



JOYFUL STAR NURSERY

POLICIES & PROCEDURES

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Safeguarding & Child Protection Policies

Arrival & Departure Policy

At Joyful Star Nursery, our Arrival and Departure Policy has been adopted to support the safety and wellbeing of all children in our care.

Sessions

We provide a warm and welcoming environment for each child upon arrival. A daily register is maintained, recording all children's arrival and departure times. These records are retained in line with the Local Authority's recommended retention period.

To support the smooth running of the nursery and maintain correct staff-to-child ratios:

- Children attending morning sessions must arrive no later than 10:00am.
- Children must be dropped off and collected within their pre-booked session times.
- Arrival outside of allocated times is only permitted with prior agreement from management.

Collections

Children will only be released to authorised individuals in line with our safeguarding responsibilities. We also operate a password system to support secure collection procedures.

Children may be collected by:

- A parent or legal guardian.
- An emergency contact listed on the child's registration form.
- Any other adult with specific parental permission and the agreed password.

The two emergency contacts provided by parents during registration are considered pre-authorised to collect the child and parents do not need to give additional notice for these individuals to collect.

Parents must notify the nursery **each time** someone other than themselves or their emergency contacts will be collecting their child, regardless of whether that person has collected them before.

Use of Collection Passwords

If a child is being collected by someone not known to nursery staff—for example, a person collecting for the first time—the parent or carer must provide them with the pre-agreed password.

Parents are reminded to keep passwords confidential and to inform the nursery immediately if the password needs to be changed.

Additional collection procedures:

- Passwords must be shared with anyone collecting a child from the setting, including both parents (if unknown to staff), emergency contacts, and other nominated persons.
- Nursery staff may request photographic ID if they are unsure of a collector's identity.
- No one under the age of 16 is permitted to collect a child from the nursery.

In cases of separated parents:

- We recognise that both parents have equal parental responsibility, unless a court order states otherwise.
- Parents are asked to inform the nursery of any specific collection arrangements.
- Sensitive matters will be handled with confidentiality and professionalism.

Late Pick-Ups

Children must be collected promptly at the end of their session. In the event of an unavoidable delay:

- Parents must telephone the nursery to inform us of the expected delay.
- A late collection charge of £5.00 per 15 minutes will apply immediately after the end of the session. This charge helps cover the cost of additional staffing required.
- We remain committed to safeguarding and will ensure a staff member stays with the child until they are safely collected.

Non-Collection of a Child

If a child is not collected from the nursery after a reasonable amount of time since their session has ended, the following procedure will apply:

- The nursery manager will be informed that a child has not been collected
- The manager/staff member in charge will try to contact the parents on the telephone numbers provided for their mobile, home or work. If this fails, the emergency contacts shown on the child's records will be contacted.
- The manager/staff member in charge will telephone all contact numbers available every 10 minutes until contact is made. These calls will be logged on a full incident record.
- The manager/staff member in charge and one other member of staff must stay behind with the child (if outside normal operating hours). During normal operating times, the nursery will plan to meet required staff ratios.
- If, after one hour, no authorised person has collected the child, the manager/staff member in charge will contact Children's Social Services for further guidance and support.
- The two members of staff will remain in the building until suitable arrangements have been made for the collection of the child.
- Ofsted will be informed as soon as convenient.

Name	Contact Number
Southwark Multi Agency Safeguarding Hub (MASH)	020 7525 1921, (Duty) 020 7525 5000, option 3 (out of hours duty social worker)

Staff signing in and out

All staff must sign in and out each time they enter and leave the premises, using the nursery iPad located by the entrance.

Visitors signing in and out

All visitors must sign in and out using the nursery iPad located by the entrance and will be accompanied while on the premises.

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DBS Policy

Statement of intent

It is a requirement of the DBS's Code of Practice that a body using a DBS service must have a written policy on the correct handling and safekeeping of Disclosure information.

General Principles

As an organisation using the Criminal Records Bureau Disclosure service to help assess the suitability of applicants for positions of trust, Joyful Star Nursery complies fully with the DBS Code of Practice regarding the correct handling, use, storage, retention and disposal of Disclosures and Disclosure information. It also complies fully with its obligations under the Data Protection Act 1998 and other relevant legislation pertaining to the safe handling, use, storage, retention and disposal of Disclosure information and has a written policy on these matters.

Storage and access

Disclosure information should be kept securely, in lockable, non-portable, storage containers with access strictly controlled and limited to those who are entitled to see it as part of their duties.

Handling

In accordance with Section 124 of the Police Act 1997, Disclosure information is only passed to those who are authorised to receive it in the course of their duties. We maintain a record of all those to whom Disclosures of Disclosure information has been revealed and it is a criminal offence to pass this information to anyone who is not entitled to receive it.

Usage

Disclosure information is only used for the specific purpose for which it was requested and for which the applicant's full consent has been given.

Interview

Shortlisted candidates are invited for interview at the nursery by the manager and deputy. Selection criteria are agreed before the interview and a scoring system is used during and after the interview. Candidates are asked about their attitudes Joyful Star DBS Policy towards safeguarding children as well as their childcare skills. A number of potential staff are then invited back for 'stay and play' sessions.

Retention

Once a recruitment (or other relevant) decision has been made, we do not keep Disclosure information for any longer than is necessary. This is generally for a period of up to six months, to allow for the consideration and resolution of any disputes or complaints. If, in very exceptional circumstances, it is considered necessary to keep Disclosure information for longer than six months, we will consult the DBS about this and will give full consideration to the data protection and human rights of the individual

before doing so. Throughout this time, the usual conditions regarding the safe storage and strictly controlled access will prevail.

Disposal

Once the retention period has elapsed, we will ensure that any Disclosure information is immediately destroyed by secure means e.g. by shredding. While awaiting the destruction, Disclosure information will not be kept in any insecure receptacle. We will not keep any photocopy of the Disclosure.

However, notwithstanding the above, we may keep a record of the date of issue of a Disclosure, the name of the subject, the type of Disclosure requested, the position for which the Disclosure was requested, the unique reference number and the details of the recruitment decision taken.

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Intimate Care Policy

Joyful Star Nursery is committed to ensuring that all children are cared for in a safe, respectful, and dignified manner when intimate care is required. Intimate care will always be provided professionally, sensitively, and in line with the Early Years Foundation Stage (EYFS), safeguarding guidance, and our duty of care.

We recognise that all children have the right to personal privacy, dignity, and bodily integrity. No child will be attended to in a way that causes distress, discomfort, or pain. Children's views will be listened to and respected wherever possible.

Scope of Intimate Care

Intimate care may include, but is not limited to:

- Nappy changing
- Toileting support
- Changing clothes
- Washing and personal hygiene
- Supporting children with accidents
- Supporting children with medical or physical needs
- Administering medication (only by appropriately trained staff and in line with the Medication Policy)
- Any other procedure requiring close personal contact

Principles of Practice

- Children will be treated with dignity and respect at all times.
- Privacy will be respected, while ensuring the child remains safe and visible to others.
- Independence will be encouraged according to the child's age, stage of development, and individual needs.
- Staff will explain what they are doing in an age-appropriate way and seek the child's cooperation.
- Children will never be forced to accept intimate care if it is not urgent or essential.
- Cultural, religious, and individual family preferences will be respected where reasonably possible.

Safeguarding and Staff Responsibilities

- Only staff with a current enhanced DBS check and appropriate training will carry out intimate care procedures.
- All staff involved in intimate care are trained in safeguarding, infection control, and safe working practices.
- Where possible, intimate care will take place in areas with appropriate privacy but within sight or hearing of other staff.

- Staff will not be left alone with children for extended periods without oversight.

Consent and Communication

- Parents/carers will be informed of the nursery's intimate care arrangements upon registration.
- Specific care needs, preferences, or medical requirements will be agreed with parents/carers and recorded.
- Ongoing communication will take place regarding a child's progress towards independence.

Hygiene and Health & Safety

- Staff will follow strict hygiene procedures, including handwashing and the use of personal protective equipment (PPE) where appropriate.
- Soiled clothing will be handled and stored hygienically and returned to parents/carers.

Record Keeping

- Nappy changes, toileting support, accidents, and any relevant observations will be recorded in line with nursery procedures.
- Medication administration will be recorded according to the Medication Policy.
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Lone Working Policy

Joyful Star Nursery is committed to safeguarding the welfare of all children and staff. We recognise that there may be occasions during the nursery day when a member of staff is working alone with children for short periods. This policy sets out clear procedures to minimise risk, protect children, and protect staff from vulnerability or allegations.

Procedures and Guidelines

- At least two members of staff must be present on the premises at all times, one of whom must be a senior member of staff.
- Lone working with children should only occur for short, unavoidable periods and must be risk-assessed.
- Staff must maintain good communication at all times. All staff should be aware of each other's location and intentions.
- Staff should ensure that they remain within sight or hearing of other staff wherever possible.
- Staff must inform colleagues if they intend to leave a room, even briefly, to allow appropriate cover to be arranged where necessary.
- Staff must position themselves within rooms and across the nursery to ensure maximum visibility and supervision of children.
- Staff should use their professional judgement when responding to minor incidents, ensuring that children remain supervised at all times.

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Lost Child Policy

At Joyful Star Nursery, children's safety is our highest priority. We take every possible precaution to ensure that children in our care remain safe and supervised at all times. In the unlikely event of a child going missing, we follow the procedures outlined below immediately and with urgency.

Procedure: Child Missing from the Nursery Premises

If a child is discovered to be missing from the nursery:

- The staff member will immediately alert the Setting Manager.
- The Manager, along with designated staff members, will carry out a thorough search of the premises.
- All doors, gates, and potential exit points will be checked for signs of a breach in security.
- A search of the surrounding outdoor areas will also be conducted.
- The register will be checked to confirm if any other child is missing.
- If the child is not found quickly, the parents and the police will be informed without delay.
- A second search will be conducted, and CCTV footage will be reviewed for any evidence of the child's whereabouts.
- Once the police arrive, the Manager will follow their instructions and cooperate fully.

Procedure: Child Missing on an Outing

If a child goes missing while on an outing:

- The designated person in charge of the outing will be informed immediately.
- A thorough search of the surrounding area will be initiated by available staff.
- A headcount of the remaining children will be conducted to ensure their continued safety.
- The children will remain supervised while the search is ongoing.
- On-site security (if available) will be notified and given a photo or description of the child.
- If the child is not located swiftly, the police will be contacted immediately.
- The Setting Manager will be contacted and informed of the situation (if not already present).
- The parents will be informed as soon as possible.
- Staff will continue searching while ensuring the safety and welfare of the other children until police arrive and take over.

Investigation & Reporting

Following the incident:

- Ofsted will be informed as soon as possible and no later than within 14 days, in line with statutory requirements.
- A full internal investigation will be led by the Nursery Manager.
- Written statements will be collected from all staff present at the time of the incident.
- An incident report will be completed, including:
 1. Date and time of the incident.
 2. Whether the child went missing from the nursery or on an outing.
 3. Which staff and children were present.
 4. Who was responsible for the missing child at the time.
 5. When and where the child was last seen.
 6. What took place in the session leading up to the incident.

All documentation related to the incident will be retained securely, and outcomes of the investigation will be shared with Ofsted, staff, and parents as appropriate

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Online Safety Policy

At Joyful Star Nursery, we are aware of the dangers the internet can pose. We strive to support all children, staff and families to use the internet safely and we will ensure that there are effective procedures in place.

Procedures

Our designated safeguarding officer is responsible for all online safety concerns. Our safety measures include:

Information Communication Technology (ICT) equipment

- Ensuring all ICT equipment is safe and fit for purpose.
- Ensuring we have appropriate antivirus and anti-spyware software on all devices and update them regularly
- Ensuring content blockers and filters are on all our devices, e.g. computers, laptops, tablets and any mobile devices
- Ensuring all devices are password protected.
- Providing secure storage of all nursery devices at the end of each day

Internet access

- Monitoring all internet usage across the setting
- Teaching children how to stay safe online and reporting any concerns they have
- Ensuring children are supervised when using internet connected devices
- Ensuring no social media or messaging apps are installed on nursery devices
- Reviewing all apps or games downloaded onto devices ensuring they are age and content appropriate
- Ensuring all computers for use by children are located in an area clearly visible to staff members.
- Reporting any suspicious or offensive material, including material which may incite racism, bullying or discrimination to the Internet Watch Foundation at www.iwf.org.uk.
- Reporting any suspicions that an adult is attempting to make inappropriate contact with a child online to the National Crime Agency's Child Exploitation and Online Protection Centre at www.ceop.police.uk.
- Children are not permitted to use email in the nursery.
- All staff members are to use the work IT equipment for matters relating to the children and their education and care. No personal use will be tolerated

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Prevent Duty Policy

At Joyful Star Nursery, we understand it is essential that all staff members can identify children who may be vulnerable to radicalisation and know what to do when they are identified.

The aim of the Government's Counter Terrorism Strategy is to reduce the risk to the UK and its interests overseas from terrorism. The duty is known as the Prevent Duty. All early years settings are subject to a duty under section 26 of the Counter-Terrorism and Security Act 2015, in the exercise of their functions, to have "due regard to the need to prevent people from being drawn into terrorism".

Radicalisation is defined as the process by which people come to support terrorism and violent extremism and, in some cases, go on to participate in terrorist groups.

Extremism is the vocal or active opposition to fundamental British values, including democracy, the rule of law, individual liberty and the mutual respect and tolerance of different faiths and beliefs. The government definition of extremism also includes the call for the death of members of the armed forces, whether in the UK or overseas.

The NSPCC states that signs of radicalisation may be:

- isolating themselves from family and friends
- talking as if from a scripted speech
- unwillingness or inability to discuss their views
- a sudden disrespectful attitude towards others
- increased levels of anger
- increased secretiveness, especially around internet use.

At Joyful Star Nursery we will tackle radicalisation by:

- Training all staff to understand what is meant by the Prevent Duty and radicalisation
- Ensuring staff understand how to recognise early indicators of potential radicalisation and terrorism threats and act on them appropriately in line with national and local procedures
- Make any referrals relating to extremism to the police (or the Government helpline) in a timely way, sharing relevant information as appropriate
- Ensuring our nursery is an inclusive environment, tackling any inequalities and negative points of view and teaching children about tolerance through British Values
- Using the Government document Prevent Duty Guidance for England and Wales

If a member of staff has a concern about a child, they will follow Joyful Star Nursery's safeguarding procedures, discussing any concerns with the designated safeguarding lead.

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Safeguarding and Child Protection Policy

Joyful Star Nursery is committed to safeguarding all children and promoting their welfare. We believe that all children have the right to be treated with respect, be supported to thrive and to be safe from any abuse in whatever form.

All staff, students and volunteers working at Joyful Star Nursery have a responsibility to safeguard all children at our setting. We are aware that abuse does occur in our society, and we are vigilant in identifying signs of abuse and reporting concerns.

Safeguarding and promoting the welfare of children, in relation to this policy, is defined as:

- providing help and support to meet the needs of children as soon as problems emerge
- protecting children from maltreatment, whether that is within or outside the home, including online
- preventing impairment of children's mental and physical health or development
- ensuring that children grow up in circumstances consistent with the provision of safe and effective care
- promoting the upbringing of children with their birth parents, or otherwise their family network through a kinship care arrangement, whenever possible and where this is in the best interests of the children
- taking action to enable all children to have the best outcomes in line with the outcomes set out in the Children's Social Care National Framework

We are committed to:

- Providing a safe environment for all children to learn and thrive in, ensuring we provide sensitive interactions that develop and build children's well-being, confidence and resilience.
- Establishing what actions we can take to ensure that all children remain safe at the setting as well as at home.
- Responding promptly and appropriately to all incidents or concerns of abuse that may occur and to work with statutory agencies in accordance with the procedures that are set down in "what to do if you're worried a child is being abused".
- Ensuring all staff are trained right from induction to understand the child protection and safeguarding policy and procedures, are alert to identify possible signs of abuse (including the signs known as softer signs of abuse), understand what is meant by child protection and are aware of the different ways in which children can be harmed, including by other children through bullying or discriminatory behaviour.

- Ensuring that all staff feel confident and supported to act in the best interest of the child, share information and seek the help that the child may need.
- Ensuring that information is shared only with those people who need to know in order to protect the child and act in their best interest.
- Ensuring parents are fully aware of our safeguarding and child protection policies and procedures when they register with the nursery and are kept informed of all updates when they occur.
- Regularly reviewing and updating this policy with staff and parents where appropriate and make sure it complies with any legal requirements.

What Is Abuse & Neglect?

Abuse and neglect are forms of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. Children may be abused within a family, institution or community setting by those known to them or, more rarely, a stranger. Perpetrators of abuse can be an adult, or adults, another child or children.

The signs and indicators listed below may not necessarily indicate that a child has been abused but can help to indicate that something may be wrong, especially if a child shows a number of these symptoms, or any of them to a marked degree.

Indicators of child abuse

Failure to thrive and meet developmental milestones

Fearful or withdrawn tendencies

Unexplained injuries to a child or conflicting reports from parents or staff

Repeated injuries

Unaddressed illnesses or injuries

Significant changes to behaviour patterns

Softer signs of abuse as defined by National Institute for Health and Care

Excellence (NICE) include:

Low self-esteem

Wetting and soiling

Recurrent nightmares

Aggressive behaviour

Withdrawing communication

Habitual body rocking

Indiscriminate contact or affection seeking

Over-friendliness towards strangers

Excessive clinginess

Persistently seeking attention

Categories of Abuse

Physical Injury

This is defined as any injury inflicted or knowingly not prevented by any person having custody or care of a child. Physical abuse is often defined by injuries that cannot be explained by the normal play activities of a child and is defined as hitting or hurting a child on purpose.

Neglect

This is defined as the wilful failure to meet the basic needs of a child, for example, not clothing, feeding or caring for a child adequately and leaving them without adequate supervision.

Emotional Abuse

This is defined as any abuse or torment which would have an effect on the mental health and wellbeing of a child. Emotional abuse may include extremes of discipline where a child is shouted at or put down on a consistent basis, lack of emotional attachment by a parent, or it may include parents or carers placing inappropriate age or developmental expectations upon them. Emotional abuse may also be imposed through the child witnessing domestic abuse and alcohol and drug misuse by adults caring for them.

Sexual Abuse

This is defined as the exploitation of children in order to meet the demands of adults or other children. Sexual abuse may include involvement of children in masturbation, involvement of children in pornographic activity, including taking pornographic photographs and involving children in watching or viewing pornographic materials, involvement of children in sexual activity, including; rape, sodomy, oral sex and sexual intercourse with a child, even with their consent.

Peer on peer abuse

We are aware that peer on peer abuse does take place, so we include children in our policies when we talk about potential abusers. This may take the form of bullying, physically hurting another child, emotional abuse, or sexual abuse. Advice from the appropriate bodies on this area.

Female Genital Mutilation (FGM)

FGM is a procedure where the female genital organs are injured or changed with no medical reason. The procedure may be carried out shortly after birth, during childhood or adolescence, just before marriage or during a woman's first pregnancy, according to the community.

It is a very traumatic and violent act for the victim and can cause harm in many ways. The practice can cause severe pain and there may be immediate and/or long-term health consequences, including mental health problems, difficulties in childbirth, causing danger to the child and mother, and/or death (definition taken from the *Multi-agency statutory guidance on female genital mutilation*). Other consequences include shock, bleeding, infections (tetanus, HIV and hepatitis B and C) and organ damage.

Breast ironing or breast flattening

Breast ironing, also known as breast flattening, is a process where young girls' breasts are ironed, massaged and/or pounded down through the use of hard or heated objects in order for the breasts to disappear or to delay the development of the breasts entirely. It is believed that by carrying out this act, young girls will be protected from harassment, rape, abduction and early forced marriage. These actions can cause serious health issues such as abscesses, cysts, itching, tissue damage, infection, discharge of milk, dissymmetry of the breasts, severe fever.

Fabricated illness

This is also a type of physical abuse. This is where a child is presented with an illness that is fabricated by the adult carer. The carer may seek out unnecessary medical treatment or investigation. The signs may include a carer exaggerating a real illness or symptoms, complete fabrication of symptoms or inducing physical illness, e.g. through poisoning, starvation, inappropriate diet. This may also be presented through false allegations of abuse or encouraging the child to appear disabled or ill to obtain unnecessary treatment or specialist support.

Child sexual exploitation (CSE)

CSE can be defined as "...a form of child sexual abuse. It occurs where an individual or group takes advantage of an imbalance of power to coerce, manipulate or deceive a child or young person under the age of 18 into sexual activity:

- (a) in exchange for something the victim needs or wants, and/or
- (b) for the financial advantage or increased status of the perpetrator or facilitator. The victim may have been sexually exploited even if the sexual activity appears consensual. Child sexual exploitation does not always involve physical contact; it can also occur through the use of technology."

Domestic abuse

The definition of domestic abuse from the Domestic Abuse Act, 2021 is:

Behaviour of a person (A) towards another person (B) is 'domestic abuse' if:

- *A and B are each aged 16 or over and are personally connected to each other*
- *The behaviour is abusive.*

Behaviour is 'abusive' if it consists of any of the following:

- *Physical or sexual abuse*
- *Violent or threatening behaviour*
- *Controlling or coercive behaviour*
- *Economic abuse (any behaviour that has a substantial adverse effect on B's ability to acquire, use or maintain money or other property and/or obtain goods or services)*
- *Psychological, emotional or other abuse.*

It does not matter whether the behaviour consists of a single incident or a course of conduct.

Domestic abuse can happen to anyone regardless of gender, age, social background, religion, sexuality or ethnicity and domestic abuse can happen at any stage in a relationship.

All children can witness and be adversely affected by domestic abuse in the context of their home life. Exposure to domestic abuse and/or violence can have a serious, long lasting emotional and psychological impact on children.

Where incidents of domestic abuse are shared by our own staff, students or volunteers we will always respect confidentiality and not share information without their permission. However, we will share this information, without permission, in cases of child protection or where we believe there is an immediate risk of serious harm to the person involved.

Child Criminal Exploitation (CCE)

CCE is where an individual or group takes advantage of an imbalance of power to coerce, control, manipulate or deceive a child into any criminal activity. The victim may have been criminally exploited even if the activity appears consensual. CCE does not always involve physical contact; it can also occur through the use of technology.

Other examples include children being forced to work in cannabis factories, being coerced into moving drugs or money across the country forced to shoplift or pickpocket, or to threaten other young people.

Forced marriage

A forced marriage is where one or both people do not or cannot consent to the marriage, and pressure or abuse is used to force them into the marriage. We also recognise there is a clear distinction between a marriage in which both parties are willing and able to give informed consent to. Forced marriage is a criminal offence.

Forced marriage is not the same as an arranged marriage which is common in several cultures, where the families of both spouses take a leading role in arranging the

marriage but the choice of whether or not to accept the arrangement, remains with the prospective spouses. It is also when anything is done to make someone marry before they turn 18, even if there is no pressure or abuse. Coercion may include physical, psychological, financial, sexual, and emotional pressure. It may also involve physical or sexual violence and abuse.

