



# The Owl & Pussycat Nursery Policies

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# The Owl and Pussycat Nursery Absence Management Procedure

At The Owl and Pussycat Nursery we encourage all our employees to maximise their attendance at work while recognising that employees will, from time to time, be unable to come to work due to sickness. By implementing this policy, we aim to strike a reasonable balance between the pursuit of our business needs and the genuine needs of employees to take occasional periods of time off work because of sickness. This policy and procedure establishes a framework to support individuals and the organisation in times of sickness absence. It ensures that appropriate and consistent advice is provided and that assistance and support is offered to employees and, where necessary, action is taken.

## PRINCIPLES

We aim to provide a healthy working environment and demonstrate commitment to health, safety and the welfare of staff in order to maximise attendance. Management is responsible for regularly monitoring and taking appropriate action in connection with sickness and other unplanned absence.

## EXCLUSION PERIODS FOR CONTAGIOUS ILLNESSES

Working with children means that you are sometimes in contact with contagious illnesses. We take the health of children and staff very seriously therefore if you have any contagious illness you must adhere to the same exclusion periods as children. This will ensure that you are able to recover appropriately and that this illness is not passed on to other staff, children or parents. The manager will advise you of any exclusion times required (see the sickness and illness and infection control policies).

## SICKNESS ABSENCE REPORTING PROCEDURES

Reporting sickness absence should be done using the following guidelines. Failure to follow these guidelines could delay any sick pay due to you and could possibly result in disciplinary action.

1. On your first day of absence, you must:
  - Telephone and speak to the Manager or Deputy Manager yourself, unless you are hospitalised or incapacitated
  - Give brief details of your illness
  - Contact must be within one hour of your normal start time. If you are due to start at 7:30am then please contact the Manager at by 7am.
  
2. If you are aware that the illness is likely to last for more than the one day you should indicate the length of absence expected. If you have been unable to determine how long the absence will last, you must contact the Manager daily to inform her whether or not you expect to be in the following day.
  
3. If you have been off for 3 or more consecutive days, on returning to work you must complete a copy of the 'Employee's statement of sickness self-certification form'.
  
4. For absences of more than seven consecutive days, you must provide a 'fit note' completed by a qualified medical practitioner for the period of absence.
  
5. After returning to work from any sickness absence leave, a 'return to work' interview may be undertaken by the employee and Manager. This will not happen in all circumstances, but it would be expected in the following:
  - Where the absence has exceeded 14 days
  - Where the nature of the illness means that duties on return to work may need to be altered and clarification and/or consultation is required
  - Where a member of staff has had two or more absences in 12 weeks.

During the return to work interview the following will be discussed:

- The reason for absence
- Whether adjustments to the role (on a temporary or more permanent basis) are required and what they are. These might include adjusted work patterns, start and finish times and changes of duties
- Future requirements and expectations, e.g. improved attendance
- The 'return to work interview' should be recorded and signed by both the Manager and employee and a copy attached to the employee's file.

Where an employee's attendance record gives cause for concern because of the duration or frequency of absence, this should be brought to the attention of the employee through a discussion with the manager. The abuse of sick leave and pay regulations may be classified as misconduct and will be dealt with through the disciplinary procedure.

#### SHORT TERM SICKNESS ABSENCE

Short-term absence may either be for reasons of sickness, e.g. short periods of one or two days occurring frequently. Absence of this nature can be identified by one of the following indicators and should be classed as a trigger:

- Four self-certified spells of absence in one calendar year
- A total of 10 working days or more of self-certified absence in one calendar year

We use the Bradford Factor is a system for measuring absences and the impact they have on our business. Rather than simply tallying up the number of days an employee has called in sick, the Bradford Factor multiplies the number of instances, or "spells", of unplanned absence by the total number of days taken off work. Here are some examples of how the calculation works in practice:

(a) One absence of 10 days =  $1 \times 1 \times 10 = 10$  points

(b) 3 absences of 1 day, 3 days and 6 days -  $3 \times 3 \times 10 = 90$  points

(c) 5 absences of two days each -  $5 \times 5 \times 10 = 250$  points

(d) Ten absences of one day each -  $10 \times 10 \times 10 = 1,000$  points

We will use this system to monitor absences and will be able to use your scores to put measures in place to hopefully avoid frequent bouts of absence. As a rough guide these are the actions that could be taken based on your Bradford factor scores:

**0-50 points:** No action is taken but we will talk to you if you're score is nearing the 50-point mark

**51-124 points:** Issue a verbal warning

**125-399 points:** Issue a written warning

**400-649 points:** Issue a final written warning.

**650+ points:** The employee is dismissed.

Please be aware we will not use these figures in isolation; if your score is creeping up we will have a meeting with you and support you if needed.

## LONG TERM SICKNESS ABSENCE

For the purposes of the policy, the Nursery defines long-term sickness absence as absences lasting over 14 calendar days. Where absences have lasted over 14 calendar days or more the Manager should contact the member of staff concerned to obtain an initial assessment of the problem and to offer any further help or assistance. This informal contact may be maintained with the employee's agreement until one month's continuous absence.

At this point and where felt appropriate after further assessment of the problem, the Manager will arrange a face-to-face meeting or telephone conference between themselves and the member of staff. The meeting should:

- Seek to confirm the reasons and nature of the absence and its likely duration
- Ensure that the member of staff is aware of the Nursery's concern regarding their health and necessary absence from work
- Consider offering alternative duties or a shorter working week if this would enable a quicker return to work subject to medical advice
- Give consideration to any personal problems being encountered and discuss possible ways of helping the individual resolve these
- Advise the member of staff that in their best interests they may be asked to see a registered medical practitioner or occupational health provider appointed by the nursery to enable a medical report to be prepared
- Alternatively, and if appropriate, gain agreement from the member of staff to contact their doctor or specialist in order to establish the likely length of absence and the long-term effect on capability in relation to job performance and attendance at work.

If all other avenues have been investigated, the absence continues or, following return to work, the attendance record does not improve, a subsequent meeting should be arranged. At this point, unless there are reasonable grounds to believe there will be an improvement in the foreseeable future, the Manager should inform the member of staff that long-term sickness absence due to ill health may put their employment at risk and the possibility of termination by reason of capability or suitability to work with children might have to be considered, taking into account any medical information available.

The position will be reviewed periodically and ultimately it may become necessary from a business perspective to consider termination of employment. In these circumstances, the Nursery will:

- Review the employee's absence record to assess whether or not it is sufficient to justify dismissal
- Consult the employee
- Obtain up-to-date medical advice through occupational health
- Advise the employee in writing as soon as it is established that termination of employment has become a possibility
- Meet with the employee to discuss the options and consider the employee's views on continuing employment
- Review if there are any other jobs that the employee could do prior to taking any decision on whether or not to dismiss
- Allow a right of appeal against any decision to dismiss the employee on grounds of long-term ill health
- Arrange a further meeting with the employee to determine any appeal
- Following this meeting, inform the employee of its final decision
- Act reasonably towards the employee at all times.

Any decision to terminate employment will be taken by the nursery owner, making sure the capability procedure has been exhausted.

## OCCUPATIONAL HEALTH

The nursery will engage the services of an independent Occupational Health Advisor in situations where expert medical opinion is required and work with them to identify the best course of action in circumstances of sickness absence.

## ACCESS TO MEDICAL RECORDS

The Access to Medical Records Act 1988 gives individuals the right of access to medical records relating to themselves which have been prepared by a medical practitioner for employment purposes. The Act provides that:

- Employers must gain the consent of employees before requesting reports from medical practitioners
- Employers must inform employees of their rights in respect of medical reports
- The employee has the right of access to the report before the employer sees it, provided appropriate notification is given
- The employer is responsible for notifying the medical practitioner that the employee wishes to have access

- The employee may ask for a report to be amended or may attach a statement to the report
- Having seen the report, the employee may wish to withhold consent to it being supplied.

Where the nursery requests further medical information about the health of staff from an individual's General Practitioner or Specialist, or its own occupational health provider, the provisions of the Act will be followed.

Throughout any interviews regarding sickness absence, staff are entitled to the support of and/or representation by a colleague or union representative.

The Nursery reserves the right to request employees see a medical advisor (e.g. consultant, GP or Occupational Health Advisor) during their employment, if it is reasonably deemed necessary due to sickness absence, changes in health or the role, or where it is necessary to seek expert medical opinion as to whether or not the employee can fulfil their job role.

#### SICK PAY

Statutory Sick Pay (SSP) will be paid in accordance with Department for Work and Pensions requirements and no payment will be made for the first three working days in a period of incapacity for work.

#### ANNUAL LEAVE AND SICK PAY

Where an employee falls sick or is injured while on holiday, the nursery will allow the employee to transfer to sick leave and take replacement holiday at a later time. This policy is subject to the following strict conditions:

- The total period of incapacity must be fully certificated by a qualified medical practitioner
- The employee must contact the duty manager as soon as he/she knows that there will be a period of incapacity during a holiday
- The employee must submit a written request no later than five days after returning to work setting out how much of the holiday period was affected by sickness and the amount of leave that the employee wishes to take at another time
- Where the employee is overseas when he/she falls ill or is injured, evidence must be produced that the employee was ill by way of either a medical certificate or proof of a claim on an insurance policy for medical treatment received at the overseas location.

Where the employee fulfils all of the above conditions, we will allow the employee the same number of days' replacement holiday leave as the number of holiday days lost due to sickness or injury.

#### SICKNESS OR INJURY SHORTLY BEFORE A PERIOD OF PLANNED HOLIDAY

If an employee is ill or is injured before the start of a period of planned holiday, we will agree to the employee postponing the holiday dates to another mutually agreed time. Any period of sickness absence will then be treated in accordance with the employer's normal policy on sickness absence. The employee must submit a written request to postpone the planned holiday and this must be accompanied by a letter from his/her doctor confirming that he/she is unfit, or is still likely to be unfit to take the holiday.

#### REPLACEMENT HOLIDAY DATES

Where it is agreed that an employee can take replacement holiday leave at a later time, the employee should nominate replacement holiday dates as soon as possible, with the dates being subject to the agreement of the employee's manager in the usual way.

Employees should endeavour to take any replacement holiday within the same holiday year as the days lost as a result of sickness or injury. In the event that part or all of the holiday is lost due to incapacity towards the end of the nursery's holiday year, and there is insufficient time left during that year for the replacement holiday leave to be taken, the employee will be permitted to carry over the replacement holiday to the next holiday year. However, this leave must be taken as early in the new holiday year as possible.

Signed on behalf of the Nursery.....Date.....

Date of review.....

The Owl and Pussycat Nursery is a trading name of Caerleon Kids First Ltd., Company no. 08671607, Registered office address 33 Backhall St, Caerleon, Newport NP181AR



## The Owl and Pussycat Nursery Access and storage of information

At The Owl & Pussycat Nursery we have an open access policy in relation to accessing information about the nursery and parents' own children. This policy is subject to the laws relating to data protection and document retention.

Parents are welcome to view the policies and procedures of the nursery, which govern the way in which the nursery operates. These may be viewed at any time when the nursery is open, simply by asking the nursery manager or by looking in the policies area on the nursery website. The nursery manager or any other relevant staff member will also explain any policies and procedures to parents or use any other methods to make sure that parents understand these in line with the nursery's Partnerships with Parents policy.

Parents are also welcome to see and contribute to all the records that are kept on their child. However, we must adhere to data protection laws and, where relevant, any guidance from the relevant agencies for child protection. All parent, child and staff information is stored securely according to the requirements of data protection registration including details, permissions, certificates and photographic images.

The nursery's records and documentation are kept and stored in accordance with minimum legal archiving requirements. Please see the GDPR policy and appendices for more information on how long we keep documents and what we use the information we collect for.

This policy will be reviewed annually and amended according to any change in law/legislation.

Signed on behalf of the Nursery.....Date.....

Date of review.....

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## The Owl and Pussycat Nursery Accidents and First Aid Policy

At The Owl & Pussycat Nursery we aim to protect children at all times. We recognise that accidents or incidents may sometimes occur. We follow this policy and procedure to ensure all parties are supported and cared for when accidents or incidents happen; and that the circumstances of the accident or incident are reviewed with a view to minimising any future risks.

### ACCIDENTS

Location of accident files: Tray unit at front of nursery- top left drawer

- The person responsible for reporting accidents, incidents or near misses is the member of staff who saw the incident or was first to find the child where there are no witnesses. They must record it on an Accident Form and report it to the nursery manager. Other staff 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 Report, informed of any first aid treatment given and asked to sign it as soon as they collect their child
- The nursery manager reviews the accident forms bi-monthly for patterns, e.g. one child having a repeated number of accidents, a particular area in the nursery or a particular time of the day when most accidents happen. Any patterns will be investigated by the nursery manager and all necessary steps to reduce risks are put in place
- The nursery manager will report serious accidents to the registered person for investigation for further action to be taken (i.e. a full risk assessment or report under Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR))
- The Accident File will be kept for at least 21 years and three 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 manager will follow the insurance company procedures, which may involve informing them in writing of the accident.
- The nursery manager/registered provider will report any accidents of a serious nature to CIW and the local authority child protection team, where necessary, following the guidance set out in serious accidents, injuries and deaths that registered providers must notify to CIW and local child protection agencies. Where relevant such accidents will also be reported to the local authority environmental health department or the Health and Safety Executive and their advice followed.

#### REPORTING TO RIDDOR

We meet our legal requirements in respect of the safety of our employees and the public by complying with RIDDOR (the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations). We report to the Health and Safety Executive:

- any work-related accident leading to an injury to a child or adult, for which they are taken to hospital;
- any work-related injury to a member of staff, which results in them being unable to work for seven consecutive days;
- when a member of staff suffers from a reportable work-related disease or illness;
- any death, of a child or adult, that occurs in connection with activities relating to our work; and
- any dangerous occurrences. This may be an event that causes injury or fatalities or an event that does not cause an accident, but could have done; such as a gas leak.

#### CONTACTS

Organisation	Contact
CIW	03007900126
South East Wales Safeguarding Children Board	<a href="mailto:sewscbadmin@caerphilly.gov.uk">sewscbadmin@caerphilly.gov.uk</a>
Newport Children and Family Services	01633656656

Newport environmental health department	01633656656
RIDDOR report form	<a href="http://www.hse.gov.uk/riddor/report.htm">http://www.hse.gov.uk/riddor/report.htm</a>

#### TRANSPORTING CHILDREN TO HOSPITAL PROCEDURE

The nursery manager/staff member must:

- Call for an ambulance immediately if the injury is severe. DO NOT attempt to transport the sick child in your own vehicle
- Whilst waiting for the ambulance, contact the parent(s) and arrange to meet them at the hospital
- Arrange for the most appropriate member of staff to accompany the child taking with them any relevant information such as 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
- Inform a member of the management team immediately
- Remain calm at all times. Children who witness an incident may well be affected by it and may need lots of cuddles and reassurance. Staff may also require additional support following the accident.

#### FIRST AID

The first aid boxes are located in: Nursery kitchen and nursery nappy room (baby room)

These are accessible at all times with appropriate content for use with children. The appointed person responsible for first aid checks the contents of the boxes regularly every month and replaces items that have been used or are out of date.

First aid boxes should only contain items permitted by the Health and Safety (First Aid) Regulations Act 1981, such as sterile dressings, bandages and eye pads. No other medical items, such as paracetamol should be kept in the first aid box.

The appointed person(s) responsible for first aid is Catherine Jones.

All of the staff are trained in paediatric first aid and this training is updated at least every three years. New staff employed will attend first aid training within six months of starting work, if they do not have an up to date paediatric first aid certificate.

When children are taken on an outing away from our nursery, we will always ensure they are accompanied by at least one member of staff who is trained in first aid. A first aid bag is taken on all outings.

#### 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 domestic tasks. Staff are consulted when choosing PPE to ensure all allergies and individual needs are supported and this is evaluated on an on going basis.

#### DEALING WITH BLOOD

We may not be aware that any child attending the nursery has a condition that may be transmitted via blood. Any staff member dealing with blood must:

- 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 and freshly diluted bleach (one part diluted with 10 parts water). Such solutions must be carefully disposed of immediately after use.

#### NEEDLE PUNCTURE AND SHARPS INJURY

We recognise that injuries from needles, broken glass and so on may result in blood borne infections and that staff must take great care in the collection and disposal of this type of material. For the safety and well being of the employees, any staff member dealing with needles, broken glass etc. must treat them as contaminated waste. If a needle is found the local authority must be contacted to deal with its disposal.

At The Owl & Pussycat Nursery we treat our responsibilities and obligations in respect of health and safety as a priority and we provide on going training to all members of staff, which reflects best practice and is in line with current health and safety legislation.

Signed on behalf of the Nursery.....Date.....

Date of review.....

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## The Owl and Pussycat Nursery Additional Learning Needs (ALN) Policy

At The Owl and Pussycat Nursery we are committed to the inclusion of all children. All children have the right to be cared for and educated to develop to their full potential alongside each other through positive experiences, to enable them to share opportunities and experiences and develop and learn from each other. We provide a positive and welcoming environment where children are supported according to their individual needs and we work hard to ensure no children are discriminated against or put at a disadvantage as a consequence of their needs. We believe that all children have a right to experience and develop alongside their peers no matter what their individual needs. Each child's needs are unique, therefore any attempt to categorise children is inappropriate.

We are committed to working alongside parents in the provision for their child's individual needs to enable us to help the child to develop to their full potential. We are committed to working with any child who has a specific need and/or disability and making reasonable adjustments to enable every child to make full use of the nursery's facilities. All children have a right to a broad and well-balanced early learning environment.

Where we believe a child may have additional needs that have previously been unacknowledged, we will work closely with the child's parents and any relevant professionals to establish if any additional action is required.

Where a child has additional needs, we feel it is paramount to find out as much as possible about those needs, any way that this may affect his/her early learning or care needs and any additional help he/she may need by:

- Liaising with the child's parents and, where appropriate, the child
- Liaising with any professional agencies
- Reading any reports that have been prepared
- Attending any review meetings with the local authority/professionals
- Observing each child's development and monitoring such observations regularly.

All children will be given a full settling in period when joining the nursery according to their individual needs.

We will:

- Recognise each child's individual needs and ensure all staff are aware of, and have regard for, the Special Educational Needs Code of Practice for Wales on the identification and assessment of any needs not being met by the universal service provided by the nursery
- Include all children and their families in our provision
- Provide well informed and suitably trained practitioners to help support parents and children with special educational difficulties and/or disabilities
- Develop and maintain a core team of staff who are experienced in the care of children with additional needs and identify an Additional Learning Needs Coordinator (ALNCO) who is experienced in the care and assessment of children with additional needs. Staff will be provided with specific training relating to Additional Learning Needs (ALN) and the SEN Code of Practice for Wales
- Identify the specific needs of children with special educational needs and/or disabilities and meet those needs through a range of strategies
- Ensure that children who learn quicker, e.g. gifted and talented children are also supported
- Share any statutory and other assessments made by the nursery with parents and support parents in seeking any help they or the child may need
- Work in partnership with parents and other agencies in order to meet individual children's needs, including the health and education authorities, and seek advice, support and training where required
- Monitor and review our practice and provision and, if necessary, make adjustments, and seek specialist equipment and services if needed
- Ensure that all children are treated as individuals/equals and are encouraged to take part in every aspect of the nursery day according to their individual needs and abilities
- Encourage children to value and respect others
- Challenge inappropriate attitudes and practices
- Promote positive images and role models during play experiences of those with additional needs wherever possible
- Celebrate diversity in all aspects of play and learning.

#### THE ROLE OF ALNCO

Our nursery Additional Learning Needs Coordinator (ALNCO) is Catherine Jones. The role of the ALNCO is to take the lead in further assessment of the child's particular strengths and weaknesses, and support room leaders and the child's keyworker in planning future support for the child, and in monitoring and subsequently reviewing the action taken. The ALNCO should

also ensure that appropriate records are kept including a record of children at Early Years Action and Early Years Action Plus and those with statements. The child's keyworker should remain responsible for working with the child on a daily basis and for planning and delivering an individualised programme. Parents should always be consulted and kept informed of the action taken to help the child, and of the outcome of this action (code of practice 2004). Our deputy SENCO is Aneesa Ayub. Aneesa is our baby room leader and will help ensure we have early interventions in our baby room and get the support children need in place as soon as possible.

#### METHODS

We will:

- Identify a member of staff to be Additional Learning Needs Coordinator (ALNCO) and share his/her name with parents
- Provide a statement showing how we provide for children with learning difficulties and/or disabilities and share this with staff, parents and other professionals (in our Equal Opportunities Policy)
- Ensure that the provision for children with learning difficulties and/or disabilities is the responsibility of all members of staff in the nursery
- Ensure that our inclusive admissions practice includes equality of access and opportunity
- Ensure that our physical environment is as far as possible suitable for children and adults with disabilities
- Work closely with parents to create and maintain a positive partnership which supports their child(ren)
- Ensure that parents are informed at all stages of the assessment, planning, provision and review of their child's care and education
- Provide parents with information on sources of independent advice and support
- Liaise with other professionals involved with children with learning difficulties and/or disabilities and their families, including transfer arrangements to other settings and schools. We work closely with the next school or care setting and meet with them to discuss the child's needs to ensure information exchange and continuity of care
- Provide a broad and balanced early learning environment for all children with learning difficulties and/or disabilities
- Provide differentiated activities to meet all individual needs and abilities
- Use a system of planning, implementing, monitoring, evaluating and reviewing Individual Educational Plans (IEPs)/ Individual Development Plans (IDPs) for children with learning difficulties and/or disabilities and discuss these with parents
- Review IEPs/IDPs regularly and hold review meetings with parents at this time

- Ensure that children with learning difficulties and/or disabilities and their parents are consulted at all stages of the graduated response, taking into account their levels of ability
- Use a system for keeping records of the assessment, planning, provision and review for children with learning difficulties and/or disabilities
- Provide resources where practicable (human and financial) to implement our ALN policy
- Ensure the privacy of children with learning difficulties and/or disabilities when intimate care is being provided
- Use a Common Assessment Framework (CAF) / Joint Assessment Family Framework (JAFF) (see details below)
- Provide in-service training for practitioners and volunteers
- Raise awareness of any specialism the setting has to offer, e.g. Makaton trained staff
- Ensure the effectiveness of our ALN provision by collecting information from a range of sources e.g. IEP/IDP reviews, staff and management meetings, parental and external agencies' views, inspections and complaints. This information is collated, evaluated and reviewed annually
- Monitor and review our policy annually.

#### SPECIAL EDUCATIONAL NEEDS CODE OF PRACTICE

The nursery has regard to the statutory guidance set out in the Special Educational Needs code of practice for Wales ( 2004) to identify, assess and make provision for children's special educational needs. The Code of Practice for Wales recommends that our nursery should adopt a graduated approach to assessment through Early Years Action and Early Years Action Plus. Good practice of working together with parents, and the observation and monitoring of children's individual progress, will help identify any child with special educational needs. Our nursery has identified a member of staff as a ALNCO who will work alongside parents to assess the child's strengths and plan for future support. The ALNCO will ensure that appropriate records are kept according to the Code of Practice for Wales.

#### EARLY YEARS ACTION

Where a practitioner or ALNCO identifies a child with special educational needs, the nursery will assess and record those needs and provide a number of key actions to help the child. As part of this process the nursery will consult with parents and seek any additional information from professionals. The targets for the child, any teaching strategies or changes to provision are set out in an Individual Education Plan (IEP). The plan will be

continually under review in consultation with the child and his/her parent(s).

#### EARLY YEARS ACTION PLUS

This is where a practitioner or ALNCO, in consultation with the child's parents, decide external support services are required, usually following a review of the IEP. The nursery will share its records on the child with those services so that they can advise on any IEP targets and appropriate strategies to help the child.

#### STATUTORY ASSESSMENT

If the help given through Early Years Action Plus is not sufficient to enable the child to progress satisfactorily, it may be necessary for the nursery, in consultation with the parents and any external agencies already involved to request a statutory assessment by the local authority. This may lead to the child receiving a statement of special educational needs.

Signed on behalf of the Nursery.....Date.....

Date of review.....

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## The Owl and Pussycat Nursery Admissions Policy

At The Owl & Pussycat Nursery we care for up to 19 children daily between the ages of 6 months and 4 years 11 months. This is in accordance with the legal space requirements from statutory guidance e.g. NMS, and is the overriding policy in respect of admissions.

We take the following matters into account when prioritising and deciding on admissions which child can be offered a place in the nursery are:

- A child currently attending nursery wanting to increase their sessions will be given priority over children on our waiting list
- Availability of places, taking into account the staff: child ratios, the age of the child and any registration requirements
- Children who have siblings who are already with us
- When the application is received (extra weight is given to those who have been on the waiting list the longest)
- The nursery's ability to provide the facilities necessary for the welfare of the child, including appropriate staffing arrangements
- A child requiring a full-time or year round place may have preference over one requiring a part-time or term time only place.
- Any extenuating circumstances affecting the child's welfare or the welfare of his/her family.

We operate an inclusion and equality policy and ensure that all children have access to nursery places and services irrespective of their gender, race, disability, religion or belief or sexual orientation of parents. Prior to a child attending nursery, parents must complete and sign a contract and enrolment form. These forms provide the nursery with personal details relating to the child. For example, name, date of birth, address, emergency contact details, parental responsibilities, dietary requirements, collection arrangements, fees and sessions, contact details for parents, doctor's contact details, health visitor contact details, allergies, parental consent and vaccinations etc.

Signed on behalf of the Nursery.....Date.....

Date of review.....

The Owl and Pussycat Nursery is a trading name of Caerleon Kids First Ltd., Company no. 08671607, Registered office address 33 Backhall St, Caerleon, Newport NP181AR



## The Owl and Pussycat Nursery Adverse Weather Procedure

At The Owl & Pussycat Nursery we care for up to 19 children daily between the ages of 6 months and 4 years 11 months. This is in accordance with the legal space requirements from statutory guidance e.g. NMS, and is the overriding policy in respect of admissions.

We take the following matters into account when prioritising and deciding on admissions which child can be offered a place in the nursery are:

- A child currently attending nursery wanting to increase their sessions will be given priority over children on our waiting list
- Availability of places, taking into account the staff: child ratios, the age of the child and any registration requirements
- Children who have siblings who are already with us
- When the application is received (extra weight is given to those who have been on the waiting list the longest)
- The nursery's ability to provide the facilities necessary for the welfare of the child, including appropriate staffing arrangements
- A child requiring a full-time or year round place may have preference over one requiring a part-time or term time only place.
- Any extenuating circumstances affecting the child's welfare or the welfare of his/her family.

We operate an inclusion and equality policy and ensure that all children have access to nursery places and services irrespective of their gender, race, disability, religion or belief or sexual orientation of parents. Prior to a child attending nursery, parents must complete and sign a contract and enrolment form. These forms provide the nursery with personal details relating to the child. For example, name, date of birth, address, emergency contact details, parental responsibilities, dietary requirements, collection arrangements, fees and sessions, contact details for parents, doctor's contact details, health visitor contact details, allergies, parental consent and vaccinations etc.

Signed on behalf of the Nursery.....Date.....  
Date of review.....

At The Owl & Pussycat Nursery we have an adverse weather policy in place to ensure our nursery is prepared for all weather conditions that might

affect the running of the nursery such as floods, snow and heat waves. If any of these incidents impact on the ability of the nursery to open or operate, we will contact parents via phone as soon as possible.

#### FLOOD

In the case of a flood we will follow our critical incident procedure to enable all children and staff to be safe and continuity of care to be planned for.

#### SNOW OR OTHER SEVERE WEATHER

If high snowfall, or another severe weather condition such as dense fog, is threatened during a nursery day then the duty manager will take the decision as to whether to close the nursery. This decision will take into account the health and safety of the children, their parents and the staff team. In the event of a planned closure during the nursery day we will contact all parents to arrange for collection of their child. We will aim to give parents 2 hours notification, where possible, that children need to be collected..

In the event of staff shortages due to snow or other severe weather we will contact all available off-duty staff and group the children differently until they are able to arrive. If we are unable to maintain statutory ratio requirements after all avenues are explored we will accept children on a first come first serve basis until maximum ratios are reached. If we feel the safety, health or welfare of the children, parents or staff is compromised then we will take the decision to close the nursery.

If we are predicted bad weather/snow we MAY make the decision to close the nursery the following day. In this situation, we will email all parents of children due in that day and also put a notice on our nursery Facebook page. No refunds will be issued if the nursery needs to close due to severe weather.

#### HEAT WAVE

Please refer to our sun care policy.

Signed on behalf of the Nursery.....Date.....  
Date of  
review.....

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## The Owl and Pussycat Nursery Alcohol and Substance Misuse Policy

At The Owl & Pussycat Nursery we are committed to providing a safe environment that helps to ensure the welfare of the children in our care. This includes making sure that children are not exposed to adults who may be under the influence of alcohol or other substances that may affect their ability to care for children.

### ALCOHOL

Under the Health and Safety at Work Act 1974, companies have a legal requirement to provide a safe working environment for all of their employees. Anyone who arrives at the nursery clearly under the influence of alcohol will be asked to leave. If they are a member of staff, the nursery will investigate the matter and will initiate the disciplinary process as a result of which action may be taken, including dismissal. If they are a parent the nursery will judge if the parent is suitable to care for the child. The nursery may call the second contact on the child's registration form to collect them. If a child is thought to be at risk the nursery will follow the safeguarding children procedure and the police/children's social services may be called.

If anyone arrives at the nursery driving a car under the influence of alcohol the police will be contacted.

Staff, students, parents, carers, visitors, contractors etc. are asked not to bring alcohol on to the nursery premises.

### SUBSTANCE MISUSE

Anyone who arrives at the nursery under the influence of illegal drugs, or any other substance including medication, that affects their ability to care for children, they will be asked to leave the premises immediately. If they are a member of staff, an investigation will follow which may lead to consideration of disciplinary action, as a result of which dismissal could follow. If they are a parent the nursery will judge if the parent is suitable to care for the child. The nursery may call the second contact on the child's registration form to collect them. If a child is thought to be at risk the nursery will follow the safeguarding children procedure and the police/children's social services may be called.

The nursery will contact the police if anyone (including staff, students, volunteers, contractors and visitors) is suspected of being in possession of illegal drugs, or if they are driving or may drive when under the influence of illegal drugs. If they are a member of staff serious disciplinary procedures will be followed.

If a member of staff is taking prescriptive medication that may affect their ability to work, they must inform the nursery manager as soon as possible to arrange for a risk assessment to take place.

#### SAFEGUARDING

If a parent or carer is clearly over the alcohol limit, or under the influence of illegal drugs and it is believed the child is at risk we will follow our safeguarding procedures, contact social services and the police. Staff will do their utmost to prevent a child from travelling in a vehicle driven by them and if necessary if the police will be called.

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## The Owl and Pussycat Nursery Allergies and allergic reactions Policy

At The Owl & Pussycat Nursery we are aware that children may have or develop an allergy resulting in an allergic reaction. Our aims are to ensure allergic reactions are minimised or, where possible, prevented and that staff are fully aware of how to support a child who may be having an allergic reaction.

