hours.

Staff must adhere to the following:

- Mobile phones can only be used on a designated break and then this must be away from the children in the office or staff member's car
- Mobile phones should be stored safely in the phone box in the office (turned off or on silent) or in your car at all times during the hours of your working day
- During outings, staff will use mobile phones belonging to the nursery wherever possible. No photographs should ever be taken of the children on any phones, either personal or nursery-owned
- 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.

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 your 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. They must:

- Only use the cameras/tablets provided by the nursery and must return to their place after use.
- Only store images from the camera/tablets on the secure office computers
- Not take images (either on camera, on memory sticks or in printed version) unless published in items such as our monthly newsletter off site without permission before hand.
- 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. The same applies when a parent requests for their child not to be photographed by / for media publications.
- 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.
- 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.

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.

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.

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 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 staffs 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 a maximum of 2 computers in the office attached to the internet, to which children do not have access. Both these computers are password protected and only senior 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. All staff using these computers has an understanding of what the risks are associated with children gaining access and take this into account when using them. The SDO for Safeguarding also has the responsibility of making sure information stored on the computers 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 SDO if they have any concerns regarding internet safety or the protection of children data stored on any machine.

We understand that in the modern day tablets/computers are a very good source of learning and therefore under adult supervision children are occasionally allowed to use the equipment to find an answer to a question, or complete a program to aid their learning. When using a tablet/computer for research with a child the staff are required to undertake the search first and check for pop ups or other inappropriate images/websites before looking through the site with the children. All devices are protected against viruses and this is to be kept up to date.

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.

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 with in 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 1231
Our unique registration number is EY499936**

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 will not be included in this record. However, it may not be possible to investigate a complaint without identifying a member of staff or pupil so we may need to discuss this with you.

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 proprietor. 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.

**If a parent wishes to complain to Ofsted they can do so by calling them on 0300 123 1231
Our unique reference number is EY499936**

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.

Please note, parents may request to see the complaints record at anytime by asking the Manager. All complaints made will be kept in the complaints log for at least 3 years. The complaints folder does not contain the name of the person making the complaint. That information is kept confidential.

This Policy Booklet was updated in June 2017

By Helen Freeman

To be reviewed June 2018 unless a significant change takes place beforehand.