Human Trafficking and Modern slavery

Child trafficking and modern slavery is becoming a more frequent form of child abuse. Children are recruited, moved, transported, and then exploited, forced to work or are sold on. For an adult or child to have been a victim of human trafficking there must have been:

- Action- recruitment, transportation, transfer etc
- Means- threat or use of force, coercion, abduction, abuse of power/vulnerability.
- Purpose- sexual exploitation, forced labour or domestic servitude, slavery, financial exploitation, illegal adoption, removal of organs.

Witchcraft

Child abuse linked to faith or belief (CALFB) occurs across the country and can happen in families when there is a concept of belief in:

- Witchcraft and spirit possession, demons or the devil acting through children or leading them astray (traditionally seen in some Christian beliefs)
- The evil eye or djinns (traditionally known in some Islamic faiths) and dakini (in the hindu context)
- Ritual or multi murders where the killing of children is believed to bring supernatural benefits, or use of their body parts is believed to produce potent magical remedies.
- Use of belief in magic or witchcraft to create fear in children to make them more compliant when they are being trafficked for domestic slavery or sexual exploitation.

Families and children can be deeply worried by the evil forces, and abuse often occurs when an attempt is made to “exorcise” and “deliver” the child. Reasons for the child being identified as “different” may be disobedient or independent nature, bed wetting, nightmares, or illness. Attempts to “exorcise” the child may include but are not limited to beating, burning, starvation, cutting or stabbing.

Honor Based Violence

Honor based violence (HBV) can be described as a “collection of practises, which are used to control behaviour within families or other social groups to protect perceived cultural and religious beliefs and or/honor”

Some families believe that certain actions bring shame on the family and may react with punishment, these actions may include rejecting a forced marriage (also covered in this policy) having an unapproved relationship, the wearing of make up or certain clothing. Any abuse is a violation of human rights, there is no “honor” or justification for abusing the human rights of others.

County Lines

County Lines is a form of criminal exploitation where urban gangs persuade, coerce or force children and young people to store drugs and money and or/transport them to Suburban areas, market towns and coastal towns. It is against the law and is a form of child abuse.

Cuckooing (Termed by the police) is a type of criminal exploitation in which a drug dealer will take over somebody’s home to use as a base for country lines drug trafficking. Criminals often target vulnerable people to target, victims may often have drug and or mental health issues, single parents and those living in poverty. Coercion, intimidation, violence (including sexual violence) and weapons are often used. Cuckooing will often take place in a multi- occupancy or social housing property.

Up skirting/down blousing

Up skirting and down blousing are criminal offences. They involve taking pictures of someone’s genitals, buttocks or other intimate images under their clothing without them knowing, either for sexual gratification or in order to humiliate, or distress, the individual.

Reporting Procedures

All staff have a responsibility to report all safeguarding concerns and suspicions of abuse. Staff will report their concerns to the designated safeguarding lead (DSL) as soon as possible.

- Any signs of marks/injuries to a child or information a child has given will be recorded and stored securely.
- If appropriate, the incident will be discussed with the parent/carers, such discussions will be recorded, and the parent will have access to these records on request.

If there are queries/concerns regarding the injury/information given, then the following procedures will take place. The designated safeguarding lead will:

- Contact the local authority children’s social care team to report concerns and seek advice (if it is believed a child is in immediate danger we will contact the police)

- Inform Ofsted
- Record the information and action taken relating to the concern raised
- Speak to the parents (unless advised not to do so by LA children's social care team)
- The designated safeguarding lead will follow up with the Local Authority children's social care team if they have not contacted the setting within the timeframe set out in Working Together to Safeguarding Children (2023). We will never assume that action has been taken.

Keeping children safe is our highest priority and if, for whatever reason, staff do not feel able to report concerns to the DSL, they should call the Local Authority Children's social care team or the NSPCC and report their concerns anonymously.

Recording Suspicions of Abuse

Staff should make an objective record of any observation or disclosure, supported by the nursery manager or Designated Safeguarding Lead (DSL).

This record should include:

- Child's name.
- Child's address.
- Age of the child and date of birth.
- Date and time of the observation or the disclosure.
- Exact words spoken by the child.
- Exact position and type of any injuries or marks seen.
- Exact observation of any incident including any concern that was reported, with date and time; and the names of any other person present at the time.
- Any discussion held with the parent(s) (where deemed appropriate).

If a child starts to talk to an adult about potential abuse, it is important not to promise the child complete confidentiality as this promise cannot be kept. It is vital that the child is allowed to talk openly. Their disclosure should not be forced, and words should not be put into the child's mouth. As soon as possible after the disclosure, details must be logged accurately.

The nursery expects all members of staff to co-operate with the local authority children's social care, police, and Ofsted in any way necessary to ensure the safety of the children. Staff must not make any comments either publicly or in private about the supposed or actual behaviour of a parent or member of staff.

Support to families

The nursery takes every step in its power to build up trusting and supportive relations among families, staff, students and volunteers within the nursery. The nursery

continues to welcome the child and the family whilst enquiries are being made in relation to abuse in the home situation. Parents and families will be treated with respect in a non-judgmental manner whilst any external investigations are carried out in the best interest of the child. Confidential records kept on a child are shared with the child's parents or those who have parental responsibility for the child, only if appropriate in line with guidance of the local authority with the provision that the care and safety of the child is paramount. We will do all in our power to support and work with the child's family, including identifying additional support through outside agencies.

Allegations against adults working or volunteering with children

If an allegation is made against a member of staff, student or volunteer or any other person who lives or works on the nursery premises regardless of whether the allegation relates to the nursery premises or elsewhere, we will follow the procedure below. The allegation should be reported to the most senior manager on duty. If this person is the subject of the allegation, then this should be reported to the owner or registered person.

The Local Authority Designated Officer (LADO), Ofsted and the LSCB will then be informed immediately for this to be investigated:

- The LADO will be informed immediately for advice and guidance
- If as an individual you feel this will not be taken seriously or are worried about the allegation getting back to the person in question then it is your duty to inform the LADO yourself directly
- A full investigation will be carried out by the appropriate professionals (LADO, Ofsted, LSCB) to determine how this will be handled.
- The nursery will follow all instructions from the LADO, Ofsted, LSCB and ask all staff members to do the same and co-operate where required.
- Support will be provided to all those involved in an allegation throughout the external investigation in line with LADO support and advice.
- The nursery reserves the right to suspend any member of staff during an investigation.
- All enquiries/external investigations/interviews will be documented and kept in a locked file for access by the relevant authorities.
- Unfounded allegations will result in all rights being reinstated.
- Founded allegations will be passed on to the relevant organisations including the local authority children's social care team and where an offence is believed to have been committed, the police, and will result in the termination of employment. Ofsted will be notified immediately of this decision. The nursery will also notify the Disclosure and Barring Service (DBS) to ensure their records are updated.
- All records will be kept until the person reaches normal retirement age or for 21 years and 3 months years if that is longer. This will ensure accurate information is

available for references and future DBS checks and avoids any unnecessary reinvestigation.

- The nursery retains the right to dismiss any member of staff in connection with founded allegations following an inquiry.

Monitoring children's attendance

As part of our requirements under the statutory framework and guidance documents we are required to monitor children's attendance patterns to ensure they are consistent and no cause for concern. Parents should please inform the nursery prior to their children taking holidays or days off, and all sickness should be called into the nursery on the day, so the nursery management are able to account for a child's absence.

Where a child is part of a child protection plan, or during a referral process, any absences will immediately be reported to the local authority children's social care team to ensure the child remains safeguarded. This should not stop parents taking precious time with their children but enables children's attendance to be logged so we know the child is safe.

Staff & Volunteers

All staff members and volunteers working at Joyful Star Nursery will receive the relevant training to ensure that they are able to safeguard children at our setting. All our staff will receive updated safeguarding training as part of their induction and as refresher training after their 3-month probation. All staff will also receive regular updates to keep their safeguarding knowledge up-to-date and relevant.

We abide by Ofsted requirements in respect of references and Disclosure and Barring Services checks for all staff and volunteers to ensure that no disqualified person or unsuitable person has any access or contact with the children. The nursery will not allow an adult without an enhanced clearance from the Disclosure and Barring Service (DBS) to be left alone with children.

We know how important staff ratios are and we will ensure that we follow the legal requirements for the minimum numbers of staff present with the children at any time.

Designated Safeguarding Lead

The DSL has overall responsibility for the Safeguarding children and child protection policy and procedures. It is their role to ensure that the policy and procedures are implemented to safeguard and promote the welfare of children. They are responsible for coordinating safeguarding and child protection training for staff across the organisation.

The designated persons receive comprehensive training at least every two years and update their knowledge on an ongoing basis, but at least once a year. They in turn support the ongoing development and knowledge of the staff team with regular safeguarding updates.

Our named Designated Safeguarding Lead is: **Christina Ibironke**

In the unlikely event of the DSL or Deputy DSL absence and to ensure immediate action can be taken, contact the Multi-Agency Safeguarding Hub (MASH) directly.

The Role of the DSL

The role of the DSL is to:

- Monitor and update the Safeguarding children and child protection policy and procedures in line with new legislation and to ensure it is effective. This will be done by making sure that everyone understands the correct procedures during their individual annual review
- Ensure updates and new legislation are reflected in our services as soon as they are known
- Act as a source of support, advice and expertise for all staff, students, volunteers, children and parents who have child protection concerns
- Ensure detailed, accurate, secure written records of concerns and referrals
- Review all written safeguarding reports
- Assess information provided promptly, carefully and refer as appropriate to external agencies
- Provide signposting to other organisations
- Consult with statutory child protection agencies and regulatory bodies where required
- Make formal referrals to statutory child protection agencies or the police, as required.

In addition, the DSL is required to:

- Keep up-to-date with good practice and national requirements for safeguarding and child protection
- Provide information on safeguarding and child protection for the setting
- Raise awareness of any safeguarding and child protection training needs and implement where necessary
- Retain up-to-date knowledge of the role of the local safeguarding partnership arrangements and local child protection procedures.

The DSL does not investigate whether or not a child has been abused or investigate an allegation or disclosure. Investigations are for the appropriate authorities, usually the police and social services.

This policy is informed by the following children’s legislation and guidance:

- UN Convention On The Rights Of The Child 1989
- The Children’s Act 1989/2004
- The Childcare Act 2006
- Counter-Terrorism Act and Security Act 2015
- Female Genital Mutilation Act 2003
- Domestic Abuse Act 2021
- Statutory framework for the Early Years Foundation Stage 2024
- Working Together to Safeguard Children 2023
- What To Do If You Are Worried A Child Is Being Abused – Advice for Practitioners 2015
- Inspecting safeguarding in early years, education and skills settings 2022
- Keeping Children Safe in Education 2024
- Information Sharing; Advice for practitioners providing safeguarding services to children, young people, parents and carers 2018

Important Contact Information

- If you believe a child is in immediate danger, contact the police on **999**.
- Multi-Agency Safeguarding Hub (MASH): **020 7525 1921** (weekday 9-5) or **020 7525 5000** (out of hours)
- Local Authority Designated Officer (LADO): QAU duty number **020 7525 3297** or QAU service manager **020 7525 0689**
- Ofsted: **0300 1234 666**
- NSPCC/Childline: **0800 1111**

Date Reviewed	Feb 2025
Date For Review	Feb 2026

Safer Recruitment Policy

Joyful Star Nursery takes its commitment to Safeguarding and Promoting the Welfare of Children and Young People very seriously, and expects all staff, students, and volunteers to do the same. Our safer recruitment practices aim to ensure that everyone working with children is suitable and that robust procedures are in place at every stage of recruitment.

1. Planning & Advertising

- Job descriptions and person specifications will clearly outline the safeguarding responsibilities of the role.
- All advertisements will include:
 - A statement on our commitment to safeguarding and promoting the welfare of children.
 - The requirement for an Enhanced DBS check as the role is exempt from the Rehabilitation of Offenders Act 1974
- All applicants will be made aware that references will be sought prior to interview.

2. Application Process

- Applicants must complete an application form detailing full employment history, education, and qualifications. CVs alone will not be accepted.
- Any gaps in employment will be explored and recorded.
- Applicants will be made aware of the requirement to complete a self-disclosure if they are invited for an interview
- At least one reference will be obtained before the interview process.

3. References

- Applicants must provide at least two referees, one of whom should be their current or most recent employer.
- At least one reference from the most recent employer where the role involved working with children will be sought.
- Referees must hold a senior position and have appropriate authority.
- Referees will be asked whether they are aware of any safeguarding concerns or disciplinary actions related to the applicant.
- References from relatives or friends will not be accepted.
- All references will be verified directly with the referee.
- References must be provided on official letterheaded paper and submitted through a work email. Open references will not be accepted.

4. Short-listing and Interview Stage

- At least two people will be involved in the process of reviewing applications and shortlisting candidates. These individuals will also be involved in the interview process.
- Interview panels will include at least one manager with safer recruitment training.
- The selection process will involve a face-to-face interview alongside supervised play-based interaction with children.
- Interviews will assess the candidate's professional competence as well as their values, attitudes, and understanding of safeguarding responsibilities.
- Candidates' identity documents will be verified in line with DBS guidance.

5. Pre-Employment Checks

- All offers of employment are conditional upon satisfactory references and an Enhanced DBS check.
- A minimum of two satisfactory written references must be received before employment commences.
- References, identity, qualifications, address, and right to work will all be verified.
- A health declaration will be completed by all successful candidates.
- Any concerns identified during checks will be investigated and recorded.

6. Starting Work

- New staff members may begin work while their DBS check is being processed; however, they will not be left unsupervised with children
- All new staff members must complete an induction which will include safeguarding training, a review of key nursery policies, and clear expectations regarding conduct and responsibilities.
- New staff members will complete a three month probation period, during which their performance and conduct will be monitored.

7. Ongoing Safeguarding & Monitoring

- Staff must immediately disclose any circumstances that may affect their ongoing suitability to work with children.
- DBS checks will be updated in line with statutory guidance or if concerns arise.
- Regular supervision and appraisals will include safeguarding discussions.
- All staff will be asked to complete an annual declaration confirming that there have been no changes to their suitability to work with children.

Date Reviewed	Oct 2025
Date For Review	Oct 2026

Use of Mobile Phones, Cameras & Technological Devices

Model Policy

Safeguarding children is our highest priority at Joyful Star Nursery. We recognise that personal mobile phones, cameras, tablets, and other technological devices have the potential to be used inappropriately and may pose a risk to children's safety and privacy. This policy sets out the procedures for use of such devices by staff, students, volunteers, parents, and visitors, as well as the use of nursery-owned devices. This policy applies to all electronic devices capable of:

- Taking photographs or videos
- Sending/receiving calls or messages
- Recording audio or video (including smartwatches)

Use of Mobile Phones and Technological Devices by Staff, Students & Volunteers

- Staff are not permitted to use personal mobile phones or recording devices while children are present.
- Personal mobile phones must be switched off or silenced and stored safely during working hours.
- Use of personal phones is only permitted outside of contact hours with children, and in a designated area with management awareness.
- Use of mobile phones during breaks must not compromise staff supervision levels.
- The nursery's main telephone number may be shared for emergency contact purposes.
- During outings or off-site visits, any use of personal phones must be agreed in advance with the Manager and only used in emergencies.
- Joyful Star Nursery reserves the right to check the content of any personal device if there is a safeguarding concern.
- If there is suspicion of inappropriate or illegal material, the nursery will refer the concern to the Designated Safeguarding Lead (DSL) and follow the Allegations of Abuse procedure.
- Staff remain responsible for their own property and the nursery accepts no liability for lost or damaged personal items.
- Breaches of this policy may result in disciplinary action.

Use of Mobile Phones and Devices by Parents and Visitors

- Parents and visitors are not permitted to use personal mobile phones or other devices within the nursery premises.
- If a parent or visitor needs to use their device, they must step outside the setting.
- The nursery's main phone number can be used for urgent or emergency contact.

- Parents may only use cameras or devices during nursery events (e.g., celebrations, performances) with prior approval from management.
- Any suspicion of inappropriate use or material will be referred to the DSL, and the Allegations of Abuse procedure will be followed.
- Visitors are responsible for their personal property and devices.

Use of Nursery-Owned Devices (Phones, Cameras, Tablets, iPads)

Joyful Star Nursery provides work-only devices to support observations, communication, and other professional tasks.

- Only nursery devices may be used to capture images or videos of children for legitimate purposes (e.g., observations, newsletters, setting displays).
- Parental consent is obtained upon registration regarding use of photographs or videos. Permissions are stored securely and reviewed regularly.
- Images must be stored securely and only shared in line with our Data Protection & GDPR Policy.
- Images must never be taken off the nursery device or shared externally unless authorised by management.
- The nursery's mobile phone must only be used for work-related matters.
- Nursery devices remain the property of Joyful Star Nursery and must not be removed from the premises unless for a planned outing or visit.
- In cases of suspected misuse, content will be reviewed and the DSL informed. The nursery will follow its Safeguarding and Child Protection Policy.

Linked Policies

- Safeguarding and Child Protection Policy
- Data Protection and GDPR Policy
- Allegations of Abuse Procedure
- Staff Code of Conduct

Date Reviewed	July 2025
Date For Review	July 2026

Whistle Blowing Policy

Joyful Star Nursery is committed to maintaining the highest standards of safeguarding, professional conduct, and legal compliance. We recognise that concerns may arise relating to practice, behaviour, or the running of the nursery. This policy sets out the procedure Joyful Star Nursery follows to ensure that such concerns can be raised, investigated, and addressed appropriately.

Whistleblowing is viewed as an important safeguarding and accountability mechanism. Concerns will be taken seriously, handled confidentially, and acted upon promptly.

What Is Whistleblowing?

Whistleblowing is the process by which concerns about unsafe, illegal, unethical, or inappropriate practice are raised through the nursery's internal procedures rather than being ignored or raised externally without following safeguarding routes.

Joyful Star Nursery recognises that those working within the setting are often best placed to identify concerns at an early stage.

Aims of the Policy

The nursery's whistleblowing procedure aims to:

- Ensure concerns about practice, conduct, or safety can be raised at an early stage
- Provide clear and confidential procedures for raising concerns
- Ensure concerns are investigated thoroughly and consistently
- Ensure appropriate action is taken and feedback is provided where possible
- Protect individuals who raise concerns in good faith from victimisation or detriment

Concerns Covered by this Policy

- Behaviour which has harmed or may harm a child.
- Where there is a possibility that a member of staff has committed a criminal offence against a child or related to a child that has not been disclosed.
- Behaviour towards a child or children in a way that indicates that s/he is unsuitable to work with children.
- Conduct which is an offence or a breach of law.
- Failure to comply with a legal obligation.
- Health and safety risks, including risks to the public as well as other staff.
- Damage to the environment.
- Actions which are unprofessional, inappropriate or conflict with a general understanding of what is right and wrong.

Disclosure of Information

- Where a member of staff becomes aware of information that they reasonably believe tends to show one or more of the following, they MUST use the nursery's disclosure procedure set out
- below:
- That a criminal offence has been committed or is being committed or is likely to be committed
- That a person has failed, is failing or is likely to fail to comply with any legal obligation to which they are subject (e.g. National Care Standards)
- That a miscarriage of justice that has occurred, is occurring, or is likely to occur
- That the health or safety of any individual has been, is being, or is likely to be, endangered
- That the environment, has been, is being, or is likely to be, damaged
- That information tending to show any of the above, is being, or is likely to be, deliberately concealed.

Disclosure Procedure

- Where it is believed that one or more of the above circumstances listed above has occurred staff should promptly disclose this with the deputy manager so that any appropriate action can be taken. If it is inappropriate to make such a disclosure to the deputy manager (i.e. because it relates to them) the member of staff should speak to another member of the management team.
- Staff will suffer no detriment of any sort for making such a disclosure in accordance with this procedure. For further guidance in the use of the disclosure procedure, staff should speak in confidence to any member of the management team.
- Any disclosure or concerns raised will be treated seriously and will be dealt with in a consistent and confidential manner and will be followed through in a detailed and thorough manner.
- Any staff member who is involved in victimizing staff that make a disclosure, takes any action to deter staff from disclosing information or makes malicious allegations or disclosures in bad faith will be subject to potential disciplinary action which may result in dismissal.
- Failure to report serious matters can also be investigated and potentially lead to disciplinary action which may result in dismissal.
- Any manager who inappropriately deals with a whistle-blowing issue (e.g. failing to react appropriately by not taking action in a timely manner or disclosing confidential information) may be deemed to have engaged in gross misconduct which could lead to dismissal.

How to raise a concern

As a first step, you should raise concerns with the deputy manager. In all cases that fit the criteria above, the deputy manager will contact the Local Authority Designated Officer (LADO). In Southwark, the LADO role is based within the Quality Assurance Unit.

- QAU duty number - 020 7525 3297
- QAU service manager (LADO) - 020 7525 0689

In an emergency **call the police.**

If the allegation is against the manager, you can call Ofsted on 0300 123 315 or email them at whistleblowing@ofsted.gov.uk.

Date Reviewed	Feb 2025
Date For Review	Feb 2026

Health & Safety Policies

Accident, Emergency and Incident Policy

The aim of this policy is to outline procedures to deal with any incident or accident related to the nursery in a calm, professional and methodical manner. The accident and incident policy and procedures support our safeguarding and child protection policies, and support our health and safety measures for everyone at the nursery – staff, children, visitors, and volunteers/management.

Incidents and Accidents

Where an incident or accident occurs within the nursery premises, or during a nursery outing we will ensure that the necessary steps are taken to deal with the incident or accident while maintaining the safety of the children as our prime priority. 'Incidents' include, but are not limited to the following (each is covered in greater depth in this and related policies):

1. Death of a child
2. Fire at the nursery premises;
3. Break-in, burglary or theft of personal or the nursery's property;
4. Vandalism to nursery property or at the nursery premises;
5. Violence or assault/attack to a member of staff, parent/visitor or volunteer on the premises;
6. Critical Incident – any short notice incident not fitting the above

An Accident and Incident Drill which summarizes the procedures is posted on the nursery notice board. We keep an incident book for recording incidents, and an accident book for recording accidents including those that are reportable to the Health and Safety Executive. Under RIDDOR (the Reporting of Injury, Disease and Dangerous Occurrences Regulations) we will report any incidents resulting in injury, or any dangerous occurrences which could have resulted in injury or fatality or any other dangerous occurrence as fits the definition of an 'incident'.

Dealing with an Accident

All accidents on the premises are recorded in the accident book. The accident book is kept in a safe readily accessible location and all staff has been trained in how to complete the book and how to access it.

Procedure

A first aid trained member of staff is on duty at the premises at all times. Minor accidents (e.g. grazed knee) to children are reported to parents in writing when parents/carers collect their child - this details what happened and any treatment administered.