### OUR PROCEDURES

- Our staff are made aware of the signs and symptoms of a possible allergic reaction in case of an unknown or first reaction in a child. These may include a rash or hives, nausea, stomach pain, diarrhoea, itchy skin, runny eyes, shortness of breath, chest pain, swelling of the mouth or tongue, swelling to the airways to the lungs, wheezing and anaphylaxis
- We ask parents to share all information about allergic reactions and allergies on child's registration form
- The parents/carers may be asked to provide written medical evidence of the child's suspected or known allergy from a medical practitioner/GP. A copy of this will be given to the manager who will distribute it to base room staff, and will update our kitchen and allergy registers in the rooms and inform all staff
- We share all information with all staff and keep an allergy register in the kitchen, milk room and messy play area
- Where a child has a known life threatening allergy, the nursery manager will carry out a full Allergy Risk Assessment Procedure with the parent prior to the child starting the nursery and share this assessment with all staff
- All food prepared for a child with a specific allergy is prepared and served on equipment that has not been in contact with this specific food type, e.g. nuts
- The manager, nursery cook and parents will work together to ensure a child with specific food allergies receives no food at nursery that may harm them. This may include designing an appropriate menu or substituting specific meals on the current nursery menu
- Seating will be monitored for children with allergies. Where deemed appropriate staff will sit with children who have allergies and where

age/stage appropriate staff will discuss food allergies and the potential risks

- All food prepared for a child with an allergy will be served on an orange plate or bowl and labelled with the child's name
- If a child has an allergic reaction to food, a bee or wasp sting, plant etc. a first aid trained member of staff will act quickly and administer the appropriate treatment, if appropriate. We will inform parents and record the information in the incident file.
- If an allergic reaction requires specialist treatment, e.g. an EpiPen, then at least two members of staff working directly with the child and the manager will receive specific medical training to be able to administer the treatment to each individual child

#### TRANSPORTING CHILDREN TO HOSPITAL PROCEDURE

The nursery manager /staff member must:

- Call for an ambulance immediately if the allergic reaction is severe. DO NOT attempt to transport the sick child in your own vehicle
- Whilst waiting for the ambulance, contact the parent(s) and arrange to meet them at the hospital
- Arrange for the most appropriate member of staff to accompany the child taking with them any relevant information such as 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
- Inform a member of the management team immediately
- Remain calm at all times. Children who witness an incident may well be affected by it and may need lots of cuddles and reassurance. Staff may also require additional support following the incident.

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# The Owl and Pussycat Nursery Anti-Bullying Policy

## RATIONALE

Children need their own time and space. It is not always appropriate to expect a child to share and it is important to acknowledge children's feelings and to help them understand how others might be feeling. Children must be encouraged to recognise that bullying, fighting, hurting and discriminatory comments are not acceptable behaviour. We want children to recognise that certain actions are right and that others are wrong. Bullying takes many forms, it could be physical, verbal or emotional, but it is always a repeated behaviour that makes other people feel uncomfortable or threatened.

## OBJECTIVE

The staff in the nursery recognise that on occasion, young children may be the victim or perpetrator of bullying. Staff should ensure sensitivity in their management of any child who bullies another. They should ensure that the inappropriateness of the behaviour and that of the consequences are made clear, taking account of the child's maturity and level of understanding. Staff will receive support in developing positive strategies for responding to and managing children's behaviour from the Behaviour Management Designated Person. All staff will be given training and opportunities to develop their knowledge of effective behaviour management.

## ROUGH AND TUMBLE PLAY

Staff are encouraged to recognise that active physical aggression in the early years is part of the child's development and should be channelled in a positive way. Staff need to recognise that this is pro social play rather than aggressive.

Some techniques for dealing with aggressive play is to

- Set boundaries for games
- Use planning opportunities to discuss the concept of 'good' and 'bad'
- Support the play to find alternative solutions to weapon play, exploring different scenarios

## HURTFUL BEHAVIOUR

Very young children are 'egocentric' which means that they put their own feelings before others, and even the most considerate child will have the occasional outburst due to frustration, anger or over exuberance. We

acknowledge that this is a developmental area that needs to be nurtured and supported and that very young children do not intentionally wish to cause hurt. If hurtful comments are made, our strategies are:

- To recognise that very young children are not always able to manage their own feelings and deliver them appropriately
- Assist in this management to support their biological and cognitive development
- Offer support to both parties and to discuss the issues through play, story times and circle time activities

#### PROCEDURES FOR STAFF

- All incidents of bullying will be addressed thoroughly and sensitively
- Staff have a duty to inform the manager if they witness, or have serious reason to believe that there has been, an incident of bullying behaviour involving children or adults at the setting
- If a child or member of staff tells someone that they are being bullied, they will be given the time to explain what has happened and reassured that they were right to tell
- The individual who has been the victim of bullying will be helped and supported by the staff team
- The bully will be encouraged to discuss their behaviour and think through the consequences of their actions. Where appropriate, they will be encouraged to talk through the incident with the other person concerned.
- The Manager will inform the parents/carers of all the children involved in any persistent or serious bullying incident. If appropriate, they will facilitate a meeting between the relevant parents/carers. All staff will, at all times, handle such incidents with care and sensitivity

All records of bullying will be reported to the Manager and recorded in the Incident Record.

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## The Owl and Pussycat Nursery Arrivals and Departures Policy

At The Owl & Pussycat Nursery we give a warm welcome to every child and family on their arrival.

Parents are requested to bring children into the main room and pass the care of their child to a specific member of staff who will ensure his/her safety (this is usually a staff member in their child's room). The staff member receiving the child immediately records his/her arrival in the daily attendance register. The staff member also records any specific information provided by the parents including experiences and observations from home.

If the parent requests the child is given medicine during the day the staff member must ensure that the medication procedure is followed.

If the child is to be collected by someone who is not the parent at the end of the session, there is an agreed procedure that must be followed to identify the designated adult. A password is required to be used by the designated adult picking up the child. Parents are informed about these arrangements and reminded about them regularly.

The child's key worker or other nominated staff member must plan the departure of the child. This should include opportunities to discuss the child's day with the parent, e.g. meals, sleep time, activities, interests, progress and friendships. The parent should be told about any accidents or incidents, and the parents must sign any appropriate records before leaving the nursery. Where applicable, all medicines should be recovered from the fridge after the parent has arrived and handed to him/her personally. The medication policy is to be followed regarding parental signature.

The nursery will not release a child to anyone other than the known parent unless an agreement has been made at the time of arrival. In the case of any emergency such as a parent being delayed and arranging for a designated adult to collect a child, the parent should inform the designated adult of the agreed procedure and contact the nursery about the arrangements as soon as possible. If in any doubt the nursery will check the

person's identity by ringing the child's parent or their emergency contact number (please refer to the late collection policy).

On departure, the staff member releasing the child must mark the child register immediately marked to show that the child has left the premises.

#### ADULTS ARRIVING UNDER THE INFLUENCE OF ALCOHOL OR DRUGS

The nursery's prime focus is the care and safety of the children it cares for. All procedures are written with this in mind. If an adult arrives to collect a child, whether this is the parent/carer or another designated adult (see above procedure), and they are deemed to be under the influence of alcohol or drugs, the senior member of management on duty will assess whether the child's safety and welfare may be impacted if released into this person's care.

The decision will be discussed with the adult and where required an additional named adult will be contacted to collect the child or this will be referred to the duty social care team if this is not possible. During this time the child will be cared for by another member of staff so they are able to remain calm and engaged in play.

Where an adult is deemed unfit to drive due to suspected alcohol or drugs consumption, and may endanger themselves and others if they do, the nursery will intervene and endeavour to prevent this individual from getting back into the vehicle. The nursery reserves the right to also report such matters to the police and, in the case of any employees, reserves the right to take disciplinary action as may be appropriate.

#### ARRIVAL AND DEPARTURES OF VISITORS

For arrivals and departures of visitors the nursery requires appropriate records to be completed on entry and exit e.g. in the visitors' book. Please refer to supervision of visitor's policy for further information.

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# The Owl and Pussycat Nursery Behaviour Management Policy

The Owl and Pussycat Nursery will endeavour to create an environment that encourages good and positive behaviour. We believe that children respond well when they know how they are expected to behave, and they gain respect through interaction with caring adults who model positive behaviour and value each child's individual personalities. Positive, caring and polite behaviour will be encouraged, modelled and praised at all times, in order for the children to learn to respect themselves, other people and their surroundings.

Children need to have set boundaries of behaviour for their own safety and the safety of their peers. Every child will be given positive guidance and their rights respected at all times. When a child is in the midst of strong emotions (ie a tantrum), they cannot accept advice, consultation or constructive criticism, but need acknowledgement of their feelings.

## Objective

It is recognised that children do not always behave in ways that are acceptable to others. This policy will aim to help staff, parents, children, volunteers and students with managing all aspects of children's behaviour, including development strategies to be used in response to negative behaviours. We expect all members of our setting to keep to the guidelines, requiring these to be applied consistently. We also work in partnership with children's parents and carers who are regularly informed about their child's behaviour.

## Prevention strategies

Staff should follow these guidelines to ensure children learn and understand how to:

- Participate in group activities and develop the skills of sharing and taking turns in their play to help their social skills
- Ask for and be willing to receive help or advice from others
- Follow simple instructions appropriate to their individual stage of development
- Enjoy and respond to praise

- Develop skills of concentration when involved in both self initiated and adult directed activities
- Demonstrate good manners at all times
- Show consideration and respect for nursery equipment and resources, and for others belongings
- Establish consistency in behavioural responses between home and nursery and when spending time with different adults
- Develop self discipline, consideration for each other, our surroundings and property
- Develop non aggressive strategies to enable them to stand up for themselves so that adults and children will listen to them

*Staff should:*

- Recognise the individuality of all our children and that some behaviours are normal in young children ie. Biting
- Ensure that they act as positive role models for children
- Work in partnership with parents by keeping them informed of their child's behaviour at nursery and communicating openly
- Praise children and acknowledge their positive actions and attitudes, ensuring that children see what we value and respect
- Encourage all staff to accept their responsibility for implementing the goals in this policy and are consistent
- Promote non violence and encourage children to deal with conflict peacefully
- Follow the key person system to build strong and positive relationships with children and their families

### Management of misbehaviour

- Children will be encouraged to resolve their own conflicts, but support from an adult if the child is unable to
- If required staff will redirect the child towards alternative activities and discuss their behaviour with them where appropriate
- Staff will respond in a calm, clear and positive manner
- Staff will use the child's name to get their attention
- Staff will make clear it is the behaviour that is unwelcome and not the child
- Some behaviour (such as mild swearing) may be ignored in the short term of the adult's attention may be given to the victims of the child's undesirable actions after a strong, firm message is given to the perpetrator
- Staff will take into account a child's age, level of development and circumstances surrounding the behaviour. This may involve the child

being asked to talk and think about what they have done, and apologize for their actions

- Physical punishment such as smacking will neither be used nor threatened. The Owl and Pussycat Nursery is a smack free zone for all adults and children; this includes parents/carers with their own children while on The Owl and Pussycat premises.
- Occasionally it may be necessary to use restraining action to prevent personal injury or to protect the safety of the other children and staff. This will only take place by staff who have been appropriately trained to do so
- No child will be spoken to harshly, belittled or degraded
- Parents will be informed if their child is unkind to others or if their child has been upset

Should a child's behaviour begin to cause concern, the staff will:

- Observe the child's behaviour and record events leading up to it
- Discuss the child's behaviour with the nursery Behaviour Management Designated Person (Catherine Jones).
- Ask parents for a meeting to discuss their child's behaviour, so if there are any difficulties we can work together to provide consistency between home and nursery

#### Management of extreme behaviour

If the behaviour of the child is continually disruptive and unable to be managed using the above procedure, then it is important that the following procedure is followed and documented

- Staff need to meet together and discuss the behaviour that is causing concern, and ensure that they all know the guidelines to follow to ensure consistency
- Staff need to read all relevant material available and seek specialist help if necessary
- Through partnership with parents and formal observations, staff will make every effort to document what is happening with this child, including notes on what is happening prior to the dangerous/disruptive behaviour and following. From these observations and discussions an individual behaviour modification plan will be implemented
- In the event where a child's behaviour involves aggressive actions towards other children and staff, for example hitting, kicking etc. the manager should complete risk assessments identifying any potential triggers or warning signs ensuring other children and staff safety at all times. In these instances it may be necessary that the child is removed from that area until they have calmed down and/or restraining techniques are used by trained staff

- If this action is having to be put into place continually (ie. More than once a week) a written request would be made to the parent/caregiver that the child be withdrawn from the nursery for a number of weeks and a combined meeting held to discuss a future plan
- At all times other children's safety and other parents' concerns must be given consideration

This policy is under active review and CIW are notified of any revision to this policy or procedures within 28 days of the changes being made.

Signed on behalf of the Nursery.....Date.....

Date of review.....

Date sent to CIW.....

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## The Owl and Pussycat Nursery Bereavement Policy

At The Owl & Pussycat Nursery we recognise that nursery children and their families may experience grief and loss of close family members or friends or their family pets whilst with us in the nursery. We understand that this is not only a difficult time for families but it may also be a confusing time for young children, especially if they have little or no understanding of why their parents are upset and why this person/pet is no longer around.

We aim to support both the child and their family and will adapt the following procedure to suit their individual needs and family preferences:

- We ask that if there is a loss of a family member or close friend that the parents inform the nursery as soon as they feel able to. This will enable us to support both the child and the family wherever we can and helps us to understand any potential changes in behaviour of a child who may be grieving themselves
- The key worker and/or the manager will talk with the family to ascertain what support is needed or wanted from the nursery. This may be an informal discussion or a meeting away from the child to help calm a potentially upsetting situation
- The child may need extra support or one-to-one care during this difficult time. We will adapt our staffing arrangements so the child is fully supported by the most appropriate member of staff on duty, where possible the child's key worker
- We will be as flexible as possible to adapt the sessions the child and family may need during this time
- We will adapt the above procedure as appropriate when a family pet dies to help the child to understand their loss and support their emotions through this time.

We also recognise that there may be rare occasions when the nursery team is affected by a death of a child or member of staff. This will be a difficult time for the staff team, children and families. Below are some agencies that may be able to offer further support and counselling if this occurs.

**The Samaritans:** [www.samaritans.co.uk](http://www.samaritans.co.uk) 08457 909090

**Priority:** [www.prioritygroup.com](http://www.prioritygroup.com) 08452 PRIORY (08452 774679)

**Child Bereavement UK:**

[www.childbereavement.org.uk/For/ForBereavedFamilies/BereavedFamiliesandSchools](http://www.childbereavement.org.uk/For/ForBereavedFamilies/BereavedFamiliesandSchools)

**Cruse Bereavement Care:** [www.crusebereavementcare.org.uk](http://www.crusebereavementcare.org.uk) 0844 477 9400 [helpline@cruse.org.uk](mailto:helpline@cruse.org.uk)

**British Association of Counselling:** [www.bacp.co.uk](http://www.bacp.co.uk) 01788 578328

**SANDS:** [www.uk-sands.org/About-Sands/Staff-team-departments/Bereavement-Support.html](http://www.uk-sands.org/About-Sands/Staff-team-departments/Bereavement-Support.html)

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## The Owl and Pussycat Nursery Biting Procedure

At The Owl & Pussycat Nursery we follow a positive behaviour policy to promote positive behaviour at all times. However we understand that children may use certain behaviours such as biting as part of their development. Biting is a common behaviour that some young children go through and can be triggered when they do not yet have the words to communicate their anger, frustration or need.

### OUR PROCEDURES

- Comfort any child who has been bitten and check for any visual injury. Administer any first aid where necessary. Complete an incident form and inform the parents via telephone if deemed appropriate. Continue to observe the bitten area for signs of infection. For confidentiality purposes and possible conflict we do not disclose the name of the child who has caused the bite to the parents
- Tell the child who has caused the bite in terms that they understand that biting (the behaviour and not the child) is unkind and show the child that it makes staff and the child who has been bitten sad. The child will be asked to say sorry if developmentally appropriate or helped to develop their empathy skills by giving the child who has been bitten a favourite book or comforter
- Where biting has occurred as a result of a child teething, give child a teething toy to bite down on and make sure to tell them that they are to bite on that and not another child
- If a child continues to bite, carry out observations to try to distinguish a cause, e.g. tiredness or frustration
- Arrange for a meeting with the child's parents to develop strategies to prevent the biting behaviour. Parents will be reassured that it is part of a child's development and not made to feel that it is their fault
- In the event of a bite breaking the skin and to reduce the risk of infection from bacteria, give prompt treatment to both the child who has bitten and the child who had been bitten
- If a child or member of staff sustains a bite wound where the skin has been severely broken arrange for urgent medical attention after initial first aid has been carried out.

In cases where a child may repeatedly bite and/or if they have a particular special educational need or disability that lends itself to increased biting, e.g. in some cases of autism where a child doesn't have the communication skills, the nursery manager will carry out a risk assessment and may recommend immunisation with hepatitis B vaccine for all staff and children.

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## The Owl and Pussycat Nursery Camera, mobile phone and recording device use

At The Owl & Pussycat Nursery we recognise that photographs and video recordings play a part in the life of the nursery. We ensure that any photographs or recordings (including CCTV) taken of children in our nursery are only done with prior written permission from each child's parent. We obtain this when each child is registered and we update it on a regular basis to ensure that this permission still stands.

We ask for individual permissions for photographs and video recordings for a range of purposes including: use in the child's learning journey; for display purposes; and for promotion materials including our nursery website, brochure and the local press. We ensure that parents understand that where their child is also on another child's photograph, but not as the primary person, that may be used in another child's learning journey. If a parent is not happy about one or more of these uses we will respect their wishes and find alternative ways of recording their child's play or learning.

Staff are not permitted to take photographs or recordings of a child on their own cameras, mobiles or other devices and may only use those provided by the nursery. The nursery manager will monitor all photographs and recordings to ensure that the parent's wishes are met. Parents are not permitted to use any recording device or camera (including those on mobile phones) on the nursery premises without the prior consent of the manager.

During special events staff may produce group photographs using the nursery camera to distribute to parents on request. In this case we will gain individual permission for each child before the event. We ask that photos of events such as Christmas parties are not posted on any social media websites/areas without permission from parents of all the children included in the picture.

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## The Owl and Pussycat Nursery Caring for babies

At The Owl & Pussycat Nursery we care for children under the age of two and ensure their health, safety and well-being through the following:

- Children under the age of two have a separate base room in our mezzanine floor and are cared for in small intimate groups. We ensure that younger children have opportunities to have contact with older children whilst at nursery
- Care is taken to ensure that babies and toddlers do not have access to activities containing small pieces, which may be swallowed or otherwise injure the child
- The environment and equipment are checked daily before the children access the area
- All doors are fitted with finger-guards to ensure the safety of children
- Outdoor shoes are removed or covered when going up to the mezzanine area
- Babies have their nappies changed according to their individual needs and requirements by their key worker wherever possible
- Information will be shared between parents and the key worker about nappy changing and toilet training in a way that suits the child
- Potties are washed and disinfected after every use. Changing mats are wiped with sanitising wipes after every nappy change
- Each baby has his/her own bedding which is washed at least weekly and when necessary
- Cot mattresses meet safety standards
- Children under two years are not given pillows, cot bumpers or any soft furnishings in order to prevent risk of suffocation
- We follow all cot death prevention/safety guidelines and advise parents of this information. Babies are always laid to sleep on their back, with their feet touching the foot of the cot
- Sheets or thin blankets will come no higher than the baby's shoulders, to prevent them wriggling under the covers. We make sure the covers are securely tucked in so they cannot slip over the baby's head
- Children's individual sleeping bags may be used in consultation with parents. These are washed at least weekly and when necessary

- Cots are checked before use to ensure no items are within reach i.e. hanging over or beside the cot (e.g. fly nets, cables)
- All low chairs used for feeding are fitted with restraints and these are used at all times
- No child is ever left unattended whilst on the nappy change unit
- Babies are always held by a carer while having their bottles
- Sleeping children are supervised at all times
- Checks on sleeping babies are completed every 10 minutes. This may increase to 5 minutes for younger babies and or new babies. Checks are documented with the time and staff initials on the sleep check form
- Staff do not change nappies whilst pregnant until a risk assessment has been discussed and conducted. Students only change nappies with the support and close supervision of a qualified member of staff
- Bottles of formula milk are only be made up as and when the child needs them. These should be cooled to body temperature, which means they should feel warm or cool, but not hot, and should be tested on the keyworkers wrist to ensure they are an appropriate temperature for the child to drink safely
- Following the Department of Health guidelines, we only use recently boiled water to make formula bottles (left for no longer than 30 minutes to cool). We do not use cooled boiled water that is reheated
- Bottles and teats are thoroughly cleaned with hot soapy water and sterilised after use
- Bottles are disposed of after two hours
- A designated area is available for mothers who wish to breastfeed their babies or express milk
- Labelled mothers' breast milk is stored in the fridge
- If dummies are used they will be cleaned and sterilised. This also applies to dummies which have been dropped (see separate 'Use of dummies' policy)
- All dummies are stored in labelled containers on their pegs when not in use
- Sterilisers are washed out and cleaned daily
- Children transfer to the older age group when assessed as appropriate for their age/stage appropriate following our agreed transition and settling procedures.

Signed on behalf of the Nursery.....Date.....

Date of review.....

The Owl and Pussycat Nursery is a trading name of Caerleon Kids First Ltd.,  
 Company no. 08671607, Registered office address 33 Backhall St, Caerleon,  
 Newport NP181AR



# The Owl and Pussycat Nursery Concerns and Complaints Procedure

At The Owl and Pussycat Nursery we always aim to provide the highest quality care and education for all our children. We also understand the importance of having an open and regular dialogue with our families. We believe all children and their families are entitled to expect their needs and wishes to be met at all times at nursery. Our intention is to work in partnership with parents, staff and the community generally and we welcome suggestions on how to improve our setting at any time.

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

## MAKING CONCERNS KNOWN

### Step One

If any parent should have cause for concern or any queries regarding the care or early learning provided by the nursery, they should in the first instance take it up with the child's key worker or a senior member of staff/room leader.

### Step Two

If the issue remains unresolved or parents feel they have received an unsatisfactory outcome, then they must present their concerns in writing as a formal complaint to the nursery manager. The manager will then investigate the complaint and report back to the parent within 5 working days. The manager will document the complaint fully and the actions taken in relation to it in the complaints log book.

### Step Three

If the matter is still not resolved, the nursery will hold a formal meeting between the manager, parent and the senior staff member to ensure that it is dealt with comprehensively. The nursery will make a record of the meeting and document any actions. All parties present at the meeting will

review the accuracy of the record, and be asked to sign to agree it and receive a copy. This will signify the conclusion of the procedure.

#### Step Four

If the matter cannot be resolved to their satisfaction, then parents have the right to raise the matter with CIW. Parents are made aware that they can contact CIW at any time they have a concern, including at all stages of the complaints procedure and are given information on how to contact them. CIW is the registering authority for nurseries in Wales and investigates all complaints that suggest a provider may not be meeting the requirements of the nursery's registration. It risk assesses all complaints made and may visit the nursery to carry out a full inspection where it believes requirements are not met.

A record of complaints will be kept in the nursery. The record will include the name of the complainant, the nature of the complaint, date and time complaint received, action(s) taken, result of any investigations and any information given to the complainant including a dated response.

Parents will be able to access this record if they wish to; however, all personal details relating to any complaint will be stored confidentially and will be only accessible by the parties involved. CIW inspectors will have access to this record at any time during visits to ensure actions have been met appropriately.

#### CONTACT DETAILS FOR CIW

Phone: 0300 790 0126

Write/Visit offices: South East Wales Region, Government Buildings, Rhydycar, Merthyr Tydfil, CF481UZ

Email: [CIW@gov.wales](mailto:CIW@gov.wales)

CIW is happy to receive information about any care service, but is not a complaints agency and has no statutory powers to investigate individual complaints between people and their service providers. When CIW receives information about a service they will consider it and inform the complainant they will take one of the following actions:

- Undertake an inspection of the service within an identified timescale (a copy of the focused inspection report is sent to the complainant)

- Consider the information within the next planned inspection of the service
- Advise the complainant to contact an identified agency
- Refer the complainant to the service about which the complaint was made for resolution under their own complaints procedure
- Advise the complainant that their information has been recorded and there is no further action required from CIW

#### INSPECTION BASED ON A COMPLAINT

Parents will also be informed if the nursery becomes aware that they are going to be inspected and after inspection will provide a copy of the report to parents and/or carers of children attending on a regular basis.

Signed on behalf of the Nursery.....Date.....

Date of review.....

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# The Owl and Pussycat Nursery Confidentiality Policy

At The Owl and Pussycat Nursery we acknowledge that we hold sensitive/confidential information about children and their families, and the staff we employ. This information is used to meet children's needs, for registers, invoices and emergency contacts. We store all records in locked cabinets in line with data protection registration and any information shared with the staff team is done on a 'need to know' basis and treated in confidence.

## LEGAL REQUIREMENTS

- We follow the legal requirements set out in the National Minimum Standards for Regulated Childcare and The Childminding and Day Care (Wales) Regulations 2010
- We follow the requirements of the General Data Protection Regulation (GDPR) which came into place on the 25<sup>th</sup> May 2018

## PROCEDURES

It is our intention to respect the privacy of children and their families, and we will do so by:

- Storing confidential records in a locked filing cabinet
- Ensuring staff, student and volunteer inductions include an awareness of the importance of confidentiality and that information about the child and family is not shared outside of the nursery other than with relevant professionals who need to know that information. If staff breach any confidentiality provisions, this may result in disciplinary action and, in serious cases, dismissal. Students on placement in the nursery are advised of our confidentiality policy and required to respect it
- Ensuring that all staff, volunteers and students are aware that this information is confidential and only for use within the nursery and to support the child's best interests with parental permission
- Ensuring that parents have access to files and records of their own children but not to those of any other child, other than where relevant professionals such as the police or local authority children's social care team decide this is not in the child's best interest
- Ensuring all staff are aware that this information is confidential and only for use within the nursery setting. If any of this information is requested

for whatever reason, the parent's permission will always be sought other than in the circumstances above

- Ensuring staff do not discuss personal information given by parents with other members of staff, except where it affects planning for the child's needs
- Ensuring staff, students and volunteers are aware of and follow our social networking policy in relation to confidentiality
- Ensuring issues concerning the employment of staff remain confidential to the people directly involved with making personnel decisions
- Ensuring any concerns/evidence relating to a child's personal safety are kept in a secure, confidential file and are shared with as few people as possible on a 'need-to-know' basis. If, however, a child is considered at risk, our safeguarding policy will override confidentiality.

Please be aware that CIW will have access to records at all times.

All the undertakings above are subject to the paramount commitment of the Nursery, which is to the safety and well-being of our children.

Signed on behalf of the Nursery.....Date.....

Date of review.....

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## The Owl and Pussycat Nursery Critical Incident Procedure

At The Owl & Pussycat Nursery we understand we need to plan for all eventualities to ensure the health, safety and welfare of all the children we care for. With this in mind we have a critical incident policy in place to ensure our nursery is able to operate effectively in the case of a critical incident. These include:

- Flood
- Fire
- Burglary
- Abduction or threatened abduction of a child
- Bomb threat/terrorism attack
- Any other incident that may affect the care of the children in the nursery.

If any of these incidents impact on the ability of the nursery to operate, we will contact parents via phone at the earliest opportunity.

### FLOOD

There is always a danger of flooding from adverse weather conditions or through the water/central heating systems. We cannot anticipate adverse weather, however, we can ensure that we take care of all our water and heating systems. Our boiler and central heating systems are checked and serviced annually by a registered gas engineer and they conform to all appropriate guidelines and legislation.

If flooding occurs during the nursery day, the nursery manager will make a decision based on the severity and location of this flooding, and it may be deemed necessary to follow the fire evacuation procedure. In this instance children will be kept safe and parents will be notified in the same way as the fire procedure.

Should the nursery be assessed as unsafe through flooding, fire or any other incident we will follow our fire safety policy and provide care in another temporary location.

### FIRE

Please refer to the fire safety policy.

## BURGLARY

The management of the nursery follow a lock up procedure, which ensures all doors and windows are closed and locked before vacating the premises. Alarm systems are used and in operation during all hours the nursery is closed.

The duty manager will always check the premises as they arrive in the morning. Should they discover that the nursery has been broken into they will follow the procedure below:

- Dial 999 with as many details as possible, i.e. name and location, details of what you have found and emphasise this is a nursery and children will be arriving soon
- Contain the area to ensure no one enters until the police arrive. The staff will direct parents and children to a separate area as they arrive. If all areas have been disturbed staff will follow police advice, including following the relocation procedure under flood wherever necessary to ensure the safety of the children
- The manager on duty will help the police with enquiries, e.g. by identifying items missing, areas of entry etc.
- A deputy manager will be available at all times during this time to speak to parents, reassure children and direct enquires
- Management will assess the situation following a theft and ensure parents are kept up to date with developments relating to the operation of the nursery.

## ABDUCTION OR THREATENED ABDUCTION OF A CHILD

We have secure safety procedures in place to ensure children are safe while in our care, including safety from abduction. Staff must be vigilant at all times and report any persons lingering on nursery property immediately. All doors and gates to the nursery are locked and cannot be accessed unless staff members allow individuals in. Parents are reminded on a regular basis not to allow anyone into the building whether they are known to them or not. Visitors and general security are covered in more detail in the supervision of visitors' policy.

Children will only be released into the care of a designated adult; see the arrivals and departures policy for more details. Parents are requested to inform the nursery of any potential custody battles or family concerns as soon as they arise so the nursery is able to support the child. The nursery will not take sides in relation to any custody battle and will remain neutral for the child. If an absent parent arrives to collect their child, the nursery will not restrict access **unless** a court order is in place. Parents are requested to issue the nursery with a copy of these documents should they be in place.

We will consult our solicitors with regards to any concerns over custody and relay any information back to the parties involved.

If a member of staff witnesses an actual or potential abduction from nursery we have the following procedure which are followed immediately:

- The police must be called immediately
- The staff member will notify management immediately and the manager will take control
- The parent(s) will be contacted
- All other children will be kept safe and secure and calmed down where necessary
- The police will be given as many details as possible including details of the child, description of the abductor, car registration number if used, time and direction of travel if seen and any family situations that may impact on this abduction.

#### BOMB THREAT/TERROR ATTACK

If a bomb threat is received at the nursery, the person taking the call will record all details given over the phone as soon as possible and raise the alarm as soon as the phone call has ended. The management will follow the fire evacuation procedure to ensure the safety of all on the premises and will provide as much detail to the emergency services as possible.

#### LOCK DOWN PROCEDURE

We will use the lock down procedure when the safety of the children and staff is at risk and we will be better placed inside the current building, with doors and windows locked.

We will activate this emergency procedure in response to a number of situations, but some of the more typical might be:

- A report incident or disturbance in the local community (with potential to pose a risk to staff and children in the nursery)
- An intruder on the nursery site (with potential to pose a risk to staff and children in nursery)
- A warning being received regarding a risk locally, of air pollution (smoke plumes, gas cloud etc.)
- A major fire or explosion in the vicinity of the nursery - as long as it is safer staying in the premises than leaving.

In this case the staff will be notified by the following action:

- I. The manager on duty will alert other staff calmly and quietly, using the phrase "Lock Down" to initiate lock down. The manager on duty will

manage the situation dependant on the situation and the information available. If the nursery is in immediate danger of an intruder, the police will be called as a matter of urgency. In other cases where the situation has been called through by the police or local area authority then the nursery will await further instructions. The manager will also notify the owner at the earliest possible opportunity.

2. Staff will lock all external doors and windows.
3. If any children and adults are in the outdoors area at the alert of a lockdown, the staff will bring all children into the building in a prompt and calm manner.
4. Depending on the circumstances staff will ensure children remain inside the building with locked doors and windows, in an area staff deem the safest, or children will be evacuated in a quiet and orderly manner away from the situation to a safe area defined by staff or police.
5. If there is police involvement, the officer in charge will evaluate the situation and notify the manager when the site is safe and/or if any further action is needed.
6. If the lock down persists for an extended amount of time or occurs at drop-off / pick-up time, the manager will decide how best to liaise with parents outside the building so as not to cause alarm.
7. All clear will be given by the manager - children must not be moved until all clear given, unless in exceptional circumstances (ie. somebody outside the window / door) in which case find another area of safety.
8. Once it is confirmed that all children and staff are safe, the manager will need to record and report the incident directly to the owner.

#### OTHER INCIDENTS

All incidents will be managed by the manager and all staff will co-operate with any emergency services on the scene. Any other incident that requires evacuation will follow the fire plan. Other incidents e.g. no water supply will be dealt with on an individual basis taking into account the effect on the safety, health and welfare of the children and staff in the nursery.

The nursery manager will notify CIW in the event of a critical incident.