Our first aid kit:

- complies with the Health and Safety (First Aid) Regulations 1981;
- is regularly checked by a designated member of staff and re-stocked as necessary;
- is easily accessible to adults;
- Is kept out of the reach of children.

In the event that a child, or member of staff, visitor or volunteer become injured at the nursery the following steps will be taken:

1. Nursery Manager will assess the injury and act decisively to either treat or call for medical help and will quickly ensure the safety and wellbeing of the children and other persons is maintained;
 2. If an injury has been sustained but it is deemed to be relatively minor and readily treatable a first aid trained member of staff will administer treatment as appropriate;
 3. If an injury has been sustained that is more serious and requires medical help the group leader will call first for medical help and then, if a child has sustained the injury, will call the parents of the child;
 4. Nursery Manager will ensure that the children in the nursery care continue to be cared for and will if necessary call for additional staff to help.
 5. Nursery Manager will ensure that the injured person is kept comfortable as dictated by medical advice until the emergency services arrive;
 6. Should an injured child be taken to hospital a member of staff will accompany the child if the parents have not yet arrived at the nursery – this may or may not be Nursery Manager;
 7. Nursery Manager will ensure that any and all accidents are recorded in the accident book ensuring that the date, time and circumstances are clearly recorded;
 8. Nursery Manager will inform the nursery owner and agree responsibility for reporting to authorities (Ofsted);
 9. Ofsted will be notified within 14 days of any accident/injury to a child, parent, staff member or volunteer, requiring treatment by a GP Doctor or hospital Doctor.
- Likewise the Health and Safety Executive in compliance with RIDDOR (the Reporting of Injury, Disease and Dangerous Occurrences Regulations).

Death of a child, member of staff, volunteer or parent:

In the event of a death at the nursery the manager will ensure that the following steps are taken:

1. The police are immediately informed;
2. The parent is informed;
3. The other children at the nursery are appropriately looked after and kept calm;
4. Parents will be called to collect children before normal closing time, and additional staff will be called in to help look after the children if necessary;
5. The nursery owner will be called as soon as possible

6. The time, date and circumstances are recorded in the incident book;
7. Ofsted is informed as soon as possible;
8. The Health and Safety Executive will be informed in compliance with RIDDOR

Accidents

- Location of accident books: Unit trays, accessible by asking Team Leaders
- The person responsible for reporting accidents, incidents or near misses is the member of staff who witnesses the incident or was first to find the child where there are no witnesses. They must record it in the Accident Book and report it to a senior member of staff. Other staffs who have witnessed the accident may also countersign the form and in more serious cases, provide a statement. This should be done as soon as the accident is dealt with, whilst the details are still clearly remembered. Parents must be shown the Accident Book, informed of any first aid treatment given and asked to sign it as soon as they collect their child
- Any child presenting with an injury or mark to the face, head or eye, regardless of whether this is considered to be minor shall report to the Manager and the child's parents will be contacted.
- The Manager will provide a full description of the injury sustained and how it happened and will advise as to the best course of action. Where there is doubt about the severity of the injury or the impact on the child, parents must collect their children and seek medical advice. This procedure applies to all face, eye and head injuries that have taken place in the setting or elsewhere unless Parents are already aware of the injury and its cause.
- Accident books are checked quarterly for patterns e.g. one child having a repeated number of accidents, a particular area in the nursery causing problems or a particular time of the day when most accidents happen. Any patterns will be investigated by the Officer-in-Charge and all necessary steps to reduce risks are put in place
- With non-minor injuries, the child's parent/carer shall be contacted by telephone and advised of the injury and treatment given. Depending on the nature and extent of the injury, the parent may be asked to collect the child from Nursery to seek medical advice
- The Officer-in-Charge will report serious accidents to the registered person for investigation for further action to be taken (i.e. a full risk assessment and/or report under Reporting of Injuries, Diseases and

- The Accident Books will be kept for at least 21 years and 3 months
- Where medical attention is required, a senior member of staff will notify the parent(s) as soon as possible whilst caring for the child appropriately
- Where medical treatment is required the Nursery Principal will also inform the insurance company in writing

Transporting children to hospital procedure

- If the injury is severe, we would call for an ambulance immediately. The call shall be made by the Proprietor, Officer in Charge or a person assigned the task by them. Details of the age of the child, the nature of the injury, current symptoms and the location of the Nursery must be given to the emergency services, who should be asked to provide an estimated time of arrival. The parent would be contacted and told to meet the staff at the hospital
- A senior member of staff must accompany the child in the ambulance or vehicle and collect together registration forms, relevant medication sheets, medication and the child's comforter
- Redeploy staff if necessary to ensure there is adequate staff deployment to care for the remaining children. This may mean temporarily grouping the children together
- Remain calm at all times. Children who witness an incident may well be affected by it and may need lots of cuddles and reassurance.
- If a member of staff had a serious accident at work an ambulance would be called or another member of staff would take them to hospital.

Personal protective equipment (PPE)

- The nursery provides staff with PPE according to the need of the task or activity. Staff must wear PPE to protect themselves and the children during tasks that involve contact with bodily fluids. PPE is also provided for the handling of chemicals and other domestic tasks. Staff are consulted when choosing PPE to ensure all allergies and individual needs are supported.

Dealing with blood

- Always take precautions when cleaning wounds as some conditions such as Hepatitis or the HIV Virus can be transmitted via blood.

- Wear disposable gloves and wipe up any blood spillage with disposable cloths, neat sterilising fluid or freshly diluted bleach (one part diluted with 10 parts water). Such solutions must be carefully disposed of immediately after use.
- The nursery will not necessarily be aware if there is a child carrying Hepatitis or who is HIV Positive on their register.

Needle punctures and sharps injury

- Blood-borne infections may be transmitted to employees who injure themselves with needles, broken glass etc. For this reason, great care must be taken in the collection and disposal of this type of material.

For the safety and well-being of the employees, ALL NEEDLES, BROKEN GLASS etc. SHOULD BE TREATED AS CONTAMINATED WASTE. If a needle is found, the local authority must be contacted to deal with its disposal.

- The nursery treats its responsibilities and obligations in respect of health and safety as a priority and will provide on-going training to all members of staff which reflects best practice and current health and safety legislation.

Date Reviewed	Feb 2025
Date For Review	Feb 2026

Fire Safety & Evacuation Procedures

We ensure our premises present no risk of fire by ensuring the highest possible standard of fire precautions. The nursery manager is familiar with the current legal requirements and ensures the nursery premises is compliant with fire safety regulations. Where necessary we will seek the advice of a competent person. We record all the findings of our risk assessments, fire drills, regular fire checks and any actions taken or incidents that have occurred.

Registration

An accurate record of all staff, children and visitors present in the building will be kept at all times.

Fire safety risk assessment

We regularly carry out and review fire risk assessments for our setting. Maintenance checks are carried out and recorded as identified in the risk assessment. The risk assessment will be carried out by a 'competent person'.

Our fire safety risk assessment focuses on the following for each area of the setting:

- Electrical plugs, wires and sockets.
- Electrical items.
- Microwaves/Cookers.
- Matches.
- Flammable materials – including furniture, furnishings, paper etc.
- Flammable chemicals.
- Means of escape.
- Anything else identified

Fire Drills

The nursery holds fire drills on a regular basis to make children aware of the fire safety procedures. All children will also be made aware of the location of fire exits and the fire assembly point. We record the following information about each fire drill in the Fire Safety Log folder:

- The date and time of the drill.
- Number of adults and children involved.
- How long it took to evacuate.
- Whether there were any problems that delayed evacuation.
- Any further action taken to improve the drill procedure.

Fire Safety Precautions Taken

- We ensure that smoke detectors/alarms and firefighting appliances conform to BS EN standards, are fitted in appropriate high-risk areas of the building and are checked as specified by the manufacturer
- Fire exits are kept closed at all times. They are not obstructed at any time and are easily opened from the inside.
- All staff are aware of the location of all fire extinguishers, fire exits, break glass points, the fire assembly point and where fire safety equipment is stored. The Nursery Manager will explain fire safety procedures to new staff, students and volunteers as part of the induction process.
- We ensure that there are sufficient power points and these are not overloaded with adaptors.
- The Nursery's Smoking Alcohol and Drugs policy is always observed at all times.
- We regularly check for frayed or trailing wires.
- We ensure sockets are covered and unplug all equipment before leaving the premises.
- We store any potentially flammable materials safely.

Fire checklist

	Who Checks	How Often
Fire alarm	Fire Marshall	Weekly
	Fire Safety Professional	Every 6 months
Escape routes/fire exits	Opening staff	Daily
Fire extinguishers	Fire Marshall	Monthly
	Fire Safety Professional	Annually
Emergency Lighting	Fire Marshall	Monthly
	Fire Safety Professional	Annually

Evacuation Procedures

In the event of a fire or other emergency occurring, the evacuation procedure to follow is:

- A member of staff will activate the fire alarm to alert everyone and gain their attention.
- All children and visitors will be evacuated to the assembly using the nearest exit. The assembly point is the **right-hand side of Cornick House.**

- A member of staff will be designated for escorting any children who have any special requirements/needs/disabilities, using the nearest emergency exit
- Management will be responsible for ensuring the collection of the staff & child registers, contact information, phone, visitors book and any medication.
- Management will be responsible for sweeping the building and contacting the emergency services at the earliest possible opportunity.
- The register will be taken, and all children, visitors and staff accounted for. If any person is missing from the register, the emergency services will be informed immediately.
- Everyone is to remain outside the building until the manager deems the premises safe.
- Staff members should NOT:
 - Stop to collect personal belongings on evacuating the building.
 - Attempt to go back in and fight a fire.
 - Attempt to go back in if any children or adults are not accounted for.

Date Reviewed	July 2025
Date For Review	July 2026

Food and Drink Policy

Snack and meal times are an important part of Joyful Star Nursery. Healthy eating represents a social time for children and adults. We promote healthy eating and, at snack and meal times, we aim to provide nutritious food which meets the children's individual dietary needs.

Food is important to children. Food is multicultural and children can learn about different ways to make, serve and eat different dishes. We encourage children to be involved in the preparation of snacks and the importance of hygiene whilst preparing snacks. Food activities/eating/play equipment is selected to give children opportunities to explore acknowledge and value similarities and differences between themselves and other cultures.

We provide and/or serve food and drinks for children at the following times: breakfast, morning snack, lunch, afternoon snack and tea. Drinking water is available to children at all times. We maintain the highest possible food hygiene standards with regard to the purchase, storage, preparation and serving of food. We are registered as a food provider with the local authority Environmental Health Department. All staff receives mandatory training on Food Safety.

Healthy eating and drinking procedures

- During registration we find out from parents their children's dietary needs and preferences, including any allergies. We check regularly that our records are up to date.
- We display current information about individual children's dietary needs so that all staff and volunteers are fully informed about them.
- We plan meals in advance and menus are displayed on the parent's notice board.
- We provide nutritious food for all meals and snacks, avoiding large quantities of saturated fat, sugar and salt and artificial additives, preservatives and colourings.
- We include a variety of foods from the four main food groups: meat, fish and protein alternatives; dairy foods; grains, cereals and starch vegetables; and fruit and vegetables.
- Our daily menu will include a minimum of five portions of fruit and vegetables
- If grapes are offered these are **always** cut in half length ways to reduce the risk of children choking

- We follow a four week rotating seasonal menu.
- We encourage parents to input into our menu planning and welcome suggestions for different meals and snacks
- We limit fresh fruit to snack times & lunch times to reduce the effect of acid on our children's teeth.
- We aim to include foods from the diet of each of the children's cultural backgrounds, providing children with familiar foods and introducing them to new ones.
- We are a nut free nursery and take care not to provide food containing nuts or nut products and are especially vigilant where we have a child who has a known allergy to nuts.
- We make every effort to meet any dietary and cultural requirements in consultation with the parents/carers.
- A child will not be made to feel different because of their diet or allergy.
- Children are encouraged, as appropriate, to help with the preparation of snacks and meals.
- Meal and snack times are social occasions in which children and staff participate. Staff act as positive role models and demonstrate good table manners at all times
- We use meal and snack times to help children to develop independence through making choices, serving food and drink and feeding themselves.
- If children refuse food they will never be forced to eat. Children will be encouraged to try all food offered to them and allowed one portion of dessert. Where appropriate an alternative may be offered.
- We provide children with utensils that are appropriate for their ages and stages of development and that take account of the eating practices in their cultures.
- To protect children with food allergies, we discourage children from sharing and swapping their food with one another. We offer parents information on healthy lunch choices and ask that they do not put items containing nuts in their child's packed lunch.

- We provide information on the 14 Allergens as identified by The Food Standards Agency and ensure these are noted or highlighted on our menus to ensure we are safeguarding children concerning their dietary needs. information on any allergenic ingredients used in our menu's to comply with the
- We have a no squash policy. If fruit juice is offered it should be diluted one part fruit juice to one part water and only served with meals
- Children are made aware that water is available at all times and they can ask for a drink whenever they require it. Drinks of water are also offered regularly throughout the day and encouraged more frequently during hot weather.
- We provide full fat milk for semi-skimmed milk for children over 2.
- Food is never used as a behaviour management tool for reward or punishment.
- Children may at times bring food into nursery to share for special celebrations. On these occasions the food will be sent home with each child to be consumed off the nursery premises at the parents discretion

Scheduled meals for childcare are:

- Morning Snack
- Lunch
- Afternoon Snack
- Tea

Mealtimes and the eating environment

Mealtimes and the eating environment play a large role in the nutrition outcomes of children. It helps children:

- to learn and form good food habits which become eating habits for life
- to learn a positive attitude about food
- to try a variety of foods, and
- to learn family and community values and culturally inclusive perspectives.

When planning the Nursery's mealtimes, consideration is also given to food safety as well as staff role modelling and family and cultural values and practices Joyful Star Nursery will use the following strategies to provide a safe, supportive and social environment in which children can enjoy eating.

- Promote and encourage correct hand washing procedures with staff and children.
- Children will be supervised whilst eating at all times.

- Staff will sit with children and, where possible, eat and enjoy the same food.
- Staff will promote a positive, relaxed, social eating environment with children.
- Staff will promote positive discussion about the foods being served to children.
- Food will not be used as a punishment or reward, whether by its provision or denial.
- Staff will provide positive encouragement and role modelling.
- The food preferences of the children will be respected.
- Cultural food events and practices are celebrated.
- Staff discusses food from a variety of cultures.
- Staff talks about health and nutrition.
- Staffs encourage self-help and, where necessary, assist children at mealtimes.
- Precautions to prevent and treat choking are known by all staff and implemented. Children will be seated and supervised and food offered will be grated or chopped finely to prevent choking.

Parental Responsibilities

If the child needs a special diet, it is the responsibility of the parent or guardian(s) to inform the Nursery Manager of this, so that arrangements can be made to accommodate the child's requirements.

- Some special diet requirements such as gluten-free (coeliac), diabetic, nut-free or milk free, can be quite complex. The parent should provide a copy of the diet sheet prepared for the child by a Dietician.
- If a food allergy is suspected, the parents should be encouraged to discuss this with their doctor. It is unwise to restrict children's food choices without professional assessment and individual information.

Date Reviewed	Feb 2025
Date For Review	Feb 2026

Health and Safety Policy

Joyful Star Nursery believes that the health and safety of children is of paramount importance. We make our setting a safe and healthy place for children, parents, staff and volunteers.

We aim to make children, parents and staff aware of health and safety issues and to minimise the hazards and risks to enable the children to thrive in a healthy and safe environment.

Risk assessment

Our risk assessment process includes:

- Checking for hazards and risks indoors and outside, and in our activities and procedures. Our assessment covers adults and children; A risk score is given to the hazard
- Deciding which areas need attention
- Deciding the action needed to reduce the hazard and the risk score as a result of mitigation.

We maintain lists of health and safety issues, which are checked:

- daily before the session begins;
- termly - when a full risk assessment is carried out.
- When needed, e.g. for a piece of new equipment or new activity.

Insurance cover

We have public liability insurance and employers' liability insurance. The certificate for public liability insurance is displayed in the corridor.

Awareness raising

- Our induction training for staff, volunteers and students includes a clear explanation of health and safety issues so that all adults are able to adhere to our policy and understand their shared responsibility for health and safety. The induction training covers matters of employee well-being, including safe lifting and the storage of potentially dangerous substances.
- Records are kept of these induction training sessions and new staff, volunteers and students are asked to sign the records to confirm that they have taken part.
- Health and safety issues are explained to all the parents of new so that they understand the part played by these issues in the daily life of the setting. Parents are asked to sign to say they have read and understood the information relating to safeguarding.
- As necessary, health and safety training is included in the annual training plans of staff, and health and safety is discussed regularly at staff meetings.

- We have a no smoking policy.
- Children are made aware of health and safety issues through discussions, plays, planned activities and routines.

Daily health and safety check

The most senior member of staff on duty is responsible for ensuring completion of a health and safety check at the beginning of the day before the children arrive, and at the end of the day before the nursery closes. This includes the indoor and outdoor areas and anything specific identified from the risk assessment process.

These are all documented and copies are kept in a folder for future reference. Any concerns or issues are reported to the manager, who will contact the relevant person or agency.

Consultation with employees

Consultation with employees regarding health & safety issues is provided by the manager and the proprietor, this is done within staff meetings.

Children's safety

- We ensure all staff employed have a DBS check.
- Adults do not normally supervise children on their own.
- All children are supervised by adults at all times.
- Whenever children are on the premises at least two adults must be present.
- Volunteers and students receive a full induction and are constantly supervised. A risk assessment is performed before a student placement.

Security

- Systems are in place for the safe arrival and departure of children. The times of the children's arrivals and departures before the end of the session are recorded.
- The arrival and departure times of adults - staff, volunteers and visitors - are recorded.
- Our systems prevent unauthorised access to our premises.
- Our systems prevent children from leaving our premises unnoticed.
- The personal possessions of staff and volunteers are kept in out of reach of children during sessions. Mobile phones are kept in the office.

Safety and Security

Joyful Star Nursery feels that the safety and security of the children, parents and carers and staff are paramount to the running of the setting. A secure entry system is in place to ensure that only persons with a legitimate reason for being on the premises have access.

Visitors, other than parents and carers collecting their children must pre-arrange their visits and carry identification; all visitors must make themselves known to a member of staff upon entry, stating their name and reason for visiting. Visitors are required to sign themselves in and out of the building and must be accompanied by a member of staff at all times.

Doors

- We take precautions to prevent children's fingers from being trapped in doors.

Floors

- All surfaces are checked daily to ensure they are clean and not uneven or damaged.

Kitchen

- Children do not have unsupervised access to the kitchen.
- All surfaces are clean and non-porous.
- Cleaning materials and other dangerous materials are stored out of children's reach (locked cupboard). Appropriate COSHH sheets are kept for cleaning products (in the files by the Information board). Training has been given for the use of products.
- Fridge temperatures are taken every session and recorded.
- When children take part in cooking activities, they:
 - are supervised at all times;
 - are kept away from hot surfaces and hot water; and
 - do not have unsupervised access to electrical equipment

Electrical/gas equipment

- All electrical equipment conforms to safety requirements and is checked regularly (annual PAT test)
- Our boiler/electrical switchgear/meter cupboard is not accessible to the children.
- Fires, heaters, electric sockets, wires and leads are properly guarded and the children are taught not to touch them.
- There are sufficient sockets to prevent overloading.
- The temperature of hot water is controlled to prevent scalds.
- Lighting and ventilation is adequate in all areas including storage areas.
- Our boiler/electrical switchgear/meter cupboard is not accessible to the children
- Heaters, electrical sockets, wires and leads are properly guarded and the children are taught not to touch them
- There are sufficient sockets to prevent overloading
- The temperature of hot water is controlled to prevent scalding
- All resources and materials are stored safely

- All equipment and resources are stored or stacked safely to prevent them accidentally falling or collapsing
- All cleaning equipment is stored in a high up secure cupboard
- Chemicals and dangerous substances are stored in a high cupboard out of children's reach

Storage

- All resources and materials from which children select are stored safely.
- All equipment and resources are stored or stacked safely to prevent them accidentally falling or collapsing.

Outdoor area

- We use our garden for outdoor activities daily.
- The outdoor area is checked for safety and cleared of rubbish before it is used.
- Adults and children are alerted to the dangers of poisonous plants, herbicides and pesticides.
- All outdoor activities are supervised at all times.

Hygiene

- We have any relevant information from the Environmental Health Department and the Health Authority to ensure that we keep up to date with the latest recommendations.
- Our daily routines encourage the children to learn about personal hygiene.
- We have a daily cleaning routine for the setting which includes play room(s), kitchen, rest area, toilets and nappy changing areas.
- We have a schedule for cleaning resources and equipment, dressing-up clothes and furnishings.
- The toilet area has a high standard of hygiene including hand washing and drying facilities and the disposal of nappies.
- We implement good hygiene practices by:
 - cleaning tables between activities;
 - checking toilets regularly;
 - wearing protective clothing - such as aprons and disposable gloves - as appropriate;
 - providing sets of clean clothes;
 - providing tissues and wipes.

Activities

- Before purchase or loan, equipment and resources are checked to ensure that they are safe for the ages and stages of the children currently attending the setting.

- The layout of play equipment allows adults and children to move safely and freely between activities.
- All equipment is regularly checked for cleanliness and safety and any dangerous items are repaired or discarded. We have check lists in each area to record cleaning and any broken items.
- All materials - including paint and glue - are non-toxic.
- Sand is clean and suitable for children's play.
- Physical play is constantly supervised.
- Children are taught to handle and store tools safely.
- Children who are sleeping are checked regularly.
- Children learn about health, safety and personal hygiene through the activities we provide and the routines we follow.

Water safety

Water activities are very popular and can give considerable enjoyment and the ability to learn through play. Great care is taken to ensure the safety of the children and water play is supervised at all times. The water temperature is checked and monitored; aprons spare clothing, and towels are available. Where water collects in upturned receptacles in the outdoor area these will be emptied prior to children accessing the outside to prevent the risk of Legionnaires Disease

Food and drink

- Staff who prepare and handle food receive appropriate training - and comply with - food safety and hygiene regulations.
- All food and drink is stored appropriately.
- Adults do not carry hot drinks through the play area(s) and do not place hot drinks within reach of children.
- Snack and meal times are appropriately supervised and children do not walk about with food and drinks.
- Fresh drinking water is available to the children at all times (inside and outside).
- We operate systems to ensure that children do not have access to food/drinks to which they are allergic.

Outings and visits

- We have agreed procedures for the safe conduct of outings.
- Parents sign a general consent on registration for their children to be taken out as a part of the daily activities of the setting.
- Parents always sign consent forms before major outings.
- School held medication (inhalers etc.) is to be taken on outings (emergency numbers, mobile phone, first aid box).

- A risk assessment is carried out before an outing takes place.
- Our adult to child ratio meets minimum requirements.
- Named children are assigned to individual staff to ensure each child is individually supervised to ensure no child gets lost and that there is no unauthorised access to children.

Outings are recorded in a risk assessment stating:

- the date and item of outing and where applicable -
- the venue and mode of transport
- names of staff assigned to named children
- time of return
- Staffs take a nursery mobile phone on outings, and supplies of tissues, wipes, and pants etc. as well as a mini first aid pack, a snack and water. The amount of equipment will vary and be consistent with the venue and the number of children as well as how long they will be out for.
- Records are kept of the vehicles used to transport children, with named drivers and appropriate insurance cover.

Animals

- Animals visiting the setting are required to be free from disease and safe to be with children, and do not pose a health risk. Children with known allergies are considered before contact with animals.
- Children wash their hands after contact with animals.
- Outdoor footwear worn to visit farms are cleaned of mud and debris and should not be worn indoors.

Fire safety

- Fire doors are clearly marked, never obstructed and easily opened from inside.
- Firefighting appliances conform to high standards, are fitted in appropriate high risk areas of the building and are checked as specified by the manufacturer.

Our emergency evacuation procedures are approved by the Fire Safety Officer and are:

- clearly displayed in the premises; Nursery notice board
- explained to new members of staff and volunteers; and
- Practised regularly at least once every six weeks.
- Records are kept of fire drills and the servicing of fire safety equipment (fire extinguishers and smoke alarms). Full fire risk assessments are undertaken.

Our Risk Assessment process includes:

- Checking for hazards and risks indoors and outside, in daily activities and procedures, our assessment includes adults and children.
- Identifying which areas need attention
- Develop an action plan, which specifies the action required, the timescale for the action, the person responsible for the action and the date when the action is completed.
- Assessments are made on a weekly basis (Monday) prior to the acceptance of children into the nursery setting. Any identified hazards will be recorded within the above process on a Risk Assessment Sheet.
- Reviews are conducted annually or when there are changes to equipment or resources, any change to the premises, or when particular needs of a child or other visitors necessitate this.

The deputy manager will undertake risk assessments and any findings will be reported to Nursery Manager. The Manager will approve action required to control risks. The nursery manager is the person responsible for ensuring that action required is implemented, he/she will also check that the implemented actions have removed or reduced the risks outlined previously. Assessments will be reviewed every 6 months or when the work activity changes, whenever is the soonest.

First aid and medication

At least one member of staff with current first aid training is on the premises or on an outing at any one time. The first aid qualification includes first aid training for infants and young children.

Our first aid kit:

- complies with the Health and Safety (First Aid) Regulations 1981;
- is regularly checked by a designated member of staff and re-stocked as necessary;
- is easily accessible to adults; and
- is kept out of the reach of children.

Our accident books:

- are kept safely and accessibly;
- all staff and volunteers know where they are kept and how to complete them; and
- are reviewed at least half termly to identify any potential or actual hazards.

Ofsted is notified of any injury requiring treatment by a general practitioner or hospital doctor, or the death of a child or adult.

When there is any injury requiring general practitioner or hospital treatment to a child, parent, volunteer or visitor or where there is a death of a child or adult on the premises,

we make a report to the Health and Safety Executive using the format for the Reporting of Injuries, Diseases and Dangerous Occurrences.

- Minor incidents are recorded in the **incident books** (at the back of individual accident books).

Staff, volunteer and student accidents are recorded in the named accident book.

Our Critical Incident Book

- We keep a critical incident book for recording incidents.

These incidents include:

- break in, burglary, theft of personal or the setting's property;
 - fire, flood, gas leak or electrical failure;
 - attack on member of staff or parent on the premises or nearby;
 - any racist incident involving a staff or family on the centre's premises;
 - death of a child, and
 - a terrorist attack, or threat of one.
- In the incident book we record the date and time of the incident, nature of the event, who was affected, what was done about it - or if it was reported to the police, and if so a crime number. Any follow up, or insurance claim made, should also be recorded.
 - In the unlikely event of a terrorist attack we follow the advice of the emergency services with regard to evacuation, medical aid and contacting children's families. Our standard Fire Safety Policy will be followed and staff will take charge of their key children. The incident is recorded when the threat is averted.
 - In the unlikely event of a child dying on the premises, the emergency services are called, and the advice of these services is followed.
 - The incident book is not for recording issues of concern involving a child. This is recorded in the child's own file.

Dealing with Spillages

Spillages of substances likely to result in the spread of infections will be dealt with rapidly and carefully. Blood, vomit, urine and faeces will be cleaned up immediately and disposed of safely and hygienically. Staff will wear disposable plastic gloves and aprons while using Milton or anti-bacterial spray and wash themselves thoroughly afterwards. Children will be kept away from the area during this time.

Spillages such as food or drink will be cleared up immediately to prevent accidents or injuries.

Cleanliness of Premises

The Provision recognises that it has a duty to set appropriate standards of cleanliness throughout its premises and to maintain these by:

- Investigating and acting upon any accidents/incidents that have occurred due to lack of cleanliness;
- Providing enough funding to achieve and maintain a good standard of cleanliness;
- Providing facilities for the safe and convenient storage of cleaning equipment and materials;
- Promoting good housekeeping practices amongst employees and other users of the premises.

All employees, whether paid or voluntary, have a responsibility to maintain a good standard of cleanliness by:

- Observing good personal and environmental hygiene practices;
- Carefully disposing of rubbish into appropriate bags/containers provided, particularly where broken glass or dangerous waste is concerned;
- Tidying up and putting away equipment and materials after use;
- Cleaning up spillages, debris, litter etc., as soon after the occurrence as possible;
- Reporting any shortfalls in standards to the appropriate person.

Principles of Safely Handling Food

- All foods must be checked to ensure that they are of the quality, substance and temperature required and that they are within their use-by-dates;
- All foods must be stored under conditions that will prevent their deterioration. Instructions on the label, if present, should be followed.

Keep it Clean – Keep it Cool – Keep it Covered

- Food and food only, must be stored in areas designated specifically for that purpose (refrigerators, cupboards etc.);
- Saucepan handles should not overhang stove or worktop edges;
- Any food or liquid spillage must be cleaned up immediately;
- When cooking food, recipes or packet instructions must always be followed;

- Food not eaten at the meal for which it was prepared/issued must not be kept or offered for service at a later time;
- Signs of any type of pest infection must be reported immediately.

Principles of Safely Using Equipment in Catering Areas

- All electrical equipment must be switched off and the plug removed from the power source when it is being cleaned or not in use;
- Refrigerators, freezers and other types of temperature control equipment must be routinely checked to ensure their effectiveness;
- All equipment must be used according to manufacturer's instructions;
- Doors and lids of equipment in use should fit securely;
- Hob burners, grills, ovens etc., must always be turned off when not in use;
- All cooking equipment should be checked when in use to ensure that it is functioning correctly. Any slight electrical shocks received from the equipment must be reported immediately;
- All equipment and working surfaces must be kept in a clean and hygienic condition;
- Cleaning chemicals should be used at the prescribed dilution rate.

Administration of medication

- Only prescribed medication may be administered. It must be in-date and prescribed for the current condition.
- Children taking prescribed medication must be well enough to attend the setting.
- Children's prescribed drugs are stored in their original containers, are clearly labelled and are inaccessible to the children.
- Parents give prior written permission for the administration of medication. This states the name of the child, name/s of parent(s), date the medication starts, the name of the medication and prescribing doctor, the dose and times, or how and when the medication is to be administered.
- The administration is recorded accurately each time it is given and is signed by 2 members of staff (one who gives the medication and one who checks quantity etc.) Parents sign the record book to acknowledge the administration of a medicine.
- If the administration of prescribed medication requires medical knowledge, individual training is provided for the relevant member of staff by a health professional.

Sickness

Our policy for the exclusion of ill or infectious children is discussed with parents. This includes procedures for contacting parents - or other authorised adults - if a child becomes ill while in the setting.

- We do not provide care for children, who are unwell, have a temperature, or sickness and diarrhoea, or who have an infectious disease. We follow current guidance about the length of time children and adults should remain at home following sickness and/or diarrhoea.
- Children with head lice are not excluded, but must be treated to remedy the condition.
- Parents are notified if there is a case of head lice in the setting.
- Parents are notified if there is an infectious disease, such as chicken pox.
- HIV (Human Immunodeficiency Virus) may affect children or families attending the setting. Staff may or may not be informed about it.
- Children or families are not excluded because of HIV.
- Good hygiene practice concerning the clearing of any spilled bodily fluids is carried out at all times.
- Ofsted is notified of any infectious diseases that a qualified medical person considers notifiable.

Safety of adults

- Adults are provided with guidance about the safe storage, movement, lifting and erection of large pieces of equipment.
- When adults need to reach up to store equipment or to change light bulbs they are provided with safe equipment to do so.
- All warning signs are clear and in appropriate languages.
- The sickness of staff and their involvement in accidents is recorded. The records are reviewed termly to identify any issues that need to be addressed. Staff with sickness, diarrhoea or who have an infectious illness should not be at Nursery.
- Staff are given training in the use of the fire equipment (fire extinguisher).

Records

In accordance with the National Standards for Day Care, we keep records of:

Adults

- names and addresses of all staff on the premises, including temporary staff and volunteers who work with the children or who have substantial access to them;
- names and addresses of all members of the management committee;
- all records relating to the staff's employment with the setting, including application forms, references, results of checks undertaken etc.

Children

- names, addresses and telephone numbers of parents and adults authorised to collect children from setting;
- Names of any one not authorised to collect the child (child protection /custody reasons) that is made known to us
- the names, addresses and telephone numbers of emergency contacts in case of children's illness or accident;
- the allergies, dietary requirements and illnesses of individual children;
- the times of attendance of children, staff, volunteers and visitors;
- accidents and medicine administration records;
- Consents for outings, administration of medication, emergency treatment; and incidents.

Supervision Requirements

Children are to be supervised at all times whilst in the setting, the Nursery uses three levels of supervision dependent upon the activities that are taking place:

Constant Supervision: Being with the children at all times, actively supporting them using a physical presence or playing with them directly. This level of supervision is most often required when the children are playing high-risk games or using equipment or materials that have a high-risk assessment.

General Supervision: Being in vicinity of the children but not having an active part in their play, being on hand to support if the children require your help or guidance. Being on hand to respond to play cues and observant of the behaviour of the children. This is the most common form of supervision and allows for an overview of the play setting, most commonly used with play activities that have a medium level of risk.

Low Supervision: Keeping a watchful eye on the children from a distance and making sure that they are playing safely but freely. Keeping an overview of what the children are doing whilst not interfering. This is most commonly used with low risk activities.

In addition, the following procedures and documentation in relation to health and safety are in place:

National Standard 6: Safety

- Risk assessment.
- Record of visitors.
- Fire safety procedures.
- Fire safety records and certificates.
- Operational procedures for outings.
- Vehicle records including insurance.
- List of named drivers.

National Standard 7: Health

- Administration of medication.
- Prior parental consent to administer medicine, sun cream and insect bite cream.

- Record of the administration of medicines.
- Prior parental consent for emergency treatment.
- Accident records.
- Sick children.
- No smoking.

Safe Play

We check new and old equipment, toys and resources regularly to make sure they are safe and meet British Standard regulations.

We check the suitability and state of repair of surfaces on which children play on a regular basis. Risk Assessments completed every day morning and evening for each room.

We make safety checks before all activities begin. We remind the children about safe practice whenever necessary.

Information, Instruction and Supervision

The Health & Safety Law poster is displayed in the nursery entrance hall. Health & Safety advice is available from the nursery manager. Supervision of trainees will be undertaken and monitored by the nursery manager; s/he is responsible for ensuring all employees are given relevant Health & Safety information.

Induction training, job specific training for example key worker duties etc. will be provided for all employees and by the nursery manager. Training records are kept in personnel files and can only be accessed by the nursery manager or the employee him/herself. Training will be identified, arranged and monitored by the nursery manager.

Lifting and Handling

All employees must not attempt to lift any large pieces of equipment on their own. When lifting, staff are advised to bend from the knee and not from the back. No attempt should be made to lift any piece of equipment that is heavy. If any member of staff suffers from a medical condition that could be aggravated by lifting it will be ensured that they do not attempt to move any large pieces of equipment.

When lifting children, staff should make sure that it is done in the correct posture as detailed in their induction training. If a member of staff has a medical condition, which could be aggravated by lifting at all they are advised to notify the manager immediately and not attempt to lift anything which is heavy.

Date Reviewed	Feb 2025
Date For Review	Feb 2026

Medication Policy

At Joyful Star Nursery we recognise that some children may suffer from potentially life threatening conditions which may require the administration of medication or a child may be taking medication for a condition during their time at Joyful Star Nursery.

Working in partnership with parents/carers, we aim to identify the needs of these children and work with their personal care plans if required to ensure that their condition

is controlled effectively. This should ensure that children living with any medical condition live a full and active life.

Who is Responsible?

It is the overall responsibility of the manager to ensure that there is written parental/guardian permission to administer medication to children during the session.

It is the responsibility of the staff to ensure that parent/carers complete a medication form prior to any medication being administered and a signature is obtained giving authorisation.

There will be no medication stored at nursery (only inhalers & skin creams will be stored), all medication will now be returned to parents each day.

Method

In order to achieve this aim, we operate the following procedure:

- We have information set down by Asthma UK for the support of children with asthma.
- We welcome all children with any medical condition and will do our best to ensure that the group environment is favourable to any child.
- We encourage and help children with any medical condition to participate as fully as possible in activities.
- When necessary, staff will have adequate training to ensure they have the knowledge, ability and confidence to care for children with any medical condition. If administration of prescribed medicines requires medical knowledge, individual training will be provided for the relevant member(s) of staff by a health professional or if appropriate by the parent/carer themselves.
- We recognise that staff are not obligated to administer medication.
- We may involve the other children in learning about different medical conditions, understanding that some can be life threatening.
- We will work with the parents of a child with a medical condition to ensure that their children are in a safe, caring environment.

- We ensure that clear written records are kept for children with such a condition, detailing information from the parent/carer on:

- what medical condition the child has;
- what medicine(s) is/are taken;
- when it is taken;
- how it is to be taken;
- what triggers the child to become unwell;
- how to recognise worsening symptoms and what to do;
- what to do in an emergency; and
- emergency contact details.

- We ensure that all medicines (including staff medicines) are stored in their original containers in a readily accessible place and that all staff members are aware of this place. This place will always be out of reach of children.

- We ensure that each child's medicine(s) is/are clearly labelled with the child's full name, and we ask parents to check the expiry date.

- The expiry date of any medicine will be checked by the administering adult before giving it to a child. If the medicine is found to be out of date, then advice will be sought from parents or a health professional.

- Where parents/carers have asked the staff to administer non-prescribed medicines for more than three days, we ask robust questions and may request a doctor's prescription if necessary.

- Non- prescribed medicines - Our medicines record includes a disclaimer for parents to sign to say they are happy for staff to administer medicines without having first sought medical consultation.

- An accurate record is kept each time a child takes their medication and signed by a witness and the staff administering the medicine.

- We will always inform the parent/carer collecting the child if symptoms have been experienced and when medicine has been given.

- We understand that some children are shy about taking medication in front of others and we will respect this if they wish to take their medicine away from others.

- If a child refuses agreed medical intervention, the parent/ carer will be contacted immediately. In any life-threatening circumstances parent and doctor will be consulted as soon as possible.

- A child will be unable to take part in any outing/visit unless accompanied by their prescribed medication. Parents/carers will be reminded of this when planning

trips.

Date Reviewed	Feb 2025
Date For Review	Feb 2026

Outing Policy

Joyful Star Nursery will actively promote and encourage outings to places of interest that are enjoyable and promote children's' development.

All parents/ carers will be made aware of any intended outings and given the opportunity to ask any questions or raise any concerns in the early stages of planning.

The Manager will oversee all plans for outings to ensure that they are appropriate for the children are well planned and all eventualities are thought of and that the health and safety needs of the children and staff are of the highest importance.

Outings where parents accompany children.

1. Risk assessments. The venue should be visited in advance and any risk assessments or information provided by the venue to be obtained. The nursery will carry out their own risk assessment.
2. Parents/ carers to be informed of any key points arising from the risk assessment e.g. Risk of toxoplasmosis for pregnant women (if visiting a farm), exit points, correct clothing if a risk of exposure to heat, cold or wet etc.,.
3. Parents/carers given contact details for the venue, nursery mobile number (taken on the outing), name of first aider and what clothing/ refreshments are required. Parents/ carers are responsible for their child's medication.
4. Staff accompanying the outing will have a mobile phone, contact numbers and first aid kit.
5. Parents/ carers will be responsible for supervising their children. There will be NO unsupervised children.

Outings where parents do not accompany children.

1. A written risk assessment must be carried out at the planning stage for all outings.
2. A Leader must be allocated and all parents/carers advised of the name and contact details of this person.
3. The Leader must be given a list of all children and adults on the outing with contact details for the children and next of kin details for the adults also contact number for leader of the outing (mobile phone) and place of outing.

4. A letter will be sent home to all parents/ carers and a notice put up on the Nursery Notice Board, to gauge the interest in the outing.
5. All concerns that are presented to the Nursery Manager will be taken into account and we will ensure that all eventualities are covered by contingency arrangements.
6. Permission will be sought from all parents/ carers involved and any money required to fund the outing will be collected.
7. A confirmation letter will be sent home giving full details of the outing, including departure and arrival times, proposed bus routes, travel arrangements etc., should the outing involve the entire nursery leaving the premises. A mobile telephone number will also be given to parents so that they may contact staff during the outing.
8. For children under the age of 3 years, it will be decided by the Manager how many pushchairs will be needed, children that require the use of reins/wrist straps. There should be an additional adult present in case of emergencies.
9. At least one member of staff that is present during the outing will be qualified in administering first aid.
10. When staff leaves the nursery for outings they will ensure that the children are dressed appropriately for the weather.
11. The adults and children leaving the Nursery premises will sign-out using the registration system. Unqualified staff members are not permitted to leave the premises alone with children from the nursery. We will maintain a staffing level of half qualified and half unqualified.
12. An Outing Check-list will be completed before leaving the premises.
13. A further risk assessment will be made on arrival at the destination. All staff will remain vigilant during the outing to ensure that health and safety are paramount.
14. If transport is required:
 - a) Keep record of vehicles and drivers including licences and MOT certificates.
 - b) Ensure vehicles have seat belts/harnesses and if necessary child seats/booster seats. Check position of air bags in vehicle.
 - c) Ensure maximum seating of vehicle is not exceeded.
 - d) Ensure drivers and escorts are checked for suitability in case there is a need for unsupervised access to children.

- e) Check insurance for private or hired vehicles covers business use.

15. Check with Insurance Company that cover is adequate for the outing being undertaken.

Details to be provided to parents:

- a) Venue of outing
- b) Transport arrangements
- c) Timing of outing
- d) Content and reason for outing
- e) Clothing and refreshments requirements
- f) Home contact details
- g) List of adults on outing and name of nominated first aider
- h) Leader's mobile phone number and contact details of venue
- i) Emergency procedure

Parents are to be asked for contact details, medical and dietary requirements, and any other special needs.

If medication is needed for a child taking part in the outing the relevant permission, dosage instructions together with the medication must be handed to the nominated first aider on the day of the outing.

CHILDREN MUST BE SUPERVISED AT ALL TIMES – NO CHILD MUST BE LEFT UNATTENDED IN A VEHICLE.

If a child is lost

1. Gather group together in one place and allocate adults to carry out a search in the immediate area with regard to risks identified in risk assessment.
2. If child is not found within a reasonable time (5 to 10 minutes depending on search area deemed necessary by risk assessment), the police must be contacted.
3. Telephone home contact who will liaise with the parents.

If a child goes missing from an outing, where parents are not attending and responsible for their own child, the nursery ensures the following procedures are put into place:

- As soon as it is noticed that a child is missing, staff on the outing ask children to stand with their designated person and carry out a headcount to ensure that no other child has gone astray. One staff searches the immediate vicinity but does not search beyond that.
- The person in charge is informed, if s/he is not on the outing and if possible makes his/her way to the venue to aid the search and be the point of contact for the police as well as support staff.
- Staff takes the remaining children back to the nursery.
- The person in charge of the nursery contacts the child's parent or carer (alarming them as little as possible) who makes their way to the pre-school or outing venue as agreed with the person in charge.
- The staff contacts the venue's security and/or police using the mobile phone and report the child as missing.
- In an indoor venue, the staff contacts the venue's security who will handle the search and contact the police if the child is not found.
- The person in charge contacts the Director of the nursery who comes down to the nursery as soon as possible.

When the Child Is Found

- A member of staff will care for and talk with the child, bearing in mind that he/she may be unaware of having done anything wrong or, alternatively, may also have been afraid and distressed and may now be in need of comfort.
- Other adults present will take the opportunity to speak to the remaining children to ensure that they understand that they must not leave the premises and why.

After The Incident

- The nursery supervisor will sensitively discuss with the child's parents the events surrounding the disappearance of the child.
- If appropriate, a short meeting will be held at the end of the session/start of the following session or a note sent home with the children to give parents brief, accurate information about the incident, as soon as possible, for reassurance.
- Liability should not be discussed until the incident has been fully investigated by the Nursery and Social Services.

- Staff and parents should be asked to refer any enquiries they have or any enquiries from the media, about the incident, to the Directors.

The Investigation

- A full investigation will be carried out, taking written statements from all the staff present at the time, or by those who were on the outing.
- The key person/staff will write an incident report detailing:
 - the date and time of the report;
 - what staff/children were in the group/outing;
 - when the child was last seen in the group/outing;
 - what has taken place in the group/outing since then; and
 - the time it is estimated that the child went missing.
- A conclusion is drawn as to how the breach of security happened.
- If the incident warrants a police investigation all staff co-operate fully. In this case, the police will handle all aspects of the investigation, includes interviewing staff. Social Care may be involved if it seems likely that there is a safeguarding children issue to address.
- OFSTED is informed.
- The Nursery' insurance company is informed.

If a child is taken ill or suffers an injury whilst on an outing

1. Nominated first aider is to assess the seriousness of the injury or illness.
2. If deemed necessary an ambulance will be called and then the relevant details conveyed to the home contact who will liaise with the parents of the child concerned.

Equipment/documentation to be taken on outing

1. Up to date health and contact details for all children and adults.
2. Details of home contact.
3. First aid kits (1 for each group if party is to split up).
4. Plastic bags and spare clothing.
5. Any medication required with relevant authorities and dosage instructions.

6. Bucket/bowl for each vehicle.
7. Leader to have mobile phone – make sure this is fully operational.
8. Bottles of water (1 for each vehicle and for each party if group is to be split up.)
9. Risk assessment.

Date Reviewed	Feb 2025
Date For Review	Feb 2026

Risk Assessment Policy

Joyful Star Nursery is committed to providing a safe and healthy environment for children, staff, parents, visitors, and others who may be affected by our activities. We recognise our responsibility under health and safety legislation and the Early Years Foundation Stage (EYFS) to identify hazards, assess risks, and take reasonable steps to reduce or eliminate risks.