Signed on behalf of the Nursery.....Date.....

Date of review.....

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## The Owl and Pussycat Nursery Dealing with Discriminatory Behaviour Policy

At The Owl & Pussycat Nursery we do not tolerate discriminatory behaviour and take action to tackle discrimination. We believe that parents have a right to know if discrimination occurs and what actions the nursery will take to tackle it. We follow our legal duties in relation to discrimination and record all incidents any perceived or actual relating to discrimination on any grounds and report these where relevant to children's parents and the registering authority.

### DEFINITION AND LEGAL FRAMEWORK

#### Types of Discrimination

- **Direct discrimination** occurs when someone is treated less favourably than another person because of a protected characteristic
- **Discrimination by association** occurs when there is a direct discrimination against a person because they associate with a person who has a protected characteristic
- **Discrimination by perception** occurs when there is a direct discrimination against a person because they are perceived to have a protected characteristic
- **Indirect discrimination** can occur where a provision or criterion is in place which applies to everyone in the organisation but particularly disadvantages people who share a protected characteristic
- **Harassment** is defined as 'unwanted conduct related to a relevant protected characteristic, which has the purpose or effect of violating an individual's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that individual'
- **Third party harassment** is the harassment of employees by a third party not employed by the nursery, e.g. visitors or parents
- **Victimisation** occurs when an employee is treated badly or suffers detriment because they have made/supported a complaint, raised a grievance under the Equality Act 2010, or have been suspected of doing so.

### PROTECTED CHARACTERISTICS

The nine protected characteristics under the Equality Act 2010 are:

- Age
- Disability
- Gender reassignment
- Race
- Religion or belief
- Sex
- Sexual orientation
- Marriage and civil partnership
- Pregnancy and maternity.

Incidents may involve a small or large number of persons, they may vary in their degree of offence and may not even recognise the incident has discriminatory implications; or at the other extreme their behaviour may be quite deliberate and blatant.

Examples of discriminatory behaviour are:

- Physical assault against a person or group of people
- Derogatory name calling, insults and discriminatory jokes
- Graffiti and other written insults
- Provocative behaviour such as wearing badges and insignia and the distribution of discriminatory literature
- Threats against a person or group of people because of the nine protected characteristics listed above
- Discriminatory comments including ridicule made in the course of discussions
- Patronising words or actions.

## OUR PROCEDURES

We tackle discrimination by:

- Expecting all staff in the nursery to be aware of and alert to any discriminatory behaviour or bullying taking place
- Expecting all staff to intervene firmly and quickly to prevent any discriminatory behaviour or bullying, this may include behaviour from parents and other staff members
- Expecting all staff to treat any allegation seriously and report it to the nursery manager. Investigating and recording each incident in detail as accurately as possible and making this record available for inspection by staff, inspectors and parents where appropriate, on request. The nursery manager is responsible for ensuring that incidents are handled appropriately and sensitively and entered in the record book. Any pattern of behaviour should be indicated. Perpetrator/victim's initials may be used in the record book as information on individuals is confidential to the nursery

- Informing the parents of the child/children who are perpetrators and/or victims should be informed of the incident and of the outcome, where an allegation is substantiated following an investigation
- Excluding or dismissing any individuals who display continued discriminatory behaviour or bullying but such steps will only be taken when other strategies have failed to modify behaviour. This includes any employees where any substantiated allegation after investigation will incur our disciplinary procedures (please see the policy on disciplinary procedures).

We record any incidents of discriminatory behaviour or bullying to ensure that:

- Strategies are developed to prevent future incidents
- Patterns of behaviour are identified
- Persistent offenders are identified
- Effectiveness of nursery policies are monitored
- A secure information base is provided to enable the nursery to respond to any discriminatory behaviour or bullying.

#### NURSERY STAFF

We expect all staff to be alert and seek to overcome any ignorant or offensive behaviour based on fear or dislike of distinctions that children, staff or parents may express in the nursery. We aim to create an atmosphere where the victims of any form of discrimination have the confidence to report such behaviour and that subsequently they feel positively supported by the staff and management of the nursery.

It is incumbent upon all members of staff to ensure that they do not express any views or comments that are discriminatory, or appear to endorse such views by failing to counter behaviour, which is prejudicial in a direct manner. We expect all staff to use a sensitive and informed approach to counter any harassment perpetrated out of ignorance.

Signed on behalf of the Nursery.....Date.....

Date of review.....

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## The Owl and Pussycat Nursery Equal Opportunities Policy

The Owl and Pussycat Nursery and all staff, volunteers and students are fully committed to valuing diversity by providing equality of opportunity and anti-discriminatory practice for all children and families. Our aim is to provide a secure and positive environment, which is free from discrimination, in order for children to develop a positive sense of identity and feel valued.

The legal frameworks for this policy include:

- Race Relations Act 1976
- Race Relations Amendment Act 2000
- Sex Discrimination Act 1975
- Education Act 1996
- Disability Discrimination Act 1995 & 2005
- Special Educational Needs and disability Act 2001
- Equal Pay Act 1970
- Children Act 1989
- Equality Act 2006
- Childcare Act 2006
- Equality Act 2010

Our Equal Opportunities policy applies to all people, whether using or working within the Nursery. We will not discriminate, whether directly or indirectly, in the treatment of any persons on the grounds of gender, race, culture, disability, religion, sexual orientation, marital status or for financial reasons. Acts of unlawful discrimination will be challenged and the person concerned will be helped to understand why this is not acceptable.

The Owl and Pussycat Nursery is open to all members of the community and we will:

- Ensure that all parents are made aware of the equal opportunities policy (A summary of this policy is given in our parent contract, and all our policies are available to view on our website)
- Strive to ensure equal access to the Nursery
- Ensure our admissions policy promotes equality for all children and families

- Provide opportunities for all our parents/carers to contribute to their child's care and education
- Offer information regarding sources of financial support for families
- Offer help to all parents who need extra help in understanding any aspects of Nursery life
- Work with parents/carers and other professionals to make reasonable adjustment to the nursery environment as required by the Disability Discrimination Act to accommodate and meet the needs of a child with identified learning difficulties and/or physical disabilities

We will help our children to develop positive attitudes about themselves and other people by:

- Listening to children to ensure that they feel included, safe, valued and respected
- Ensuring that all children have equal access to activities, resources and learning opportunities
- Making appropriate provision to ensure each child receives the widest possible opportunities to develop their skills and abilities and recognise different learning styles
- Providing play materials/resources and activities that demonstrate diversity of background and ability, and help to develop positive attitudes to differences of race, culture, language, gender and ability
- Promoting children's awareness of their own culture and beliefs and those of other people
- Ensuring the differentiation of activities to include the needs of all children
- Working in partnership with key professionals to ensure that individuals with learning difficulties and/or physical disabilities can participate fully in all aspects of Nursery life
- Using positive, non-discriminatory language with all children
- Valuing the home background of all children
- Ensuring any discriminatory language or practice is challenged appropriately

Staff will focus on each child's individual learning, development and care needs by:

- Removing or helping to overcome barriers for children where these already exist
- Being alert to the early signs of needs that could lead to later difficulties and responding promptly and appropriately, involving other agencies as necessary
- Stretching and challenging all children

- Valuing linguistic diversity and provide opportunities and support for children to develop and use their home language in their play and learning, alongside providing a range of meaningful contexts in which children have opportunities to develop English language skills

Staff Training:

- Staff will be encouraged to attend training opportunities to support their awareness and understanding of equality and diversity
- The setting ALNCO will attend training around additional educational needs and the code of practice
- Staff will have equal access to identified training to ensure professional development

Employment Statement:

- All positions that arise within the nursery will be advertised and applicants will be judged against specific and fair criteria
- Applicants will be welcomed from all backgrounds regardless of ethnicity, religion, culture, language, gender, sexual orientation or age
- Successful applicants will be subject to references and checks by the Disclosure and Barring Service (DBS)
- Job descriptions will include a commitment to equality and diversity as part of the specifications
- The recruitment process will be monitored to ensure that it meets the equal opportunities policy.

We will regularly review and monitor this policy and the practice of our Nursery; this is to ensure that we are fully implementing the policy for equality, diversity and inclusion.

Signed on behalf of the Nursery.....Date.....

Date of review.....

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# The Owl and Pussycat Nursery Fire Safety and Emergency Evacuation Procedure

At The Owl and Pussycat Nursery, we shall ensure the highest possible standard of fire precautions. The Nursery Manager and all staff are familiar with the current legal requirements. Where necessary we seek the advice of a competent person, such as our Fire Officer, or Fire Safety Consultant.

## FIRE PRECAUTIONS

- The basis of fire safety is risk assessment, carried out regularly by the Nursery Manager or Deputy Manager
- The Manager will use the Government guidance Fire Safety Risk Assessment - Educational Premises (HMG 2006) to carry out risk assessments
- Fire doors are clearly marked, never obstructed and easily opened from the inside
- Fire evacuation notices are in every room and say where the assembly point is
- All furniture, furnishings, toys and equipment conform to BSEN standards and/or The Toys (Safety) Regulations 1995
- All electrical appliances and equipment are PAT tested and checked to ensure they are safe to use and have no defects
- Smoke detectors/alarms and fire fighting appliances conform to BSEN standards, are fitted in appropriate high risk areas of the building and are checked as specified by the manufacturer
- A fire blanket is in place in the kitchen
- Fire extinguishers are in place and are appropriate for use

## REGISTRATION

An accurate record of all staff and children present in the building must be kept at all times and children/staff must be marked in and out on arrival and departure. An accurate record of visitors must be kept in the visitor's book. These records must be taken out along with the register and emergency contacts list in the event of a fire.

### NO SMOKING POLICY

The Nursery operates a strict no smoking policy. Please see this separate policy for more details.

### FIRE DRILLS

The Nursery Manager has overall responsibility for the fire drill and evacuation procedures. These are carried out and recorded at least every 6 weeks. These drills will occur at different times of the day and on different days to ensure evacuations are possible under different circumstances and all children and staff participate in the rehearsals.

### FIRE RECORD BOOK

The fire record book must contain:

- The date and time of when the drill took place
- How long it took
- Whether there were any problems that delayed the evacuation
- Any further action taken to improve the drill procedure

### EMERGENCY EVACUATION

Upon discovering a fire or other emergency that would cause us to leave the building immediately, the person who discovered it must calmly raise the alarm by pressing the nearest manual call point. They then must immediately evacuate the building under guidance of the Nursery Manager and following the evacuation procedures. Our emergency evacuation procedures are clearly displayed in the premises and explained to new members of staff, visitors, volunteers and parents.

Once the children, staff and visitors are safely assembled outside the building, we will await the arrival of emergency services. If it is deemed unsafe to go back into the building, we will walk the children in groups up to the Caerleon Town Hall (at the end of Church St), where the Nursery Manager and Deputy Manager will call the parents and wait there for the parents to collect them. Staff will remain with the group until all children are collected.

Signed on behalf of the Nursery.....Date.....

Date of review.....

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# The Owl and Pussycat Nursery GDPR Policy

The General Data Protection Regulation (GDPR) is a new EU law coming into effect on 25<sup>th</sup> May 2018 replacing the current Data Protection Act 1998. It will give individuals greater control over their own personal data. As a nursery it is necessary for us to collect personal information about the children who attend as well as staff and parents/carers.

## GDPR PRINCIPLE

GDPR condenses the Data Protection Principles into six areas, which are referred to as the Privacy Principles. They are:

1. You must have a lawful reason for collecting personal data and must do it in a fair and transparent way.
2. You must only use the data for the reason it is initially obtained.
3. You must not collect any more data than is necessary.
4. It has to be accurate and there must be mechanisms in place to keep it up to date.
5. You cannot keep it any longer than needed.
6. You must protect the personal data.

The GDPR provides the following rights for individuals:

- The right to be informed.
- The right of access.
- The right to rectification.
- The right to erase.
- The right to restrict processing.
- The right to data portability.
- The right to object.
- Rights in relation to automated decision-making and profiling.

There are two main roles under the GDPR; the data controller and the data processor. As a childcare provider, we are the data controller. The data is our data that we have collected about the children and their families. We have contracts with other companies to process data, which makes them the data processor. The two roles have some differences but the principles of

GDPR apply to both. We have a responsibility to ensure that other companies we work with are also GDPR compliant.

#### LAWFUL BASIS FOR PROCESSING PERSONAL DATA

We must have a lawful basis for processing all personal data within our organisation and this is recorded in our Data Audit for all the different information we collect. The six reasons are set out in Article 6 of the GDPR as follows:

**(a) Consent:** the individual has given clear consent for you to process their personal data for a specific purpose.

**(b) Contract:** the processing is necessary for a contract you have with the individual, or because they have asked you to take specific steps before entering into a contract.

**(c) Legal obligation:** the processing is necessary for you to comply with the law (not including contractual obligations).

**(d) Vital interests:** the processing is necessary to protect someone's life.

**(e) Public task:** the processing is necessary for you to perform a task in the public interest or for your official functions, and the task or function has a clear basis in law.

**(f) Legitimate interests:** the processing is necessary for your legitimate interests or the legitimate interests of a third party unless there is a good reason to protect the individual's personal data which overrides those legitimate interests. (This cannot apply if you are a public authority processing data to perform your official tasks.)

For the majority of data we collect, the lawful basis for doing so falls under the category of 'legal obligation' such as names, date of birth and addresses as we have a legal requirement to obtain this data as part of the National Minimum Standards for Regulated Childcare and The Childminding and Day Care (Wales) Regulations 2010.

Some data we collect, for example, photographs, requires parents to give consent for us to do so. Where this is the case, parents will be required to sign a consent form to 'opt in' when they register their child at the nursery and are made aware that they have the right to withdraw their consent at any time.

We may also be required to collect data as part of parent's contract with the setting or local authority, for example, in order for us to claim government funding.

#### DATA RETENTION

We will hold information about individuals only for as long as the law says and no longer than necessary. After this, we will dispose of it securely.

Please see appendix i. (Record Retention Periods) for more information on retention periods for individual documents.

## SECURITY

We keep data about all individuals secure and aim to protect data against unauthorised change, damage, loss or theft. All data collected is only accessed by authorised individuals. All paper forms are kept locked away in cabinets and all computers are password protected and kept in a locked cabinet when the nursery is shut.

## PRIVACY NOTICES (appendix ii.)

All parents and staff are provided with privacy notices which inform them of our procedures around how and why we collect data, information sharing, security, data retention, access to their records and our commitment to compliance with the GDPR act.

## ENSURING COMPLIANCE

The member of staff responsible for ensuring that the setting is compliant is Catherine Jones (Director). Their main duties are:

- Ensure that the provision is compliant with GDPR.
- Audit all personal data held and maintain the data register
- Ensure all staff are aware of their responsibilities under the law, this may include delivering staff training.
- Undertake investigations when there is a breach of personal data and report to the ICO.
- Keep up to date with the legislation.

The setting is also registered with the Information Commissioners Office and the certificate can be viewed in the main room.

## LEGAL FRAMEWORK

- The General Data Protection Regulation (2018)
- Human Rights Act 1998

Signed on behalf of the Nursery.....Date.....

Date of review.....

The Owl and Pussycat Nursery is a trading name of Caerleon Kids First Ltd., Company no. 08671607, Registered office address 33 Backhall St, Caerleon, Newport NP181AR

## APPENDIX I: RECORD RETENTION PERIODS

Children's records (enrolment form, parent contract, permissions)- 3 years after the child has left our setting

Children's registers- 3 years from the date of register

Records relating to individual children e.g. care plans, speech and language referral forms- We will pass these on to the child's next school or setting following our Local Authority's protocols for transition and sharing of sensitive records.

Copies will be kept for 3 years after the child has left our setting.

Observation, planning and assessment records of children- We keep our planning filed since the last inspection date so there is a paperwork trail if the inspector needs to see it.

Information and assessments about individual children is either given to parents when the child leaves or to the next setting/school that the child moves to (with parents' permission).

Accidents and pre-existing injuries- Serious accidents reportable to CIW are kept until the child is 21 years 3 months.

Type of accidents include fractures, broken limbs, serious head injuries or where the child is hospitalised.

Every day accidents (such as everyday trips, lumps and bumps) will be kept for 3 years after the date of the accident.

Safeguarding Records and Cause for Concern forms- We will keep until the child has reached 25 years old.

Records of any reportable death, injury, disease or dangerous occurrence (for children) - As these incidents could result in potential negligence claims, or evolve into a more serious health condition, we keep records until the child reaches the age of 21 years and 3 months.

Records of any reportable death, injury, disease or dangerous occurrence (for staff)- 3 years

Complaints records- 3 years after complaint received

Waiting list applications- Until child starts nursery or parent requests for them to be taken off waiting list

Personnel files and training records (including disciplinary records and working time records) - 6 years after employment ends

Job application forms, interview questions and answers and C.V.s- Up to 12 months after receiving. C.V.'s may be kept up to 3 years with permission from person sending it.

Student files and agency staff records- Student files are kept for 3 years after the placement ends. Agency staff records are kept up to 12 months after receiving or whilst the person is still providing supply cover at nursery

## APPENDIX ii: PRIVACY NOTICE FOR PARENTS, CHILDREN AND EMPLOYEES

### WHAT IS THE PURPOSE OF THIS DOCUMENT?

The Owl and Pussycat Nursery is a trading name of Caerleon Kids First Ltd., which is a company incorporated and registered in England and Wales (company no 08671607) with its registered office address at 33 Backhall St, Caerleon, Newport NP181AR. We are committed to protecting the privacy and security of your personal information.

This privacy notice describes how the Nursery collects and uses personal information about employees of the Nursery ("Employees"), children attending the Nursery ("Child" or "Children") and the parents of the Children ("Parents") (known collectively as "You" or "Your"), in accordance with the General Data Protection Regulation (GDPR).

The Owl and Pussycat Nursery is a "data controller". This means that we are responsible for deciding how we hold and use personal information about You. We are required under data protection legislation to notify You of the information contained in this privacy notice.

This notice applies to Employees, Children and Parents. This notice does not form part of any contract of employment or other contract to provide services. We may update this notice at any time but if we do so, we will provide You with an updated copy of this notice as soon as reasonably practical.

It is important that Employees, Children and Parents read and retain this notice, together with any other privacy notice we may provide on specific occasions when we are collecting or processing personal information about You, so that You are aware of how and why we are using such information and what Your rights are under the data protection legislation.

### DATA PROTECTION PRINCIPLES

We will comply with data protection law. This says that the personal information we hold about You must be:

1. Used lawfully, fairly and in a transparent way.
2. Collected only for valid purposes that we have clearly explained to You and not used in any way that is incompatible with those purposes.
3. Relevant to the purposes we have told You about and limited only to those purposes.

4. Accurate and kept up to date.
5. Kept only as long as necessary for the purposes we have told You about.
6. Kept securely.

## THE KIND OF INFORMATION WE HOLD ABOUT YOU

Personal data, or personal information, means any information about an individual from which that person can be identified. It does not include data where the identity has been removed (anonymous data).

There are “special categories” of more sensitive personal data which require a higher level of protection, such as information about a person’s health or sexual orientation.

### Employees:

We will collect, store, and use the following categories of personal information about Employees:

- Personal contact details such as name, title, addresses, telephone numbers, and personal email addresses
  - Date of birth
  - Gender
- Next of kin and emergency contact information
- National Insurance number
- Bank account details, payroll records and tax information such as p45 form
- Salary, annual leave, pension and benefits information
- Start date and, if different, the date of an Employee’s continuous employment
- Location of employment or workplace
- Copy of photo identification and birth certificate
- DBS number and date of issue
- Recruitment information (including copies of any right to work documentation, job application form, references, and other information included in a C.V. or cover letter or as part of the application process).
- Employment records (including job descriptions, contract, copies of

qualifications and training records working hours, holidays, induction and training records and professional memberships)

- Personnel files and training records including performance information, supervision and appraisal notes, and disciplinary and grievance information
- Information about your use of our information and communications systems
- Records of any reportable death, injury, disease or dangerous occurrence

We may also collect, store and use the following “special categories” of more sensitive personal information:

- Information about an Employee’s health, including any medical condition, accident, health and sickness records, including:
  - where an Employee leaves employment and under any share plan operated by a group company the reason for leaving is determined to be ill-health, injury or disability, the records relating to that decision;
  - details of any absences (other than holidays) from work including time on statutory parental leave and sick leave; and
  - where an Employee leaves employment and the reason for leaving is related to their health, information about that condition needed for pensions and permanent health insurance purposes.

#### Children:

We will collect, store, and use the following categories of personal information about Children:

- Name
- Date of birth
- Home address
- Dietary requirements
- Attendance information
- Photographs and video clips of the Child to signpost Children to where their belongings are stored at the Nursery that they attend, and also for general display purposes
- Emergency contact should Parents be unavailable and the emergency

contact's contact details

- Development book for each Child containing the work of the Child whilst at the Nursery, observations and learning stories about the Child's development whilst at the Nursery from Employees of the Nursery, specific examples of the Child's progress, photographs demonstrating the Child's development whilst at the Nursery, and progress reports
- Records relating to individual Children e.g. care plans, common assessment frameworks, speech and language referral forms
- Accidents and pre-existing injuries forms
- Records of any reportable death, injury, disease or dangerous occurrence
- Observation, planning and assessment records of Children

We may also collect, store and use the following "special categories" of more sensitive personal information:

- Information about a Child's race or ethnicity, spoken language and nationality.
- Information about a Child's health, including any medical condition, health and sickness records.
- Information about a Child's accident or incident reports including reports of pre-existing injuries.
- Information about a Child's incident forms / child protection referral forms / child protection case details / reports.

#### Parents:

We will collect, store, and use the following categories of personal information about Parents:

- Name
- Home address
- Telephone numbers, and personal email addresses

We may also collect, store and use the following "special categories" of more sensitive personal information:

- Information about a Parent's race or ethnicity, spoken language and nationality.
- Conversations with Parents where Employees of the Nursery deem it relevant to the prevention of radicalisation or other aspects of the governments Prevent strategy.

## HOW IS YOUR PERSONAL INFORMATION COLLECTED?

### Employees:

We collect personal information about Employees through the application and recruitment process, either directly from candidates or sometimes from an employment agency or background check provider. We may sometimes collect additional information from third parties including former employers or other background check agencies.

We will collect additional personal information in the course of job-related activities throughout the period of when an Employee works for us.

### Children and Parents:

We collect personal information about Children and Parents from when the initial enquiry is made by the Parents, through the enrolment process and until 3 years after the Children stop using the Nursery's services.

## HOW WE WILL USE INFORMATION ABOUT YOU

We will only use Your personal information when the law allows us to. Most commonly, we will use Your personal information in the following circumstances:

1. Where we need to perform the contract we have entered into with You.
2. Where we need to comply with a legal obligation.
3. Where it is necessary for our legitimate interests (or those of a third party) and Your interests and fundamental rights do not override those interests.

We may also use Your personal information in the following situations, which are likely to be rare:

1. Where we need to protect Your interests (or someone else's interests).
2. Where it is needed in the public interest or for official purposes.

### Situations in which we will use Employee personal information

We need all the categories of information in the list above (see Employee section within the Paragraph entitled 'The Kind of Information We Hold About

You') primarily to allow us to perform our contracts with Employees and to enable us to comply with legal obligations. The situations in which we will process Employee personal information are listed below.

- Making a decision about an Employee's recruitment or appointment.
- Checking an Employee is legally entitled to work in the UK. Paying an Employee and, if an Employee is an Employee or deemed Employee for tax purposes, deducting tax and National Insurance contributions (NICs).
- Providing any Employee benefits to Employees.
- Enrolling you in a pension arrangement in accordance with our statutory automatic enrolment duties.
- Liaising with the trustees or managers of a pension arrangement operated by a group company, your pension provider and any other provider of employee benefits.
- Administering the contract we have entered into with an Employee.
- Conducting performance and/or salary reviews, managing performance and determining performance requirements.
- Assessing qualifications for a particular job or task, including decisions about promotions.
- Gathering evidence for possible grievance or disciplinary hearings.
- Making decisions about an Employee's continued employment, engagement.
- Making arrangements for the termination of our working relationship.
- Education, training and development requirements.
- Dealing with legal disputes involving Employees, including accidents at work.
- Ascertaining an Employee's fitness to work.
- Managing sickness absence.
- Complying with health and safety obligations.
- To prevent fraud.
- To monitor your use of our information and communication systems to ensure compliance with our IT policies.
- To ensure network and information security, including preventing unauthorised access to our computer and electronic communications systems and preventing malicious software distribution.
- Equal opportunities monitoring.

Some of the above grounds for processing will overlap and there may be several grounds which justify our use of an Employee's personal information.

### Situations in which the Nursery will use personal information of Children

We need all the categories of information in the list above (see Children section within the Paragraph entitled 'The Kind of Information We Hold About You') primarily to allow us to perform our obligations (including our legal obligations to Children). The situations in which we will process personal information of Children are listed below.

- Upon consent from the Parents, Personal Data of Children will be shared with schools for progression into the next stage of their education.
- Personal information of Children will be shared with local authorities without the consent of Parents where there is a situation where child protection is necessary.
- The personal information of Children will be shared with local authorities without the consent of Parents for funding purposes.
- CIW will be allowed access to the Nursery's systems to review child protection records.
- To ensure we meet the needs of the Children
- To enable the appropriate funding to be received
- Report on a Child's progress whilst with the Nursery
- To check safeguarding records
- To check complaint records
- To check attendance patterns are recorded
  - When a Child's Progress Report is given to its Parent in order for that Parent to pass the same Progress Report to a school for application or enrolment purposes

### Situations in which the Nursery will use personal information of Parents

We need all the categories of information in the list above (see Parents section within the Paragraph entitled 'The Kind of Information we Hold About You') primarily to allow us to perform our contracts with Parents and to enable us to comply with legal obligations. The situations in which we will process personal information of Parents are listed below.

- The personal information of Parents will be shared with local authorities without the consent of Parents for funding purposes.
- To report on a Child's attendance
- To be able to contact a Parent or a Child's emergency contact about their Child
- To ensure nursery fees are paid

### If Employees and Parents fail to provide personal information

If Employees and Parents fail to provide certain information when requested, we may not be able to perform the respective contracts we have entered into with Employees and Parents, or we may be prevented from complying with our respective legal obligations to Employees, Children and Parents.

### Change of purpose

We will only use Your personal information for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If we need to use Your personal information for an unrelated purpose, we will notify the Employee, Child or Parent, as is appropriate in the circumstances, and we will explain the legal basis which allows us to do so.

Please note that we may process an Employee's, a Child's or a Parent's personal information without their respective knowledge or consent, as relevant to the circumstances, in compliance with the above rules, where this is required or permitted by law.

### HOW WE USE PARTICULARLY SENSITIVE PERSONAL INFORMATION

"Special categories" of particularly sensitive personal information require higher levels of protection. We need to have further justification for collecting, storing and using this type of personal information. We have in place an appropriate policy document and safeguards which we are required by law to maintain when processing such data. We may process special categories of personal information in the following circumstances:

1. In limited circumstances, with Employee or Parent explicit written consent.
2. Where we need to carry out our legal obligations or exercise rights in connection with Employee employment.

3. Where it is needed in the public interest, such as for equal opportunities monitoring or in relation to our occupational pension scheme.

Less commonly, we may process this type of information where it is needed in relation to legal claims or where it is needed to protect an Employee, a Child or a Parents' interests (or someone else's interests) and the Employee, Child or Parent as is appropriate is not capable of giving consent, or where the Employee or Parent has already made the information public.

### The Nursery's obligations as an employer

We will use particularly sensitive personal information of Employees in the following ways:

- We will use information relating to leaves of absence, which may include sickness absence or family related leaves, to comply with employment and other laws.
- We will use information about the physical or mental health of an Employee, or their disability status, to ensure Employee health and safety in the workplace and to assess the fitness of Employees to work, to provide appropriate workplace adjustments, to monitor and manage sickness absence and to administer benefits including statutory maternity pay, statutory sick pay, pensions and permanent health insurance.
- We will use information about an Employee's race or national or ethnic origin, religious, philosophical or moral beliefs, or an Employee's sexual life or sexual orientation, to ensure meaningful equal opportunity monitoring and reporting.

### Do we need Employee consent?

We do not need the consent of Employees if we use special categories of personal information in accordance with our written policy to carry out our legal obligations or exercise specific rights in the field of employment law. In limited circumstances, we may approach Employees for their written consent to allow us to process certain particularly sensitive data. If we do so, we will provide Employees with full details of the information that we would like and the reason we need it, so that Employees can carefully consider whether they wish to consent. Employees should be aware that it is not a condition of their contract with the nursery that they agree to any request for consent from us.

### INFORMATION ABOUT CRIMINAL CONVICTIONS

We may only use information relating to criminal convictions where the law

allows us to do so. This will usually be where such processing is necessary to carry out our obligations and provided we do so in line with our data protection policy.

Less commonly, we may use information relating to criminal convictions where it is necessary in relation to legal claims, where it is necessary to protect the interests of You (or someone else's interests) and You are not capable of giving your consent, or where an Employee or a Parent, as is relevant to the circumstances, has already made the information public. We envisage that we will hold information about criminal convictions.

We will only collect information about criminal convictions if it is appropriate given the nature of the role and where we are legally able to do so, which includes but is not limited to Disclosure and Barring Service ("DBS") checks. Where appropriate, we will collect information about criminal convictions as part of the recruitment process or we may be notified of such information directly by you in the course of you working for us. We will use information about criminal convictions and offences in the following ways:

- To conduct a DBS check on each Employee, to record the date of the DBS check, the number of the DBS check and the name of the body conducting the DBS check.

We are allowed to use your personal information in this way to carry out our obligations. We have in place an appropriate policy and safeguards which we are required by law to maintain when processing such data.

## DATA SHARING

We may have to share Employee, Child or Parent data with third parties, including third-party service providers and other entities in the group. We require third parties to respect the security of Your data and to treat it in accordance with the law.

### Why might the Nursery share Employee, Child or Parent personal information with third parties?

We will share Your personal information with third parties where required by law, where it is necessary to administer the working relationship with You or where we have another legitimate interest in doing so.

### Which third-party service providers process my personal information?

"Third parties" includes third-party service providers (including contractors

and designated agents), local authorities, regulatory bodies, schools and other entities within our group. The following third-party service providers process personal information about you for the following purposes:

- Local Authorities - for funding and monitoring reasons (e.g. equal opportunities and uptake of funded hours)
- Regulatory bodies - for ensuring compliance and the safety and welfare of the children
- Schools - to provide a successful transition by ensuring information about the child's progress and current level of development and interests are shared

We will share personal data regarding your participation in any pension arrangement operated by a group company with the trustees or scheme managers of the arrangement in connection with the administration of the arrangements.

[How secure is my information with third-party service providers and other entities in our group?](#)

All our third-party service providers and other entities in the group are required to take appropriate security measures to protect Your personal information in line with our policies. We do not allow our third-party service providers to use Your personal data for their own purposes. We only permit them to process Your personal data for specified purposes and in accordance with our instructions.

[What about other third parties?](#)

We may share Your personal information with other third parties, for example in the context of the possible sale or restructuring of the business. In this situation we will, so far as possible, share anonymised data with the other parties before the transaction completes. Once the transaction is completed, we will share Your personal data with the other parties if and to the extent required under the terms of the transaction.

We may also need to share Your personal information with a regulator or to otherwise comply with the law.

**DATA RETENTION**

## How long will you use my information for?

We will only retain Your personal information for as long as necessary to fulfill the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements. Details of retention periods for different aspects of your personal information are available in our retention policy which is available from the manager. To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of Your personal data, the purposes for which we process Your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

In some circumstances we may anonymise Your personal information so that it can no longer be associated with You, in which case we may use such information without further notice to You. Once you are no longer an Employee, or a Child benefiting from the Nursery's services or a Parent, as is appropriate, we will retain and securely destroy your personal information in accordance with [our data retention policy **OR** applicable laws and regulations].