Risk assessment is an ongoing process and forms an integral part of the nursery's safeguarding and health and safety arrangements.

Aims of the Policy

This policy aims to ensure that:

- Risks to children, staff, and others are identified and minimised
- Reasonable steps are taken to prevent accidents, injuries, and harm
- The nursery environment is safe, secure, and suitable for children
- Risk assessments are carried out consistently and reviewed regularly
- Children are protected while still being allowed to take appropriate, managed risks that support learning and development

Definition of Risk Assessment

A risk assessment is a careful examination of what could cause harm, an evaluation of the likelihood and severity of that harm, and the identification of measures needed to reduce the risk to an acceptable level.

Scope

Risk assessments apply to:

- The nursery premises (indoor and outdoor areas)
- Equipment, furniture, and resources
- Daily routines and activities
- Trips, outings, and visits
- Individual children's needs (including medical conditions or SEND)
- Emergency situations
- Lone working and staffing arrangements
- Visitors, contractors, and volunteers

Responsibilities

Nursery Management is responsible for:

- Ensuring appropriate risk assessments are in place and implemented
- Ensuring staff understand and follow risk assessment procedures
- Reviewing risk assessments regularly and after incidents or changes

Staff are responsible for:

- Being aware of risks within their areas of responsibility
- Following control measures identified in risk assessments
- Reporting hazards, defects, or concerns immediately
- Taking reasonable action to reduce immediate risks where safe to do so

Risk Assessment Procedure

Joyful Star Nursery follows the procedure below when carrying out risk assessments:

1. Identify Hazards
Hazards are identified through daily checks, observations, staff feedback, and incident reports.
2. Assess Who May Be Harmed and How
Consideration is given to children, staff, visitors, contractors, and any individuals with specific vulnerabilities.
3. Evaluate the Risk
The level of risk is assessed by considering the likelihood of harm and the potential severity.
4. Implement Control Measures
Reasonable steps are taken to remove the hazard or reduce the risk, such as supervision, equipment checks, changes to practice, or physical controls.
5. Record the Findings
Significant findings are recorded, including identified hazards and control measures.
6. Review and Update
Risk assessments are reviewed regularly and whenever:
 - There is a change to the environment, activity, or staffing
 - An accident, incident, or near miss occurs
 - New equipment or resources are introduced

Daily Risk Assessment and Ongoing Monitoring

- Daily visual checks of indoor and outdoor areas are carried out before children arrive and throughout the day.
- Any hazards identified are dealt with immediately where possible or reported to management.
- Unsafe areas or equipment are taken out of use until made safe.

Trips and Outings

- A written risk assessment is completed for all outings and visits.
- Staffing ratios, transport arrangements, emergency procedures, and individual children's needs are considered.
- Parental consent is obtained prior to outings.

Individual Risk Assessments

Where a child has specific medical needs, SEND, or requires additional support, an individual risk assessment will be completed in partnership with parents/carers and relevant professionals.

Supporting Positive Risk-Taking

Joyful Star Nursery recognises that some level of risk is necessary for children's learning and development. Risk assessments aim to balance safety with opportunities for children to develop independence, confidence, and resilience.

Record Keeping

- Risk assessments are recorded, stored securely, and made available to staff as appropriate.
- Records are kept in line with data protection requirements.

Date Reviewed	Feb 2025
Date For Review	Feb 2026

Sleep and Rest Policy

At Joyful Star Nursery, staff will always try to take parent's wishes into account when dealing with sleeping children and follow their individual routine.

Staff will ensure that all children have appropriate opportunities to sleep rest and relax in accordance with their individual needs. The education and care service will provide beds and cots. The risk of Sudden Infant Death Syndrome (SIDS) will be minimised by following practices and guidelines set out by health authorities.

Effective rest and sleep strategies are important factors in ensuring a child feels secure and safe in a child care environment.

Children over the age of 2 years will sleep in the "Rest Room", will be allocated with their own sleep mat and a blanket.

All children will be monitored by staff every 10 minutes sleeping checks will be carried. The times that the child gets put down to sleep, wakes up and monitoring checks, will be recorded by staff. This information is available to parents/ carers at all times and will be checked periodically by the Nursery Manager.

Unreasonable requests by parents will be discussed with the Nursery Manager and alternatives sought. E.g. - children going to sleep with bottles, babies being put to sleep on their tummies. Nursery staff will not carry out requests of parents/ carers if they feel that it could put the child in any danger.

The Nursery will:

- Take reasonable steps to ensure that the needs for sleep and rest of children being educated and cared for by the service are met, having regard to the ages, development stages and individual needs of the children.
- Ensure there are adequate numbers of cots and bedding available to children that meet standard requirement.
- Ensure that areas for sleep and rest are well ventilated and have natural lighting.
- Maintain up to date knowledge regarding safe sleeping practice and communicate this information to educators and families.
- Consult with families about children's sleep and rest needs. Staff will be sensitive to each child's needs so that sleep and rest times are a positive experience.
- Ensure that beds/mattresses are clean and in good repair. Beds and mattresses will be wiped over with warm water and neutral detergent or vinegar between each use.
- Ensure that bed linen is clean and in good repair. Bed linen is for use by an individual child and will be washed before use by another child.

- Arrange children's beds and cots to allow easy access for children and staff.
- Create a relaxing atmosphere for resting children by playing relaxation music, reading stories, cultural reflection, turning off lights and ensuring children are comfortably clothed. The environment should be tranquil and calm for both educators and children.
- Staff will sit near resting children and support them by encouraging them to relax and listen to music or stories.
- Encourage children to rest their bodies and minds for 20- 30 minutes. If children are awake after this time, they will be provided quiet activities for the duration of rest time.
- Children's rest requirements will be accommodated according to their individual needs.
- Maintain adequate supervision and maintain educator ratios throughout the rest period.
- Assess each child's circumstances and current health to determine whether higher supervision levels and checks may be required.
- Communicate with parent/ carers about their child's sleeping or rest times and the service policy regarding sleep and rest times.
- Respect parent's preferences regarding sleep and rest and consider these daily while ensuring children feel safe and secure in the environment. Conversations with families may be necessary to remind families that children will neither be forced to sleep nor prevented from sleeping. Sleep and rest patterns will be recorded daily for parents and carers.
- Encourage children to dress appropriately for the room temperature when resting or sleeping. Lighter clothing is preferable, with children encouraged to remove shoes, jumpers, jackets, and bulky clothing. The room temperature will be considered to ensure maximum comfort for the children.
- Staff will monitor each child's sleeping pattern every 10 minutes.

Date Reviewed	Feb 2025
Date For Review	Feb 2026

Visitors Policy

Joyful Star Nursery is committed to safeguarding the welfare of all children, staff, and visitors. This policy outlines the procedures followed to manage visitors to the nursery premises in a safe, controlled, and professional manner, ensuring children are protected at all times.

Visitor Procedures

- Visitors must sign in using the nursery iPad, recording their name, organisation, time of arrival, and purpose of visit.
- Visitors will be required to show identification where appropriate.
- Visitors must sign out on departure.
- Supervision of Visitors
- Visitors will not be left alone with children at any time unless appropriate checks have been completed and prior arrangements have been made.
- Visitors must be supervised by a member of staff at all times while on the premises.
- Visitors are expected to follow nursery rules, safeguarding procedures, and health and safety requirements.

DBS and Safeguarding Checks

- Visitors who have regular contact with children or who may be left unsupervised will be required to provide evidence of an enhanced DBS check.
- Students, volunteers, and long-term visitors will follow the nursery's recruitment, induction, and safeguarding procedures.
- Visitors without DBS clearance will remain under direct supervision at all times.

Contractors and Maintenance Workers

- Contractors will be informed of safeguarding and health and safety expectations before work begins.
- Work will be planned, wherever possible, outside of children's attendance hours.
- Tools, equipment, and hazardous materials must be secured at all times.
- Contractors will be supervised or monitored while on site.

Parents and Carers as Visitors

- Parents and carers attending meetings or staying on site are required to sign in and follow visitor procedures.
- Parents and carers must not have unsupervised access to children other than their own.

Confidentiality and Conduct

- Visitors must respect the confidentiality of children, families, and staff.
- Photography, video recording, or use of mobile phones is not permitted unless authorised by management.

Emergency Situations

- Visitors will be made aware of emergency procedures where necessary.
- In the event of an evacuation, visitors must follow staff instructions and sign out when safe to do so.

Date Reviewed	Oct 2025
Date For Review	Oct 2026

Sickness Guidelines

Enclosed is a list of the most common communicable diseases that young children experience. The list has been devised in consultation with the Health Commission and County Council Social Services for communicable diseases.

The following information has been produced as a guideline for you but if you are concerned about your child and are unable to get an appointment with your G.P., please consult a pharmacist or NHS direct.

If your child is suffering from any of the following infectious illnesses, please let a member of staff know, or contact the nursery. Once informed we will place a notice on the front door of the nursery to ensure that everyone has been notified of any communicable diseases in the nursery.

Diarrhoea and/or Vomiting

As diarrhoea and vomiting is infectious, please **do not** bring your child back to Nursery until he/she has been clear of these symptoms for **48 hours**.

This is a national policy from OFSTED regarding the care of children under the age of five years.

Measles

Early symptoms of measles may include a running nose, watery eyes, high temperature and a cough. Red spots with a white centre may also be seen on the inside of the mouth, behind the ears and on the face and limbs.

As measles is infectious until five days after the appearance of the rash, please exclude your child from Nursery until the rash has disappeared.

3. Chicken Pox

Children who suffer with Chicken Pox can display a wide range of symptoms, but usually they will appear fretful, suffer with a loss of appetite and have a high temperature. A rash will appear on the trunk, face or limbs, and then small blisters will form which may cause an irritation.

Please provide your child with lots of fluids to help them reduce their temperature. You may find calamine lotion soothes the irritation.

Chicken pox is infectious for up to five days before and not more than five days after the appearance of the last spots. To reduce the risk to others your child must be excluded from Nursery for up to five days after the appearance of the spots, or until the spots are dry.

Respiratory infections including coronavirus (COVID-19)

Children should not attend if they have a high temperature and are unwell. Children 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 their setting.

Mumps

Early symptoms of mumps can include swollen glands on one or both sides of the face, sore throat and a loss of appetite. Your child may also experience difficulty in swallowing.

Mumps can be infectious for up to one week after the facial swelling appears. Please exclude your child from Nursery for five days from the onset of swelling.

Rubella 'German Measles'

Symptoms of German measles can include any of the following:

- Slight fever sometimes accompanied by a runny nose.
- Swollen glands behind the ears and around the neck.
- Loss of appetite, Sore throat.
- Rash that starts on the face and then spreads to the body. This rash usually lasts for about 3 days.

It has an incubation period of up to 21 days. German measles is most contagious before the rash appears and then for about 5 days afterwards. Please exclude your child from Nursery for 5 days after the appearance of the rash.

Conjunctivitis

Conjunctivitis causes the following symptoms in one or both eyes:

- soreness, itchiness, redness of the whites of the eye, watering or discharge and / or slight sensitivity to light.

Conjunctivitis is often caused by an infection of the eye, which may be caused by a virus or bacteria. If you are concerned about your child's eyes, please take them to be seen by a medical practitioner as this infection may need to have prescribed treatment.

To relieve the irritation, you may bathe the eyes in a mild saline solution. Wipe from the centre to the outside of the eye and discard each piece of cottonwool, it is also advised that you **disinfect** all toys, towels and face-cloths that your child has come into contact with.

Please exclude your child from Nursery until they have been receiving treatment for 24 hours as conjunctivitis is highly contagious. Once the treatment has begun it is essential that the treatment is completed as the symptoms may re-occur.

Head-lice

Head-lice are still common amongst school children and can very often be passed through to nurseries. They have a lice appearance and form eggs on the hair follicles. They spread very easily and are passed from one head to another during head to head contact. Symptoms may include your child scratching their head and eggs appearing particularly behind the ears.

If you are at all concerned that your child might have head-lice, treatment is available from your chemist or pharmacist. It would be appreciated if you let a member of staff know if you are treating your child.

Please treat your child's hair appropriately before they return to nursery.

It may be advisable for you to routinely check your family's hair, as the lice like to transfer to a clean head of hair. It is also advisable to treat the whole household.

Thread-worms

If you note your child scratching his/her bottom, especially at night it may be due to threadworms. They are tiny, white thread-like worms that may be visible in faeces. They are easy to treat and medicine can be bought without prescription from a Pharmacist. It is wise to treat all the members of the household.

No exclusion is necessary once treatment has been started.

'Fifth Disease' Parvovirus B19

Fifth Disease is usually a mild illness caused by a human virus B19. It particularly affects children and typically causes a mild rash that may resemble a "slapped-cheek". The rash then spreads to the trunk, arms, and legs. As the centres of the blotches begin to clear, the rash takes on a lacy net-like appearance. Other symptoms that can occur include joint pain (arthralgia), fever and general flu-like symptoms.

Parvovirus B19 spreads easily from person to person in fluids from the nose, mouth, and throat of someone with the infection, especially through large droplets from coughs and sneezes. The incubation period (the time between infection and the onset of symptoms) for fifth disease ranges from 4 to 28 days, with the average being 16 to 17 days.

If your child is unwell then please exclude them from the nursery until they are well. If you're pregnant and develop a rash or if you've been exposed to someone with fifth disease (or to anyone with an unusual rash), consult your doctor for medical advice.

Hand, Foot and Mouth

Hand, Foot and Mouth is usually a mild illness which often starts with a feeling of being unwell for a day or so. This might include a high temperature (fever). After this a sore throat commonly occurs, quickly followed by small spots that develop inside the mouth. Blisters also often appear on palms, soles of the feet as well as in the mouth. Spots sometimes also appear on the buttocks, legs and genitals.

The incubation period is 3-6 days. If suffering from this, children are generally unwell in themselves. Please exclude your child from Nursery if the blisters are weeping or until they are “clinically well”.

It can be infectious if the blisters are weeping or sore. Pregnant women should be made aware so that they can consult their doctor for advice if they are not immune.

Impetigo

Impetigo is an infection of the skin caused by bacteria. It most commonly occurs in the skin around the nose and mouth, but it can also affect skin in other parts of the body. The spots may be clustered or merge together. The centre of each one rapidly becomes a blister, which then bursts, oozing a typical golden fluid. Crusts form over the red spots, which may be itchy or slightly sore.

An infected person scratching the rash, and passing it on their fingers, to another person usually spreads it. Good personal hygiene is very important, particularly through hand washing after touching the rash. The affected person should use separate towels and flannels until the rash has cleared.

If impetigo is suspected, you must take your child to see your doctor as the condition is infectious, and antibiotic treatment is important. In mild cases, antibiotic cream applied locally to the spots may be all that is needed, but in more severe cases antibiotic tablets or syrup must be taken. Because the condition is contagious, children with impetigo must be excluded from nursery until all the spots have crusted and dried.

Scabies

Scabies is more of a nuisance than a serious medical problem. However, it does require medical treatment. Scabies is caused by a tiny mite (half the size of a pinhead) which burrow into the surface of the skin causing visible raised lines or small red spots or blisters.

These occur particularly in the wrists, back of hands and between the fingers. It may take between 2-6 weeks from the first infestation for the itching to start.

Scabies can usually be successfully treated using special creams which need to be applied in two applications, one week apart. In order to prevent re-infection, it is important that all members of the household are treated at the same time.

Children who are infested with Scabies should not attend Nursery until at least **24 hours** has passed after the first application of treatment.

Meningococcal Meningitis Septicaemia

Meningitis and Septicaemia are the inflammation of the lining covering the brain and spinal cord.

Symptoms in babies and small children include:

- Stiff body with jerky movements, or very floppy
- Irritability, or dislike of being handled
- A shrill cry or unusual moaning
- Refusal to feed
- Tense or bulging fontanelle (soft spot on head)
- Pale, blotchy skin
- Rapid breathing
- Fever/vomiting
- Drowsiness/impaired consciousness
- Severe headache, stiff neck and dislike to bright lights.

Not all the symptoms have to be present at the same time.

In most cases someone with Meningitis or Septicaemia will become seriously ill rapidly.

Trust your instincts – seek medical help immediately if you are concerned. You may also wish to try the glass tumbler test by pressing firmly against your child's skin. If it is a Septicaemia rash, the rash will not fade, and you will be able to see the rash through the glass. If this happens get medical help immediately.

When a case of Meningococcal Meningitis or Septicaemia is diagnosed the Public Health Doctor will make sure that all those who need antibiotics are contacted.

Breaks and Fractures

We will need a letter from your doctor before your child can return to the nursery while having a cast on. This is for your child's safety and to meet our insurance policy recommendations.

Medicines

If your child has been prescribed antibiotics, please bring them to Nursery with clear instructions of when you would like them to be given to your child whilst they are at Nursery.

For the best interests of your child and to allow the medication to begin working, your child must have been receiving the medication for **24 hours** before they are able to return to nursery.

The administration or application of all other medications/creams will require the completion of a consent form and will be administered at our discretion. If a consent form has not been signed by either parent/carer then staff will not be able to administer medicine or apply creams. Verbal confirmation will not be acceptable. All medications and creams need to be in their original packaging.

Calpol

You will be asked to sign a form which gives permission for Calpol to be administered to your child. This will only be administered in order that we can reduce a temperature or treat minor ailments such as teething.

So that we do not put your child at risk we ask you to inform us if your child has had Calpol before they arrive at Nursery. With written consent we will administer Calpol to your child if their temperature exceeds 38C.

Coughs, Cold and Flu

Naturally in this kind of environment we are open to all kinds of disease and as the majority of germs are air-borne, we do appreciate that children will pick-up illnesses. If your child is unwell and would not cope with a nursery day it would be appreciated if you could keep them at home, so to reduce the risk of spreading the infection to the other children.

Summary

If you would like to discuss any of the illnesses mentioned in further detail please do not hesitate to contact your GP or a member of the management team.

Your child's health is primarily your responsibility, if they are ill and need one to one comfort we would prefer it if they stayed at home as we are unable to offer an ill child one to one care on an extended basis. We value the opportunity to work with you for the best interests of your child and we are happy to discuss any concerns you may have. If you are unsure of anything you are welcome to contact us.

Date Reviewed	Feb 2025
Date For Review	Feb 2026

Operational & Staffing Policies

Admissions & Registration Policy

Nursery Places

Joyful Star Day Nursery is a privately-run nursery offering places to children aged from 2 years to 5 years. The nursery is open between the hours of 8.00am and 6:00pm Monday to Friday, 49 weeks a year excluding public holidays. The nursery also offers places to school children up to the age of 8 years during school holidays. Children are admitted regardless of gender, race, religion, disability, family structure, or background.

Equality and Inclusion

Admissions decisions are made in line with the nursery's Equality and Inclusion Policy. No child or family will be discriminated against on the basis of a protected characteristic. Reasonable adjustments will be made to support children with additional needs where possible.

Application Process

The nursery follows the procedure below for admissions:

- Parents/carers are invited to make initial enquiries and arrange a visit to the nursery.
- An application or registration form must be completed and submitted.
- Places are offered subject to availability and the nursery's ability to meet the child's needs.
- A start date will be agreed with parents/carers once a place is offered.

Allocation of Places

Where demand exceeds available places, priority may be given based on one or more of the following:

- Availability of places within the appropriate age group
- The needs of the child and the nursery's ability to meet those needs
- Siblings already attending the nursery
- The order in which completed applications are received

Settling-In Arrangements

- A settling-in period is offered to support the child's transition into nursery life.
- Settling-in arrangements are planned in partnership with parents/carers and tailored to individual needs.

Documentation Required

Before a child starts, the nursery will request:

- Completed registration and consent forms

- Emergency contact details
- Medical and dietary information
- Proof of identity and address where required

Funded Places

Joyful Star Nursery offers funded early education places in line with government guidance and local authority requirements. Parents/carers will be informed of eligibility criteria and required documentation.

Termination of a Place

Notice periods and termination arrangements are outlined in the nursery's terms and conditions. Decisions will be handled fairly and in line with contractual agreements.

Date Reviewed	Feb 2025
Date For Review	Feb 2026

Parent Complaint Policy

Joyful Star Nursery believes that children and parents/carers are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our Nursery and will give prompt and serious attention to any concerns about the running of the day care.

We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, we have a set of procedures for dealing with concerns.

Aim

We aim to bring all concerns about the running of our pre-school to a satisfactory conclusion for all of the parties involved.

Purpose of the Policy

The purpose of this policy is to ensure that any complaints about the service are handled quickly, effectively and courteously and solutions are implemented which satisfy the both parent / career and the setting.

Joyful Star Nursery is committed to providing a safe, stimulating, consistent, and accessible service to children and their parents/careers. We always aim to provide high quality services for everyone, but accept that sometimes things do not always go to plan. In such circumstances, we want to know so that we can put right and learn from our mistakes.

This policy constitutes the setting's formal Complaints Procedure. It will be displayed on the premises at all times. Under normal circumstances, the Manager will be responsible for managing complaints. If a complaint is made against the Manager, the Directors will conduct the investigation.

All complaints made to staff will be recorded in detail on an Incident Form. These guidelines identify to parents and carers the appropriate methods through which they are able to register a complaint about any aspect of the service offered by the Nursery.

Who is Responsible:

It is the responsibility of the manager to ensure that all nursery complaints are handled. However, senior staffs have been trained in the procedure for handling the initial complaint, but management will investigate and deal with the complaint efficiently and effectively.

Procedure

In the event of a parent/carer wanting to complain about a member of staff or incident at Joyful Star Nursery please follow the following guidelines.

- Speak to a member of staff or directly to management / owners about the complaint giving as much information as possible.
- If it is discussed with a member of staff then they will report the complaint to the manager / owners and complete a complaint form immediately.
- The manager / owners will acknowledge receipt of the complaint within 24 hours. The complaint will then be investigated and an action plan drawn up to address the issue. The action plan will be discussed with the complainant and agreed. This process will be recorded on the complaint form; all complaints will be resolved within 7 days of the complaint being made.
- Once made aware of the complaint the manager must record the complaint on the complaint log. This information is only available to owners / management.
- If the parent/carer feel that they are unable to speak to a member of staff, then they can also send their complaint in writing to the manager / owners who will acknowledge the complaint within 24 hours and respond to it within 7 days of receipt of the letter. If complaint relates to the manager or the customer feels that they are unable to address the complaint with one of the nursery owners then please send complaint in writing to Care Inspectorate.
- Anyone making a complaint should be handled effectively and be seen as an opportunity to evaluate the practice of the setting and improve quality.
- If a complaint is received then it should be dealt with swiftly and in accordance with the complaints policy for the setting.
- The member of staff who has received the complaint should complete a complaint form and give this to the manager / owners. Complaint forms are available in the complaints file in each of the play rooms, completed forms will be kept in manager's office.
- The manager will acknowledge receipt of the complaint form within 24 hours, log the complaint in the complaint log and investigate the matter; at this stage it may be appropriate to contact the parent / career to gather further information, all correspondence will be recorded with the complaint form.
- All complaints are discussed with all relevant staff, the issue is discussed and corrective action agreed, a date by which the action should be taken is also

agreed. This is recorded on the complaint form and then discussed with the parent / career, this information is also issued in writing.

- If the action has not been taken by the date agreed the manager should address the issue and identify why the action has not been taken, this should be recorded in writing and issued to the parent / career.
- When the corrective action has been completed and the complaint has been resolved the parent / career will be sent a complaint resolved letter within 7 days.

Stage One

If a parent/career has a complaint about some aspect of the Setting's activity, or about the conduct of an individual member of staff, it will often be possible to resolve the problem by simply speaking to the individual concerned and/or the Manager. The Setting is committed to open and regular dialogue with parents/careers and the Setting welcome all comments on its services.

In the first instance, parents/careers are encouraged to speak directly to the relevant member of staff, if deemed appropriate. If not, the Manager should be approached and they will try to resolve the problem.

If a satisfactory resolution cannot be found, then Stage Two of the procedure will formally come into operation.

Stage Two

If informal discussions of a complaint or problem have not produced a satisfactory resolution to the situation, parents/careers should put their complaint in detail and in writing to the Manager.

Relevant names, dates, evidence, and any other important information on the nature of the complaint should be included.

If the Nursery Manager has good reason to believe that the situation has child protection implications, they will contact the Local Safeguarding Children Board, according to the procedure set out in the Child

Protection policy. If any party involved in the complaint has a good reason to believe that a criminal offence has been committed, then they will contact the police.

The Setting will acknowledge receipt of the complaint as soon as possible - within three working days at least – and fully investigate the matter within 15 working days. If there is any delay, the Setting will advise the parent/career of this and offer an explanation. The Nursery Manager will be responsible for sending them a full and formal response to the complaint.

The formal response to the complaint in writing from the Setting will be sent to the parent/carer concerned and copied to all relevant members of staff if appropriate. The response will include recommendations for dealing with the complaint and for any amendments to the Setting's policies or procedures emerging from the investigation.

The Nursery Manager will arrange a time to meet the parent/carer concerned and any other relevant individuals, such as members of staff, to discuss the complaints and the Setting's response to it. The Nursery Manager will judge if it is best for all parties to meet together or if individual meetings are more appropriate.

At every point during the investigation of your concern, we will make sure:-

1. Your concern is taken seriously.
2. There is a record of your complaint.
3. Your concern is looked into and you get at least a verbal response within 24 hours of your complaint.

Please let us know if you are unhappy about the way your complaint was dealt with.

We are confident that we will be able to resolve any issue that you bring up.

Stage Three

If at the conclusion of this process parents/carers remain dissatisfied with the response they have received, the original complaint along with the Setting's response will be passed to the Registered Person who will adjudicate the case.

Stage Four

If the complainant is still not satisfied, they should contact OFSTED quoting the Joyful Star Nursery Registered number

Records

A record of complaints against our pre-school and/or the children and/or the adults working in our pre-school is kept, including the date, the circumstances of the complaint and how the complaint was managed.

All settings are required to keep a summary log of all complaints that reach stage two or beyond. This is made available to parents/carers as well as Ofsted inspectors.

Date Reviewed	Feb 2025
Date For Review	Feb 2026

Confidentiality and Record Keeping Policy

At Joyful Star Nursery, staff can be said to have a 'confidential relationship' with families. It is our intention to respect the privacy of children and their parents and carers, while ensuring that they access high quality early years care and education. We aim to ensure that all parents and carers can share their information in the confidence that it will only be used to enhance the welfare of their children.

We have record keeping systems in place that meet legal requirements; the means that we use to store and share that information takes place within the framework of the Data Protection Act (1998) and the Human Rights Act (1998).

Confidentiality procedures

- Most things that happen between the family, the child and the setting are confidential to our setting.
- Occasionally it may be necessary to share information about a child with, for example, other agencies or professionals, or possibly social care or the police.
- If we judge that information needs to be shared with another agency we will ask for consent from a parent/carer, except in exceptional circumstances in which the safety or welfare of the child might be jeopardised.
- Some parents may share information about themselves or their child with other parents; we cannot be held responsible if information is shared by those parents whom the person has confided in.
- We inform parents when we need to record confidential information beyond the general personal information we keep – for example with regard to any injuries, concerns or changes in relation to the child or the family, any discussions with parents on sensitive matters, any records we are obliged to keep regarding action taken in respect of child protection and any contact and correspondence with external agencies in relation to their child.
- All records, whether on paper or electronic, are kept securely. No-one outside the nursery staff has access to any information kept by the manager about the children at the setting.
- Staff discusses children's general progress and well-being together in meetings, but more sensitive information is restricted to our manager and the child's key person and is shared with other staff on a need to know basis.
- We do not discuss children with anyone who is not involved in the child's care, including with other parents or anyone else outside of the setting.
- Our discussions with other professionals take place within a professional framework and not on an informal or ad-hoc basis.

- Parents may at any time request to see all confidential information the nursery holds about their child. To do so they need to email the manager, who will arrange for all such information to be provided to them.
- Our recording procedures and guidelines ensure that the all records made about a child or family reflect an accurate and non-judgemental account of any work done or discussions held.
- The law requires that the information we hold must be accurate. If a parent says that the information we hold is inaccurate, then the parent has a right to request for it to be changed. However, this only pertains to factual inaccuracies.

Children's records

We have record keeping systems in place that meet legal requirements; the means we use to store and share that information takes place within the framework of the Data Protection Act (1998) and the Human Rights Act (1998).

We keep two kinds of records on children attending our setting:

Developmental records

- These include observations of children in the setting, photographs, video clips and samples of their work and summary developmental reports.

Personal records

These may include the following (as applicable):

- Personal details – including the child's enrolment form and any consent forms
- Parent's details including contact information (address, phone numbers, and email) and contact information for other adults (emergency contacts).
- Contractual matters – including a copy of the signed terms and conditions, the child's days and times of attendance, a record of the child's fees, any fee reminders or records of disputes about fees.
- Child's development, health and well-being – information gathered via the enrolment form when the child starts at the nursery and any information added afterwards.
- Any additional focussed intervention provided by our setting (e.g. support for behaviour, language or development that needs an SEN action plan) and records of any meetings held.
- Welfare and child protection concerns – including records of all welfare and protection concerns, and our resulting action, meetings and telephone conversations about the child, an Education, Health and Care Plan and any information regarding a Looked after Child:
- Dates and times of attendance.
- Accident and incident reports.

Procedures

- Children's records, as outlined above, are kept both electronically and on paper, depending on what is most appropriate and necessary. In all cases, the records are kept securely and are only accessible by a member of the nursery staff or, on request, the parent of the child.
- Any paper records that are held by the nursery staff during the course of a session (e.g., contact details) are locked securely overnight.
- Shared electronic folders are shared only with nursery staff.
- If a child attends another setting, we establish a regular two-way flow of appropriate information with parents and other providers. Where appropriate, we will incorporate comments from other providers, as well as parents and/or carers into the child's records.
- We may be required to hand children's personal files to Ofsted as part of an inspection or investigation process; or to local authority staff conducting a S11 audit, as long as authorisation is seen. We ensure that children's personal files are not handed over to anyone else to look at.
- Parents have access to the files and records of their own children, but do not have access to information about any other child.
- Our staff will not discuss personal information given by parents with other members of staff, except where it affects planning for the child's needs.
- Our staff induction programme includes an awareness of the importance of confidentiality in the role of the
- Any information given to us about parents or children at the nursery will be treated with the utmost respect and will remain confidential to all except for nursery staff. (Please note: staff will only be informed of any confidential information if it is important of the child).
- We retain children's records for three years after they have left the setting; except records that relate to an accident or child protection matter, which are kept until a child reaches the age of 21 years or 24 years respectively. These are kept in a secure place.
- When staff leave the nursery, their access to the shared electronic folders and is removed and any paper records are returned to the nursery

Other than when sharing with other agencies or professionals, with parental consent, staff never share any information about a child outside of the nursery or save electronic files in any location other than the secure shared folders.

Date Reviewed	Feb 2025
Date For Review	Feb 2026

Data Protection & GDPR Policy

Joyful Star Nursery is committed to protecting the privacy and personal data of children, parents/carers, staff, and visitors. We comply with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and all relevant data protection legislation. We are registered with the Information Commissioners Office (ICO) and the certificate can be viewed in the office.

Legal Framework

This policy is based on:

- UK General Data Protection Regulation (UK GDPR)
- Data Protection Act 2018
- Early Years Foundation Stage (EYFS)

Data Protection Principles

Joyful Star Nursery follows the UK GDPR principles. Personal data shall be:

- Processed lawfully, fairly, and transparently
- Collected for specified, explicit, and legitimate purposes
- Adequate, relevant, and limited to what is necessary
- Accurate and kept up to date
- Kept for no longer than necessary
- Processed securely and protected against unauthorised access or loss

Roles and Responsibilities

- Joyful Star Nursery is the Data Controller.
- The Nursery Manager/Owner has overall responsibility for data protection compliance.
- All staff are responsible for handling personal data in line with this policy and confidentiality requirements.

What Personal Data We Collect

Personal data may include:

- Child details (name, date of birth, address, medical and dietary information)
- Parent/carer details (names, contact details, emergency contacts)
- Staff records (employment details, DBS information, qualifications)
- Attendance records, assessments, and observations
- Photographs and videos (with parental consent)
- Financial and funding information

Lawful Basis for Processing Data

We process personal data under one or more of the following lawful bases:

- Legal obligation (e.g. EYFS, safeguarding requirements)

- Performance of a contract (e.g. nursery provision agreements)
- Vital interests (e.g. medical emergencies)
- Public task (e.g. funded early education)
- Consent (e.g. photographs, marketing)

Data Storage and Security

- Personal data is stored securely in locked cabinets and/or secure electronic systems.
- Access to data is restricted to authorised staff only.
- Passwords and security measures are used for electronic systems.
- Portable devices containing data are protected and used appropriately.

Data Sharing

Personal data may be shared where necessary with:

- Local authorities
- Ofsted
- Children's Social Care and safeguarding agencies
- Health professionals
- Funding bodies

Information is only shared where lawful and necessary.

Data Retention

Personal data is retained only for as long as necessary and in line with statutory retention requirements. Data is disposed of securely when no longer required.

Data Breaches

Any actual or suspected data breach will be reported immediately to management. Breaches will be investigated and, where required, reported to the Information Commissioner's Office (ICO) within statutory timescales.

Individual Rights

Individuals have the right to:

- Access their personal data
- Request correction of inaccurate data
- Request erasure (where applicable)
- Restrict or object to processing
- Data portability (where applicable)
- Withdraw consent at any time (where consent is the lawful basis)

Requests will be responded to within statutory timescales.

Date Reviewed	Feb 2025
Date For Review	Feb 2026

GDPR Privacy Notice

Joyful Star Nursery is the data controller responsible for personal data collected and processed by the nursery.

What Information We Collect

We collect personal data relating to:

- Children attending the nursery
- Parents and carers
- Staff and volunteers
- Visitors

Why We Collect This Information

We collect and use personal data to:

- Provide early years education and care
- Safeguard children and staff
- Meet legal and regulatory requirements
- Communicate with parents and carers
- Manage funding, fees, and administration

Lawful Basis for Processing

Our lawful bases include legal obligation, contract, vital interests, public task, and consent, depending on the nature of the data.

How We Store and Protect Data

Personal data is stored securely and accessed only by authorised individuals. We take appropriate measures to protect data from loss, misuse, or unauthorised access.

Data Sharing

We may share personal data with relevant external agencies where required by law or to safeguard children.

How Long We Keep Data

We keep personal data only for as long as necessary and in line with statutory requirements.

Your Rights

You have the right to request access to your personal data, request corrections, and raise concerns about how your data is handled.

Complaints

If you have concerns about how your data is used, you can raise this with the Nursery Manager/Owner. You also have the right to complain to the Information Commissioner's Office (ICO).

Contact Details

For data protection enquiries, please contact:

Joyful Star Nursery

2-3 Gataker House

Slippers Place

SE16 2EN

02073946110

joyfulstarnursery@yahoo.com

Date Reviewed	Feb 2025
Date For Review	Feb 2026

Equality, Diversity and Inclusion Policy

Policy Statement

Joyful Star Nursery is committed to providing an inclusive, welcoming, and respectful environment where all children, families, staff, and visitors are valued and treated fairly. We promote equality of opportunity and actively challenge discrimination, ensuring that everyone can participate fully in nursery life.

This policy reflects our commitment to the Equality Act 2010, the Early Years Foundation Stage (EYFS), and safeguarding requirements.

Aims of the Policy

This policy aims to ensure that:

- All children have equal access to learning, care, and opportunities
- Diversity is valued and positively reflected within the nursery
- Discrimination, prejudice, and unfair treatment are not tolerated
- Individual needs are recognised and supported
- Inclusive practice is embedded across all areas of nursery life

Legal Framework

This policy is guided by the Equality Act 2010, which protects individuals from discrimination on the basis of protected characteristics, including:

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race (including ethnicity, nationality, and culture)
- Religion or belief
- Sex
- Sexual orientation

Our Approach to Equality and Inclusion

Joyful Star Nursery:

- Provides a safe and inclusive environment for all children
- Treats all children and families with dignity and respect
- Values diversity and reflects it positively within the curriculum, resources, and environment
- Ensures policies, procedures, and practices promote equality

- Makes reasonable adjustments to support children and adults with additional needs

Children

- All children are welcomed and valued as individuals.
- No child will be discriminated against or excluded due to a protected characteristic or family circumstance.
- Activities and experiences are planned to reflect diversity and promote inclusion.
- Children are supported to develop positive attitudes towards differences.

Supporting Children with Additional Needs

- Individual needs, including SEND or medical requirements, are identified and supported.
- Individual support plans and risk assessments are developed in partnership with parents/carers and relevant professionals.
- Reasonable adjustments are made to enable children to access the curriculum and environment.

Parents and Carers

- Parents and carers are treated with respect and as partners in their child's care and learning.
- Information is shared in accessible ways where possible.
- Cultural, religious, and family preferences are respected wherever reasonably practicable.

Staff and Recruitment

- Recruitment, selection, and employment practices are fair, transparent, and non-discriminatory.
- Staff are supported through training to promote inclusive practice and challenge discrimination.
- Staff are expected to act as positive role models and uphold this policy at all times.

Challenging Discrimination

- Discriminatory language, behaviour, or attitudes will not be tolerated.
- Any incidents of discrimination will be addressed promptly and recorded.
- Appropriate action will be taken in line with safeguarding, behaviour management, or disciplinary procedures.

Training and Awareness

- Staff receive training on equality, inclusion, and diversity as part of induction and ongoing professional development.
- The nursery actively reflects on practice to ensure inclusivity is maintained and improved.

Date Reviewed	Feb 2025
Date For Review	Feb 2026

No Smoking Policy

Joyful Star Nursery is committed to promoting and protecting the health, safety, and wellbeing of all children, staff, parents, and visitors. Smoking poses a significant health risk, particularly to young children, and the nursery therefore operates a strict no smoking policy.

Smoking is not permitted at any time within:

- The nursery building & grounds
- Outdoor play areas

This policy applies to all staff, parents/carers, visitors, students, contractors, and any other persons entering or working on the premises. The nursery is a completely smoke-free environment. This includes the use of cigarettes, e-cigarettes, vaping devices, or any other smoking products.

Staff who smoke during breaks must do so off the nursery premises and must ensure they:

- Thoroughly wash their hands with antibacterial soap before returning to work
- Take reasonable steps to minimise any residual smell of smoke before having contact with children

Joyful Star Nursery recognises its responsibility under childcare legislation and health and safety regulations to provide a safe and healthy environment for children and adults. Compliance with this policy is required at all times.

Any breach of this policy may be addressed in line with the nursery's disciplinary procedures.

Date Reviewed	Feb 2025
Date For Review	Feb 2026

Drugs & Alcohol Policy

Joyful Star Nursery has a legal and moral obligation to ensure, as far as reasonably practicable, the health, safety and welfare of its employees, the children in its care and visitors to its premises. Joyful Star Nursery recognises that drug and alcohol misuse by employees is a serious health and safety issue, which can impact on an individual's health, quality of life, family relationships, social relationships as well as their work productivity.

Drug and alcohol misuse also impacts on the responsible and socially concerned image that the Company portrays. It must be born in mind that the use of illegal drugs is a criminal offence and in no way can this be condoned by Joyful Star Nursery.

Drug and alcohol misuse can lead to dependency and abuse. However, these conditions are treatable, and the success rate is likely to be greatest when the individual concerned acknowledges they have a problem.

Drug and alcohol misuse at a level not yet at dependency or abuse, but at a level likely to lead thereto, is also a serious threat to an individual's health, safety and wellbeing, and can have a detrimental effect on the Company's business activities. Such misuse is preventable and is best addressed by the individual, supported by appropriate awareness training programmes.

Aim

Joyful Star Nursery aims to create within the nursery an environment in which children are safe and in which employees with an alcohol or drug related problem can acknowledge it and seek sympathetic help from the Company.

Definitions

'At Work'

An individual is 'at work' for the duration of the whole working day, including lunch breaks, rest breaks, overtime (whether paid or otherwise) and early starts.

'Drugs'

All substances of any description, whether legally obtained or otherwise, including prescription and 'over the counter' medications, that may have an adverse effect on an individual's ability to carry out their work duties.

'Misuse'

Drug or alcohol use can have a negative impact on the individual's work and wellbeing. This can include deteriorating performance, behaviour, relationships, attitude etc.

'Under the Influence'

An individual's ability to perform their normal work duties is impaired due to the consumption of drugs or alcohol. This includes being over the legal alcohol limit for driving in the UK as well as adverse reactions to 'over the counter' and legally obtained drugs.

Duty to comply

This policy applies to all employees, which includes Directors, Managers and Deputy Managers. This policy also applies to all contractors whose personnel are employed on company premises, as well as to all students and volunteers. It is the responsibility of all employees to comply with this policy. Failure to comply may be treated as misconduct:

- Individuals must not be under the influence of alcohol or illegal drugs at any time whilst at work.
- Individuals must not bring any alcohol or illegal drugs onto company premises.
- Individuals must not consume alcohol or use any illegal drugs whilst at work or on company premises.
- Individuals found in possession of any suspicious substance whilst at work will be reported to the police.
- Individuals must only take prescribed and over the counter drugs in accordance with the label, the patient instruction leaflet, and the pharmacist's instructions. Employees are responsible for checking the side effects of any such medication. Where the effects of the medication may impact on the individual's ability to do their job safely and effectively, they must inform the nursery Manager immediately.
- Individuals found or suspected to be under the influence of alcohol or drugs whilst at work will be asked to leave the premises and offered appropriate assistance to return home safely.
- Employees found to be or suspected of being under the influence of drugs or alcohol at work will be investigated under the disciplinary procedure.
- Employees voluntarily disclosing that they have a problem with alcohol or drugs will be treated the same as any other employee with an illness. Where employees admit to having a drug or alcohol problem, they will not be subject to the disciplinary procedure (except in cases of gross misconduct), provided that:
 - They undergo and complete a programme of rehabilitation,
 - Their subsequent workplace behaviour and performance is satisfactorily maintained.

The company will provide confidential support to any employee seeking help with a drug or alcohol related problem. The company's aim is to assist in the employee's rehabilitation and subsequent effective return to work.

Date Reviewed	Feb 2025
Date For Review	Feb 2026

Disciplinary Procedures

This policy applies to all staff employed and is designed to offer a comprehensive, fair and prompt method of dealing with all disciplinary matters. The objective is to ensure the maintenance of a safe and effective operation of the establishment and a fair and consistent treatment of all employees. It is the responsibility of all staff to be acquainted with this policy and their responsibility within the procedure.

Disciplinary procedures should not be viewed primarily as a means of imposing sanctions. Rather, they should be seen as a way of helping and encouraging improvement amongst employees whose conduct or performance is unsatisfactory. When an employee's conduct appears to warrant consideration of disciplinary action, the following procedure will be adopted:

Investigation

The first stage of the disciplinary process is the investigation. The investigation process is to establish if there is any case to answer and to collect evidence from all sides. The investigation will be carried out as soon as possible following an allegation made and the employee will be made aware of the investigation as soon as it has been started unless there is reason to suspect that the employee might tamper with evidence or influence witnesses. You may be suspended on full pay pending the outcome of investigations.

The employee under investigation has the right to be accompanied at any investigatory interviews about their conduct. Before any such interview, the employee will be informed of the allegations against them and given time to prepare but will not have the right to see any written statements or evidence or be informed of the names of witnesses until the matter is submitted to a formal disciplinary hearing.

Disciplinary hearing procedure

The disciplinary hearing will be set up as soon as possible after the completion of the investigation. You will be notified of the disciplinary hearing in writing along with details of the allegations against you. You will be given a minimum of five working days' notice. At the disciplinary hearing you have the right to be accompanied by a workplace colleague not acting in a legal capacity or a full-time trade union official.

The disciplinary hearing procedure is as follows:

1. The deputy manager will present their case going through the evidence that has been gathered and call witnesses as appropriate. The employee/their representative will have the opportunity to ask questions.
2. The employee or their representative will provide their response to the allegations, calling witnesses as appropriate. The deputy manager will have the opportunity to ask questions.
3. Witnesses will attend only whilst giving evidence. Only signed statements which have been available to all parties beforehand can be used at the hearing.
4. Any party can request an adjournment at any time.

5. At the end of the hearing the deputy manager will summarise their case following which and will adjourn to consider the outcome.
6. Once an outcome has been decided the hearing will be reconvened and the outcome communicated to the employee with details of the right of appeal. At this point the disciplinary process comes to an end.

A representative can carry out all the functions on behalf of the employee, apart from answering questions on their behalf.

Outcomes

Except in cases of gross misconduct, the following procedure will be adopted:

Stage one- *Formal verbal warning*

In the case of misconduct or performance not reaching the required standard, you will be issued with a formal verbal warning. The verbal warning will remain on your file for six months.

Stage two- *Written warning*

A written warning will be issued where there is a current formal verbal warning on your file and sufficient improvement has not been made or where the misconduct or poor performance is serious enough to warrant Joyful Star Nursery bypassing the formal verbal warning stage. A written warning will remain on file for 12 months.

Where performance is unsatisfactorily, the warning will set out the performance problem, the improvement that is required, the timescale for achieving that improvement, a review date and any support the Joyful Star Nursery will provide to assist the employee.

Stage three- *Final written warning*

Where there is a failure to improve or change behaviour in the timescale set, or where the infringement is sufficiently serious, a final written warning may be issued to the employee. This will give details of, and grounds for, the complaint and contain a statement that failure to improve or modify behaviour may lead to either dismissal or some other penalty. The final written warning will remain on file for twelve months.