## RIGHTS OF ACCESS, CORRECTION, ERASURE, AND RESTRICTION

### Your duty to inform us of changes

It is important that the personal information we hold about You is accurate and current. Please keep us informed if Your personal information changes during your working relationship with us.

### Your rights in connection with personal information

Under certain circumstances, by law You have the right to:

- **Request access** to Your personal information (commonly known as a “data subject access request”). This enables You to receive a copy of the personal information we hold about You and to check that we are lawfully processing it.
- **Request correction** of the personal information that we hold about You. This enables You to have any incomplete or inaccurate information we hold about You corrected.
- **Request erasure** of your personal information. This enables Employees

or Parents to ask us to delete or remove personal information where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove Your personal information where You have exercised Your right to object to processing (see below).

- [Object to processing](#) of Your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about Your particular situation which makes You want to object to processing on this ground. You also have the right to object where we are processing Your personal information for direct marketing purposes.
- [Request the restriction of processing](#) of Your personal information. This enables Employees or Parents, as is appropriate, to ask us to suspend the processing of personal information about You for example if You want us to establish its accuracy or the reason for processing it.
- [Request the transfer](#) of Your personal information to another party.

If You want to review, verify, correct or request erasure of Your personal information, object to the processing of Your personal data, or request that we transfer a copy of Your personal information to another party, please contact the manager in writing.

#### [No fee usually required](#)

You will not have to pay a fee to access Your personal information (or to exercise any of the other rights).

#### [What we may need from You](#)

We may need to request specific information from You to help us confirm your identity and ensure Your right to access the information (or to exercise any of Your other rights). This is another appropriate security measure to ensure that personal information is not disclosed to any person who has no right to receive it.

#### [RIGHT TO WITHDRAW CONSENT](#)

In the limited circumstances where You may have provided Your consent to the collection, processing and transfer of Your personal information for a specific purpose, You have the right to withdraw Your consent for that specific processing at any time. To withdraw Your consent, please contact Catherine Jones. Once we have received notification that You have

withdrawn Your consent, we will no longer process Your information for the purpose or purposes You originally agreed to, unless we have another legitimate basis for doing so in law.

#### CHANGES TO THIS PRIVACY NOTICE

We reserve the right to update this privacy notice at any time, and we will provide You with a new privacy notice when we make any substantial updates. We may also notify You in other ways from time to time about the processing of your personal information.

If you have any questions about this privacy notice, please contact Catherine Jones [Catherine@theowlnursery.co.uk](mailto:Catherine@theowlnursery.co.uk)

COMPANY PRIVACY NOTICE

I, \_\_\_\_\_ (Employee/Parent),  
acknowledge that on \_\_\_\_\_ (date), I  
received a copy of the Nursery's privacy notice for Employees,  
Children and Parents and that I have read and understood it.

Signature

.....

Name

.....



## The Owl and Pussycat Nursery Health and Safety General Policy

At The Owl & Pussycat Nursery we provide and maintain a safe and healthy working and learning environment. We provide information, training and supervision in order to develop a strong health and safety culture. We also accept our responsibility for the health and safety of other people who may be affected by our activities.

### LEGAL FRAMEWORK

We follow all relevant legislation and associated guidance relating to health and safety within the nursery including

- The National Minimum Standards for Regulated Child Care Wales
- The Health and Safety at Work act 1974 and any other relevant legislation such as Control of Substances Hazardous to Health regulations (COSHH)
- Any guidance provided by Public Health Wales, the local health protection unit, the local authority environmental health department, fire authority of the Health and Safety Executive.

### AIMS AND OBJECTIVES

The aim of this policy statement is to ensure that all reasonably practical steps are taken to ensure the health, safety and welfare of all persons using the premises.

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

- Establish and maintain a safe and healthy environment throughout the nursery including outdoor spaces.
- Establish and maintain safe working practices amongst staff and children.
- Make arrangements for ensuring safety and the minimising of risks to health in connection with the use, handling, storage and transport of hazardous articles and substances.
- Ensure the provision of sufficient information, instruction and supervision to enable all people working in or using the nursery to avoid hazards and contribute positively to their own health and safety and to ensure that staff have access to regular health and safety training.
- Maintain a healthy and safe nursery with safe entry and exit routes.
- Formulate effective procedures for use in case of fire and other emergencies and for evacuating the nursery premises. Practice this

procedure on a regular basis to enable the safe and speedy evacuation of the nursery.

- Maintain a safe working environment for pregnant workers or for workers who have recently given birth, including undertaking appropriate risk assessments.
- Maintain a safe environment for those with special educational needs and disabilities and ensure all areas of the nursery are accessible (wherever practicable).
- Provide a safe environment for students or trainees to learn in.
- Encourage all staff, visitors and parents to report any unsafe working practices or areas to ensure immediate response by the management.

We believe the risks in the nursery environment are low and we will maintain the maximum protection for children, staff and parents. The nursery will:

- Ensure all entrances and exits from the building, including fire exits are clearly identifiable and remain clear at all times.
- Regularly check the premises room by room for structural defects, worn fixtures and fittings or electrical equipment and take the necessary remedial action.
- Ensure that all staff, visitors, parents and children are aware of the fire procedures and regular fire drills are carried out.
- Have the appropriate fire detection and control equipment which is checked regularly to make sure it is in working order.
- Ensure that all members of staff are aware of the procedure to follow in case of accidents for staff, visitors and children.
- Ensure that all members of staff take all reasonable action to control the spread of infectious diseases and wear protective gloves and clothing where appropriate.
- Ensure there are suitable hygienic changing facilities (see infection control policy).
- Prohibit smoking on the nursery premises.
- Prohibit any contractor from working on the premises without prior discussion with the officer in charge.
- Encourage children to manage risks safely and prohibit running inside the premises unless in designated areas.
- Risk assess all electrical sockets and take appropriate measures to reduce risks where necessary and ensure no trailing wires are left around the nursery.
- Ensure all cleaning materials are placed out of the reach of children and kept in their original containers.
- Wear protective clothing when cooking or serving food.
- Prohibit certain foods that may relate to children's allergies, e.g. peanuts are not allowed in the nursery.

- Follow the allergies and allergic reactions policy for children who have allergies
- Ensure risk assessments are undertaken on the storage and preparation of food produce within the nursery.
- Familiarise all staff and visitors with the position of the first aid boxes and ensure all know who the appointed first aiders are.
- Provide appropriately stocked first aid boxes and check their contents regularly.
- Ensure children are supervised at all times.
- Ensure no student or volunteer is left unsupervised at any time.

### RESPONSIBILITIES

Our owner Catherine Jones holds responsibility for Health and Safety in the nursery. She has overall and final responsibility for this policy being carried out at:

The Owl & Pussycat Nursery  
 Church St  
 Caerleon  
 NP181AW

The nursery Manager Chloe Jeremiah will be responsible in her absence. All employees have the responsibility to co-operate with senior staff and the manager to achieve a healthy and safe nursery and to take reasonable care of themselves and others. Neglect of health and safety regulations/duties will be regarded as a disciplinary matter (see separate policy on disciplinary procedures).

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

Daily contact, monthly staff meetings and health and safety meetings provide consultation between management and employees. This will include health and safety matters.

### HEALTH AND SAFETY TRAINING

Person responsible for monitoring staff training is Chloe Jeremiah. Health and safety is covered in all induction training for new staff.

## Training table

Area	Training required	Who
First aid	Course	All staff
Dealing with blood	In house training/course	All staff and students
Safeguarding	In house training/ course	All staff
Risk assessment	In house training/course	All staff
Fire safety procedures	In house training	All staff and students
Use of fire extinguisher	In house training	All staff where possible
Manual Handling	In house training/course	All staff and students
Changing of nappies	In house training	All staff and students

At least one member of staff on duty MUST hold a full paediatric First Aid at Work certificate in the nursery and when on outings. Our trained first aiders are listed in the first aid policy.

### HEALTH AND SAFETY ARRANGEMENTS

- All staff are responsible for general health and safety in the nursery.
- Risk assessments will be conducted on all areas of the nursery, including rooms, activities, outdoor areas, resources and cleaning equipment.
- These are reviewed at regular intervals and when arrangements change.
- All outings away from the nursery (however short) will include a prior risk assessment - more details are included in our outings policy.
- All equipment, rooms and outdoor areas will be checked thoroughly by staff before children access them or the area. These checks will be recorded and initialled by the staff responsible.
- We provide appropriate facilities for all children, staff, parents and visitors to receive a warm welcome and provide for their basic care needs, e.g. easy to access toilet area and fresh drinking water.
- The nursery will adhere to the Control Of Substances Hazardous to Health Regulation (COSHH) to ensure all children, staff, parents and visitors are safe in relation to any chemicals we may use on the premises.
- All staff and students will receive appropriate training in all areas of health and safety which will include risk assessments and fire safety. We may also use benefit risk assessments for particular activities and resources for children.
- We have a clear accident and first aid policy to follow in the case of any person in the nursery suffering injury from an accident or incident.
- We have a clear fire safety policy and procedure which supports the prevention of fire and the safe evacuation of all persons in the nursery. This is to be shared with all staff, students, parents and visitors to the nursery.

- We review accident and incident records to identify any patterns/hazardous areas.
- All health and safety matters are reviewed informally on an on-going basis and formally every six months or when something changes.

The policy is kept up to date and revised annually, or as and when required. We therefore welcome any useful comments from members of staff, parents and visitors regarding this policy.

Signed on behalf of the Nursery.....Date.....  
Date of review.....

The Owl and Pussycat Nursery is a trading name of Caerleon Kids First Ltd., Company no. 08671607, Registered office address 33 Backhall St, Caerleon, Newport NP181AR



## The Owl and Pussycat Nursery Healthy Workplace

At The Owl & Pussycat Nursery we are committed to providing a workplace which supports and encourages a healthy staff team through staff training, health and safety awareness and supervisions.

### DRESS CODE

Staff must follow our dress code at all times. We will go over the dress code during the induction period.

### STAFF BREAKS

It is the responsibility of the nursery manager to ensure that all staff working five hours or more take a break of 20 minutes, 30 minutes or 60 minutes dependant on hours worked and ensuring that ratios are maintained. Staff under 18 require a break of 30 minutes in circumstances where they work 4.5 hours a day. All breaks should be taken away from an employee's normal work area.

### PERSONAL HYGIENE

Staff must follow the personal hygiene code at all times and encourage children to adopt the same good personal hygiene code themselves. All hands must be washed before handling food, after using the toilet or toileting children, after playing outside, wiping noses, messy play activities and after contact with animals. After wiping children's noses staff must ensure the tissue is disposed of hygienically and hands should be washed or antibacterial hand gel used.

### CLEANING

The nursery is committed to providing a safe, happy and healthy environment for children to play, grow and learn. Cleanliness is an essential element of this practice. The nursery will be cleaned daily and regular checks will be made to the bathrooms. The nappy changing facility will be cleaned after every use and potties will be cleaned out after every use. Any mess caused throughout the day will be cleaned up as necessary to ensure that a hygienic environment is provided for the children in our care.

## KITCHEN

Staff are made aware of the basic food hygiene standards through appropriate training and this is reviewed at least every three years.

- Fridges to be cleaned out weekly
- Microwave to be cleaned daily
- Oven to be cleaned out regularly and recorded
- Freezers to be cleaned out every three months and recorded
- All cupboards to be cleaned out monthly
- Fridge and freezer temperatures must be recorded first thing in the morning by the duty manager/cook and last thing at night
- All food to be covered at all times in and out of the fridge and dated to show when each product was opened
- Care must be taken to ensure that food is correctly stored in fridges
- When re-heating food, it should be over 75°C, checked with the probe thermometer and recorded, then cooled down before serving. Food prepared on the premises must be checked with the probe thermometer before serving
- Food served but not used immediately should be appropriately covered and placed in the fridge/freezer within 60 minutes. If this is not followed, food should be discarded immediately
- All opened packets to be dated when opened and placed in an airtight container e.g. baby food, raisins, cereal etc.
- Blended food should be placed in suitable airtight containers, named and dated
- Surfaces to be cleaned with sanitising spray
- Kitchen cloths must be washed and put in a bleach solution at the end of each day
- Children must NOT enter the kitchen except for supervised cooking activities
- Doors to the kitchen to be kept closed at all times.

## BABY ROOM

- Bottles of formula milk will only be made up as and when the child needs them. These should be cooled to body temperature (37C) and tested on the back of a staff member's wrist.
- Following the Department of Health guidelines, we will only use recently boiled water to make formula bottles (left for no longer than 30 minutes to cool). We will not use cooled boiled water and reheat
- Bottles and teats will be thoroughly cleaned with hot soapy water and sterilised after use
- Bottles will be disposed of after two hours
- A designated area is available for mothers who wish to breastfeed their babies or who wish to express milk

- Labelled mother's breast milk will be stored in the fridge
- If dummies are used they will be cleaned and sterilised, and stored in labelled containers on babies pegs when not in use
- Sterilisers will be washed out daily.

#### NURSERY

- Staff must be aware of general hygiene in the nursery and ensure that high standards are kept at all times
- Regular toy washing rotas must be established in all rooms and recorded. Toys should be washed with sanitising fluid/Milton
- Floors should be cleaned during the day when necessary. Vacuum cleaner bags should be changed frequently
- Staff are requested to use the appropriate coloured mop for the task or area
- Face cloths should be washed on a 60C wash after every use and not shared between children
- Low/high chairs must be cleaned thoroughly after every use. Straps and reins must be washed weekly or as required
- Every baby should have its own cot sheet which should be washed at the end of every week or whenever necessary
- Toddlers and pre-schoolers who need a rest will be given a sleep mat, sheet and blanket, which will be washed at the end of every week or whenever necessary at 60C.
- All surfaces should be kept clean and clutter free
- Children must always be reminded to wash their hands after using the bathroom and before meals. Staff should always encourage good hygiene standards, for example, not eating food that has fallen on the floor
- Children should learn about good hygiene routines and why they need to wash their hands, wipe their noses and cover their mouths when coughing.

#### STAFF ROOM

- It is the responsibility of every member of staff to ensure that their staff room is kept clean and tidy
- Surfaces to be wiped down daily
- All implements used for lunch or break to be washed and tidied away.

Signed on behalf of the Nursery.....Date.....  
Date of review.....

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no. 08671607, Registered office address 33 Backhall St, Caerleon, Newport NP181AR



## The Owl and Pussycat Nursery Infection Control Policy

At The Owl & Pussycat Nursery we promote the good health of all children attending through maintaining high hygiene standards and reducing the chances of infection being spread. Viruses and infections can be easily passed from person to person by breathing in air containing the virus, which is produced when an infected person talks, coughs or sneezes. It can also spread through hand/face contact after touching a person or surface contaminated with viruses.

We follow the guidance below to prevent a virus or infection from moving around the nursery. Our staff:

- Encourage all children to use tissues when coughing and sneezing to catch germs
- Ensure all tissues are disposed of in a hygienic way and all children and staff wash their hands once the tissue is disposed of. Staff can use antibacterial hand gel if they are unable to wash their hands immediately
- Develop children's understanding of the above and the need for good hygiene procedures in helping them to stay healthy
- Wear the appropriate Personal Protective Equipment (PPE) when changing nappies, toileting children and dealing with any other bodily fluids. Staff are requested to dispose of these in the appropriate manner and wash hands immediately
- Clean and sterilise all potties and changing mats before and after each use
- Clean toilets at least daily and check them throughout the day
- Remind children to wash their hands before eating, after visiting the toilet, playing outside or after being in contact with any animal and explain the reasons for this
- Clean all toys, equipment and resources on a regular basis by following a comprehensive cleaning rota and using antibacterial cleanser or steriliser
- Wash or clean all equipment used by babies and toddlers as and when needed including when the children have placed it in their mouth
- Store dummies in children's bags when they are not in use
- Store toothbrushes hygienically to prevent cross-contamination

- Immediately clean and sterilise (where necessary) any dummy or bottle that falls on the floor or is picked up by another child
- Provide labelled individual bedding for babies and wash this at least once a week
- Toddlers and pre-schoolers who need a rest will be given an individual sleep mat, sheet and blanket, which will be washed at least once a week and whenever needed at 60C
- Ask parents and visitors to remove all outdoor footwear or use shoe covers when entering the baby room
- Where applicable wear specific indoor shoes or slippers whilst inside the baby room
- Follow sickness and illness policy when children are ill to prevent the spread of any infection in the nursery. Staff are also requested to stay at home if they are contagious.

In addition:

The nursery manager retains the right of refusal of all children, parents, staff and visitors who are deemed contagious and may impact on the welfare of the rest of the nursery

- Individuals with unexplained rashes should be considered infectious until health advice is obtained
- Parents will be made aware of the need for these procedures in order for them to follow these guidelines whilst in the nursery
- Periodically each room in the nursery will be deep cleaned including carpets and soft furnishings to ensure the spread of infection is limited. This will be implemented earlier if the need arises
- The nursery will ensure stocks of tissues, hand washing equipment, cleaning materials and sterilising fluid are maintained at all times and increased during the winter months or when flu and cold germs are circulating.

We use the following table as a guideline for exclusion periods for infectious conditions:

INFECTION	EXCLUSION PERIOD
Chickenpox	For 5 days after the rash appears and until all blisters have crusted over
Colds	There is no exclusion period however children should not attend nursery if they are unwell

Conjunctivitis	Until started on medication to clear up infection
Diarrhoea and vomiting	Until 48 hours after the last episode of diarrhoea or vomiting Further exclusion may be necessary in some cases
Flu	Until recovered and child is well enough to play and participate in all nursery activities
Glandular fever	There is no exclusion period however children should not attend nursery if they are unwell
Hand, foot and mouth disease	Until treatment received and all lesions disappeared
Head lice	Until treatment given- recommended if live lice have been seen; close contacts should also be checked All parents should regularly check their child's hair for lice using a detection comb
Hepatitis A*	Until 7 days after the onset of jaundice or other symptoms Consult PHW
Impetigo	Until lesions are crusted or healed or 48 hours after commencing antibiotics
Measles*	For 4 days after the rash appears
Meningitis (bacterial)*	Until recovered but always consult PHW
Meningitis (viral)*	There is no exclusion period however children should not attend nursery if they are unwell
Molluscum contagiosum (a skin infection)	None
Mumps*	For 5 days after the onset of swollen glands
Ringworm	Treatment (available from a pharmacist) is required but exclusion is not usually necessary
Rubella (German measles)*	For 6 days after the rash appears
Scabies	Until after the first treatment

	Household and close contacts must also be treated
Scarlet fever*	Until 24 hours after commencing appropriate antibiotic treatment
Shingles	Exclude only if the rash is weeping and can't be covered
Slapped cheek disease	There is no exclusion period however children should not attend nursery if they are unwell
Threadworms	None but treatment is recommended for the child and household contacts
Tuberculosis (TB)*	Always consult PHW
Warts and verrucae	None but verrucae should be covered
Whooping cough (pertussis)*	Until 5 days after commencing antibiotics or 21 days after onset of illness if no antibiotic treatment

\* Denotes a notifiable disease

PUBLIC HEALTH WALES CONTACT DETAILS

South East Wales Public Protection Team 01495 332219 (Aneurin Bevan Health Board)

or for general enquiries 029 2022 7744

Signed on behalf of the Nursery.....Date.....  
Date of review.....



## The Owl and Pussycat Nursery Intimate Care Policy

The Owl and Pussycat Nursery is a trading name of Caerleon Kids First Ltd., Company no. 08671607, Registered office address 33 Backhall St, Caerleon, Newport NP181AR

At The Owl & Pussycat Nursery we believe that all children need contact with familiar, consistent carers to ensure they can grow and develop socially and emotionally. At times children need to be cuddled, encouraged, held and offered physical reassurance. Intimate care routines such as nappy changing supporting children with toileting, changing clothes and giving first aid treatment are essential throughout the day to meet children's basic needs.

In order to maintain the child's privacy, we will carry out the majority of these actions on a one-to-one basis and, wherever possible, by the child's key worker. We wish to ensure the safety and welfare of children during intimate care routines and safeguard them against any potential harm as well as ensuring the staff member involved is fully supported and able to perform their duties safely and confidently.

We aim to support all parties through the following actions:

- Promoting consistent and caring relationships through the key worker system in the nursery
- Ensuring all staff undertaking intimate care routines have suitable enhanced DBS checks
- Training all staff in the appropriate methods for intimate care routines and arranging specialist training where required, i.e. first aid training, specialist medical support
- Conducting thorough inductions for all new staff to ensure they are fully aware of all nursery procedures relating to intimate care routines
- Following up procedures through supervision meetings and appraisals to identify any areas for development or further training
- Working closely with parents on all aspects of the child's care and education as laid out in the Partnership with Parents/Carers policy. This is essential for intimate care routines that require specialist training or support. If a child requires specific support the nursery will arrange a meeting with the parent to discover all the relevant

information relating to this to enable the staff to care for the child fully and meet their individual needs

- Ensuring all staff have an up-to-date understanding of safeguarding and how to protect children from harm. This will include identifying signs and symptoms of abuse and how to raise these concerns as set out in the safeguarding policy
- Operating a whistleblowing policy to help staff raise any concerns about their peers or managers; and helping staff develop confidence in raising worries as they arise in order to safeguard the children in the nursery
- Conducting working practice observations of all aspects of nursery operations to ensure that procedures are working in practice and all children are supported fully by the staff.
- Conducting regular risk assessments on all aspects of the nursery operation and reviewing the safeguards in place. The nursery has placed appropriate safeguards in place to ensure the safety of all involved
- Although we recognise it is appropriate to cuddle children, we give cuddles only when sought by children needing comfort to support their emotional development. Staff are advised to do this in view of other children and practitioners, whenever possible. We recognise that there may be occasions where it is appropriate for this to happen away from others, such as when a child is ill. In these circumstances, staff are advised to leave the door open. It is the duty of all staff and the manager to ensure that children are appropriately comforted and to monitor practice
- We discourage inappropriate behaviour such as over tickling, over boisterous play or inappropriate questions such as asking children to tell them they love them and we advise staff to report any such observed practice
- Staff are respectful of each other and the children and families in the nursery and do not use inappropriate language or behaviour, including during breaks. All staff are aware of the whistleblowing procedures and the manager carries out random checks throughout the day to ensure safe practices.

If any parent or member of staff has concerns or questions about intimate care procedures or individual routines please see the manager at the earliest opportunity.

Signed on behalf of the Nursery.....Date.....  
Date of review.....



## The Owl and Pussycat Nursery Lone working Policy

The Owl and Pussycat Nursery is a trading name of Caerleon Kids First Ltd., Company no. 08671607, Registered office address 33 Backhall St, Caerleon, Newport NP181AR

At The Owl and Pussycat Nursery we aim to ensure that no member of the team is left alone working in either a room alone or within the building at any time. However there may be occasions when this isn't always possible due to:

- Toilet breaks
- Lunch cover
- Nappy changes
- Comforting a child that may be unwell in a quiet area
- When it will benefit children in a room to be split into 2 sub groups to do certain activities
- Where the numbers are low at the beginning and ends of the day
- Supporting children in the toilet area that may have had an accident
- The duties some team members have, e.g. management, opening and closing the setting, carrying out cleaning or maintenance at the settings and staff operating outside operating hours.

We always ensure that our staff:child ratios are maintained.

It is the responsibility of both the employee and their manager to identify the hazards and minimise the risks of working alone.

Considerations when deciding on lone working include how lone workers manage with a variety of tasks such as talking to parents and supervising activities whilst maintaining the safety and welfare of children and ensuring that each member of staff required to work alone has the training and/or skills for the role; e.g. paediatric first aid certificate, child protection/safeguarding training and competency, food hygiene training and hold a level 3 qualification.

Public liability insurance for lone working will be sought where applicable.

Employees/managers' responsibilities when left in a room alone include ensuring:

- To complete a risk assessment for staff working alone

- Ratios are maintained
- There is someone to call on in an emergency if required
- The member of staff and children are safeguarded at all times (relating to additional policies as above).

Employee's responsibilities when left in the building alone:

- To make a member of the management aware of when they are working and make plans to check in at their expected time of completion of the work
- To ensure they have access to a telephone at all times in order to call for help if they need it, or for management to check their safety if they are concerned
- Ensure that the building remains locked so no one can walk in unidentified
- Report any concerns for working alone to the management as soon as is practicably possible.

Management's responsibilities when left in the building alone:

- To ensure staff working alone are competent and confident to carry out any safety procedures e.g. fire evacuation
- To ensure that the employee has the ability to contact them or a member of the team even if their lone working is outside normal office hours (i.e. access to a phone, contact numbers of someone they can call)
- To check that the employee has someone they can contact in the event of an emergency, and the numbers to call
- To ensure that employees have the ability to access a telephone whilst lone working
- If reporting in arrangements have been made and the employee does not call in, to follow it up.

Risk assessments are also completed for these occasions including hazards and risks and how these are controlled.

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## The Owl and Pussycat Nursery Looked after children

At The Owl & Pussycat Nursery we are committed to providing a welcoming and inclusive quality environment for all children and families.

### DEFINITION AND LEGAL FRAMEWORK

The description 'looked after' is generally used to describe a child who is looked after by the local authority. This includes children who are subject to a care order or temporarily classed as looked after on a planned basis for short breaks or respite care. Most looked after children will be cared for by foster carers with a small minority in children's homes, looked after by family members or even placed back within the family home.

The term 'looked after child' denotes a child's current legal status. The nursery never uses this term to categorise a child as standing out from others or refers to a child using acronyms such as LAC.

The legal framework for this policy is underpinned by or supported through:

- Childcare Act 2006
- Children Act (1989)
- Adoption & Children Act (2002)
- Children & Young Person Act (2002).

### OUR POLICY

Our nursery treats each child as an individual. We recognise that for young children to get the most out of educational opportunities they need to be settled appropriately with their carer. We will discuss with the child's carer, and social worker where applicable, the length of time the child has been with their carer before they start nursery to establish how secure the child feels and whether they are ready to be able to cope with further separation, a new environment and new expectations made upon them.

We are aware that there are a number of reasons why a child may go into care and these reasons may or may not include traumatic experiences or abuse. All our practitioners are committed to doing all they can to support all children to achieve their full potential. The nursery staff team are all trained to understand our safeguarding policy and procedures. Additional training to support children's individual needs will be planned for where appropriate.

Our Management supports practitioners at all times and we have an open door policy if they need to discuss any sensitive issues regarding the child.

Where applicable, we contribute to any assessment about the child, such as those carried out under the Common Assessment Framework (CAF) and to any multi-agency meetings, case conferences or strategy meetings in relation to the child's learning and development. The designated person for looked after children and/or the child's key worker will attend meetings as appropriate.

#### THE DESIGNATED 'LOOKED AFTER' PERSON

The designated 'looked after' person is our nursery manager Catherine Jones. Each child is also allocated a key worker. The key worker will support the child initially with transition and settling in and then continue to support and build up a relationship with the child, carers and any other agencies involved. Regular contact will be maintained with the carers throughout the child's time at the nursery and with the social worker or other professionals (where applicable).

The key worker will carry out regular on going practice such as observations to build up a picture of the child's interests, and plan activities accordingly to support the child's stage of learning and development and interests. This information will be shared with carers and other professionals as appropriate as well as any concerns surrounding their developmental stages.

Where necessary we will develop a care plan with carers and professionals. This will include:

- The child's emotional needs and how they are to be met
- How any emotional issues and problems that affect behaviour are to be managed
- The child's sense of self, culture, language/s and identity - how this is to be supported
- The child's need for sociability and friendship
- The child's interests and abilities and possible learning journey pathway
- How any special needs will be supported.

In addition the care plan may also consider:

- How information will be shared with the foster carer and local authority (as the 'corporate parent') as well as what information is shared with any other organisation or professionals and how it will be recorded and stored

- What contact the child has with his/her birth parent(s) and what arrangements will be in place for supervised contact. If this is to be in the setting, when, where and what form the contact will take will be discussed and agreed
- Who may collect the child from nursery and who may receive information about the child
- What written reporting is required
- Wherever possible, and where the plan is for the child to return to their home, the birth parent(s) should be involved in planning
- With the social worker's agreement, and as part of the plan, whether the birth parent(s) should be involved in the setting's activities that include parents, such as outings, fun days etc. alongside the foster carer.

Where applicable, we will complete a Personal Education Plan (PEP) for any children aged three to five in partnership with the social worker and/or care manager and carers. We will also attend all appropriate meetings and contribute to reviews.

The key worker and designated 'looked after' person Catherine Jones will work together to ensure any onward transition to school or another nursery is handled sensitively to ensure that this is as smooth as possible and all necessary information is shared. The child's individual file, including observations, photographs and pieces of art work and mark making will be passed on to the carer at this stage.

Signed on behalf of the Nursery.....Date.....

Date of review.....

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## The Owl and Pussycat Nursery Lost/missing child and non-collection from Nursery procedure

At The Owl and Pussycat Nursery we are committed to promoting children's safety and welfare.

In the unlikely event of a child going missing *within/from the nursery*, the following procedure will be implemented immediately:

- All staff will be aware of the procedure when a child goes missing and supply information to support the search, e.g. a recent photograph and a detailed description of clothing
- The nursery manager will be informed immediately and all staff present will be informed. Some staff will be deployed to start an immediate thorough search of the nursery, followed by a search of the surrounding area, whilst ensuring that some staff remain with the other children so they remain supervised, calm and supported throughout
- The manager will call the police as soon as they believe the child is missing and follow police guidance. The parents of the missing child will also be contacted
- A second search of the area will be carried out
- During this period, available staff will be continually searching for the missing child, whilst other staff maintain as near to normal routine as possible for the rest of the children in the nursery
- The manager will meet the police and parents
- The manager will then await instructions from the police
- In the unlikely event that the child is not found the nursery will follow the local authority and police procedure
- Any incidents must be recorded in writing as soon as practicably possible including the outcome, who was lost, time identified, notification to police and findings
- CIW must be contacted and informed of any incidents
- With incidents of this nature parents, carers, children and staff may require support and reassurance following the traumatic experience. Management will provide this or seek further support where necessary
- In any cases with media attention staff will not speak to any media representatives

- Post-incident risk assessments will be conducted following any incident of this nature to enable the chance of this reoccurring being reduced

In the unlikely event of a child going missing *whilst on an outing*, the following procedure will be implemented immediately:

- All staff will be aware of the procedure when a child goes missing and supply information to support the search, e.g. a recent photograph and a detailed description of clothing
- The organiser will be informed immediately and all staff present will be informed. Some staff will be deployed to start an immediate thorough search of the area, ensuring that all other children remain supervised, calm and supported throughout
- If appropriate, on-site security will also be informed and a description given
- The designated person in charge will immediately inform the police
- The designated person in charge will then inform the nursery who will contact the child's parents giving details of what has happened. If the whole nursery is on an outing, all contact details will be taken on the trip by the person in charge
- During this period, staff will be continually searching for the missing child, whilst other staff maintain the safety and welfare of the remaining children
- It will be the designated person in charge or the manager's responsibility to ensure that there are adequate staff to care for the children and get them back safe, a member of staff to meet the police and someone to continue the search (this may mean contacting relief staff)
- Any incidents must be recorded in writing as soon as practicably possible including the outcome, who was lost, time identified, notification to police and findings
- In the unlikely event that the child is not found the nursery will follow the local authority and police procedure
- CIW must be contacted and informed of any incidents
- With incidents of this nature parents, carers, children and staff may require support and reassurance following the traumatic experience. Management will provide this or seek further support where necessary
- In any cases with media attention staff will not speak to any media representatives
- Post-incident risk assessments will be conducted following any incident of this nature to enable the chance of this reoccurring being reduced.

In the event that an authorised adult does not collect a child from Nursery at the end of a session or day we will ensure that the child receives a high standard of care in order to cause as little distress as possible. We inform

parents/carers of our procedures so that, if they are unavoidably delayed, they will be reassured that their children will be properly cared for.

- Parents/carers are contacted at home or at work
- If this is unsuccessful, the emergency contacts listed on the child's registration form will be called
- All reasonable attempts are continued to be made to contact the parents/carers
- The child stays at nursery in the care of two fully-vetted workers until the child is safely collected
- The child does not leave the premises with anyone other than those named on the Registration Form

If no one collects the child or contacts the Nursery within 30 minutes of the Nursery closing, we will apply the procedures set out in our Safeguarding Children Policy. We will contact the Newport Children and Family Services (01633 656656 or after 5pm South East Wales Emergency Duty Team 0800 328 4432) and inform CIW (0300 062 8800 or 0300 790 0126)

- A full incident report will be recorded
- Depending on circumstances, we reserve the right to charge parents £5 per child per half hour.

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## The Owl and Pussycat Nursery Manual Handling Policy

At The Owl & Pussycat Nursery we recognise that staff need to carry out manual handling especially in relation to lifting children. A variety of injuries may result from poor manual handling and staff must all be aware and adhere to the nursery's manual handling policy. We instruct all staff in correct handling techniques and expect them to follow these to minimise the risks of injury.

We know that lifting and carrying children is different to carrying static loads and therefore our manual handling training reflects this. All staff will receive on going training as appropriate.

### PREVENTING INJURIES

As with other health and safety issues, we recognise that the most effective method of prevention is to remove or reduce the need to carry out hazardous manual handling. Wherever possible, we review the circumstances in which staff have to carry out manual handling and re-design the workplace so that items do not need to be moved from one area to another.

Where manual handling tasks cannot be avoided, for example lifting children and changing nappies, we carry out a risk assessment by examining the tasks and deciding what the risks associated with them are, and how these can be removed or reduced by adding control measures.

Our manual handling assessment considers the following:

- The tasks to be carried out
- The load to be moved (including moving children)
- The environment in which handling takes place
- The capability of the individual involved in the manual handling.

We expect staff to use the following guidance when carrying out manual handling in order to reduce the risk of injury.

### PLANNING AND PROCEDURE

- Think about the task to be performed and plan the lift

- Consider what you will be lifting, where you will put it, how far you are going to move it and how you are going to get there
- Never attempt manual handling unless you have read the correct techniques and understood how to use them
- Ensure that you are capable of undertaking the task; people with health problems and pregnant women may be particularly at risk of injury
- Assess the size, weight and centre of gravity of the load to make sure that you can maintain a firm grip and see where you are going
- Assess whether you can lift the load safely without help. If not, get help or use specialist moving equipment e.g. a trolley. Bear in mind that it may be too dangerous to attempt to lift some loads
- If more than one person is involved, plan the lift first and agree who will lead and give instructions
- Plan your route and remove any obstructions. Check for any hazards such as uneven/slippery flooring
- Lighting should be adequate
- Control harmful loads, e.g. by covering sharp edges or by insulating hot containers
- Check whether you need any Personal Protective Equipment (PPE) and obtain the necessary items, if appropriate. Check the equipment before use and check that it fits you
- Ensure that you are wearing the correct clothing, avoiding tight clothing and unsuitable footwear
- Consider a resting point before moving a heavy load or carrying something any distance.

#### CARRYING CHILDREN

- If the child is old enough, ask them to move to a position that is easy to pick up, and ask them to hold on to you as this will support you and the child when lifting
- Do not place the child on your hip, carry them directly in front of you in order to balance their weight equally
- Wherever possible, avoid carrying the child a long distance
- Where a child is young and is unable to hold on to you, ensure you support them fully within your arms
- Avoid carrying anything else when carrying a child. Make two journeys or ask a colleague to assist you
- If a child is struggling or fidgeting while you are carrying them, stop, place them back down and use reassuring words to calm the child before continuing

## POSITION

Stand in front of the load with your feet apart and your leading leg forward. Your weight should be even over both feet. Position yourself (or turn the load around) so that the heaviest part is next to you. If the load is too far away, move toward it or bring it nearer before starting the lift. Do not twist your body to pick it up.

## LIFTING

Always lift using the correct posture:

- Bend the knees slowly, keeping the back straight
- Tuck the chin in on the way down
- Lean slightly forward if necessary and get a good grip
- Keep the shoulders level, without twisting or turning from the hips
- Try to grip with the hands around the base of the load
- Bring the load to waist height, keeping the lift as smooth as possible.

## MOVING THE CHILD OR LOAD

- Move the feet, keeping the child or load close to the body
- Proceed carefully, making sure that you can see where you are going
- Lower the child or load, reversing the procedure for lifting
- Avoid crushing fingers or toes as you put the child or load down
- If you are carrying a load, position and secure it after putting it down
- Make sure that the child or load is rested on a stable base and in the case of the child ensure their safety in this new position
- Report any problems immediately, for example, strains and sprains. Where there are changes, for example, to the activity or the load, the task must be reassessed.

## THE TASK

- Carry children or loads close to the body, lifting and carrying the load at arm's length increases the risk of injury
- Avoid awkward movements such as stooping, reaching or twisting
- Ensure that the task is well designed and that procedures are followed
- Try never to lift loads from the floor or to above shoulder height. Limit the distances for carrying
- Minimise repetitive actions by re-designing and rotating tasks
- Ensure that there are adequate rest periods and breaks between tasks
- Plan ahead. Use teamwork where the load is too heavy for one person.

## THE ENVIRONMENT

- Ensure that the surroundings are safe. Flooring should be even and not slippery, lighting should be adequate, and the temperature and humidity should be suitable
- Remove obstructions and ensure that the correct equipment is available.

## THE INDIVIDUAL

- Never attempt manual handling unless you have been trained and given permission to do so
- Ensure that you are capable of undertaking the task; people with health problems and pregnant women may be particularly at risk of injury.
- Use cots with a drop down side and avoid bending to lift babies from their cot.

Signed on behalf of the Nursery.....Date.....

Date of review.....

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## The Owl and Pussycat Nursery Medication Policy

At The Owl and Pussycat Nursery we promote the good health of the children attending nursery and take necessary steps to prevent the spread of infection (see Sickness and Illness Policy). Children who are taking medication may attend nursery provided they are not suffering from an infectious illness, are not displaying any signs or symptoms of illness and they are well enough to fully participate in nursery activities; this is at the manager's discretion.

### Prescription medicine

- A parent/carer must give prior written permission on the relevant medicine form for each and every medicine before it can be administered; verbal permission will not be accepted. However we will accept written permission once for a whole course of medication or for the ongoing use of a particular medication under the following circumstances
  1. The written permission is only acceptable for that brand name of medication and cannot be used for similar types of medication i.e. If the course of antibiotics changes, a new form will need to be completed
  2. The dosage on the written permission is the only dosage that will be administered. We will not give a different dose unless a new form is completed
  3. Parents should notify us IMMEDIATELY if the child's circumstances change, i.e. a dose has been given at home, or a change in strength/dose needs to be given
- Prescription medicine will only be given to the person named on the bottle for the dosage stated
- Medicines must be in their original containers, with legible instructions in English
- The nursery will not administer a dosage that exceeds the recommended dose on the instructions unless accompanied by a doctors letter
- The medicine must be within its expiry date; parents are responsible for the safe disposal of the medicine
- The parent must be asked when the child last had been given the medication before coming to nursery; this information will be recorded on the medication form. Similarly when the child is picked

up, the parent or guardian must be given precise details of times and dosages throughout the day. The parent's signature is obtained at both times

- At the time of administering the medicine, a senior member of staff will ask the child to take the medicine, or offer it in a manner acceptable to the child at the prescribed time in the prescribed form. If the child refuses to take the appropriate medication then the parent will be informed.
- Where medication is 'essential' or may have side effects, discussion with the parents will take place to establish the appropriate response

### Non-prescription medicine

- Over the counter medicine such as pain and fever relief and teething gel may be administered. However, the same procedures must be followed regarding documenting the dosage to be given and when it is administered
- On registration, parents will be asked if they would like to fill out a medication form for Calpol, which can be given in the case of an increase in the child's temperature. This form will include a signed statement to say this may be administered in an emergency if they CANNOT contact the parent
- If a child does require liquid paracetamol during the day and the parents cannot be contacted the nursery manager will take the decision as to whether the child is safe to have this medication based on the time the child has been in nursery, the circumstances surrounding the need for this medication and the medical history of the child on their registration form. Giving liquid paracetamol will be a last resort and the nursery staff will first use other methods to try and get the child's temperature down, such as removing clothing, fanning, and tepid cooling with a wet flannel
- If any child is brought to the nursery in a condition in which he/she may require medication sometime during the day, the manager will decide if the child is fit to be left at nursery. If the child is staying, the parent must be asked if any kind of medication has already been given, at what time and in what dosage and this must be stated on the medication form
- As with any kind of medication, staff will ensure that the parent is informed of any non-prescription medicines given to the child whilst at nursery, together with the times and dosage given
- In the case of medication that may need to be given to a child due to them becoming ill during the day, i.e. Calpol for a temperature reduction, parents will be contacted as soon as possible to ensure all details are correct and that they agree with the dosage being given

### Injections, pessaries, suppositories

As the administration of injections, pessaries and suppositories represents intrusive nursing, only members of staff that have been given appropriate medical training will be allowed to administer them. This training would be specific for each child and not generic. If this causes a problem in providing appropriate care of a child, please consult CIW.

### Staff medication

The first aid box for staff should be kept in a readily accessible position, but out of the reach of children. First aid boxes should only contain items permitted by the Health and Safety (First Aid) Regulations Act 1981, such as sterile dressing, bandages, and eye pads. No other medical items, such as paracetamol, should be kept in the first aid box.

### Storage

- All medicine for children must have the child's name clearly written on the original container and kept out of reach of children and under supervision at all times.
- Emergency medication, such as inhalers and epipens, will be within easy reach of staff in case of an immediate need, but will remain out of children's reach and under supervision at all times.
- Any antibiotics requiring refrigeration must be kept in an area inaccessible to children.
- All medications must be in their original containers, legible, and not tampered with or they will not be given.
- All prescription medications should have the pharmacists' details and notes attached to show the dosage needed and the date the prescription was issued. This will all be checked, along with expiry dates, before our staff will agree to administer medication.

Signed on behalf of the Nursery.....Date.....

Date of review.....

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## The Owl and Pussycat Nursery Mobile Phone and Social Networking Policy

At The Owl & Pussycat Nursery we promote the safety and welfare of all children in our care. We believe our staff should be completely attentive during their hours of working to ensure all children in the nursery receive good quality care and education. To ensure the safety and well being of children we do not allow staff to use personal mobile phones during working hours. We use mobile phones supplied by the nursery to provide a means of contact in certain circumstances, such as outings.

We require our staff to be responsible and professional in their use of social networking sites in relation to any connection to the nursery, nursery staff, parents or children. We ask parents and visitors to respect and adhere to our policy.

Staff must adhere to the following:

### MOBILE PHONES

- Mobile phones must be turned off or put on silent and put in staff lockers and not accessed during your working hours
- Mobile phones can only be used on designated breaks and then this must be in rooms where there are no children present, i.e. staff room
- During trips and outings, staff must only use the nursery mobile phone
- Staff must report any member of staff they believe to have taken their mobile phone into the nursery to the Nursery Manager
- Staff should give out the nursery phone number for use in emergencies
- Nursery Management will have the use of a mobile phone that is solely for nursery business use and used to contact parents and vice versa. This is the only mobile phone that will be used in the nursery rooms and is not to be used to take photos, recordings or videos.

### SOCIAL NETWORKING

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

- Staff who choose to use social networking sites such as Facebook must do so in their own time
- Staff must not discuss work on social networking sites
- Staff must not post anything on social network sites that might be damaging or derogatory towards the nursery, staff or service users.
- Staff must not post anything onto social networking sites that would offend any other member of staff or parent using the nursery
- We advise staff not to allow parents to view their page on social networking sites to ensure the relationship remains professional at all times
- We advise staff to ignore requests from parents to become 'friends' on Facebook. If you were already a 'friend' of a parent before they became a customer of the nursery, we ask that you keep the relationship professional and do not discuss the nursery on Facebook
- Staff must not discuss any children whether using names or not on social networking sites and must adhere to the Confidentiality Policy at all times.

**PARENTS AND VISITORS USE OF MOBILE PHONES AND SOCIAL NETWORKING**

Whilst we recognise that there may be emergency situations which necessitate the use of a mobile telephone, in order to ensure the safety and welfare of children in our care and share information about the child's day, parents and visitors are kindly asked to refrain from using their mobile telephones whilst in the nursery or when collecting or dropping off their children.

Parents may also wish to take photos when invited to special occasions providing there are no objections from other parents. We promote the safety and welfare of all staff and children and therefore ask parents and visitors not to post any information or photos of any child (other than their own) on social media sites such as Facebook and Twitter. We ask all parents and visitors to follow this policy to ensure that information about children, images and information do not fall into the wrong hands.

Parents/visitors are invited to share any concerns regarding inappropriate use of social media through the official procedures (please refer to the partnership with parents policy, complaints procedures and grievance policy)\*.

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## The Owl and Pussycat Nursery Nappy changing Policy

At The Owl & Pussycat Nursery we aim to support children's care and welfare on a daily basis in line with their individual needs. All children need contact with familiar, consistent carers to ensure they can grow confidently and feel self-assured. Wherever possible, each child's key worker will change nappies according to the child's individual needs and requirements.

We will enable a two-way exchange between parents and key workers so that information is shared about nappy changing and toilet training in a way that suits the parents and meets the child's needs.

We wish to ensure the safety and welfare of the children whilst being changed and safeguard against any potential harm as well as ensuring the staff member involved is fully supported and able to perform their duties safely and confidently. We aim to support all parties through the following actions:

- Promoting consistent and caring relationships through the key worker system in the nursery and ensuring all parents understand how this works
- Using this one-to-one time as a key opportunity to talk to children and help them learn, e.g. through singing and saying rhymes during the change
- Ensuring that the nappy changing area is inviting and stimulating and change this area regularly to continue to meet children's interests
- Ensuring all staff undertaking nappy changing have suitable enhanced DBS checks
- Training all staff in the appropriate methods for nappy changing
- Ensuring that no child is ever left unattended during the nappy changing time
- Making sure staff do not change nappies whilst pregnant until a risk assessment has been discussed and conducted and that students only change nappies with the support and close supervision of a qualified member of staff
- Conducting thorough inductions for all new staff to ensure they are fully aware of all nursery procedures relating to nappy changing

- Ensuring hygiene procedures are followed appropriately, e.g. hands washed before and after nappies are changed and changing mats cleaned before and after each use
- Following up procedures through supervision meetings and appraisals to identify any areas for development or further training
- Working closely with parents on all aspects of the child's care and education as laid out in the Partnership with Parents policy. This is essential for any intimate care routines, which may require specialist training or support. If a child requires specific support the nursery will arrange a meeting with the parent to discover all the relevant information relating to this to enable the staff to care for the child fully and meet their individual needs
- Ensuring all staff have an up-to-date understanding of child protection and how to protect children from harm. This includes identifying signs and symptoms of abuse and how to raise these concerns as set out in the Safeguarding Children policy
- Operating a whistleblowing policy to help staff raise any concerns relating to their peers or managers; and helping staff develop confidence in raising concerns as they arise in order to safeguard the children in the nursery
- Conducting working practice observations of all aspects of nursery operations to ensure that procedures are working in practice and all children are supported fully by the staff. This includes all intimate care routines
- Conducting regular risk assessments of all aspects of nursery operations and reviewing the safeguards in place. The nursery has placed appropriate safeguards in place to ensure the safety of all involved.

If any parent or member of staff has concerns or questions about nappy changing procedures or individual routines please see the manager at the earliest opportunity.

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## The Owl and Pussycat Nursery No Smoking Policy

At The Owl & Pussycat Nursery we are committed to promoting children's health and well being. This is of the utmost importance for the nursery. Smoking has proved to be a health risk and therefore in accordance with legislation, the nursery operates a strict no smoking policy within its buildings and grounds. It is illegal to smoke in enclosed places.

All persons must abstain from smoking while on the premises. This applies to staff, students, parents, carers, contractors and any other visitors to the premises. Staff accompanying children outside the nursery are not permitted to smoke. We also request that parents accompanying nursery children on outings refrain from smoking while caring for the children.

Staff must not smoke while wearing nursery uniform as it is essential that staff are positive role models to children and promote a healthy lifestyle. If staff choose to smoke during breaks they are asked to change into their own clothing and smoke away from the main entrance.

We respect that smoking is a personal choice, although as an organisation we support healthy lifestyles. We aim to help staff and parents to stop smoking by:

- Providing factsheets and leaflets
- Providing information of local help groups
- Providing details of the NHS quit smoking helpline - [www.smokefree.nhs.uk](http://www.smokefree.nhs.uk)
- Offering information regarding products that are available to help stop smoking
- Offering in-house support if requested

This policy also applies to electronic cigarettes.

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## The Owl and Pussycat Nursery Nutrition and Mealtimes

At The Owl & Pussycat Nursery we believe that mealtimes should be happy, social occasions for children and staff alike. We promote shared, enjoyable positive interactions at these times and enjoyed. We are committed to offering children healthy, nutritious and balanced meals and snacks which meet individual needs and requirements.

We will ensure that:

- A balanced and healthy breakfast, midday meal, tea and daily snacks are provided for children attending a full day at the nursery
- Menus are planned in advance, rotated regularly and reflect cultural diversity and variation. These are displayed for children and parents to view
- We provide nutritious food at all snack and meal times, avoiding large quantities of fat, sugar, salt and artificial additives, preservatives and colourings
- Menus include at least 4 servings of fresh fruit and vegetables per day
- Parents and children are involved in menu planning
- Fresh drinking water is always available and accessible. It is frequently offered to children and babies and intake is monitored. In hot weather staff will encourage children to drink more water to keep them hydrated
- Individual dietary requirements are respected. We gather information from parents regarding their children's dietary needs, including any special dietary requirements, preferences and food allergies that a child has and any special health requirements, before a child starts or joins the nursery. Where appropriate we will carry out a risk assessment in the case of allergies and work alongside parents to put into place an individual dietary plan for their child
- We give careful consideration to seating to avoid cross contamination of food from child to child. Our staff will sit at the tables with children during meals to ensure safety and minimise risks. Where appropriate discussions will also take place with all children about allergies and potential risks to make them aware of the dangers of sharing certain foods

- Staff show sensitivity in providing for children's diets and allergies. They do not use a child's diet or allergy as a label for the child, or make a child feel singled out because of her/his diet or allergy
- Staff set a good example and sit with the children and model good table manners. Meal and snack times are organised so that they are social occasions in which children and staff participate in small groups. During meals and snack times children are encouraged to use their manners and say 'please' and 'thank you' and conversation is encouraged
- Staff use meal and snack times to help children to develop independence through making choices, serving their own drinks, and feeding themselves. Staff support children to make healthy choices and understand the need for healthy eating
- We provide foods from the diet of each of the children's cultural backgrounds, providing children with familiar foods and introducing them to new ones. Cultural differences in eating habits are respected
- If a child does not finish his/her first course, he/she will still be offered a helping of dessert
- Children not on special diets are encouraged to eat a small piece of everything
- Children who refuse to eat at the mealtime are offered food later in the day
- Children are given time to eat at their own pace and not rushed
- Quantities offered take account of the ages of the children being catered for in line with recommended portion sizes for babies and young children
- We promote positive attitudes to healthy eating through play opportunities and discussions
- The nursery provides parents with daily written records of feeding routines for all children under the age of two
- No child is ever left alone when eating/drinking to minimise the risk of choking
- We will sometimes celebrate special occasions such as birthdays with the occasional treat of foods such as cake, sweets or biscuits. These will be given at mealtimes to prevent tooth decay and not spoil the child's appetite. Where we have frequent birthdays and celebrations we consider other alternatives such as celebrating through smiles and praise, stickers and badges, choosing a favourite story, becoming a special helper, playing a party game, dancing and/or singing their favourite song
- We allow parents to bring in cakes on special occasions, as long as they are pre-packaged and contain an ingredients list. We ensure that

all food brought in from parents meets the above and health and safety requirements

- All staff who prepare and handle food are competent to do so and receive training in food hygiene which is updated every three years.

Signed on behalf of the Nursery.....Date.....  
Date of review.....

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Newport NP181AR



The Owl and Pussycat Nursery  
OPERATIONAL PLAN/  
STATEMENT OF PURPOSE

## INTRODUCTION

The Owl and Pussycat Nursery opened its doors in February 2015, in the centre of the historic village of Caerleon, South Wales. The nursery is owned and managed by Catherine Jones, a qualified early childhood teacher from New Zealand, and the Deputy Manager is Chloe Jeremiah, a qualified Level 5 nursery practitioner. Both Catherine and Chloe have over 10 years experience working in the childcare sector.

At The Owl and Pussycat Nursery we have converted our building from an old Methodist chapel into a beautiful, warm, light filled day nursery with a mezzanine floor upstairs for the babies and an open plan downstairs area for our toddlers and pre-schoolers. We provide care and early education for children aged 6 months to 4 years, and are registered by the Care Inspectorate Wales (CIW) and Estyn to take up to 19 children a session. We are open 51 weeks a year (we close between Christmas and New Years Day) and are open Monday to Friday from 7.30am till 6pm, with the exception of Bank Holidays.

We accept all children and respect them all as precious individuals, regardless of gender, race, religion, ability or culture. We believe it is important that the children have the chance to build warm and loving relationships with their carers and to be comfortable in the nursery environment. For this reason, we have a minimum attendance requirement of 2 full days or 4 half days. Our primary language at the nursery is English, but we use Welsh daily across our curriculum.

At The Owl and Pussycat Nursery we strive to provide outstanding quality childcare and early education to the local community at a reasonable price. We want parents to feel confident about the quality of the care that is provided for their child, in order for them to have no concerns for their child's health, welfare and early learning.

## AIMS AND OBJECTIVES

- To provide high quality care and education in a safe, friendly environment
- To provide a welcoming atmosphere for our children, families, staff and visitors
- To provide a programme that is child centred, based on the Foundation Phase framework and each individual child's developing interests and needs

- To promote the Welsh language through everyday use of greetings, words, phrases, songs and stories.
- To ensure every child has the opportunity to learn and develop at their own pace, growing in confidence and self-esteem along the way
- To offer healthy, balanced meals and cater for children with additional dietary requirements
- To encourage children to be active and play daily in our 'all weather' outdoor area
- To teach children to value and respect diversity and differences in themselves and others around them
- To create a culture of continuous quality improvement, where we are constantly striving to improve the service for the children and families that use our service

### CURRICULUM

Within the nursery we follow the Foundation Phase Framework in Wales. This framework enables us to support the children's learning, development and welfare. The framework identifies seven areas of learning:

- Personal and Social Development, Wellbeing and Cultural Diversity
- Language, Literacy and Communication Skills
- Mathematical Development
- Knowledge and Understanding of the World
- Physical Development
- Creative Development
- Welsh Language Development

There is an emphasis on developing children's knowledge, skills and understanding through play, experiential learning (learning by doing) and by solving real life problems in both indoor and outdoor environments through these areas of learning.

Our children are involved in a variety of different child initiated and adult led activities each day. We love getting messy and involved in messy and creative activities! We have a covered garden that we use year-round, and an outdoor classroom that our toddler and preschool children use regularly. We have plenty of natural and wooden toys in our nursery, as we find that natural and wooden toys are often better quality, more open ended and enjoyable for children to play with.

### CHILDREN

The age groupings are flexible according to the needs and development of the individual children. As we are a small nursery, there may occasionally be delays moving between rooms, if the next room is full at the time. Great

care is taken to allow a gentle and sensitive transition from one group to another, and to ensuring that each child's needs are met regardless of what room they are in, and we keep parents fully informed of their child's progress and transitions into the next room.

### Babies 6 months- 24 months

We care for up to 6 babies in our comfy baby room, situated on the mezzanine floor of the nursery. We have a dedicated milk room and nappy change room, as well as a quiet sleep corner. The ratio of 1 member of staff to 3 babies is always met and is often exceeded. In addition, there is always at least 1 member of staff qualified to NVQ Level 3 or equivalent with at least two year's experience in caring for babies and children under the age of two.

In the baby room we aim to follow each child's individual daily routine to help him or her settle in and feel safe and secure in their new surroundings. Activities in the Baby room are based upon a child's first experiences of the world; this is encouraged through the use of sensory equipment to stimulate development. Our trained staff interact with the babies as they explore treasure boxes full of different textured materials, musical instruments, board books, small world toys, such as the farm and animals, messy play, exploring the paint and much more.

### Baby room routine:

Our baby room routine gives you an idea of what goes on in your baby's day. It is very flexible as we aim to follow each baby's individual routines for sleeping and bottle feeding.

- 7.30- 8.45 Welcome and breakfast, free play activities
- 8.45- 9.00 Nappy changing
- 9.00- 9.30 Art and craft or messy play activities
- 9.30-10.00 Younger babies garden time and snack time. Older babies will do activities based on the days planning. Some of the typical experiences include: Puzzles, shape sorters, treasure baskets, block play, role play, ball play, musical toys, heuristic play etc.
- 10.00- 10.30 Older babies garden time. Younger babies sleep time
- 10.30-11.15 Younger babies sleep time/older and awake babies will do quiet activities and story time
- 11.15-11.30 Nappy changing
- 11.30- 12.00 Lunchtime
- 12.00- 1.30 Younger babies do a mixture of activities based on the days planning with keyworkers and free play. Older babies sleep/rest time.
- 1.30- 2.00 Nappy changing and messy play/arts and crafts

- 2.00- 2.30 Babies will do activities based on the days planning. Some of the typical experiences include: Music/story time, treasure baskets, block play, role play, ball play, musical toys, heuristic play etc.
- 2.30-3.00 Garden time/ younger babies sleep time
- 3.00-3.30 Free play activities/younger babies sleep time
- 3.30- 4.00 Tea time
- 4.00- 6.00 Free play activities and home time

NB. Nappy changes indicated are standard routine times; additional nappy changes will be done as and when needed. Bottle feeding is done according to babies' individual routines.

### Toddlers aged 2 years to 3 years

Our toddler area is on the right-hand side of the downstairs area, and caters for up to 7 children aged 2 - 3 years; the ratio is 1 staff member to 4 children. The toddler accommodation includes a purpose-built role-play house, a block area and cosy reading corner as well as a creative and messy play area, which they share with the pre-schoolers.

We recognise that our toddlers are really starting to find their 'feet' and often want to feel independent as well as supported. We ensure that the toddler room is packed with a diverse range of equipment for the children whilst ensuring that they have plenty of time to explore the environment both inside and in our garden. Our toddlers are involved in activities such as sensory and sorting games, large construction, role-play, group circle time and messy play activities.

### Toddler room routine:

- 7.30- 8.15 Welcome and free play
- 8.15-8.45 Breakfast time
- 8.45-9.15 Nappy changing/ toileting
- 9.15-9.30 Morning circle time- we will cover music and movement, counting, Welsh, and feelings and emotions in this time
- 9.30- 11.15 Learning opportunities and activities based on the weeks planning, both indoors and out. Some of the typical experiences include: Messy play, art, den building, block/construction play, role play, gross motor play, fine motor play, and time in small groups with key workers. Children are often split into 2 groups in this time with half going in the garden and half doing focus activities, then swapping over. Children will also have a healthy snack and drink during this time.
- 11.15- 11.30 Story time/Nappy changing and toileting
- 11.30- 12.00 Lunchtime
- 12.00- 1.45 Quiet activities and sleep/rest time

- 1.45-2.15 Nappy changing/toileting and quiet activities as children wake from sleep
- 2.15-2.30 Afternoon circle time- we will cover music and movement, counting, Welsh, and feelings and emotions in this time
- 2.30- 3.30 Learning opportunities and activities based on the weeks planning, both indoors and out. Some of the typical experiences include: Messy play, art, den building, block/construction play, role play, gross motor play, fine motor play, and time in small groups with key workers. Children are often split into 2 groups in this time with half going in the garden and half doing focus activities, then swapping over. Children will also have a healthy snack and drink during this time.
- 3.30- 4.00 Tea time
- 4.00- 6.00 Nappy changing/toileting, free play activities and home time

NB: Toileting and nappy changing will be done at regular intervals over the day. Tooth brushing will be done at least half an hour after children have finished their lunch.

### Pre-school 3-4 years

Our preschool area is on the left-hand side of the downstairs area, and caters for up to 7 children aged 3-4 years. The ratio for preschool is 1 staff member to 8 children, so we always exceed that ratio. Our pre-school area features a kitchen and shop role-play area, a writing area, block and construction area and an inviting purpose-built book corner.

The pre-school room is equipped with resources specifically for older children and enables them to have some time in small group situations doing an adult initiated activity that specifically focuses on the children's individual learning needs. We base everything we do around the children's interests, as we believe that if the children are interested in something they want to know more about it. We will be giving our pre-schoolers lots of hands on experiences, drawing on their interests and emerging skills. They will be enjoying lots of imaginative and role play activities, learning as they play. Our pre-schoolers will be learning more words and sounds through the use of phonics, and learning more concepts through carefully planned play activities.

In January 2017 we became a registered Early Years education provider through Newport City Council. Our Early Years education sessions run from 9.00-11.00 Monday to Friday. During this time children are engaging in focused activities as well as having free choice over a variety of activities set out in the preschool room, based on current themes or topics of interest. Our preschool room leader works alongside the children to extend their learning,

assess and support children where needed to ensure they are developing to the best of their potential.

#### Pre-school room routine:

7.30- 8.15 Welcome and free play activities

8.15- 9.00 Handwashing and breakfast time

9.00- 9.15 Circle time. Children are gathered together and staff engage children in discussions about the day. Children will do some phonics and Welsh during this period too.

9.15- 11.15 Focus activities based on the weeks planning, both inside and out in our garden. All children will have the opportunity to work in small groups with an adult as well as having free choice of activities such as: Messy play, art, outdoor play, block/construction play, role play, and gross and fine motor play. Children will also have a healthy snack and drink during this time.

11.15- 11.30 Story time

11.30- 12.00 Handwashing and lunchtime

12.00- 1.30 Quiet activities and sleep time (if needed)

1.30- 3.30 Focus activities based on the weeks planning, both inside and out in our garden. All children will have the opportunity to work in small groups with an adult as well as having free choice of activities such as: Messy play, art, outdoor play, block/construction play, role play, and gross and fine motor play. Children will also have a healthy snack and drink during this time.

3.30- 4.00 Handwashing and afternoon tea time

4.00- 6.00 Free play activities and home time

NB: Tooth brushing will be done at least half an hour after children have finished their lunch. Preschool children are encouraged to use the toilet regularly throughout the day.

#### KEY WORKERS

Each child is allocated a key worker who will have primary responsibility for coordinating information about a child and informing parents/guardians about their child's day, play activities, sleeping and eating patterns and general well-being. A record of your child's work will be kept by his/her key worker in a scrapbook and they will monitor their progress and note down observations and learning stories in their individual development book, which you as parent/guardian are able to view at any time. We encourage parents/guardians to meet with their child's key worker at our twice-yearly parents evening to discuss their child's progress as well as any aims or objectives that may have been identified.

#### STAFF

Recruitment, Selection and Retention

At The Owl and Pussycat Nursery we recruit and select high quality, experienced nursery practitioners. Our staff team is run by the nursery's owner Catherine Jones, our Manager Chloe Jeremiah and Deputy Manager Aneesa Ayub. Each age group also has a room leader who will supervise their staff team.

All of our staff have been carefully vetted and have had an enhanced Disclosure Barring Service (DBS) check before being allowed to work with children. We support the work of all our staff by means of regular supervisory meetings, appraisals and team meetings. Regular training is available to all our staff and our budget includes allocation towards training costs.

There will always be a member of the management team within the nursery at all times and over 75% of the staff will be qualified to Level 3 or above.

We are committed to recruiting, appointing and employing all our staff in accordance with all relevant legislation. We aim to provide a warm, fair and understanding working environment for all our staff and offer incentives to retain our high-quality staff team.