Stage four- *Dismissal*

Dismissal will normally result if you still fail to achieve the standard of conduct or performance required.

In exceptional circumstances, we reserve the right as an alternative to dismissal to impose contractual sanctions with or without notice. Such sanctions may include a reduction in remuneration, removal of benefits provided under the contract, demotion, suspension without pay for up to a maximum of five working days, together with a final written warning that will remain on file for 12 months.

Gross misconduct

Gross misconduct will result in summary dismissal, which means you lose your right to notice or pay in lieu of notice.

Disciplinary Appeals Procedure

At each stage of the disciplinary procedure, you will be given the right of appeal. If you wish to exercise your right of appeal, you should put your reasons in writing to Nursery Manager within five days of receiving written confirmation of the disciplinary decision taken against you. You will need to explain why the decision is unfair or inappropriate in relation to the matters addressed at the disciplinary hearing.

If you have any new information or evidence to support your appeal, please give details in full and include the names of any witnesses you may wish to call to support you in your appeal. This is in order that there will be sufficient time to investigate any additional information before the appeal hearing. You are entitled to be accompanied at the appeal hearing by a work colleague or by an accredited trade union official.

Although the purpose of the appeal is to review any disciplinary penalty imposed, it cannot increase the disciplinary penalty. The decision of the Nursery Manager is final.

Misconduct

These are examples of behaviour that would be classed as misconduct. Please note, these are examples only and is not an exhaustive list:

- failure to abide by the general health and safety rules and procedures.
- smoking anywhere on the premises.
- consumption of alcohol on the premises.
- persistent absenteeism and/or lateness.
- unsatisfactory standards or output of work.
- rudeness towards parents, or other employees.
- objectionable or insulting behaviour, harassment, bullying or bad language'
- failure to devote the whole of your time, attention and abilities to our business and its affairs during your normal working hours;
- unauthorised use of E-mail and Internet;
- failure to carry out all reasonable instructions or follow our rules and procedures;
- unauthorised use or negligent damage or loss of our property
- failure to report immediately any damage to property or premises caused by you

Gross misconduct

These are examples of behaviour that are normally regarded as 'gross misconduct'. It is not exhaustive, but it describes the kind of offence that can result in summary dismissal:

- Possibly committed an offence against or related to a child.
- Behaviour towards a child or children in a way that indicates that she / he is unsuitable to work with children.

- Deliberate failure to comply with the published rules of Joyful Star Nursery, including those covering cash handling, security, health and safety, equal opportunities, the internet etc.
- Deliberate falsification of records.
- The committing of offences against current discrimination legislation whilst acting on behalf of the company.
- Fighting or assaulting another person.
- Using threatening or offensive language towards children, parents, and other employees.
- Making yourself unfit to work by solvent abuse, drinking alcohol, taking of illegal substances, or failing to follow medical instructions on prescribed drugs.
- Being in unauthorized possession of Joyful Star Nursery's property.
- Being in possession of illegal drugs and substances or alcohol whilst on nursery premises.
- Obscene behaviour.
- Behaviour likely to bring the Company into disrepute.
- Wilful and deliberate damage to or misuse of company property.
- Refusal to carry out reasonable duties or instructions.
- Conviction on a criminal charge that is relevant to your employment with Joyful Star Nursery.
- The misuse of confidential information, including use for personal gain in the course of working with Joyful Star Nursery.
- Undertaking private work on the premises without permission.
- Verbal aggression or abuse towards the children, parents, members of the public or other employees.
- Failure to meet required standards, including satisfactory DBS Checks.

Grievance Procedure

A grievance procedure provides a structured process through which work-related concerns, issues, or dissatisfaction can be raised and addressed. Wherever possible, matters are encouraged to be resolved informally; however, where this is not appropriate or has not led to resolution, the formal grievance procedure applies.

Formal grievances should be submitted in writing to the Deputy Manager. Every effort will be made for the grievance to be heard within five working days of submission. Support may be provided during this process, and an individual raising a grievance may be accompanied by a work colleague or an accredited trade union official to assist in presenting the matter.

If the outcome of the grievance meeting is not satisfactory, an appeal may be submitted. Appeals must be made in writing to the Nursery Manager within five working days of receiving written confirmation of the grievance decision and must include the reasons for dissatisfaction with the original outcome. Every effort will be made to hear

the appeal within five working days. Support may again be provided by a work colleague or an accredited trade union official. The decision reached at the appeal stage is final.

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Staff Development & Training Policy

Joyful Star Nursery highly values its staff and recognises that their development is fundamental to the success of the nursery. It is in the best interests of the nursery, the children, families, and each individual staff member that all staff are supported to develop their skills to their full potential and to broaden their knowledge and expertise in caring for children.

Personal and professional development is essential to maintaining and continually improving the quality of care and education provided in the early years. High-quality practice underpins all aspects of curriculum delivery and positive interactions with children. At Joyful Star Nursery, we ensure that at least 90% of staff hold a Level 3 qualification (or equivalent) in childcare and education and actively work towards achieving 100%.

External training and professional support are accessed where appropriate to meet the needs of the nursery, the children attending, and to ensure staff qualifications are renewed and kept up to date.

To support and facilitate staff development, Joyful Star Nursery will:

- Lead by example, role model best practice, and provide encouragement and support to promote high levels of morale and motivation
- Promote effective teamwork through ongoing communication and staff involvement to enhance nursery practice
- Provide opportunities for delegation based on individual skills and expertise to recognise staff contributions and encourage professional growth
- Encourage staff to contribute ideas for change and improvement through regular staff and team meetings, including discussions on strategy, policy, and curriculum planning
- Support staff to extend their experience and knowledge by attending relevant external training courses
- Encourage the sharing of knowledge by supporting experienced staff to mentor others and disseminate learning from external training within the nursery
- Provide regular in-house training tailored to the needs of the nursery and its staff
- Carry out regular supervision meetings with all staff, alongside annual appraisals where objectives and action plans are agreed and training needs identified
- Develop and maintain continued professional development plans that address both qualification requirements and ongoing CPD needs for individuals and the setting
- Promote a positive learning culture throughout the nursery
- Delegate responsibilities appropriately in line with individual expertise and experience

- Undertake training needs analysis for individual staff members, the team, and the nursery as a whole
- Evaluate all training events to assess effectiveness against set aims and inform the development of future training programmes
- Provide thorough induction processes for all new staff, including assigning a senior member of staff to support them
- Offer ongoing professional support and guidance
- Promote teamwork through open communication, staff involvement, and a positive, no-blame culture
- Provide annual team-building training opportunities
- Cascade information effectively and hold regular internal training events
- Use evaluations of training to continuously improve learning opportunities and staff development
- Maintain a training plan that addresses qualification requirements and continuous professional development needs for both the nursery and individual staff members

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Supervision and Appraisal Procedures

Appraisal meetings are held once a year, usually at the beginning of each year. The appraisal process provides a structured opportunity to review and evaluate past job performance and to plan for future development. It is used to identify strengths, areas for improvement, and professional development needs, with the aim of supporting effective performance and continuous improvement within the setting. Outcomes from appraisal meetings may include agreed objectives, action plans, and training or development requirements.

Supervision meetings are structured, two-way discussions between a member of staff and their line manager. These meetings are designed to support staff wellbeing, professional practice, and performance by providing regular opportunities to discuss roles, responsibilities, expectations, and any support required. Supervision meetings are used to clarify job responsibilities, review progress against agreed objectives, address any concerns, and reinforce standards and expectations within the setting.

Individual supervision meetings are held on a quarterly basis and are usually conducted by the Deputy Manager or appropriate line manager. Objectives and actions agreed during appraisal meetings are reviewed and monitored during these sessions. In addition to one-to-one supervision, group supervision discussions are incorporated into monthly staff meetings to support reflective practice, communication, and shared understanding across the team.

Records of appraisals and supervision meetings are maintained in line with data protection requirements and are used to inform ongoing professional development and support.

Staff Suitability Policy

At Joyful Star Nursery we are committed to ensuring that all staff, including students and volunteers, are suitable to work with or be in regular contact with children. We have systems in place to ensure that this includes making a decision about suitability, as part of the recruitment process and monitoring continued suitability, as part of regular staff or student supervision.

The Nursery manager is responsible for ensuring that all staff and students have an enhanced check with the Disclosure and Barring Service (DBS), and that the results of such a check are assessed as part of a decision on suitability. Where possible staff will have the checks completed prior to starting employment. However, if there are delays in checks coming through, as a last resort staff may work in the Nursery before these

checks are completed as long as they are supervised at all times by staff who already hold an enhanced check and the check has been applied for.

All Nursery staff will be informed of any staff awaiting enhanced DBS clearance. Staff awaiting these checks will never:

- Be left unsupervised whilst caring for children.
- Take children for toilet visits unless supervised by staff holding an enhanced check.
- Change nappies.
- Be left alone in a room or outside with children.
- Administer medication.
- Administer first aid.
- Take photographs of any children.
- Be involved in looking at a child's learning and development log but can contribute to it.
- Have access to children's personal details and records.

While adhering to the above list, we recognise that it is vital that the staff member awaiting an enhanced disclosure is made to feel part of the team and we support them in participating fully in every other aspect of the nursery day. We recognise that the enhanced DBS disclosure is only one part of a suitability decision and Nursery management will ensure every individual working with a child goes through a vigorous recruitment and induction procedure (as laid out in the safe recruitment policy).

We will also ensure they receive continuous support, training and supervision from management in order to provide a safe, secure and healthy environment for all children in the Nursery. We act on any information that comes to our attention that suggests someone may no longer be suitable for their role. All students will also receive an interview to ensure they are suitable for the Nursery and an induction process to ensure they fully understand and are able to implement the Nursery procedures, working practices and values.

All students will be fully supervised to ensure they receive the appropriate support, training and information they may require. It is expected that all Staff register for the DBS Update service at their own cost. This service enables automatic annual checking of their DBS status. Staff have a duty and responsibility to inform the Nursery Manager of any changes to their circumstances that have a direct impact on their DBS status.

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Learning & Behaviour Policies

Behaviour Management Policy

Joyful Star Nursery believes that children flourish best when they know how they are expected to behave and should be free to play and learn without fear of being hurt or unfairly restricted by anyone else.

Joyful Star Nursery aims to provide an environment where all children learn to respect themselves, other people, and their environment. We expect appropriate behaviour from everyone within the setting at all times.

Children flourish best when their personal, social and emotional needs are met and where there are clear and developmentally appropriate expectations for their behaviour. Where appropriate, children will be encouraged to consider the impact their behaviour has on the people, places and objects around them; and to consider the views, feelings, needs and rights of others.

We will positively promote good behaviour and value co-operation and caring attitude to enable children to develop as responsible members of society. These principles are embedded in the promotion of British Values across the nursery environment.

We have a named person who has overall responsibility for our programme for supporting personal, social and emotional development, including issues concerning behaviour.

We require the Nursery Leader to:

- keep her/himself up-to-date with legislation and research and thinking on handling children's behaviour;
- access relevant sources of expertise on handling children's behaviour; and
- check that all staff have relevant training on handling children's behaviour
- We require all staff, volunteers and students to provide a positive model of behaviour by treating children, parents/carers and one another with friendliness, care and courtesy.
- We require all staff, volunteers and students to use positive strategies for handling any conflict by helping children find solutions in ways which are appropriate for the children's ages and stages of development - for example distraction, praise and reward.
- We familiarise new staff and volunteers with the pre-school's Behaviour Management Policy.

- We expect all members of the Nursery - children, parents/carers, staff, volunteers and students - to keep to the Behaviour Management Policy guidelines, requiring these to be applied consistently.
- We praise and endorse desirable behaviour such as kindness and willingness to share.
- We avoid creating situations in which children receive adult attention only in return for undesirable behaviour.
- When children behave in unacceptable ways, we help them to see what was wrong and how to cope more appropriately.
- We never send children out of the room by themselves.
- We never use physical punishment, such as smacking or shaking. Children are never threatened with these.
- We only use appropriate physical restraint, such as holding, to prevent physical injury to children or adults and/or serious damage to property. Details of such an event (what happened, what action was taken and by whom, and the names of witnesses) are brought to the attention of our Nursery Leader and are recorded in the child's Incident Book. The parent/carer is informed on the same day and signs the Incident Book to indicate that he/she has been informed.
- In the event of a serious concern, or if an incident occurs with a child who is already identified as having a behavioural concern, and physical restraint has already been used, a Physical Restraint record form should be completed, and a record made in their behaviour log. Any Behaviour Risk Assessments may also need to be reviewed.
- In cases of serious misbehaviour, such as racial or other abuse, we make clear immediately the unacceptability of the behaviour and attitudes, by means of explanations rather than personal blame. We make a record in the child's incident book (or the child's behaviour log if relevant).
- We do not shout or raise our voices in a threatening way to respond to children's behaviour.
- We handle children's unacceptable behaviour in ways which are appropriate to their ages and stages of development - for example by distraction, discussion or by withdrawing the child from the situation.
- We work in partnership with children's parents/carer. We work with parents/carers to address recurring unacceptable behaviour, using objective

observation records to help us to understand the cause and to decide jointly how to respond appropriately.

- Children with behavioural concerns which impacts on their learning, may be placed on a Learning Plan and the behaviour monitored. Parents/carers are informed at every stage. A Behaviour Log may also be started. If the behaviour causes potential or actual harm to others or self, then a Behaviour Risk assessment should be undertaken. External advice may be sought to help support the child.
- We reinforce positive behaviour in children and offer alternative strategies to inappropriate behaviour.
- Our planning and activities reinforce correct behaviour in areas such as friendships and politeness and help children to understand their feelings/emotions.
- We will consult with the children and discuss the importance of 'rules'.

Children under three years

We recognize that different strategies will be needed to be used when dealing with younger children's inappropriate behaviour and will require sensitive adults to help them regulate their emotions such as anger, fear, and distress.

Staff should remain calm and be patient at all times, offering comfort to intense emotions.

Bullying

Bullying involves the persistent physical, verbal, emotional or psychological abuse of another child, children or adult. We take bullying very seriously.

If a child bullies another child or children:

- We intervene to stop the child harming the other child or children;
- We give reassurance to the child or children who have been bullied;
- We explain to the child doing the bullying why her/his behaviour is inappropriate;
- We recognize that children who bully are often unable to empathise with others and for this reason we do not insist that they say sorry unless it is clear that they feel genuine remorse for what they have done. Empty apologies are just as hurtful to the bullied child as the other behaviour.

- We make sure that children who bully receive praise when they display acceptable behaviour.
- We do not label children who bully.
- When children bully, we discuss what has happened with their parents/carers and work out with them a plan for handling the child's behaviour; put in the incident book and.
- When children have been bullied, we share what has happened with their parents/carers, explaining that the child who did the bullying is being helped to adopt more acceptable ways of behaving.

If an adult bullies another person:

- We will follow the Disciplinary Policy and Procedure if a member of staff behaves negatively towards any child or adult.
- If a parent/carer or visitor behaves in an inappropriate manner towards any child then we will follow the guidelines of our Safeguarding Policy.
- If a parent/carer or visitor behaves in an inappropriate manner towards any adult then we will follow the procedures below:
 - inform the manager.
 - they will then speak to the parties involved.
 - a meeting arranged between all parties to discuss and try and resolve the matter.

If the matter cannot be resolved the Nursery would then follow the Complaints Procedure.

We aim to achieve positive behaviour by:

Creating a positive learning environment

- Staff model appropriate behaviours e.g. speaking in a pleasant voice, playing cooperatively, sharing, being polite, tidying up, and being kind to others.
- Staff respond positively to children giving help, care, encouragement and attention.
- Questions and prompts are used to respond to child-initiated interactions to promote language, problem solving, social and emotional development.
- Staff use verbal, and nonverbal prompts to teach new skills.
- Considerate behaviour such as kindness and willingness to share are acknowledged.

- Staff support children in developing self-esteem, confidence, a sense of belonging, and of being valued.

Having realistic expectations

- Children are individuals and develop at different rates and need to be developmentally ready before they can learn a new skill.
- All children make mistakes, and most are not intentional.
- Behaviours will be handled in a developmentally appropriate way.
- Babies and young children are unable to regulate their own emotions, such as fear, anger or distress, and require sensitive adults to help them do this.
- Staff will remain calm and patient, helping children to manage their feelings and talk about them to help resolve issues and promote understanding.
- Staff will be aware that some behaviour may arise from a child's special needs.
- A child may have insufficient language skills to express him or herself and may feel frustrated.
- Children do need their own time and space; it is important to acknowledge children's feelings and to help them understand how others might be feeling.
- A child may be exposed to levels of aggressive behaviour at home and may be at risk emotionally or may be experiencing child abuse. If abuse is suspected the nursery's Safeguarding Children policy should be followed.

Rule of law: understanding rules matter

Ensure that children understand their own and others' behaviour and its consequences and learn to distinguish right from wrong.

- Collaborate with children to create the rules and the codes of behaviour, for example, to agree the rules about tidying up.
- Ensure that all children understand rules apply to everyone.

Rough and tumble play, fantasy aggression and weapons

Young children often engage in play that has aggressive themes –such as superhero and weapon play; some children appear pre-occupied with these themes, but their

behaviour is not necessarily a precursor to hurtful behaviour or bullying, although it may be inconsiderate at times and may need addressing.

- Teasing and rough and tumble play are normal for young children and acceptable within limits. We regard these kinds of play as pro-social and not as problematic or aggressive.
- We will develop strategies to contain play that are agreed with the children, and understood by them, with acceptable behavioural boundaries to ensure children are not hurt.
- We recognise that fantasy play also contains many violently dramatic strategies, blowing up, shooting etc., and that themes often refer to 'goodies and baddies' and as such offer opportunities for us to explore concepts of right and wrong.
- We are able to tune in to the content of the play, perhaps to suggest alternative strategies for heroes and heroines, making the most of 'teachable moments' to encourage empathy and lateral thinking to explore alternative scenarios and strategies for conflict resolution.
- Many children will invariably play with weapons, using their finger as a gun at the very least. This play is often reflecting what they have observed or experienced. As with other forms of play weapon play will be carefully observed and used as an opportunity to develop children's appropriate understandings.

Risky play

Official advice to practitioners is to ensure that children encounter more risk in their play. The Early Years Foundation Stage states 'Being overprotective can prevent children from learning about possible dangers and about how to protect themselves from harm.' All play will be monitored for risk and appropriate risk assessments will be undertaken. However, we acknowledge that during play children will sometimes hurt themselves. Any injuries will be treated in the appropriate ways.

Partnership with parents

We work in partnership with children's parents. Parents are regularly informed about their children's behaviour by their key person. We work with parents to address recurring inconsiderate behaviour, using our observation records to help us to understand the cause and to decide jointly how to respond appropriately.

- Staff will share with parents what strategies they are using to discourage the behaviour so we can work together to ensure consistency.

- If a serious incident occurs an incident form will be completed and parents informed.
- Where a child's behaviour continues to give cause for concern, staff will consult with parents/carers about possible ways in to support the child.
- We may advise parents to seek specialist advice (for example, sometimes hearing or speech problems lead to difficulties in understanding rules).
- An Individual Learning Plan (ILP) will be set up where necessary. If aspects of a child's behaviour are putting their own or others safety at risk the procedures to be followed will be written into the Individual Learning Plan.

Date Reviewed	Feb 2025
Date For Review	Feb 2026

Displays Policy

Joyful Star Nursery aims to provide an attractive, stimulating and appropriate environment for learning, we wish to engage and promote our nursery to parents, visitors and other stakeholders visually and clearly throughout the environment.

Each room enables children to participate in sharing their interests, learning and achievements through display, photographs and visual representations.

Our approach

Young children learn through the process of 'doing' the activity- the end product is less important, and this is reflected in a way that shows:

- Displays are based on children's interests, observations or themes such as autumn or holidays
- Positive images of people, and appropriate use of language in all forms reflective of our families and community
- Have a children's art gallery area in each room
- Varied and rich examples of environmental print for directions, labels, instructions and information

We follow the Communication Friendly Spaces approach which is reflected throughout the building, and such you will notice the intentional use of natural colours and materials.

Why do we display?

- To raise children's self confidence
- To encourage and stimulate
- To inform and involve
- To raise awareness of the environment
- To develop home- nursery links
- To share and celebrate success
- To celebrate different cultures, religions and ethnicity
- To celebrate children's own work
- To develop respect and appreciation

What do we display?

- Children's paintings, drawing and mark making
- Information related to children's learning. For example; "We planted a sunflower seed and it has grown 60 centimetres tall"
- Children's models
- Photographs
- Routines

- Health & Safety information
- Policies and procedures, registration and insurance documents
- Pictures and posters
- Information on curriculum and planning
- General information for parents
- Interest tables

Preparation and guidelines

The nursery teams have a shared bank of creative skills and we communicate this to our colleagues, parents and visitors by adhering to the guidelines below:

- We plan displays carefully choosing combinations of colours and themes
- We use a variety of media, textures, colours, shapes and sizes
- We use hessian backed display boards to reduce visual distraction and enhance the content
- Displays have a clear purpose – why are we doing it? What is the purpose?
- Display boards are regularly maintained and changed termly
- Display signage uses focused and appropriate language and/or links to the Early Years Foundation Stage (EYFS)
- Signage and labelling is printed using Comic Sans to promote early letter and word recognition
- Handwritten information such as white boards is written in print not cursive script
- Labels are correctly spelt, using all lower-case lettering unless at the beginning of sentences or names
- We identify children by their first name
- Resource boxes or trays are labelled. Containers that are not transparent will include a picture or photograph of the contents.

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Key Person & Settling-In Policy

At Joyful Star Nursery we believe that children settle best when they have a familiar member of staff to relate to, who knows them and their parents well, and who can meet their individual needs. We feel that this benefits the child, the parents, the staff and the Nursery by providing secure relationships in which children thrive, parents have confidence, staffs are committed and we as a nursery are a happy and dedicated place to attend or work in.

We have a settling in procedure that we encourage parents to adhere to.

We want children to feel safe, stimulated and happy in the nursery and to feel secure and comfortable with staff. We also want parents to have confidence in both their children's well-being and their role as active partners with the Nursery. We aim to make the nursery a welcoming place where children settle quickly and easily because consideration has been given to the individual needs and circumstances of children and their families.

The key person role is set out in the Safeguarding and Welfare Requirements of the Early Years Foundation Stage. Within our Nursery a key person is assigned for each child. The procedures below set out a model for developing a key person system that promotes effective and positive relationships for children who are in our nursery.

Procedures

We allocate a key person before the child starts.