**Nursery Owner:** Catherine Jones  
Bachelor of Teaching and Learning  
Level 5 Diploma in Leadership for Children's Care,  
Learning and Development- Advanced Practice  
and Management  
Paediatric First Aid  
Food Safety Level 2  
Safeguarding Level 2

**Other roles:** Behaviour Management Officer  
Health and Safety Officer

**Manager:** Chloe Jeremiah  
Cache Level 3 Diploma in Child Care and Education  
Level 5 Diploma in Leadership for Children's Care,  
Learning and Development- Advanced Practice  
and Management  
Paediatric First Aid  
Food Safety Level 2  
Safeguarding Level 2

**Other roles:** Safeguarding Officer  
Deputy Additional Learning Needs Coordinator

Deputy Manager:	Aneesa Ayub Bachelor of Arts in Early Years with 2 <sup>nd</sup> class honours Level 5 Diploma in Leadership for Children's Care, Learning and Development- Advanced Practice and Management Safeguarding Level 2 Food Safety Level 2 Cache Level 2 Award in Paediatric First Aid
Other roles:	Baby room leader Inclusion Officer Additional Learning Needs Coordinator (ALNCo)
Preschool room leader:	Kirsty Campbell Level 5 Diploma in Leadership for Children's Care, Learning and Development- Advanced Practice Paediatric First Aid Safeguarding Level 2 Food Safety Level 2
Toddlers room leader:	Louise Wilson Cache Level 3 Diploma in Children's Care, Learning and Development Paediatric First Aid Level 2 Award in Food Hygiene Basic Safeguarding training

### STUDENTS

At The Owl and Pussycat Nursery we are committed to sharing good practice with those wishing to pursue a career in childcare. We welcome students to join our staff team and gain work experience within our nursery. We will only offer placements to students are associated with a recognised child-related course, or on occasions, pupils from local secondary schools on work experience. All students will have an enhanced Disclosure Barring Service check done before their placements begin, and students will be supervised at all times during their placement at the nursery.

### VISITORS

At The Owl and Pussycat Nursery we welcome visitors to our setting and ensure that all visitors on site are recorded for emergency, insurance and registration purposes in the Visitors Book. At all times the safety of our

children is our top priority; visitors are asked to provide identification and will be accompanied at all times during their visit to the nursery.

## PARENTS

It is paramount that a good relationship is established between The Owl and Pusycat staff and parents/guardians; we encourage parents/guardians to visit or contact us at any time. Parents/guardians are allowed access to their children's files and are encouraged to work alongside us at all times. We also encourage parents/guardians of our babies to communicate with us through the use of daily diaries, which will tell us of any situation that has arisen or any issues that need to be brought to our attention relating to their child for that particular day or period. Parents of our toddlers and preschoolers are encouraged to tell us of anything that needs to be brought to our attention when they drop off their child to nursery.

Please take note of our notices on the front door when you come into nursery, as we will put up events and information that may be relevant to you and your child. We will also have a Parent Folder available for you to view at all times, with our policies and procedures, and any additional relevant information.

### What we need from parents:

- Please notify us immediately of any change in address or contact details. It is essential that we have a reliable, authorised point of contact throughout the time your child is placed with us.
- Please call us if your child is going to be absent from nursery or coming in late so we know whether to prepare a meal for them.
- Please let us know if any other person will be collecting your child from nursery; we will need to have a passcode from you to use to identify the person that is picking the child up.
- Please alert us as soon as possible if you are unable to meet the required collection time of your child, as we will need to ensure we have sufficient staff (please note this may be chargeable).
- Please inform us if there any important changes that may be taking place in your child's life, such as moving house, new baby, and parent separation. This information enables us to help children deal with their feelings and emotions and ensures that we support your child fully.

## POLICIES AND PROCEDURES

The Owl and Pusycat Nursery's policies and procedures are kept in a Parent Information folder located at the entrance of the Nursery, and are also displayed on our website, available for you to read through at your

convenience.

### FOOD AND COOKING

The Owl and Pussycat Nursery has a dedicated cook and all meals are freshly prepared daily on the premises. The children have a well-balanced and nutritious diet, with a strong focus on fresh fruit and vegetables. We provide breakfast, lunch, dessert and afternoon tea, and healthy snacks in between meals. Eating together is encouraged as a social activity, which provides a strong focus for the day.

### WAITING LIST

The Owl and Pussycat Nursery has a waiting list in place for new enrolments. If you are interested in your child attending our nursery, we ask that you fill in an application form at the earliest possible convenience. Waiting times vary but can be up to a year depending on the days needed, your child's age and the availability in the rooms. We aim to contact parents 8 weeks before their child's desired start date to let them know if there is a space available. Once you have confirmed that you wish your child to take up a space, we ask you to come in and secure your child's place by registering them at nursery. Please see our "Admissions Policy" for more information.

### REGISTRATION

In order to secure a place at nursery, you will need to fill out an Enrolment Form which includes all information about your child such as medical history, vaccinations, special dietary requirements, emergency contacts etc. During the registration the Nursery Manager will provide you with a welcome pack, and you will need to sign a parental contract, and pay a £60 cash registration fee (£50 of this is refundable when your child leaves the nursery, as long as you give us one month's notice in writing and have no outstanding fees).

You will be asked at this time to book your child into nursery for free trial sessions. Please ask the Manager about how we can help you and your child to settle at nursery.

### CHILDCARE OFFER AND EDUCATION FUNDING

Preschool children can receive up to 30 hours a week combined education and childcare funding, the term after the 3<sup>rd</sup> birthday. This funding is made up of either 10 hours a week education funding in a non-maintained (private nursery) setting or 12.5 hours a week in a school nursery setting during term time. The additional 20 hours or 17.5 hours childcare funding can be used in a private nursery for 48 weeks of the year. Our education sessions run as part of our normal day and are for 2 hours between 9-11 Monday to Friday.

To be eligible for education funding your child needs to attend a minimum of *3 AM or full day sessions a week*. If your child attends 3 days you will receive 6 hours education funding, 4 days 8 hours education and 5 days the full 10 hours funding.

To be eligible for the remaining childcare hours (up to 20 maximum), both parents need to be working at least 16 hours a week and earning at least the National Minimum Wage, but less than £100,000 a year.

*Please note the funding is intended to cover the costs of providing education and care but does not include or cover additional costs such as food, so you will still need to pay a small additional daily charge.*

#### DEALING WITH EMERGENCIES

Upon discovering a fire or other emergency that would cause us to leave the building immediately, the person who discovered it must calmly raise the alarm by pressing the nearest Manual Call Point. They then must immediately evacuate the building under guidance of the Nursery Manager and following the evacuation procedures. Our emergency evacuation procedures are clearly displayed in the premises and explained to new members of staff, visitors, volunteers and parents. Please ask to see our Fire Safety and Emergency Evacuation Procedure for more information.

#### QUALITY ASSURANCE

We monitor and review our service on a yearly basis. To do this we obtain views from our children (where appropriate), our parents, and our staff, through questionnaires, meetings and informal feedback. We also obtain feedback from CIW and Estyn (during our inspection and inspection report) and outside agencies we work with. Our review looks at management, staffing, provision for children, teaching and learning, our environment, and other services provided in the nursery. We come up with a report within 28 days of our review, and a plan for how to improve our service.

We also undertake the Wales Preschool Providers 'Quality for All' quality assurance scheme every year, to ensure we are striving to improve and continuing to provide outstanding quality childcare.

#### COMPLAINTS AND CONCERNS

We have a detailed procedure in place to allow parents and carers to raise any concerns or complaints and be confident that all matters raised will be taken seriously. A personal copy of this procedure is available on the nursery website. Please feel free to approach our Manager, Deputy Manager or any member of staff about any questions, queries or concerns you may have at the earliest possible time, so we can work to rectify any issues straight away. You are welcome to contact CIW at any stage of the complaints process on 0300 7900126 or at Welsh Government office,

Rhydycar Business Park, Merthyr Tydfil, CF48 1UZ.

CONTACT INFORMATION

Nursery landline 01633423311

Catherine Jones, Owner: [catherine@theowlnursery.co.uk](mailto:catherine@theowlnursery.co.uk)

Out of hours emergency number 07752212351

Chloe Jeremiah, Manager: [play@theowlnursery.co.uk](mailto:play@theowlnursery.co.uk)

Aneesa Ayub, Deputy Manager: [play@theowlnursery.co.uk](mailto:play@theowlnursery.co.uk)

The Nursery Operational Plan/Statement of Purpose is reviewed on an annual basis or as and when there are significant changes in the nursery. We will notify CIW of any changes at least 28 days before they take effect.

Signed on behalf of the Nursery.....Date.....

Date notified CIW.....

Date of review.....

The Owl and Pussycat Nursery is a trading name of Caerleon Kids First Ltd., Company no. 08671607, Registered office address 33 Backhall St, Caerleon, Newport NP181AR



## The Owl and Pussycat Nursery Outdoor play

At The Owl & Pussycat Nursery we are committed to the importance of daily outdoor play and the physical development of all children regardless of their age and stage of development. We provide outdoor play in all weathers, and it is our policy that all children have daily access to our garden. Therefore we ask parents to provide weather appropriate clothing such as coats, hats and shoes on cooler days and short sleeves and sunhats on warmer days.

We recognise that children need regular access to outdoor play in order to keep fit and healthy, develop their large and fine motor skills, experience learning in a natural environment and access sunlight in order to absorb vitamin D more effectively.

The outdoor areas, both within the nursery grounds and in the local community have a wealth of experiences and resources which help children to develop in a variety of ways, including independence, exploration and investigative skills, risk taking and self-esteem, all of which support children to develop skills now and for the future.

We ensure all areas are safe and secure through close supervision and the use of robust risk assessments and safety checks. Where possible and appropriate, we plan and encourage play that helps children understand and manage risks. This type of play allows children to explore and find their own boundaries in a safe environment with supportive practitioners. Staff are informed of the importance of safety procedures and are trained appropriately to ensure these procedures are followed effectively.

We obtain parental permission before any child leaves the nursery during the day. This includes short outings into the local community. There is more information in the visits and outings policy.

We plan all outdoor play opportunities and outings to complement the indoor activities and provide children with purposeful activities that support and follow individual children's interests. There is a balance of both adult-led and

child-initiated opportunities to enable children to learn and practice new skills, knowledge and behaviours.

We use this policy alongside the following policies to ensure the safety and welfare of children throughout their time outside:

- Health and safety
- Sun care
- Caring for babies and toddlers
- Lost child policy
- Parents and carers as partners
- Supervision of children
- Safeguarding children
- Outings

Signed on behalf of the Nursery.....Date.....  
Date of review.....

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Newport NP181AR



## The Owl and Pussycat Nursery Partnership with parents and carers

At The Owl & Pussycat Nursery we believe that parents and staff need to work together in a close partnership in order for children to receive the quality of care and early learning to meet their individual needs. We welcome parents as partners and support a two-way sharing of information that helps establish trust and understanding. We are committed to supporting parents in an open and sensitive manner to be an integral part of the care and early learning team within the nursery.

Our policy is to:

- Recognise and support parents as their child's first and most important educators and to welcome them into the life of the nursery
- Generate confidence and encourage parents to trust their own instincts and judgement regarding their own child
- Welcome all parents into the nursery at any time
- Welcome nursing mothers. The nursery will make available an area whenever needed to offer space and privacy to nursing mothers
- Ensure nursery documentation and communications are provided in different formats to suit each parent's needs, e.g. Braille, multi-lingual, electronic communications
- Ensure that all parents are aware of the nursery's policies and procedures. A detailed prospectus will be provided and our full policy documents will be available to parents at all times on the nursery website
- Maintain regular contact with parents to help us to build a secure and beneficial working relationship for their child
- Support parents in their own continuing education and personal development including helping them to develop their parenting skills and inform them of relevant conferences, workshops and training
- Create opportunities for parents to talk to other adults in a secure and supportive environment through such activities as parents' evenings and nursery events
- Inform parents about the range and type of activities and experiences provided for children, the daily routines of the setting, the types of food and drinks provided for children and events through the nursery website

- Operate a key worker system to enable parents to establish a close working relationship with a named practitioner and to support two-way information sharing about each child's individual needs both in nursery and at home. Parents are given the name of the key worker of their child and their role when the child starts
- Inform parents on a regular basis about their child's progress and involve them in shared record keeping. Parents' evenings will be held at least twice a year.
- Actively encourage parents to contribute to children's learning through sharing observations, interests and experiences from home. This may be verbally, sharing photographs or in written form
- Agree the best communication method with parents e.g. email, face-to-face, telephone and share information about the child's day, e.g. food eaten, activities, sleep times etc. Consider and discuss all suggestions from parents concerning the care and early learning of their child and nursery operation
- Provide opportunities and support for all parents to contribute their own skills, knowledge and interests to the activities of the nursery
- Inform all parents of the systems for registering queries, compliments, complaints or suggestions, and to check that parents understand these systems. Make sure all parents have access to our written complaints procedure
- Share information about the Foundation Phase and about young children's learning in the nursery and how parents can further support learning at home and where they can access further information
- Provide a written contract between the parent(s) and the nursery regarding conditions of acceptance and arrangements for payment
- Respect the family's religious and cultural backgrounds and beliefs and to accommodate any special requirements wherever possible and practical to do so
- Inform parents how the nursery supports children with special educational needs and disabilities
- Find out the needs and expectations of parents. We will do this through regular feedback via questionnaires, a suggestion system and encouraging parents to review working practices. We will evaluate any responses and use these to promote nursery practice, policy and staff development.

Signed on behalf of the Nursery.....Date.....  
 Date of review.....



## The Owl and Pussycat Nursery Personnel

At The Owl and Pussycat Nursery we aim to have a high quality staff team, that act at all times in the best interests of children's safety and welfare. To achieve this we have a range of policies to support the recruitment, development and retention of staff.

The Nursery's policies in respect of personnel are governed by the following:

- The best interests of the children, their welfare, safety, care and development
- The requirements of the National Minimum Standards
- The needs of the children including maintaining continuity of care
- Compatibility between all members of staff and the building of a good team spirit
- Consideration of the advancement of every member of staff both by internal and external training to help them achieve their maximum potential
- Compliance with the current legislation including the principles of the Equality Act 2010 and all current legislation governing discrimination.

We will ensure:

- The provision of a person specification and job description for every member of staff prior to starting employment
- All interviews will follow our recruitment procedures to ensure safe and fair recruitment occurs
- The provision of a contract and staff handbook for every member of staff in employment (contract to be received by new employee within two months of commencement of employment)
- New members of staff will have full access to our policies and procedures and we will ensure their understanding and adherence to these over an induction period
- Harassment of any member of staff relating to race, sexual orientation, gender, gender reassignment, age, religion or belief, or disability will not be acceptable. This includes unwanted verbal or physical third party harassment by those not employed by the nursery.

Signed on behalf of the Nursery.....Date.....

Date of review.....

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# The Owl and Pussycat Nursery Policy for the Safe Handling of Sharps

## INTRODUCTION

It is the policy of the nursery to promote, provide and maintain a healthy and safe environment. The nursery's aim is therefore to reduce the incidence of sharp related accidents to an absolute minimum.

The nursery's Sharps Policy will be continually monitored and updated in line with current legislation and guidelines.

## TERMS AND DEFINITIONS

What is a sharp?

For the purpose of this policy, a sharp is defined as anything that can puncture the skin. Examples needles, syringes, broken glass, glass slides, razors, scalpels, knives, Pasteur pipettes, or any other object with a sharp edge.

A used or contaminated sharp is any sharp that may be contaminated with blood or other body substances. Sharps can also be contaminated with medicines, chemicals and other substances.

What are the risks?

The safe handling and disposal of sharps devices is of the utmost importance. Poor practice in the handling and disposal of sharps may expose healthcare workers to blood-borne viruses such as Hepatitis B and C and Human Immunodeficiency Virus.

## RESPONSIBILITIES

Manager's responsibilities:

- To implement the policy and ensure staff are aware of its contents.
- To undertake risk assessments to ensure, as far as possible that any risks regarding the use of sharps devices are reduced or removed.
- To ensure that appropriate sharps device and disposal systems are available at all times.
- To liaise with the infection prevention & control team if they have any concerns regarding sharps devices or their safe disposal.
- To be aware of what action is required should an employee sustain a needlestick injury.
- To investigate any sharps related incident

All employees have a responsibility to;

- Take personal responsibility for the use and safe disposal of a sharp device.
- To participate in sharps awareness training.
- To co-operate with their managers in meeting any requirements of the law.
- Not to interfere or misuse any sharps device.
- To raise any concerns regarding the safe use of sharps to their manager.
- Report incidents relating to sharps injuries in order to identify trends and eliminate risks.

#### PROCEDURES REQUIRED FOR THE SAFER HANDLING OF SHARPS

To assist in managing the risk effectively, the process of using a sharp is broken down into four key stages:

##### STEP ONE:

Preparing to use a sharp

##### STEP TWO:

Using a sharp

STEP THREE: Disposal of sharps

##### STEP FOUR:

Storage and transportation of used sharps

#### STEP ONE: PREPARING TO USE A SHARP

*Only staff who have been trained to use the sharp device may use them.*

- Assess the environment (nappy change area in babies, staff bathroom toddlers/preschool) and check that there is adequate lighting, an even surface nearby on which to place a sharps container and check that no other children are in the area.
- Ensure all equipment required for the procedure is available at the site of the procedure before you begin. This includes sharps containers for disposal. *Containers must be placed out of reach of children at all times.*

#### STEP TWO: USING A SHARP

*Allow only essential staff in close vicinity when the procedure is taking place.*

- A senior staff member must be present as well as a witness.
- All staff should wash their hands before and after the procedure, and should cover any abrasions on their hands with a waterproof plaster.

- Needles must not be re-sheathed, bent or broken during or after use.
- If a sharp must be disconnected from its holder, syringe etc, then a one-handed method must be utilised such as using the purpose designed grooves on sharps containers, specialist blade removal devices etc. Never use a two-handed method.

#### STEP THREE: DISPOSAL OF SHARPS

*The person using the sharp is responsible for carrying out its safe and prompt disposal.*

- Ensure the aperture of the sharps container is opened before attempting disposal. Keep non-dominant hand away from the aperture during disposal.
- Containers must be changed when the contents reach the fill line (never more than 3/4's full). Lock the container following the manufacturer's instructions.

#### STEP FOUR: STORAGE AND REMOVAL OF USED SHARPS

- Locked containers must be stored upright and kept out of the reach of children at all times. Once the container is ¾ full it must be passed safely to the child's parent for them to dispose of the sharps via the councils disposal unit.

#### ACTION FOLLOWING AN ACCIDENTAL SHARPS INJURY

- Encourage the wound to bleed by squeezing.
- Wash thoroughly with warm soapy water- don't scrub or suck the wound
- Dry the wound and cover the area with a waterproof dressing
- If splashed with bodily fluids to the eyes or mouth, rinse with plenty of running water.
- Inform your manager immediately.
- Seek urgent medical advice from the nearest accident and emergency clinic or doctor's surgery. If your health care professional thinks you are at low risk of infection, you may not need any treatment.
- Fill out an incident report

Signed on behalf of the Nursery.....Date.....

Date of review.....

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# The Owl and Pussycat Nursery Risk Assessment Policy

At The Owl and Pussycat Nursery we believe 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 by assessing and minimising the hazards and risks to enable the children to thrive in a healthy and safe environment.

This policy is based on the Pre-school Learning Alliance risk assessment processes, which follow five steps as follows:

- Identification of risk: Where and what is it?
- Who is at risk: children, staff, parents, cooks, cleaners?
- Assessment as to the level of the risk as high, medium or low. This is both the risk and the likelihood of it happening, as well as the possible impact if it did.
- Control measures to reduce/eliminate risk: What you will need to do, or ensure others will do, in order to reduce the risk?
- Monitoring and review: how do you know if what you have said is working, or is it enough? If it is not working, it will need to be amended, or maybe there is a better solution.

## PROCEDURES

Our risk assessment process covers adults and children and includes:

- Checking for and noting hazards and risks indoors and outside, and in our premises and for activities
- Assessing the level of risk and who might be affected
- Deciding which areas need attention
- Developing an action plan that specifies the action required the time scale for action, the person responsible for the action and any funding required

We maintain lists of health and safety issues, which are checked daily before the session begins, as well as those that are checked on a weekly and monthly basis, and a full risk assessment is undertaken on a yearly basis.

## STAFF RESPONSIBILITY

Stringent risk assessments and Health & Safety reviews are evidence of good practice in a busy nursery environment. However it is never possible to eliminate every hazard, indeed within the Foundation Phase framework children are expected to develop 'risk taking' within a secure environment. Our experienced staff are best placed to identify and act upon any hazards or concerns that become apparent during the working day.

- All staff are expected to be vigilant when working in the nursery building or grounds, and to report any potential hazards to their supervisor or manager
- The supervisor /manager must visit and record a risk assessment of any new play areas or organised events off site before the children visit.

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Date of review .....

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# The Owl and Pussycat Nursery

## Safe recruitment of staff

At The Owl and Pussycat Nursery we are vigilant in our recruitment procedures, aiming to ensure all people working with children are suitable to do so. We follow this procedure each and every time we recruit a new member to join our team.

### LEGAL REQUIREMENTS

- We abide by the requirements of the National Minimum Standards and CIW guidance in respect of obtaining references and suitability checks for staff
- We also follow any requirements or guidance given by the Disclosure and Barring Service (DBS) in relation to carrying out checks; and abide by the employer's responsibilities relating to informing the DBS of any changes to the suitability of their staff, whether this member of staff has left the nursery or is still under investigation.

### ADVERTISING

- We use the Indeed.co.uk website and Facebook to advertise any vacancies
- We ensure that all recruitment literature includes details of our equal opportunities policy and our safe recruitment procedures, including an enhanced (DBS) check and at least two independent references for every new employee.

### INTERVIEW STAGE

- We shortlist all suitable candidates against a pre-set specification and ensure all applicants receive correspondence regardless of whether or not they are successful in reaching the interview stage
- The Manager and Deputy Manager will be involved in the interview process and overall decision making
- At the start of every interview all candidates' identities will be checked using their passport and/or photo card Driving Licence. All candidates will be required to prove they are eligible to work in the UK. The interview will also cover any gaps in the candidate's employment history

- All candidates reaching the interview stage are questioned using the same set criteria and questions. These cover specific areas of childcare, including safeguarding the children in their care, planning suitable activities to enhance the child's development and their understanding of the legal frameworks applied to childcare and used in the nursery. The questions will be value-based and will ensure the candidate has the same values as the nursery with regards to the safety and welfare of the children in their care
- Candidates will be given a score for their answers including a score for their individual experience and qualifications
- Every shortlisted candidate will be asked to take part in a supervised practical exercise which will involve spending time in a particular age group in the nursery, interacting with the children, staff and, where appropriate, parents
- The Manager and Deputy Manager will then select the most suitable person for this position, based on these scores and their knowledge and understanding of the early years framework, as well as the needs of the nursery
- Every candidate will receive communication from the nursery stating whether they have been successful or not. Unsuccessful candidates are offered feedback if requested.

#### STARTING WORK

- The successful candidate will be offered the position subject to at least two references from previous employment or, in the case of a newly qualified student, their tutor and a personal or professional reference. These references will be taken up BEFORE employment commences. This may be verbal initially and then followed up with a written reference which will form part of their staff file
- The successful candidate will be asked to provide proof of their qualifications. All qualifications will be checked and copies taken for their personnel files
- Prior to employment but after the job has been offered a health check questionnaire will be given to the employee, and its results will be taken into account in making an overall decision about suitability. The nursery reserves the right to take any further advice necessary in relation to a person's physical and mental fitness to carry out their role. Please see the absence management policy for more details about how the nursery manages health problems including access to medical records
- All new starters, other than those who have registered for the continuous updating service (see below) will be subject to an enhanced Disclosure and Barring Service (DBS) check. This will be initiated

before the member of staff commences work in the nursery and they will not have unsupervised access to any child or their records before this check comes back

- The nursery will record and retain details about the individual including staff qualifications, identity checks carried out and the vetting process completed. This will include the criminal records disclosure reference number, with the date the disclosure was obtained. The nursery will not retain copies of the disclosure itself once the employment decision is taken
- There may be occasions when a DBS check is not clear but the individual is still suitable to work with children. This will be treated on an individual case basis and at the manager's/owner's discretion, taking into account the following:
  - seriousness of the offence or other information
  - accuracy of the person's self-disclosure on the application form
  - nature of the appointment including levels of supervision
  - age of the individual at the time of the offence or other information
  - the length of time that has elapsed since the offence or other information
  - relevance of the offence or information to working or being in regular contact with children
- If the individual has registered on the DBS system since 17 July 2013 Managers may use the update service with the candidate's permission instead of carrying out an enhanced DBS check
- New starters are required to sign a statement saying that they have no criminal convictions, court orders or any other reasons that disqualify them from working with children or unsuitable to do so and that, to the best of their knowledge, no-one living in their household has been disqualified from working with children
- All new members of staff will undergo an intensive induction period during which time they will read and discuss the nursery policies and procedures and be assigned a mentor who will introduce them to the way in which the nursery operates
- During their induction period all new staff will receive training on how to safeguard children in their care and follow the Child Protection policy and procedure, about emergency evacuation procedures, equality policy and health and safety issues
- The new member of staff will have regular meetings with the Manager during their induction period to discuss their progress.

## ONGOING SUPPORT AND CHECKS

- All staff are responsible for notifying the Manager in person if any there are any changes to their circumstances that may affect their suitability to work with children. This includes any incidents occurring outside the nursery or involving people they live in a household with. Staff will face disciplinary action should they fail to notify the manager with immediate effect
- The Nursery Manager will review any significant changes to an individual's circumstances that may suggest they are no longer suitable to work with children and take appropriate action to ensure any unsuitable or potentially unsuitable employee does not have unsupervised contact with children until the matter is resolved.
- Every member of staff will have bi monthly supervision meetings with the Deputy Manager or Manager, as well as a yearly formal appraisal. This will provide an opportunity for the manager and member of staff to discuss training needs as well as evaluate and discuss their performance
- The Manager, Deputy Manager and Room Leaders will be responsible for any support the staff team may have between these reviews. This includes mentor support, one-to-one training sessions, work-based observations and constructive feedback
- The nursery will provide appropriate opportunities for all staff to undertake professional development and training to help improve the quality of experiences provided for children.

Signed on behalf of the Nursery.....Date.....

Date of review.....

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# The Owl and Pussycat Nursery Safeguarding Children Policy

At The Owl and Pussycat Nursery, our children's welfare and safety is a priority at all times. We will work with children, parents, external agencies and the community to ensure our children are given the best start in life, and that they are treated with respect, be supported to thrive and be kept safe from any abuse.

## Legal framework and definition of safeguarding

- Children Act 1989 and 2004
- Childcare Act 2006
- Counter-Terrorism and Security Act 2015
- Safeguarding Vulnerable Groups Act (2006)
- All Wales Child Protection Procedures (2008)
- Social Services and Well-being (Wales) Act 2014

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

- protecting children from abuse and neglect
- preventing impairment of their health or development ensuring that they receive safe and effective care.

## Policy intention

To safeguard children and promote their welfare we will:

- Ensure we create a positive environment that will encourage children to develop a positive self-image
- Provide positive role models
- Encourage children to develop a sense of independence and autonomy in a way that is appropriate to their age and stage of development
- Provide a safe and secure environment for all children
- Always listen to children and ensure they feel included, safe, valued and respected
- Provide an environment where practitioners are confident to identify where children and families may need intervention and seek the help they need
- Share information with other agencies as appropriate

The nursery is aware that abuse does occur in our society and we are vigilant in identifying signs of abuse and reporting concerns. Our practitioners have a duty to protect and promote the welfare of children. Due to the many hours of care we are providing, staff may often be the first people to identify that there may be a problem. They may well be the first people in whom children confide information that may suggest abuse or to spot changes in a child's behaviour which may indicate abuse.

Our prime responsibility is the welfare and well being of each child in our care. As such we believe we have a duty to act quickly and responsibly in any instance that may come to our attention. This includes sharing information with any relevant agencies such as local authority services for children's social care, health professionals or the police. All staff will work with other agencies including as part of a multi-agency team, where needed, in the best interests of the child.

#### The nursery aims to:

- Keep the child at the centre of all we do
- Ensure staff are trained to understand the safeguarding policy and procedures, are alert to identify possible 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
- Be aware of the increased vulnerability of children with Special Educational Needs (SEN) / Additional Learning Needs (ALN) and other vulnerable or isolated families and children
- Ensure staff understand how to identify 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
- Ensure 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
- Ensure that all staff are familiar and updated regularly with child protection training and procedures and kept informed of changes to local/national procedures
- Make any referrals in a timely way, sharing relevant information as necessary in line with procedures set out by the South East Wales Safeguarding Children Board (<http://www.sewsc.org.uk/>)

- Ensure that information is shared only with those people who need to know in order to protect the child and act in their best interest
- Ensure that children are never placed at risk while in the charge of nursery staff
- Take any appropriate action relating to allegations of serious harm or abuse against any person working with children, or living or working on the nursery premises including reporting such allegations to CIW and other relevant authorities
- Ensure parents are fully aware of child protection policies and procedures when they register with the nursery and are kept informed of all updates when they occur
- Regularly review and update this policy with staff and parents where appropriate and make sure it complies with any legal requirements and any guidance or procedures issued by the South East Wales Safeguarding Children Board.

We will support children by offering reassurance, comfort and sensitive interactions. We will develop activities according to individual circumstances to enable children to develop confidence and self-esteem within their peer group.

#### Contact telephone numbers:

CIW: 0300 790 0126

Newport Children and Family Services: 01633 656656

After 5pm/weekends: South East Wales Emergency Duty Team: 0800 328 4432

South East Wales Safeguarding Children Board:

[sewsadmin@caerphilly.gov.uk](mailto:sewsadmin@caerphilly.gov.uk)

All Wales Child Protection Services Procedures can be found at [http://www.ssiacy.mru.org.uk/home.php?page\\_id=298](http://www.ssiacy.mru.org.uk/home.php?page_id=298)

#### Types of abuse and particular procedures followed:

Abuse and neglect are forms of maltreatment of a child. Somebody may abuse or neglect a child by harming them, 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 a stranger. This could 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 will help us to recognise 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
- Aggressive behaviour
- Unexplained injuries to a child or conflicting reports from parents or staff
- Repeated injuries
- Unaddressed illnesses or injuries

#### Recording suspicions of abuse and disclosures:

Staff should make an objective record of any observation or disclosure, supported by the Nursery Manager. 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 other witnesses
- Name of the person to whom any concern 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)

These records should be signed by the person reporting this and the Nursery Manager, dated and kept in a separate confidential file. If a child starts to talk to an adult about potential abuse it is important not to promise the child complete confidentiality. This promise cannot be kept. It is vital that the child is allowed to talk openly and disclosure is not forced or words put into the child's mouth. As soon as possible after the disclosure details must be logged accurately.

It may be thought necessary that through discussion with all concerned the matter needs to be raised with Newport Children and Family Services, the SEWSCB and CIW. Staff involved may be asked to supply details of any information/concerns they have with regard to a child. The Nursery expects all members of staff to co-operate with Newport Children and Family Services, the SEWSCB and CIW in any way necessary to ensure the safety of the children. Staff must not make any comments either publicly or in private about a parent or staff's supposed or actual behaviour.

#### Physical abuse

Action needs to be taken if staff have reason to believe that there has been a physical injury to a child, including deliberate poisoning, where there is definite

knowledge, or reasonable suspicion that the injury was inflicted or knowingly not prevented. These symptoms may include bruising or injuries in an area that is not usual for a child, e.g. fleshy parts of the arms and legs, back, wrists, ankles and face. Many children will have cuts and grazes from normal childhood injuries - these should also be logged and discussed with the nursery manager or room leader.

Children and babies may be abused physically through shaking or throwing. Other injuries may include burns or scalds. These are not usual childhood injuries and should always be logged and discussed with the nursery manager.

### Female genital mutilation

Certain ethnic groups practise this type of physical abuse as a cultural ritual, and there is now more awareness of its prevalence in some communities in the UK including its effect on the child and any other siblings involved. Symptoms may include bleeding, painful areas, acute urinary retention, urinary infection, wound infection, septicaemia, incontinence, vaginal and pelvic infections, with depression and post-traumatic stress disorder as physiological concerns. If you have concerns about a child in this area, you should contact the children's social care team in the same way as other types of physical abuse.

### 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.

### Procedure:

- All signs of marks/injuries to a child, when they come into nursery or occur during time at the nursery, will be recorded as soon as noticed by a staff member
- The incident will be discussed with the parent at the earliest opportunity, where felt appropriate
- Such discussions will be recorded and the parent will have access to such records
- If there appear to be any queries regarding the injury, the local authority children's social care team will be notified in line with

procedures set out by the South East Wales Safeguarding Children Board (SEWSCB)

### Sexual abuse

Action needs to be taken under this heading if the staff member has witnessed occasion(s) where a child indicated sexual activity through words, play, drawing, had an excessive pre-occupation with sexual matters, or had an inappropriate knowledge of adult sexual behaviour or language. This may include acting out sexual activity on dolls/toys or in the role play area with their peers, drawing pictures that are inappropriate for a child, talking about sexual activities or using sexual language or words. The child may become worried when their clothes are removed, e.g. for nappy changes.

The physical symptoms may include genital trauma, discharge, and bruises between the legs or signs of a sexually transmitted disease (STD). Emotional symptoms could include a distinct change in a child's behaviour. They may be withdrawn or overly extroverted and outgoing. They may withdraw away from a particular adult and become distressed if they reach out for them, but they may also be particularly clingy to a potential abuser so all symptoms and signs should be looked at together and assessed as a whole. If a child starts to talk openly to an adult about abuse they may be experiencing, the procedure stated later in this document under 'recording abuse suspicions' will be followed.

#### Procedure:

- The adult should reassure the child and listen without interrupting if the child wishes to talk
- The observed instances will be detailed in a confidential report and reported to the nursery manager
- The matter will be referred to the local authority children's social care team
- A sensitive and confidential discussion will be held with the parents/carers of any other children party to inappropriate play

### Emotional abuse

Action should be taken under this heading if the staff member has reason to believe that there is a severe, adverse effect on the behaviour and emotional development of a child, caused by persistent or severe ill-treatment or rejection.

This 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.

The child is likely to show extremes of emotion with this type of abuse. This may include shying away from an adult who is abusing them, becoming withdrawn, aggressive or clingy in order to receive their love and attention. This type of abuse is harder to identify as the child is not likely to show any physical signs.

Procedure:

- The concern should be discussed with the Nursery Manager
- The concern will be discussed with the parent
- Such discussions will be recorded and the parent will have access to such records
- If there appear to be any queries regarding the circumstances, the matter will be referred to the local authority children's social care team

### Neglect

Action should be taken under this heading if the staff member has reason to believe that there has been persistent or severe neglect of a child (for example, by exposure to any kind of danger, including cold and starvation and failure to seek medical treatment when required on behalf of the child), which results in serious impairment of the child's health or development, including failure to thrive. Signs may include a child persistently arriving at nursery unwashed or unkempt, wearing clothes that are too small (especially shoes that may restrict the child's growth or hurt them), arriving at nursery in the same nappy they went home in or a child having an illness that is not being addressed by the parent. A child may also be persistently hungry if a parent is withholding food or not providing enough for a child's needs.

Neglect may also be shown through emotional signs, e.g. a child may not be receiving the attention they need at home and may crave love and support at nursery. They may be clingy and emotional. In addition, neglect may occur through pregnancy as a result of maternal substance abuse.

Procedure:

- The concern will be discussed with the parent
- Such discussions will be recorded and the parent will have access to such records
- If there appear to be any queries regarding the circumstances the local authority children's social care team will be notified

## Staffing and volunteering

Our policy is to provide a secure and safe environment for all children. We do not allow volunteers and/or temporary agency workers to be left unsupervised with children or any other adult who may be present in the nursery regardless of whether or not they have a DBS clearance.

All staff will attend child protection training and receive initial basic child protection training during their induction period. This will include the procedures for spotting signs and behaviours of abuse and abusers/potential abusers, recording and reporting concerns and creating a safe and secure environment for the children in the nursery. During induction staff will be given contact details for the Newport Children and Family Services, the South East Wales Safeguarding Children Board (SEWSCB) and CIW to enable them to report any safeguarding concerns, independently, if they feel it necessary to do so.

We have a named person within the nursery that takes lead responsibility for safeguarding and co-ordinates child protection and welfare issues, known as the Designated Safeguarding Co-ordinator (DSCO). The nursery DSCO liaises with the South East Wales Safeguarding Children Board (SEWSCB) and the local authority children's social care team undertakes specific training, including a child protection training course and receives regular updates to developments within this field.

The Designated Safeguarding Co-ordinator (DSCO) at the nursery is: Catherine Jones.

- We provide adequate and appropriate staffing resources to meet the needs of all children
- Applicants for posts within the nursery are clearly informed that the positions are exempt from the Rehabilitation of Offenders Act 1974. Candidates are informed of the need to carry out checks before posts can be confirmed. Where applications are rejected because of information that has been disclosed, applicants have the right to know and to challenge incorrect information
- We give staff members/volunteers and students regular opportunities to declare changes that may affect their suitability to care for the children. This includes information about their health, medication or about changes in their home life such as whether anyone they live with in a household has committed an offence or been involved in an incident that means they are disqualified from working with children.

- This information is also stated within every members of staff's handbook
- We use the DBS update service to recheck staff's criminal history and suitability to work with children
- We abide by the requirements of the National Minimum Standards and any CIW guidance in respect of obtaining references and suitability checks for staff, students and volunteers, to ensure that all staff, students and volunteers working in the setting are suitable to do so
- We ensure we receive at least two written references before a new member of staff commences employment with us
- All students will have enhanced DBS checks conducted on them before their placement starts
- Volunteers, including students, do not work unsupervised
- We abide by the requirements of the Safeguarding Vulnerable Groups Act (2006) and the Childcare Act 2006 in respect of any person who is disqualified from providing childcare, is dismissed from our employment, or resigns in circumstances that would otherwise have lead to dismissal for reasons of child protection concern
- We have procedures for recording the details of visitors to the nursery and take security steps to ensure that we have control over who comes into the nursery, so that no unauthorised person has unsupervised access to the children
- All visitors/contractors will be supervised whilst on the premises, especially when in the areas the children use
- All staff have access to and comply with the whistleblowing policy which will enable them to share any concerns that may arise about their colleagues in an appropriate manner
- All staff attend regular supervision meetings where opportunities are made available to discuss any issues relating to individual children, child protection training and any need for further support
- The deployment of staff within the nursery allows for constant supervision and support. Where children need to spend time away from the rest of the group, the door will be left ajar or other safeguards will be put into action to ensure the safety of the child and the adult.

### Informing parents

Parents are normally the first point of contact. If a suspicion of abuse is recorded, parents are informed at the same time as the report is made, except where the guidance of the SEW/SCB/police does not allow this. This will usually be the case where the parent or family member is the likely abuser, or where a child may be endangered by this disclosure. In these cases the investigating officers will inform parents.

## Confidentiality

All suspicions, enquiries and external investigations are kept confidential and shared only with those who need to know. Any information is shared in line with guidance from the SEWSCB.

## Support to families

The nursery takes every step in its power to build up trusting and supportive relationships among families, staff, students and volunteers within the nursery. The nursery will continue 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 interests 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 SEWSCB with the proviso 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.

## Employees, students or volunteers of the nursery or any other person living or working on the nursery premises

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 Nursery Manager. If this person is the subject of the allegation then this should be reported to the Deputy Manager instead.

The Newport Children and Family Services (NCFS), CIW and the SEWSCB will then be informed immediately in order for this to be investigated by the appropriate bodies promptly:

- The NCFS will be informed immediately for advice and guidance
- A full investigation will be carried out by the appropriate professionals (NCFS, CIW, SEWSCB) to determine how this will be handled
- The nursery will follow all instructions from the CIW and SEWSCB 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 NCFS 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 re-instated
- 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. CIW 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 10 years if that is longer. This will ensure accurate information is available for references and future DBS checks and avoids any unnecessary re-investigation
- The nursery retains the right to dismiss any member of staff in connection with founded allegations following an inquiry
- Counselling will be available for any member of the nursery who is affected by an allegation, their colleagues in the nursery and the parents

#### Extremism - the Prevent Duty

Under the Counter-Terrorism and Security Act 2015 we have a duty to refer any concerns of extremism to the police (In Prevent priority areas the local authority will have a Prevent lead who can also provide support). This may be a cause for concern relating to a change in behaviour of a child or family member, comments causing concern made to a member of the team (or other persons in the setting) or actions that lead staff to be worried about the safety of a child in their care.

Alongside this we will be alert to any early signs in children and families who may be at risk of radicalisation, on which we will act and document all concerns when reporting further.

Our nursery has a clear commitment to protecting children and promoting welfare. Should anyone believe that this policy is not being upheld, it is his or her duty to report the matter to the attention of the Nursery Manager at the earliest opportunity.

Signed on behalf of the Nursery.....Date.....

Date of review.....

The Owl and Pussycat Nursery is a trading name of Caerleon Kids First Ltd., Company no. 08671607, Registered office address 33 Backhall St, Caerleon, Newport NP181AR





## The Owl and Pussycat Nursery Safety checks

At The Owl & Pussycat Nursery we make sure the nursery is a safe environment for children, parents, staff and visitors by carrying out safety checks on a regular basis in accordance with the timescales set out in the nursery checklists. These include daily checks of the premises, indoors and outdoors, and all equipment and resources before the children access any of the areas. The checks are recorded to show any issues and solutions.

This policy should be read in conjunction with the fire safety, risk assessments, visits and outings and the equipment and resources policy. All staff should be aware of potential hazards in the nursery environment and monitor safety at all times.

### RISK ASSESSMENTS

Risk assessments document the hazard, who could be harmed, existing controls, the seriousness of the risk/injury, any further action needed to control the risk, who is responsible for what action, when/how often will the action be undertaken, and how will this be monitored and checked and by whom.

The nursery carries out written risk assessments at least annually. These are regularly reviewed and cover potential risks to children, staff and visitors at the nursery. When circumstances change in the nursery, e.g. a significant piece of equipment is introduced; we review our current risk assessment or conduct a new risk assessment dependent on the nature of this change. All staff are trained in the risk assessment process to ensure understanding and compliance.

All outings away from the nursery are individually risk assessed. For more details refer to the visits and outings policy.

### ELECTRICAL EQUIPMENT

Who checks	How often	Location/Tel. no.
G Jenkins Electrical	Yearly	07503697074

- All electrical cables are kept out of the reach of children wherever possible and shielded by furniture where they need to be at floor level
- Electrical sockets are all risk assessed and any appropriate safety measures are in place to ensure the safety of the children.

## MAINS INFORMATION

Locations of:

- Water stop tap: outside nursery gates on right hand side of building, in the ground by neighbouring wall
- Gas point: Inside the nursery gate on the right hand side of the building in a white box. Key is a large yellow key kept on the children's coat pegs by the messy play area
- Fuse box: in the kitchen on the wall
- Main electricity box: in the lobby of the nursery

## DANGEROUS SUBSTANCES

All dangerous substances including chemicals MUST be kept in locked areas out of children's reach. All substances must be kept in their original containers with their original labels attached. Safety Data Sheets (Control of Substances Hazardous to Health (COSHH)) and risk assessments must be kept for all substances and the appropriate personal protection taken e.g. gloves, apron and goggles.

## HOT DRINKS AND FOOD

Hot drinks must only be consumed in the staff room. No canned drinks, sweets or crisps are to be kept or consumed in the nursery rooms.

## TRANSPORT AND OUTINGS

The nursery has a comprehensive documented policy relating to outings, which incorporates all aspects of health and safety procedures including the arrangements for transporting and the supervision of children when away from the nursery.

## ROOM TEMPERATURES

- Staff should be aware of room temperatures in the nursery and should ensure that they are suitable at all times
- Staff must always be aware of the dangers of babies and young children being too warm or too cold
- Temperatures should not fall below 18°C in the baby rooms and 16°C in all other areas
- Where fans are being used to cool rooms, great care must be taken with regard to their positioning.

WATER SUPPLIES

- A fresh drinking supply is available and accessible to all children, staff and visitors.
- All hot water taps accessible to children are thermostatically controlled to ensure that the temperature of the water does not exceed 40°C.

GAS APPLIANCES

- All gas appliances are checked annually by a registered Gas Safety Register engineer
- Carbon monoxide detectors are fitted.

Who checks	How often	Location/Tel. no.
TSL Heating and Plumbing	Yearly	01633 865903

The daily checklists used in the nursery include:

Checklists	Who checks	How often
Baby room	Manager/Deputy	Every morning
Toddler/Preschool area	Manager/Deputy	Every morning
Outdoor area	Manager/Deputy	Every morning

Signed on behalf of the Nursery.....Date.....

Date of review.....

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## The Owl and Pussycat Nursery Separated Family

At The Owl & Pussycat Nursery we recognise that when parents separate it can be a difficult situation for all concerned. We understand that emotions may run high and this policy sets out how we will support the all parties in within the nursery including our staff team.

### PARENTAL RESPONSIBILITY IN WALES

If the parents of a child are married to each other at the time of the birth, or if they have jointly adopted a child, then they both have parental responsibility. Parents do not lose parental responsibility if they divorce and this applies to both the resident and the non-resident parent.

This is not automatically the case for unmarried parents. According to current law, a mother always has parental responsibility for her child. A father, however, has this responsibility only if he is married to the mother when the child is born or has acquired legal responsibility for his child through one of these three routes:

- By jointly registering the birth of the child with the mother (From 1 December 2003)
- By a parental responsibility agreement with the mother
- By a parental responsibility order, made by a court.

### NURSERY REGISTRATION

During the registration process we collect details about both parents. If a parent does not have parental responsibility, or has a court order in place to prevent this, we must have a copy of this documentation for the child's records.

If a child is registered by one parent of a separated family, we request disclosure of all relevant details relating to the child and other parent such as court orders or injunctions. This will make sure we can support the child and family fully in accordance with the policy set out below.

We will:

- Ensure the child's welfare is paramount at all times they are in the nursery

- Comply with any details of a court order where applicable to the child's attendance at the nursery where we have seen a copy/have a copy attached to the child's file
- Provide information on the child's progress, e.g. learning journeys, progress checks within the nursery, to both parents where both hold parental responsibility
- Invite both parents to nursery events, including parental consultations and social events where both hold parental responsibility
- Ensure any incident or accident within the nursery relating to the child is reported to the person collecting the child
- Ensure that all matters known by the staff pertaining to the family and the parent's separation remain confidential
- Ensure that no member of staff takes sides regarding the separation and treats both parents equally and with due respect
- Not restrict access to any parent with parental responsibility unless a formal court order is in place. We respectfully ask that parents do not put us in this position.

We ask parents to:

- Provide us with all information relating to parental responsibilities, court orders and injunctions
- Update information that changes any of the above as soon as practicably possible
- Work with us to ensure continuity of care and support for your child
- Not involve nursery staff in any family disputes, unless this directly impacts on the care we provide for the child
- Talk to the manager/key worker away from the child when this relates to family separation in order to avoid the child becoming upset. This can be arranged as a more formal meeting or as an informal chat
- Not ask the nursery to take sides in any dispute. We will only take the side of your child and this will require us to be neutral at all times.

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 Newport NP181AR



## The Owl and Pussycat Nursery Settling In Procedures

At The Owl and Pussycat Nursery we aim for children to feel safe, stimulated and happy in the nursery and to feel comfortable and secure with all the staff. We also want parents to have confidence in both their child's well being and their role as active partners.

We aim to support parents and other carers to help their children settle quickly and easily by giving consideration to the individual needs and circumstances of each child and their family.

### OUR METHODS

- Before registering, we will provide you with the opportunity to visit our setting with your child and meet the staff team
- We will plan free settling in visits and introductory sessions with you to fit around your child's routine, which will last up to 2 hours over a period of 1-2 weeks
- Upon registering, we will ask you to fill out an enrolment form and parent contract to ensure we have essential details about your child available
- We will explain the settling in process with you as parents and jointly decide on the best way to help your child settle in to nursery
- We will allocate a Key Person for your child, who will welcome and look after your child during their first sessions and will provide you and your child with support through the settling in process
- On your first settling in visit, we will ask you to fill out an 'All about me' form with your child's key worker. This will allow us to get to know your child's routines, needs and interests
- We ask that you or a close relative stay with your child during the first session, for no more than an hour
- We will gradually increase the time that your child stays at nursery during these introductory sessions and decrease the amount of time parents will stay with their child

### TIPS FOR PARENTS

- Please use the opportunity to share as much information about your child as possible; consider writing it down if your worried you may forget something
- Remember that all children need different settling in periods and levels of support. Try to remain calm and positive as your child may pick up on this
- Consider bringing your child's comforter to the setting (if they have one)
- When you leave your child you are welcome to ring to check how your child is doing
- Talk to your child at home about the nursery, their friends and all the activities that they will be doing
- We would encourage you to say goodbye to your child when you leave the nursery and reassure them that you will return and when
- We respectfully ask that you are punctual for your child settle sessions and for collection from these

Signed on behalf of the Nursery.....Date.....

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## The Owl and Pussycat Nursery Sickness and Illness Policy

At The Owl & Pussycat Nursery we promote the good health of all children attending. To help keep children healthy and minimise infection, we do not expect children to attend nursery if they are unwell.

### OUR PROCEDURES

In order to take appropriate action of children become ill and to minimise the spread of infection we implement the following procedures:

- If a child becomes ill during the nursery day, we contact their parent(s) and ask them to pick up their child as soon as possible. During this time we care for the child in a quiet, calm area with their key worker, wherever possible
- We follow the guidance given to us by Public Health Wales, and use “Guidance on Infection Control in Schools and other Child Care Settings” and advice from our local health protection unit
- Should a child have an infectious disease, such as sickness and diarrhoea, they must not return to nursery until they have been clear for at least 48 hours. We notify CIW as soon as possible where we have any child or staff member with food poisoning.
- We inform all parents if there is a contagious infection identified in the nursery, to enable them to spot the early signs of this illness. We ask that parents let us know if their child has been diagnosed with a contagious illness as soon as possible.
- We thoroughly clean and sterilise all equipment and resources that may have come into contact with a contagious child to reduce the spread of infection
- We exclude children on antibiotics for the first 24 hours of the course (unless this is part of an ongoing care plan to treat individual medical conditions e.g. asthma and the child is not unwell). This is because it is important that children are not subjected to the rigours of the nursery day, which requires socialising with other children and being part of a group setting, when they have first become ill and require a course of antibiotics
- We have the right to refuse admission to a child who is unwell. This decision will be taken by the manager on duty and is non-negotiable
- We make information/posters about head lice readily available and all parents are requested to regularly check their children’s hair. If a

parent finds that their child has head lice, we would be grateful if they could inform the nursery so that other parents can be alerted to check their child's hair.

#### MENINGITITS PROCEDURE

If a parent informs the nursery that their child has meningitis, the nursery manager should contact the Infection Control (IC) Nurse for their area and CIW. The IC Nurse will give guidance and support in each individual case. If parents do not inform the nursery, we will be contacted directly by the IC Nurse and the appropriate support will be given. We will follow all guidance given and notify the appropriate authorities including CIW if necessary.

#### TRANSPORTING CHILDREN TO HOSPITAL PROCEDURE

The nursery manager/staff member must:

- Call for an ambulance immediately if the sickness is severe. DO NOT attempt to transport the sick child in your own vehicle
- Whilst waiting for the ambulance, contact the parent(s) and arrange to meet them at the hospital
- 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
- Arrange for the most appropriate member of staff to accompany the child taking with them any relevant information such as registration forms, relevant medication sheets, medication and the child's comforter
- Inform a member of the management team immediately
- Remain calm at all times. Children who witness an incident may well be affected by it and may need lots of cuddles and reassurance. Staff may also require additional support following the accident.

Signed on behalf of the Nursery.....Date.....

Date of review.....

The Owl and Pussycat Nursery is a trading name of Caerleon Kids First Ltd., Company no. 08671607, Registered office address 33 Backhall St, Caerleon, Newport NP181AR



## The Owl and Pussycat Nursery Sleep Policy

At The Owl & Pussycat Nursery we aim to ensure that all children have enough sleep to support their development and natural sleeping rhythms in a safe environment.

The safety of babies' sleeping is paramount. Our policy follows the advice provided by The Cot Death Society to minimise the risk of Sudden Infant Death. We make sure that:

- Babies are placed on their backs to sleep, but when babies can easily turn over from the back to the stomach, they are allowed to adopt whatever position they prefer to sleep
- Children under the age of two are never be put down to sleep with a bottle to self-feed
- Babies/toddlers are monitored visually when sleeping. Checks on babies sleeping are recorded every 10 minutes
- When monitoring sleeping children, the staff member looks for the rise and fall of the chest and if the sleep position has changed

We provide a safe sleeping environment by:

- Ensuring the rooms are kept at a comfortable room temperature
- Using clean, light bedding/blankets and ensuring babies are appropriately dressed for sleep to avoid overheating
- Only having safety-approved cots or other suitable sleeping equipment (i.e. pods or mats) that are compliant with British Standard regulations, and mattresses/mats are covered with a clean fitted sheet
- Not using cot bumpers or cluttering cots with soft toys, although comforters will be given where required
- Keeping all spaces around cots and beds clear from hanging objects i.e. hanging cords, blind cords, drawstring bags
- Should a baby fall asleep while being nursed by a practitioner they will be transferred to a safe sleeping surface to complete their rest
- Having a no smoking policy.

All about me forms are filled out with the parent and key worker when they are settling in to the nursery and this includes children's daily routines. These forms are updated at timely periods to review. If a baby has an

unusual sleeping routine or position that we would not use in the nursery i.e. babies sleeping on their tummies, we will explain our policy to the parents and ask them to sign a form to say they have requested we carry out a different position or pattern on the sleeping babies' form.

We recognise parents' knowledge of their child in regards to sleep routines and will, where possible, work together to ensure each child's individual sleep routines and well-being continues to be met. However, staff will not force a child to sleep or keep them awake against his or her will. They will also not usually wake children from their sleep.

Staff will discuss any changes in sleep routines at the end of the day and share observations and information about children's behaviour when they do not receive enough sleep.

Further information can be found at:

<http://fsid.org.uk/page.aspx?pid=426>

<http://www.healthychildcare.org/pdf/sidschildcaresafesleep.pdf>

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## The Owl and Pussycat Nursery Staff development and training

At The Owl and Pussycat Nursery we value our staff highly. We believe that personal and professional development is essential for maintaining the delivery of high-quality care and learning for children in their early years. We give every staff member the opportunity to develop their skills to their maximum and to broaden their knowledge and skills in caring for children.

We ensure that 75% of our staff are qualified to Level 3 (or equivalent) or above in childcare and education and aim towards 100%. Other staff working at the nursery will either be qualified to Level 2 or undertaking training.

External training and development is sought as appropriate to the needs of the nursery and the children attending, and to renew and update staff qualifications.

To facilitate the development of staff we:

- Coach, lead and offer encouragement and support to achieve a high level of morale and motivation
- Promote teamwork through on-going communication, involvement and a no blame culture to enhance nursery practice
- Provide opportunities for delegation based on skills and expertise to offer recognition and empower staff
- Encourage staff to contribute ideas for change within the nursery and hold regular staff meetings and team meetings to develop these ideas
- Encourage staff to further their experience and knowledge by attending relevant external training courses
- Encourage staff to pass on their knowledge to those who are less experienced and share knowledge from external training with small groups of staff within the nursery
- Provide opportunities for staff to receive regular relevant training
- Carry out on-going bi monthly supervisions with all staff. Staff appraisals are carried out yearly; objectives and action plans for staff are set out, while also identifying training needs according to their individual needs
- Promote a positive learning culture within the nursery
- Offer annual team building training
- Carry out full evaluations of all training events and use these to evaluate the training against the aims set to enable the development of

future training programmes to improve effectiveness and staff learning

- Provide in depth inductions to welcome all new staff
- Offer ongoing support and guidance
- Offer varied information sources including membership of local and national organisations, resources, publications and literature to all staff.

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## The Owl and Pussycat Nursery Staff Behaviour and Discipline Policy and Procedures

This procedure is designed to help and encourage all employees to achieve and maintain standards of conduct, attendance and job performance. The Owl and Pussycat Nursery is committed to ensuring that all staff at the nursery should be treated in a fair, consistent and sensitive way. We expect all staff to behave in an appropriate manner to act as a role model for and protect all children in their care.

### DISCIPLINARY PROCEDURE

#### Minor disagreements

Informal action will be considered, where appropriate, to resolve minor disagreements among employees. This can be achieved at a regular staff management meeting or informally by discussion.

Where there is a more serious situation which arises, when a dispute cannot be resolved in an informal way or the manager or deputy is dissatisfied with the conduct or activities of an employee, a formal disciplinary procedure will take place.

Misconduct which may warrant action under the appropriate stage of the disciplinary procedure includes:

- Poor timekeeping or persistent lateness.
- Unauthorized absence from work.
- Wilful failure to comply with a reasonable instruction from a member of senior management
- Persistent minor breaches of health and safety requirements
- Foul or abusive language.
- Sexual or racial harassment, which is not sufficiently serious to fall into the category of 'gross misconduct'.

The list is not exclusive or exhaustive and there may be other matters which are sufficiently serious to warrant categorization and consideration as either 'misconduct' or 'gross misconduct.'

Any disciplinary matter will normally be dealt with using the following procedure. At every stage the employee will be given reasonable notice that a disciplinary hearing is due to take place to give them the opportunity to prepare their case, they should be given the opportunity to be accompanied by a member of staff if they wish to do so.

Disciplinary matters will be dealt with in three stages:

- Oral warning
- Written warning
- Notice of dismissal

### Oral Warning

1. The employee will be interviewed by the manager or deputy manager and the complaint explained.
2. The employee will be given the opportunity to fully explain his/her case.
3. After consideration by the manager and/or deputy and if a warning is considered to be appropriate, the employee will be:
  - Told what corrective action should be taken.
  - Given a reasonable length of time to rectify matters.
  - Given appropriate training if such needs have been identified, and given time to implement.
  - Informed of any mitigating circumstances that have been taken into consideration when reaching the decision.
  - Given a warning that if improvements are not made, then further action will be taken.
  - Informed that they may appeal against the decision within 5 days.

The employee will be advised that this is the first stage of formal procedure. A record of the improvement note will be kept for 6 months and after that period of time it will be considered spent - subject to achieving and sustaining satisfactory performance.

### Formal written warning

If further action is necessary the employee will be interviewed and given the opportunity to state his/her case.

If there is a need for disciplinary action a letter will be sent to the employee.

- The letter will contain the reason for the reprimand.
- Explain the corrective action required and the time given to improve.
- Training needs that have been identified and the timescales for implementation.
- Warn that if improvements are not made in the time given further disciplinary action will be taken which could result in a final written warning which if unheeded could result in dismissal.
- Explain that an appeal could be made against the decision within 5 days.

#### Final written warning

If further action is necessary the employee will be interviewed and given the opportunity to state his/her case, within 1 week.

A disciplinary action a letter will be sent to the employee.

- The letter will contain the reason for the reprimand.
- Explain the corrective action required and the time given to improve.
- Training needs that have been identified and the timescales for implementation.
- Warn that if improvements are not made in the time given further disciplinary action will be taken which could result in dismissal.
- Explain that an appeal could be made against the decision within 5 days.

#### Dismissal

If the employee fails to make the agreed improvements then the employee will be interviewed as before and if the decision is to dismiss, the employee will be given the notice of dismissal, stating reasons and given the details of the right of appeal.

If progress is satisfactory, within the time given to rectify matters, a copy of this written notice will be kept in your personnel file but will be disregarded after an agreed period of between 6-12 months. A copy will also be given to you.

#### Gross Misconduct

If after investigation it is confirmed that an employee has committed an offence of the following nature (the list is not exhaustive), the normal consequence will be dismissal without notice or payment in lieu of notice:

- Theft or fraud

- Ill treatment of children
- Assault
- Malicious damage
- Gross carelessness which threatens the health and safety of others
- Serious incapability at work brought on by use of drugs or alcohol
- A serious breach of confidence

While the alleged gross misconduct is being investigated, the employee may be suspended, during which time he or she will be paid their normal pay rate. Any decision to dismiss will be taken by the employer only after full investigation.

## GRIEVANCE PROCEDURE

Grievance procedures exist to ensure that any problems or issues you may wish to raise are dealt with as quickly and as effectively as possible.

Where staff have a grievance this is the procedure to follow:

If you have a grievance which cannot be resolved by discussion with your employer, this procedure should be followed:

Step 1 - the employee sets out in writing his or her grievance with the employer

Step 2 - the employer arranges a meeting to discuss the employee's grievance, within 10 working days. The employee has the right to be accompanied by a work colleague or Trade Union representative. At the end of the meeting, the employer informs the employee of the decision and the employee's right of appeal.

Step 3 - the employee tells the employer if he or she wants to appeal. If an appeal is requested, a further meeting is arranged, within 10 working days, before an appeal panel or different senior manager. The employee has the right to be accompanied. At the appeal meeting the employee is told the employer's decision.

At the appeal stage of the grievance procedure, it is good practice for the appeal panel to consist of a senior or different manager, to have the appeals heard by someone who was not involved in dealing with the issue concerned, and an independent expert.

## EXPECTED STAFF BEHAVIOUR

Within our nursery we expect our staff to:

- Put our children first, their safety, welfare and ongoing development is the most important part of their role
- Behave as a positive role model for the children in their care by remaining professional at all times and demonstrating caring attitudes to all
- Work as part of the wider team, cohesively and openly
- Be aware of their requirements under CIW - and the nursery policies and procedures designed to keep children safe from harm.
- Provide a range of experiences, including freely chosen, unstructured and self-directed play, that contribute to their emotional, physical, social, intellectual, language and creative development, ensuring children feel secure, happy and comfortable with their carers and in their environment, and their rights are respected.
- Ensure that the principles of the Foundation Phase for 3-7 year olds are understood and applied in a way appropriate to the age, abilities and stage of development of children in their care and the nature of the provision.
- React appropriately to any safeguarding concerns quickly and concisely in accordance to the nursery / Local authority procedures and training received
- Not share any confidential information relating to the children, nursery or families using the facility
- Maintain the public image of the nursery and do nothing that will pull the setting into disrepute
- Ensure that parental relationships are professional and external social relationships are not forged. If a relationship exists prior to the child starting at the setting, discussions with management will be held to ensure the relationship remains professional.
- Adhere to the Mobile Phone and Social Networking policy
- Report to management immediately any changes in personal life that may impact on the ability to continue the role. These may include (but not limited to) changes in police record, medication, people living in the same premises, any social service involvement with their own children.

## MONITORING STAFF BEHAVIOUR

Within the nursery we:

- Conduct termly ECERS/ITERS observations using senior staff and management, during which we will look at interactions with children and their peers
- Conduct peer supervisions

- Have regular supervisions with all staff in which ongoing suitability will be monitored and recorded
- Use a whistleblowing policy that enables team members to discuss confidentially any concerns about their colleagues
- Operate staff suitability forms and clauses in staff contracts to ensure any changes to their suitability to work with children are reported immediately to management
- Ensure all new staff members are deemed suitable with the appropriate checks as detailed in the safeguarding policy.

Some behaviours that may cause concern and will be investigated further:

- Change in moods
- Sudden change in religious beliefs / cultural beliefs (may be a sign of radicalisation)
- Changes in the way of acting towards the children or the other members of the team (becoming more friendly and close, isolation, avoidance, agitation etc.)
- Sudden outbursts
- Becoming withdrawn
- Secretive behaviours
- Missing shifts, calling in sick more often, coming in late
- Standards in work slipping
- Extreme changes in appearance.

#### Procedures to be followed:

If we have a concern about changes in staff behaviour within the nursery, an immediate meeting will be called with the individual and a member of management to ascertain how the person is feeling. We will aim to support the staff wherever possible and will put support mechanisms in place where appropriate.