The key staffs are responsible for:-

- The induction of the family and for settling the child into our nursery.
- Offering unconditional regard for the child and are non-judgmental.
- Working with the parents to plan and deliver a personalised plan for the child's well-being, care and learning.
- Acting as the main contact for the parents. However, sharing appropriate information with other key staff involved with the child.
- Developing strong links with all other carers involved with the child and co-ordinating the sharing of appropriate information about the child's development with those carers.
- Developmental records and for sharing information on a regular basis with the child's parents to keep those records up-to-date, reflecting the full picture of the child in our nursery and at home.
- Encouraging positive relationships between children in her/his key group, spending time with them as a group each day.
- We provide a back-up key person so the child and the parents have a key contact in the absence of the child's key person.

- We promote the role of the key person as the child's primary carer in our nursery, and as the basis for establishing relationships with other staff and children.

Settling-in

Before a child starts to attend the nursery, we use a variety of ways to provide his/her parents with information. These include written information, displays about activities available within the nursery, and individual meetings with parents.

- We provide opportunities for the child and his/her parents to visit the nursery.
- We allocate a key person to each child and his/her family before she/he starts to attend; the key person welcomes and looks after the child and his/her parents at the child's first session and during the settling-in process along with other key staff in the room.
- When a child starts to attend, we explain to parents the process of settling-in with his/her parents and jointly decide on the best way to help the child to settle into the nursery.
- We have an expectation that the parent, carer or close relative, will stay for the first settling in session, gradually taking time away from their child, increasing this as and when the child is able to cope.
- Younger children sometimes take longer to settle in, as will children who have not previously spent time away from home. Children who have had a period of absence may also need their parent to be on hand to re-settle them.
- We judge a child to be settled when they have formed a relationship with their key person or key staff in the room. The child will also be familiar with where things are and are pleased to see other children and participate in activities.
- When parents leave, we ask them to say goodbye to their child and explain that they will be coming back, and when.
- We recognize that some children will settle more readily than others, but that some children who appear to settle rapidly are not ready to be left.
- We expect that the parent will honor the commitment to stay with their child, until their child can stay happily without them.
- We do not believe that leaving a child to cry will help them to settle any quicker. We believe that a child's distress will prevent them from learning and gaining the best from the nursery.
- We reserve the right not to accept a child into the nursery without a parent or carer if the child finds it distressing to be left. This is especially the case with very young children.
- Within the first few weeks of starting, we discuss and work with the child's parents to begin to create their child's record of achievement.

The progress check at age two

- The key person carries out the progress check at age two in accordance with any local procedures that are in place and referring to the guidance A Know How Guide: The EYFS progress check at age two.
- The progress check aims to review the child's development and ensures that parents have a clear picture of their child's development.
- Within the progress check, the key person will note areas where the child is progressing well and identify areas where progress is less than expected.
- The progress check will describe the actions that will be taken by the nursery to address any developmental concerns (including working with other professionals where appropriate) as agreed with the parent(s).
- The key person will plan activities to meet the child's needs within the nursery and will support parents to understand the child's needs in order to enhance their development at home.

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Outdoor Play and Learning

At Joyful Star Nursery we value outdoor play. We aim to provide a rich learning experience in the outside area and represent the seven areas of learning. We aim to let children into the local park at least twice a day in any weather, by planning relevant activities & learning experiences. We believe the indoor & outdoor environments are of equal importance and this should be reflected in planning & assessment.

We believe the outdoor environment has a positive impact on the children's sense of well-being and helps all aspects of the children's development. The curriculum guidance for the Early Years Foundation Stage (EYFS) actively promotes playing outdoors.

We will provide adequate equipment to ensure that children are both safe and healthy whatever the weather to enable the children to play and enjoy the inside and outside environment / facilities on a daily basis.

We aim to provide a safe, stimulating outdoor environment where space is used effectively to enable children to explore a broad balanced curriculum using a range of interesting resources suitable to their individual needs. We aim to provide free-flow outside play every session where all areas of provision are reflected and take into account the children's interests.

In order to achieve this we:

- Complete a full risk assessment before the children have access to the local park.
- Supervise children at all times whilst outside. A member of staff is deployed on outside play throughout the session. This staff member observes the flow of children and calls for extra support when needed.
- Ensure the outdoor area is safe, secure and well maintained.
- Regular children ratio is monitored
- Use the garden as a natural resource for learning and extend indoor play outside.
- Provide large equipment for physical play and provide opportunities for children to develop their large motor skills.
- Ensure that the area offers children the opportunity to investigate and explore, problem solve, mark make, and use their imagination and creativity.
- Give children the opportunity to have ownership of the garden by involving them in planning.
- Help children to care for and respect the outdoor environment, care for living things, and appreciate the natural world.
- Use tools safely and effectively and follow safety rules.

- Take into account children's interests and be responsive to their learning experiences
- Allow children to expand on their interests make choices and have freedom to explore.
- Encourage children to be independent and learn to tidy the equipment after use
- Allow children to experience all types of weather, ensuring they have with appropriate clothing.

How we protect children from the weather:

- When the temperature is extremely hot it is monitored by the staff and they will decide daily whether the children need to stay indoors for their own safety. If the temperature is extremely hot and the Met Office UV rating is above 10 children will be limited to playing out before 10am and after 3pm.
- We encourage all children to wear a hat, preferably legionnaire style, while playing outside in the sun.
- We ask parents to provide a named sunhat but we have a supply of spare hats available.
- We will apply broad spectrum sunscreen (min. factor 30) to all children before they can access the outside area. This will be applied at least 30 minutes before going outside.
- We support older children to apply their own sun cream to promote independence and develop self-care skills
- When registering their child parents sign to give permission for sun cream to be applied.
- Staff will check to see if a child is allowed to have sunscreen before applying and will wash their hands in-between applying sunscreen to each child.
- We ask parents to provide a bag with seasonally appropriate spare clothing and have spare clothes available to lend to children.
- We make sure that children have adequate access to fresh drinking water and encourage children to drink regularly to stop dehydration.
- We teach children about being healthy including about the weather and appropriate clothing.
- For wet weather, parents will be asked to provide children with welly boots and waterproof clothing.
- In snow and/or icy weather children will be well dressed in warm clothing and time outside will be monitored to ensure children do not become too cold
- The building is maintained to a comfortable temperature, if the temperatures become uncomfortably hot or cold then the decision will be made of whether to close for the day.

Staff - child ratios remain the same in the garden and staff are aware of how to interact with children in adult-led activities & allow children to access their own learning. Resources within the garden reflect the 3 prime & 4 specific areas of learning in the Early Years Foundation Stage (EYFS). We also access the local park in all weathers, where appropriate.

Children's safety is the most important concern, the local park is included in our risk assessment and these safety issues are also thought about while children are in the garden;

1. There are accident reports sheets located on the main nursery.
2. There is a first aid box located on the main nursery.
3. We have no poisonous plants or substances in the local park
4. The local park is checked daily for rubbish, animal faeces or hazardous materials
5. Equipment is checked for breakages
6. Equipment is sterilized monthly

The staff at Joyful Star Nursery is committed to the inclusion of all children in outdoor play; all activities are pitched to enable all the children to take part regardless of age, sex, colour, race, religion, physical or mental impairment or disability. The resources will reflect the diversity of our society.

At Joyful Star Nursery we also believe that the staff, children & parents benefit from parental partnership. Parents can join in by:

1. Providing appropriate clothing
2. Providing resources
3. Popping in to have a chat about outdoor play
4. Helping out, we have a number of helper sessions for you to come along and help at the nursery. Please speak to a member of staff if you are interested.

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Date For Review	Feb 2026

Promoting British Values

The Department of Education have recently reinforced the need “to create and enforce a clear and rigorous expectation on all early years settings to promote the fundamental British values of democracy, the rule of law, individual liberty and mutual respect and tolerance of those with different faiths and beliefs.”

The Counter Terrorism and Security Act also places a duty on early years providers “to have due regard to the need to prevent people from being drawn into terrorism” (the Prevent duty). At Joyful Star Nursery these values are reinforced regularly and in the following ways:

Democracy

- Making decisions together; As part of the focus on self-confidence and self awareness as cited in Personal, Social and Emotional Development.
- Managers and staff encourage children to see their role in the bigger picture, encouraging children to know their views count, value each other’s views and values and talk about their feelings, for example when they do or do not need help. When appropriate demonstrate democracy in action, for example, children sharing views on what the theme of their role play area could be with a show of hands.
- Staff support the decisions that children make and provide activities that involve turn-taking, sharing and collaboration. Children are to be given opportunities to develop enquiring minds in an atmosphere where questions are valued.

The Rule of Law

- Understanding rules matter as cited in personal social and emotional development staff ensure that children understand their own and others’ behaviour and its consequences and learn to distinguish right from wrong.
- Staff collaborate with children to create the rules and the codes of behaviour, for example, to agree the rules about tidying up and ensure that all children understand rules apply to everyone.

Individual Liberty-Freedom for All

- Children should develop a positive sense of themselves. Staff can provide opportunities for children to develop their self-knowledge, self-esteem and increase their confidence in their own abilities, Children are actively encouraged to make choices, knowing that they are in a safe and supportive environment. For example, through allowing children to take risks on an obstacle course, mixing colours, talking about their experiences and learning.
- Staff should encourage a range of experiences that allow children to explore the language of feelings and responsibility, reflect on their differences and understand we are free to have different opinions, for example in a small group

discuss what they feel about transferring into Pre-school. Mutual Respect & Tolerance:

- Treat others as you want to be treated.
- Managers and leaders create an ethos of inclusivity and tolerance where views, faiths, cultures, and races are valued, and children are engaged with the wider community.
- Children should acquire a tolerance and appreciation of and respect for their own and other cultures; know about similarities and differences between themselves and others and among families, faiths, communities, cultures, and traditions and share and discuss practices, celebrations, and experiences.
- Staff encourage and explain the importance of tolerant behaviours such as sharing and respecting other's opinions.
- Staff promote diverse attitudes and challenge stereotypes, for example, sharing stories that reflect and value the diversity of children's experiences and providing resources and activities that challenge gender, cultural and racial stereotyping. A minimum approach, for example having notices on the walls or multi-faith books on the shelves will fall short of 'actively promoting'.

What is not acceptable is:

- Actively promoting intolerance of other faiths, cultures and races.
- Failure to challenge gender stereotypes and routinely segregate girls and boys.
- Isolating children from their wider community.
- Failure to challenge behaviours (whether of staff, children or parents) that are not in line with the fundamental British values of democracy, rule of law, individual liberty, mutual respect and tolerance for those with different faiths and beliefs.

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Special Educational Needs and Disabilities Policy & Procedure

At Joyful Star Nursery we are committed in supporting children with Special Educational Needs and Disabilities by providing an environment in which all children are supported to reach their full potential. We will provide an environment in which all children will have their needs met and will be supported to reach their full potential.

Aims

- We have regard for the DFES Special Educational Needs Code of Practice 2014 and the Equalities Act 2010.
- We ensure our provision is inclusive to all children.
- We provide practitioners to help support parents/carers and children with SEN Support.
- We identify the specific needs of children with SEN/ disabilities and meet those through a range of strategies.
- We work in partnership with parents/carers and other agencies in meeting individual children's needs.
- We monitor and review our practice and provision and make adjustments if necessary.

The Nursery Layout

The nursery is very child friendly and has been renovated to promote independence with adult support. We have a ramp accessing the nursery from the front. We have a disabled toilet and all sinks that the children need to use are at a low level.

Methods

- We designate a member of staff to be Special Educational Needs Co-ordinator (SENCO) and a member of staff to be deputy co-ordinator.
- We recognise the need for early identification of children with SEND and work with parents/carers to support children requiring SEN support. We use a variety of methods to support early identification including parent/carer information, two year-old progress check, observations, and information from other external agencies.
- We aim to put Individual Learning Plans in place within 6 weeks of a child starting the setting. These may cover health, care, learning, low level behavioural or medical needs (or a combination of these needs).
- We ensure that the provision for children with SEN/ disabilities is the responsibility of ALL members of the setting.
- We ensure that our admissions policy ensures equality of opportunity and access, and is inclusive.

- We check that, as far as possible, our physical environment is suitable for children with disabilities.
 - We work closely with parents of children with SEN/ disabilities to create and maintain a positive partnership. This will include informing parents at all stages of their children's pre-school education, assessments, planning, provision and review.
 - We have systems in place to support children with a ILP
 - We liaise with other professional involved and provide sources of independent advice and support as appropriate. We ask permission of parents/carers for external support workers to make observations.
 - We provide an appropriate curriculum to suit individual needs. This will take into account a suitable system for identifying individual needs and for planning a balanced curriculum.
 - We plan, implement, monitor, evaluate and review individual Learning Plans.
 - We ensure that children with SEND are appropriately involved at all stages of the graduated response, taking into account their levels of ability.
 - We keep records of the assessment, planning, provision and review for children with SEN/disabilities.
 - We provide resources (human and financial) to implement our SEN policy..
 - We monitor and review our policy and SEN provision to ensure effectiveness by examining information from all relevant sources such as Support Plans, PEPs, FSP meetings, complaints, inspections, external agencies and parent/carer's views to assist in making policy changes.
 - We provide a complaints procedure.
 - We apply for additional funding if there is an identified need. We are aware that children with an EHCP (statement) may have access to Personal Budgets and that this may be a way of accessing additional help.
 - We ensure that the provision for children with SEN is the responsibility of all members of the Nursery.
- We have a system in place for referring children for further assessment e.g. Common Assessment Framework/Early Help Assessment and Education, Health and Care (EHC) assessment.
- We ensure the effectiveness of our special educational needs and disabilities provision by collecting information from a range of sources e.g. action plan reviews, staff and management meetings, parental and external agency's views, inspections and complaints. This information is collated, evaluated and reviewed annually.
 - We monitor and review our policy, practice and provision and if necessary make any adjustments

Identification & Assessment

Staff at Joyful Star Nursery work closely with their key groups of children and observe them on a daily basis both through play and conversation but also through written observations of what the children do throughout their session. If a member of staff has a concern about a child then they must raise this concern with the SEN who would take into account their observations and possibly sit in on the group and make their own notes on the child.

Approaching Parents/Carers

It would be the responsibility of the Key Person in the first instance to sensitively discuss any concerns with the parent/carer. The conversation should be carried out in private and the Parents should be reassured that we will endeavor to assist their child in their development and learning, but that we may require assistance from outside agencies.

The outcome of the discussion needs to be followed up in writing and signed by the parent/carer, who also needs to sign an Inter-Agency Parental Consent Form before a referral can be made. If progress is not made or parents have concerns too the Key person may include the SEN Officer.

Should the parents not feel the same way about the concerns that we have for their child then we will continue to make further observations on the child and possibly invite the parent in to observe their child during the session. We will always work in partnership with parents and keep a two way flow of communications.

Further Assessments & Plans

It may be necessary for the SEN to draw up an Individual Education Plan for the child so that staff can support the child with their development. This would be put together using observations and developmental tracker sheets and would show how a series of day to day activities can be used to support the child in their area of concern.

The IEP will be shown to the Parent/ Carer and permission will be obtained before the plan is carried out. This stage is called Early Years Action.

This IEP may be a temporary measure until;

- If progress is not made, we will refer to another agency e.g.: speech and language Therapist, Health Visitor or Early Years Panel, this stage is called Early Years Action Plan.
- The requested outside agency becomes involved and makes an assessment on the child, therefore the IEP may have to be reviewed.
- The child makes good progress and is meeting the targets of the IEP. (It is

advisable that the child continues to receive support so that they do not regress.)

Reviews

A review of the agreed IEP will be made regularly to assess progression and evaluate the effectiveness of the targets being met. These reviews will be made as set out on the IEP and the SEN will inform the parents of the details, including positive feedback about the progression that their child is making. If the child has not made any progress, then the IEP must still be reviewed and differentiation can be made. Ensure that support is always offered to the Parents/ Carers and that you answer any questions that they may have in full.

Positive Promotion

We will always endeavor to positively promote Special Educational Needs to children, their families and visitors to the nursery by displaying images and using resources such as posters, puzzles and dolls, which reflect anti-discriminatory practice.

Families with SEN

We welcome families with SEN and will always strive to meet their needs when registering and bringing their child to the nursery. We would seek advice and support from Early Years Team or CAF.

Transitions

- We support children with SEN in making transitions such as to primary school.

This may involve specific meetings with a school SENCO and the key person.

We involve the parents/carers at all stages of the process.

Links with other early years settings, support services and other agencies

We will develop good links with the professionals in the children's centers, local schools and childcare settings in the area. We will keep in regular contact with the Early Years Advisory Team, which includes SENCO and Inclusion support staff, Educational Psychologists, Social Care Services, Speech Therapists, Portage workers, Health visitors, Child Development Clinics, etc.

When a child with SEND moves to another setting their 'My Learning Journey', IEP's and all relevant paperwork will be passed to the new setting and where possible a meeting will be arranged with the SENCO at the new setting. Parents and carers will be kept informed of what is happening and if appropriate invited to any meetings. Written parental consent is obtained before any contact with other settings, support services and other agencies is made.

Monitoring and Evaluation

We monitor the effectiveness of our SEN provision by collecting information from a range of sources e.g. Individual Education Plan reviews, staff and management meetings, parental and external agency's views, inspections and complaints. We will

complete and review an Equality Action Plan to identify areas for improvement as per our Inclusion, Equality and Diversity Policy.

Complaints

A parent/carer who is concerned about the child's SEN provision should discuss their worries with the child's key person or the SENCo. If this does not have a satisfactory outcome or the problem reoccurs, the parent or carer should speak to the manager. Most complaints should be resolved at this stage. If the matter is not resolved to the parents/ carers satisfaction, further action can be taken in accordance with our Complaints Policy. You may also contact the Office of Standards and Education (OFSTED)

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Toilet Training and Nappy Changing Policy

At Joyful Star Nursery, staff actively encourage parents to toilet/potty train their child. Staff provides support and advice through the process of potty/toilet training. If staff members or parents feel that their child is ready to start the transition of toilet/potty training, then both the key person and parent/carer will meet to discuss the child's individual needs and together will make a date for toilet/potty training to begin.

Daily communication will take place between nursery staff and the parent/carer to update on the child's progress. This is carried out verbally and also via the daily record sheet. Support and advice is given to the parent/carer and child as required.

So that all staff members are aware of toilet training, the child's key person will ensure that the child is given regular opportunities to use the potty/toilet throughout the session promoting independence. Successes will be celebrated, and accidents sensitively handled.

No child is excluded from participating in our nursery who may, for any reason, not yet be toilet trained and who may still be wearing nappies or equivalent. We work with parents towards toilet training, unless there are medical or other developmental reasons why this may not be appropriate at the time.

We provide nappy changing facilities and exercise good hygiene practices in order to accommodate children who are not yet toilet trained.

We see toilet training as a self-care skill that children have the opportunity to learn with the full support and non-judgemental concern of adults.

Procedures

- All staff are responsible where possible for changing nappies and toileting accidents in their designated group.
- Children from two years normally start toilet training by wearing pull ups, other types of trainer pants or underwear as soon as they are ready and their parents agree.
- Changing areas are warm with safe areas to lay children.
- Each child has their own draw where possible with their nappies or pull ups, creams and changing wipes for those children with allergies; if a draw is not available a basket is provided.
- Gloves and aprons are put on by staff before changing starts and the areas are prepared. The area is cleaned with anti-bacterial spray after each change.

- All staff are familiar with the hygiene procedures and carry these out when changing nappies.
- Staff must complete Changing Record sheet for each child
- When potty training, children can use these within a cubicle or within the main bathroom, depending upon child's/parent's preference
- In addition, all staff ensure that nappy changing is relaxed and a time to promote independence in young children.
- Children are encouraged to take an interest in using the toilet; they may just want to sit on it and talk to a friend who is also using the toilet.
- Children are encouraged to wash their hands and have soap and disposable towels to hand. They should be allowed time for some play as they explore the water and the soap
- Anti-bacterial hand wash liquid or soap is not be used for young children as young skin is quite delicate and anti-bacterial products kill off certain good bacteria that children need to develop their own natural resistance to infection.
- All staff are gentle when changing and avoid pulling faces as well as making negative comments about 'nappy contents'.
- All staff do not make inappropriate comments about children's genitals when changing their nappies.
- Older children access the toilet when they have the need to and are encouraged to be independent.
- Nappies and pull ups are disposed of hygienically. All nappies or pull ups are bagged and put in appropriate PHS bins. Cloth nappies, trainer pants and ordinary pants that have been wet or soiled are rinsed and bagged for the parent to take home.
- We have 'duty of care' towards children's personal needs. If children are left in wet or soiled nappies/pull ups in the nursery this may constitute neglect and will be a disciplinary matter.

In the event of a child having an accident they will be reassured that everything is ok and that they are not in trouble. Their clothes will be placed in a carrier bag (tied) and placed in their bag or on their peg & changed into fresh clothes.

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Transition Policy

Transitions concern the changes a child encounters from one place to another, e.g. from home to nursery, changing units within the nursery setting, attending more than one childcare provision (or childminder) and starting school. Often, these transitions involve a process of change that requires them to adapt their thoughts, feelings and behaviours to meet new expectations.

Through the implementation of this policy, Joyful Star Nursery aims to work in partnership with parents/carers, practitioners from other settings and/or childminders and school staff to share information about the child and what support he or she may need. We offer support and understanding to the period of adjustment required by children and parents/carers as they adapt to change.

The transition from home to the setting

At Joyful Star Nursery, staff are sensitive to the needs of children and parents/carers when they first start to attend nursery and have much experience in this area. Practitioners understand that all children settle differently in their own time and the nursery is able to accommodate the differing needs of individual children.

We offer support in the following ways:

- Information sharing, the child's starting point e.g. Celebrating Me books which parents/carers are asked to contribute to and our Childcare Agreement form
- Settling-in sessions (as outlined in our Settling-in policy and Welcome Pack)
- Information for parents when their child first attends, e.g. Welcome Pack, copies of Policies and Procedures, the role of the key person
- Day care books or day care sheets where information between practitioners and parents/carers can be exchanged
- Family photo books
- Favourite toys/comforters from home
- Special arrangements to support children who speak English as an additional language, or who have learning difficulties e.g. staff using words in the child's home language and obtaining support from outside agencies

The transition from our setting to school

We recognise that starting school can be a worrying time for children and their parents/carers, and the more that can be done to ease this transition, the more positive an experience it will be for all involved.

- We invite teachers/support staff to visit the child at the setting and make direct contact in particular where there are concerns about a child's behaviour or development.
- Our practitioners can visit the school with the children
- We organise activities which reflect the transition process, e.g. school uniform role play and provide opportunities for children to express their concerns and fears
- We complete transfer documents and give assessments of a child's current progress within the EYFS

How parents/carers can support their child

We understand the importance of parents/carers role in providing stability and continuity throughout the transition process for their child, the following are ideas for offering support:

- Preparing your child for nursery by explaining you will leave them but you will come back and ensure your child is used to being left with other adults sometimes
- Talk to your child about their key people
- Allow time to talk through your child's worries and concerns
- Share information about your child during settling-in sessions
- Be involved in the sharing of information between settings/childminder

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