Ultimately, we are here to ensure all staff are able to continue to work with the children as long as they are suitable to do so, but if any behaviours cause concern about the safety or welfare of the children then the procedure on the safeguarding policy will be followed as in the case of allegations against a team member and the Local Authority Designated officer (LADO) will be called and CIW informed.

All conversations, observations and notes on the staff member will be logged and kept confidential.

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Date of review.....

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## The Owl and Pussycat Nursery Staff working with their own children or close relation

At The Owl and Pussycat Nursery we understand the potential stresses of staff returning to work after having a baby or working in the same environment as your child or a close relation. We wish to support all employees in this position and request the member of staff meet with the Nursery Manager to discuss the needs of all parties.

We believe our staff should remain neutral and treat all children with the same regard. It is generally not appropriate for staff to care for their own children or those of a close relative whilst working in the nursery. However, we will endeavour to accommodate the wishes of any staff member with a child or close relative in the nursery and come to an agreement which suits us all.

- Where staff are positioned in the same room as their child or close relation, an agreed set of guidelines will be adopted by both the nursery and the member of staff setting out the expectations of working with their child/close relation
- Where this agreement is not working or is impacting on the care of the child or other children in the room, the Manager will reassess the situation
- Staff caring for another staff member's child will treat them as they would any other parent/child. No special treatment will be offered to any child or parent who has connections with the nursery

Where the care of the children in the room is impacted upon because of the staff's relationship with their child or close relation:

- It will be the staff member that moves room, and not the child. This will enable the child to be in the appropriate age/stage group and to continue to forge consistent relationships with other children in this group
- Where the staff member is in another room, there will be an agreement between the staff member, Manager and Room Leader about contact with the child during the nursery day. Although we do not want to restrict a parent seeing their child, we must consider the

room routine and the upset a visit may cause the child when their parent leaves the room again

- If there are staff shortages resulting in the movement of staff, the staff member will be placed in a different room to that of their child or close relation, wherever possible
- Where a staff member's baby requires breastfeeding, the Nursery will adapt the above guidelines to suit both the baby's and mother's needs. Cover will be provided during this time.

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## The Owl and Pussycat Nursery Students

At The Owl and Pussycat Nursery we are committed to sharing good practice with those wishing to pursue a career in childcare. We welcome students to join our staff team and gain work experience within our nursery. We will accept 2 students at a time (1 in our baby room and 1 in toddlers or preschool) as more students than this places undue pressure on staff. We do, however, accept small groups or occasional placements when research or studies are being carried out that will be of benefit to childcare.

We will only offer placements to students who are associated with a recognised child-related course, or on occasions, pupils from local secondary schools on work experience. We offer placements only after discussions with the appropriate tutors and the establishment of close links with the college or school.

Students will attend a pre-visit the nursery for an informal interview, followed by their student induction and nursery tour. At this time students will have the opportunity to read and discuss relevant health and safety policies, receive a copy of the Student Handbook and sign their contract in readiness for their first day.

Our policy for those on placements is as follows:

- All students will have an enhanced Disclosure and Barring Service (DBS) check before their placement begins (unless they are on a short work placement through school)
- All students will wear a name badge with "Student" on it
- All students are assigned to a senior member of staff who will supervise their work and explain the health, safety and fire procedures of the nursery
- Students will be supervised at all times by the member of staff assigned to them and will not be left alone with the children. They will only change nappies under supervision
- Students will be supported to understand nursery policies and procedures, and keep to our confidentiality policy
- It is expected that during the student's placement, their tutor will visit the nursery or have verbal communication with the member of staff

supervising the student to receive feedback about the student's progress

- Students will be offered support and guidance throughout their placement and given constructive honest feedback in respect of their performance. Staff will respect individual students' needs and abilities
- An accurate evaluation of ability and performance for both students and training providers will be provided and the nursery will support students who are experiencing difficulties with action plans if needed
- Students are expected to compile a personal profile with their photo to put on the parent notice board. This profile must include their name, age, course they are studying, and a bit of information about themselves
- All students on placement must adhere to the same codes of conduct as permanent staff including time-keeping and dress codes
- All students are expected to contribute fully to the nursery routine and to spend some time in every area.

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## The Owl and Pussycat Nursery Suitability of Staff

At The Owl and Pussycat Nursery we are committed to ensuring that all staff, including students, are suitable to work with children. We have systems in place to ensure all staff are suitable to work with or be in regular contact with children. 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 by staff who already hold an enhanced check at all times 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:

- Take children for toilet visits or change nappies unless supervised by registered staff holding an enhanced check
- Be left unsupervised in a room or outside with children
- Administer medication
- Administer first aid
- Have unsupervised 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 of staff 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 his or her 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.

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## The Owl and Pussycat Nursery Sun care

At The Owl & Pussycat Nursery we are committed to ensuring that all children are fully protected from the dangers of too much sun/UV rays. Severe sunburn in childhood can lead to the development of malignant melanoma (the most dangerous type of skin cancer) in later life. We follow guidance from the weather and UV level reports and use the following procedures to keep children safe and healthy in the sun:

- Key workers will work with the parents of their key children to decide and agree on suitable precautions to protect children from burning
- Children must have their own labelled high factor sun cream with prior written consent for staff to apply. This enables children to have sun cream suitable for their own individual needs. Staff must be aware of the expiry date and discard sunscreen after this date
- Children's safety and welfare in hot weather is the nursery's prime objective so staff will work closely with parents to ensure all appropriate cream and clothing is provided
- Staff will make day-to-day decisions about the length of time spent outside depending on the strength of the sun
- Children will always have sun cream applied before going outside in the hot weather and at frequent intervals during the day
- Children are encouraged to drink cooled water more frequently throughout sunny or warm days and this will be accessible both indoors and out
- Children are made aware of the need for sun hats, sun cream and the need to drink more fluids during their time in the sun
- We have a covered canopy area to ensure children are still able go out in hot weather, cool down or escape the sun should they wish or need to.

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## The Owl and Pussycat Nursery Supervisions Policy

As part of our culture of safeguarding and continuous improvement we implement supervisions for all our staff following their induction and probationary period. Supervisions and appraisals are the most effective ways of ensuring staff deliver a high standard of service to children and families, carry out their duties according to policy and procedures, and meet targets set. Supporting staff through supervision improves working practices and contributes to better service delivery and outcomes for children and families.

Supervisions provide opportunities for staff to:

- Discuss any issues- particularly concerning a child's development or well-being
- Identify solutions to address issues as they arise
- Receive coaching to improve their personal effectiveness

Supervision meetings will take place every 2 months. Supervisions will take place in a private area, for example the staff room. The Deputy Manager or Manager will be responsible for ensuring all staff receive these regular, effective supervisions. A template form will be used to ensure fairness and consistency across the nursery. This clearly sets out who does what and the time frame i.e. What the Manager is responsible for and what the staff member needs to do. Staff have a responsibility to ensure that they are available for supervision meetings and that any necessary paperwork is complete.

There may be times when supervisions may be increased for members of staff as and when needed. It is the responsibility of the Manager to plan time to ensure that all staff have supervisions. Information shared in supervision meetings is confidential and only available for management to view.

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## The Owl and Pussycat Nursery Supervision of Children Policy

At The Owl & Pussycat Nursery we aim to protect and support the welfare of the children in our care at all times. The nursery manager is responsible for all staff, students and relief staff receiving information on health and safety policies and procedures in the nursery in order to supervise the children in their care suitably.

### SUPERVISION

We ensure that children are supervised adequately at all times, whether children are in or out of the building through:

- Making sure that every child is always within the sight and/or hearing of a suitably vetted member of staff
- Monitoring staff deployment across the setting regularly to ensure children's needs are met
- Ensuring children are fully supervised at all times when using water play/paddling pools as we are aware that children can drown in only a few centimetres of water
- Taking special care when children are using large apparatus e.g. a climbing frame, and when walking up or down steps/stairs, including having one member of staff supervising large outdoor play equipment at all times
- Making sure staff recognise and are aware of any dangers relating to bushes, shrubs and plants when on visits/outdoors
- Supervising children at all times when eating; monitoring toddlers and babies closely and never leaving babies alone with a bottle. Babies are always bottle fed by a member of staff
- Supervising sleeping babies/children and never leaving them unattended
- Never leaving babies/children unattended during nappy changing times
- Supervising children carefully when using scissors or tools including using knives in cooking activities
- Increasing staff: child ratios during outings to ensure supervision and safety
- Strictly following any safety guidelines given by other organisations or companies relating to the hire of equipment or services e.g. hire of a bouncy castle and a member of staff MUST supervise the children at all times.

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## The Owl and Pussycat Nursery Supervision of Visitors Policy

At The Owl & Pussycat Nursery we aim to protect the children in our care at all times. This includes making sure any visitors to the nursery are properly identified and supervised.

All visitors must sign the visitors' book on arrival and departure. Where applicable, visitors' identity should be checked, e.g. CIW inspectors or colleagues attending in a professional capacity such as speech and language therapists. Visitors are informed of any relevant policies including the fire evacuation policy and mobile phone policy. A member of staff must accompany visitors in the nursery at all times while in the building; at no time should a visitor be left alone with a child unless under specific circumstances arranged previously with the manager.

### SECURITY

- Staff must check the identity of any visitors they do not recognise before allowing them into the main nursery. Visitors to the nursery must be recorded in the Visitors' Book and accompanied by a member of staff at all times while in the building
- All external doors must be kept locked at all times and external gates closed. All internal doors and gates must be kept closed to ensure children are not able to wander
- Parents, visitors and students are reminded not to hold doors open or allow entry to any person, whether they know this person or not. Staff within the nursery should be the only people allowing external visitors and parents entry to the nursery

The nursery will under no circumstances tolerate any form of harassment from third parties, including visitors, towards others, including children.

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## The Owl and Pussycat Nursery Sustainable Practice

At The Owl & Pussycat Nursery we value our environment. In order to keep our earth safe and healthy for our children we closely monitor the management of our waste and its disposal in accordance with local authority requirements.

Staff are made aware of the need to minimise energy waste and the nursery uses appropriate measures to save energy including:

- Turning off lights and appliances when not in use
- Fitting timers on the lights in the kitchen and bathroom
- Using energy saving wash cycles on the washing machine
- Hanging washing out to dry instead of using the tumble drier whenever possible
- Emailing important information out to parents instead of printing where possible

The nursery recycles paper, card, plastics and tins through Wastesavers and ensure that where possible other sources of waste are recycled to reduce the effect on the environment. We recycle our print cartridges by returning them to our local stationery shop.

Where age/stage appropriate, we help children to understand the importance of sustainable lifestyles including how to be healthy as well as recycling, energy saving etc. We have a recycling system in our preschool room with a designated "Recycler of the week" to help recycle paper and card in the nursery. We reuse recyclable items such as cardboard boxes for play activities.

This policy is reviewed annually and is carefully considered in the best interests of the children, nursery and the environment.

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## The Owl and Pussycat Nursery Transitions

At The Owl & Pussycat Nursery we recognise that young children will experience many transitions in their early years; some of these planned and some unplanned. We are sensitive to the impact of such changes to children and this policy sets out the ways in which we support children going through these transitions.

Some examples of transitions that young children and babies may experience are:

- Starting nursery
- Moving between different rooms within the nursery
- Starting school or moving nurseries
- Family breakdowns
- New siblings
- Moving home
- Death of a family member or close friend
- Death of a family pet

Staff are trained to observe their key children and as to be sensitive to any changes in their behaviour and personality. We respectfully ask that parents inform us of any changes in the home environment that may impact on their child so staff can be aware of the reasons behind any potential changes in the child's behaviour.

### STARTING NURSERY

We recognise that starting nursery may be difficult for some children and their families. We have a settling in policy to support the child and their family.

### MOVING ROOMS PROCEDURE

When a child is ready to move to a different room in the nursery, we follow the process set out below and work with the parents to ensure this is a seamless process in which the child is fully supported at all stages.

- The child will spend short sessions in their new room prior to the permanent move to enable them to feel comfortable in their new surroundings

- Wherever possible the child's key worker will go with the child on these initial visits to enable a familiar person to be present at all times
- Wherever possible groups of friends will be moved together to enable these friendships to be kept intact and support the children with the peers they know
- Parents will be kept informed of all visits and the outcomes of these sessions e.g. through photographs, discussions or diary entries
- Only when the child has settled in through these taster sessions will the permanent room move take place. If a child requires more support this will be discussed between the key worker, parent, manager and room leader of the new room to agree how and when this will happen. This may include moving their key worker with them on a temporary basis.

#### STARTING SCHOOL OR MOVING CHILDCARE PROVIDERS

Starting school is an important transition and some children may feel anxious or distressed. We will do all we can to facilitate a smooth move and minimise any potential stresses. We have a variety of methods that support this:

- We will provide a variety of resources that relate to starting school. This will help the children to become familiar with this new concept and will aid the transition
- We will invite school representatives into the nursery to introduce them to the children
- We produce a comprehensive report on every child starting school to enable teachers to have a good understanding of every child received. This will include their interests, strengths and level of understanding and development in key areas. This will support continuity of care and early learning.

#### FAMILY BREAKDOWNS

We recognise that when parents separate it can be a difficult situation for all concerned. We have a separated families' policy that, shows how the nursery will act in the best interest of the child.

#### MOVING HOME AND NEW SIBLINGS

We recognise that both these events may have an impact on a child. Normally, parents will have advance notice of these changes and we ask parents to let us know about these events so we can support the child to be prepared. The key worker will spend time talking to the child and providing activities that may help the child to act out any worries they have, e.g. through role play, stories and discussions.

**BEREAVEMENT**

We recognise that this may be a very difficult time for children and their families and have a separate policy on bereavement which we follow to help us offer support to all concerned should this be required.

If parents feel that their child requires additional support because of any changes in their life, we ask that you speak to the Nursery Manager and the key worker to enable this support to be put into place.

Signed on behalf of the Nursery.....Date.....  
Date of review.....

The Owl and Pussycat Nursery is a trading name of Caerleon Kids First Ltd.,  
Company no. 08671607, Registered office address 33 Backhall St, Caerleon,  
Newport NP181AR



## The Owl and Pussycat Nursery

### Use of dummies in nursery

At The Owl & Pussycat Nursery we recognise that a dummy can be a source of comfort for a child who is settling and/or upset, and that it may often form part of a child's sleep routine.

We also recognise that overuse of dummies may affect a child's language development as it may restrict the mouth movements needed for speech. As babies get older they need to learn to move their mouths in different ways, to smile, to blow bubbles, to make sounds, to chew food and eventually to talk. As babies move their mouths and experiment with babbling sounds they are learning to make the quick mouth movements needed for speech. The more practice they get the better their awareness of their mouths and the better their speech will be.

Our nursery will:

- Discuss the use of dummies with parents as part of babies' individual care plans
- Only allow dummies for comfort if a child is really upset (for example, if they are new to the setting, are teething or unwell, or going through a transition) and/or as part of their sleep routine
- Store babies dummies in labelled containers on their pegs when not in use
- Immediately clean or sterilise any dummy or bottle that falls on the floor or is picked up by another child.

When discouraging the dummy staff will:

- Make each child aware of a designated place where the dummy is stored
- Comfort the child and if age/stage appropriate explain in a sensitive and appropriate manner why they do not need their dummy
- Distract the child with other activities and ensure they are settled before leaving them to play
- Offer other methods of comfort such as a toy, teddy or blanket
- Explain to the child they can have their dummy when they go home or at sleep time.

We will also offer support and advice to parents to discourage dummy use during waking hours at home and suggest ways which the child can be weaned off their dummy through books and stories (when appropriate).

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Date of review.....

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## The Owl and Pussycat Nursery Vaccinations Policy

At The Owl & Pussycat Nursery we expect that children are vaccinated in accordance with the government's health policy and their age. We ask that parents inform us if their children are not vaccinated so that we can manage any risks to their own child or other children/staff/parents in the best way possible. The nursery manager must be aware of any children who are not vaccinated within the nursery in accordance with their age.

We make all parents aware that some children may not be vaccinated in the nursery due to their age, medical reasons or parental choice. Our nursery does not discriminate against children who have not received their immunisations and will not disclose individual details to other parents. However, we will share the risks of infection if children have not had immunisations and ask parents to sign a disclaimer.

We record, or encourage parents to record information about immunisations on children's registration documents and we update this information as and when necessary, including when the child reaches the age for the appropriate immunisations.

### STAFF VACCINATIONS POLICY

It is the responsibility of all staff to ensure they keep up to date with their vaccinations for:

- Tetanus
- Tuberculosis
- Rubella
- Hepatitis
- Polio

and keep the nursery informed.

If a member of staff is unsure as to whether they are up to date, then we recommend that they visit their GP or practice nurse for their own good health.

EMERGENCY INFORMATION

We keep emergency information for every child and update it every six months with regular reminders to parents in newsletters, and at parents' evenings.

Signed on behalf of the Nursery.....Date.....  
Date of review.....

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## The Owl and Pussycat Nursery Visits and Outings Policy

At The Owl & Pussycat Nursery we offer children a range of local outings including walks and visits off the premises. We believe that planned outings and visits complement and enhance the learning opportunities inside the nursery environment and extend children's experiences. We always seek parents' permission for children to be included in such outings.

### PROCEDURES

Visits and outings are carefully planned using following guidelines, whatever the length or destination of the visit:

- A pre-visit checklist, full risk assessment and outings plan will always be carried out by a senior member of staff before the outing to assess the risks or hazards which may arise for the children, and identify steps to be taken to remove, minimise and manage those risks and hazards. We will endeavour to visit the venue prior to the visit. This will ensure that the chosen venue is appropriate for the age, stage and development of the children
- Written permission will always be obtained from parents before taking children on trips
- We provide appropriate staffing levels for outings dependent on an assessment of the safety and the individual needs of the children. At least one member of staff will hold a valid and current paediatric first aid certificate
- A fully stocked first aid bag will always be taken on all outings along with any special medication or equipment required
- A completed trip register together with all parent and staff contact numbers will be taken on all outings
- Regular headcounts will be carried out throughout the outing. Timings of headcounts will be discussed in full with the nursery manager prior to the outing
- All staff will be easily recognisable by other members of the group; they will wear the nursery uniform and high visibility vests/jackets
- We will ensure staff can easily identify children by the use of a wristband. The child's name, nursery name and contact phone number will be put on the wristband.
- A fully charged nursery mobile phone will be taken as a means of emergency contact

- In the event of an accident, staff will assess the situation. If required, the group will return to nursery immediately and parents will be contacted to collect their child. In the event of a serious accident an ambulance will be called at the scene, as well as parents being contacted. One member of staff will accompany the child to the hospital, and the rest of the group will return to the nursery.

#### RISK ASSESSMENT/OUTINGS PLAN

The full risk assessment and outing plan will be displayed for parents to see before giving consent. This plan will include details of:

- The name of the designated person in charge - the outing leader
- The name of the place where the visit will take place
- The estimated time of departure and arrival
- The number of children, age range of children, the ratio of staff to children, children's individual needs and the group size
- The equipment needed for the trip, i.e. first aid kit, mobile phone, coats, safety reins, pushchairs, rucksack, packed lunch etc.
- Staff contact numbers
- Method of transportation and travel arrangements (including the route)
- Emergency procedures
- The name of the designated first aider and the first aid provision
- Links to the child's learning and development needs if deemed necessary.

#### USE OF VEHICLES FOR OUTINGS

- All staff members shall inform parents in advance of any visits or outings involving the transportation of children away from the nursery
- The arrangements for transporting children will always be carefully planned and where necessary additional people will be recruited to ensure the safety of the children. This is particularly important where children with disabilities are concerned
- All vehicles used in transporting children are properly licensed, inspected and maintained. Regular checks are made to the nursery vehicle e.g. tyres, lights etc. and a logbook of maintenance, repairs and services is maintained
- Drivers of vehicles are adequately insured
- All vehicles used are fitted to the supplier's instructions with sufficient numbers of safety restraints appropriate to the age/weight of the children carried in the vehicle. Any mini buses/coaches are fitted with 3-point seat belts

- When we use a mini bus, we check that the driver is over 21 years of age and holds a Passenger Carrying Vehicle (PCV) driving licence. This entitles the driver to transport up to 16 passengers
- When children are being transported, we maintain ratios.

When planning a trip or outing using vehicles, records of vehicles and drivers including licenses, MOT certificates and business use insurance are checked.

If a vehicle is used for outings the following procedures will be followed:

- Ensure seat belts, child seats and booster seats are used
- Ensure the maximum seating is not exceeded
- All children will be accompanied by a registered member of staff
- No child will be left in a vehicle unattended
- Extra care will be taken when getting into or out of a vehicle

#### LOST CHILDREN

In the event of a child being lost, the Lost Child Procedure will be followed. Any incidents or accidents will be recorded in writing and CIW will be contacted and informed of any incidents.

There may be opportunities for parents to assist on outings. The manager will speak to parents prior to the visit regarding health and safety and code of conduct.

Signed on behalf of the Nursery.....Date.....

Date of review.....

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# The Owl and Pussycat Nursery Volunteers

At The Owl and Pussycat Nursery we recognise the benefits that volunteers bring to the nursery. In return we hope to give volunteers an opportunity to share their skills in a different environment and to undertake new experiences.

## STATUS OF VOLUNTEERS

A volunteer is not an employee and will not have a contract of employment with the nursery. We will, however, insist that the volunteer follows all nursery procedures in the same manner as a paid employee to ensure consistency, safety and quality of care and early learning for the children. Volunteers will be supervised at all times.

## ENHANCED DISCLOSURE AND BARRING SERVICE (DBS) CHECK

All volunteers will have suitability checks conducted in the same way as paid employees. This will include an enhanced DBS check. These checks will be conducted before any volunteer starts their time within the nursery.

## TRAINING

Volunteers will be offered training and/or support as appropriate. We will provide any training and support required for the role, including safeguarding children and health and safety training. The purpose of this is to enable the volunteer to be supported and enhance their development in their voluntary role within our team.

## POLICIES AND PROCEDURES

Volunteers are expected to comply with all the Nursery's policies and procedures. The volunteer's induction process will include an explanation of this.

## CONFIDENTIALITY

Volunteers should not disclose information about the Nursery, staff, children and families as stated in the Confidentiality Policy and should follow the Nursery's confidentiality procedures at all times.

## VOLUNTEER'S INDUCTION PACK

On commencing their volunteer work, the volunteer will be given a pack containing:

- General information about the nursery
- A copy of the volunteering policy
- A confidentiality statement which will require reading, signing and returning to the nursery manager
- Details of access to all nursery relevant policies and procedures.

Signed on behalf of the Nursery.....Date.....

Date of review.....

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## The Owl and Pussycat Nursery Whistleblowing Policy

At The Owl & Pussycat Nursery we expect all our colleagues to be professional at all times and hold the welfare and safety of every child as their paramount objective. We recognise that there may be occasions where this may not happen and we have in place a procedure for staff to disclose any information that suggests children's welfare and safety may be at risk. We expect all team members to talk through any concerns they may have with the nursery manager at the earliest opportunity to enable any problems to be resolved as soon as they arise.

### LEGAL FRAMEWORK

The Public Interest Disclosure Act 1998 commonly referred to as the 'Whistleblowing Act', amended the Employment Rights Act 1996 to provide protection for employees who raise legitimate concerns about specified matters. These are called 'qualifying disclosures'. On 25 June 2013 there were some legal changes to what constitutes a 'qualifying disclosure'.

A qualifying disclosure is one made in the public interest by an employee who has a reasonable belief that:

- a criminal offence
- a miscarriage of justice
- an act creating risk to health and safety
- an act causing damage to the environment
- a breach of any other legal obligation or
- concealment of any of the above
- any other unethical conduct

is being, has been, or is likely to be, committed.

Qualifying disclosures made before 25 June 2013 may have been made 'in good faith'; they do not have to have been made 'in the public interest.'

(Disclosures made after 25 June 2013 do not have to be made 'in good faith'; however, if they are made 'in bad faith' this may affect the value of any compensation award by up to 25%).

The Public Interest Disclosure Act has the following rules for making a protected disclosure:

- you must believe it to be substantially true

- you must not act maliciously or make false allegations
- you must not seek any personal gain
- from 25 June 2013, the disclosure must be made in the public interest.

It is not necessary for the employee to have proof that such an act is being, has been, or is likely to be, committed - a reasonable belief is sufficient.

#### DISCLOSURE OF INFORMATION

If, in the course of your employment, you become aware of information which you reasonably believe indicates that a child is/may be or likely to be in risk of danger and/or one or more of the following may be happening, you **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. NMS)
- That a miscarriage of justice 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, has been, is being, or is likely to be, deliberately concealed.

#### DISCLOSURE PROCEDURE

- If this information relates to children the Safeguarding Children policy should be followed
- Where you reasonably believe one or more of the above circumstances listed above has occurred you should promptly disclose this to your manager so that any appropriate action can be taken. If it is inappropriate to make such a disclosure to your manager (i.e. because it relates to your manager) you should speak to the deputy manager
- Employees 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, employees should speak in confidence to the nursery manager
- 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 employee who is involved in victimising employees who make a disclosure, takes any action to deter employees 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 management employee who inappropriately deals with a whistleblowing 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
- We give all of our staff the telephone numbers of the Newport Safeguarding Children Board (NSCB) and CIW so all staff may contact them if they cannot talk to anyone internally about the issues/concerns observed.

Signed on behalf of the Nursery.....Date.....  
Date of review.....

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# The Owl and Pussycat Nursery Contract with Parents/Guardians

THIS CONTRACT IS BETWEEN:

The Owl and Pussycat Nursery, a trading name of Caerleon Kids First Ltd,  
company number 08671607, the principal address of which is Church St,  
Caerleon NP181AW

AND (name and address of parent/guardian)

.....  
.....  
.....

Name of child or children:

.....

## OUR CURRENT FEES (January 2019 - January 2020)

FULL DAY SESSION	£46 (8-6)
AM SESSION	£28 (between 8-1)
PM AFTERNOON SESSION	£26 (between 1-6)
EARLY START	£3 (7.30-8, pre-booked only)
EXTRA HOUR	£5 (only for half day sessions)
Late collection fee (after 1/6pm)	£6 per child per hour

## DISCOUNTS

10% discount for full time year-round places (5 days a week) *unless in receipt of childcare funding*

10% discount for second child when 2 children attending at the same time

Please indicate the childcare you require:

	Mon	Tues	Wed	Thurs	Fri
Full day 8-6					
AM 8-1					
PM 1-6					
Early start (7.30-8)					

Please indicate whether you would like a 48-week term time or a 51-week year-round contract:

- 48-week contract (spaces limited, minimum 2 days a week, 4 weeks holidays must be taken in full week blocks and in school holidays only)
- 51-week contract (1 week off at Christmas, minimum 2 full days/4 half days a week)

Please write down your preferred start date:

.....

#### TERMS AND CONDITIONS

#### REGISTRATION

The Owl and Pussycat Nursery requires a £60 deposit to be paid to secure your child's place at the Nursery. £50 is refundable off your last month's fees when your child leaves the nursery, as long as you provide us with one month's written notice, and there are no fees outstanding.

If you wish to confirm a place for a sibling, we require you to fill out a registration form and pay a £10 non-refundable administration fee.

#### STARTING AT THE NURSERY

We understand that children and their parents have to make emotional adjustments when starting at a nursery. Please be aware that some children will take longer to settle than others, and the Nursery staff are there to help you with this process.

At The Owl and Pussycat Nursery we feel it is important for all children to have free settling in sessions before they join the nursery. We suggest that a parent accompanies their child for a short introduction session of up to an hour where the parents can talk to the staff about their child's needs and their routine. We then will plan more settling in sessions lasting approximately

1-2 hours over a period of 2 weeks, dependent on individual needs, age and stage of development. Parents are welcome to stay with their child during these sessions, although we do encourage you to slowly build up the amount of time your child is spending without you at nursery. Our aim is that on your first day of leaving your child at the nursery, you will feel happy, reassured and confident that your child is content and well cared for.

All children are allocated a Key Worker when they start nursery, who will build up a special relationship with you and your child, and help with the settling in process. All information gathered from you during your child's settling in sessions will be shared with the rest of the team working in your child's room, so that your child's individual needs are fully understood and catered for.

## FEES

Fees are collected one month in advance by cash, standing order or childcare vouchers. An invoice will be presented at the end of each month for the next month's fees. Fees must be then paid on the first Monday that they are due. Payment for extra sessions must be made on the day required. We reserve the right to charge a £25 late payment charge.

Our fees are based on a weekly rate for 51 weeks a year (we are closed the week between Christmas and New Year) and divided into 12 equal months. If your child is absent from nursery or if the nursery has to close for reasons beyond our control (i.e. severe weather conditions) full fees are still payable. You will receive one full weeks holiday refund a year for children attending nursery year round, providing at least a months notice has been given (holidays will be based on child's attendance over one week, so if they attend two days a week they will have two days holiday). To receive this refund children must not attend nursery the week of their intended holiday. Our fees will be reviewed every year in April; a month's notice will be given of any changes to our fee structure. We reserve the right to withhold and/or cancel a child's place at nursery if fees are owing. We do not allow swapping of days unless it is permanent and there is availability; we will try to accommodate swapping of days in cases of emergency or under special circumstances.

## HOURS

The Nursery opening hours are 7.30am to 6pm Monday to Friday, except for Bank Holidays and Christmas week. Children must be collected no later than 6pm. If you think you are going to be running late please call the nursery at

the earliest possible convenience. If you collect your child after 6pm we reserve the right to charge a late collection fee of £6 per child per half hour.

We require each child to register for a minimum of two full days or four half-day sessions a week. You are required to give us one month's notice of a reduction in the number of sessions you require.

## CHILDCARE OFFER AND EDUCATION FUNDING

Preschool children can receive up to 30 hours a week combined education and childcare funding, the term after the 3<sup>rd</sup> birthday. This funding is made up of either 10 hours a week education funding in a non-maintained (private nursery) setting or 12.5 hours a week in a school nursery setting during term time. The additional 20 hours or 17.5 hours childcare funding can be used in a private nursery for 48 weeks of the year. Our education sessions run as part of our normal day and are for 2 hours between 9-11 Monday to Friday. To be eligible for education funding your child needs to attend a minimum of *3 AM or full day sessions a week*. If your child attends 3 days you will receive 6 hours education funding, 4 days 8 hours education and 5 days the full 10 hours funding.

To be eligible for the remaining childcare hours (up to 20 maximum), both parents need to be working at least 16 hours a week and earning at least the National Minimum Wage, but less than £100,000 a year.

*Please note the funding is intended to cover the costs of providing education and care but does not include or cover additional costs such as food, so you will still need to pay a small additional daily charge.*

## ARRIVAL AND COLLECTION

At The Owl and Pussycat Nursery the safety of our children is paramount. When you arrive to drop off your child at nursery, please bring your child into the main room and speak to a member of staff. Please let us know if there is anything that we should be aware of, such as:

- If your child has been unwell or has been given medication in the last 12 hours
- If your child has had a poor night's sleep or a late night and therefore might be in need of a nap or quiet time
- If your child has had any accidents or injuries that staff should be aware of. We may require you to fill out an existing injuries form for any injuries we consider severe such as a bad knock to the head or broken bones

- Anything else that you think might be relevant or might affect your child's day

When you come to collect your child, please be aware that our staff will only release children to persons authorized to collect them. The nursery must be notified if someone different from normal is coming to collect a child and a password will be required. If nursery staff do not recognise the person coming to collect a child, they will ask for the child's password. If the person collecting cannot provide the password, we will not release the child into their care until contact has been made with a parent/carer.

## SICKNESS

If your child is not well, please do not send them to nursery until they are better. No child will be received into the nursery if they are showing any signs of the following:

- Sickness
- Diarrhoea
- Any infectious illness/condition

Please keep your child off nursery for 48 hours after the last bout of sickness or diarrhoea. This is to safeguard cross infection between the ill or infected child and all the other children and staff at the Nursery. A copy of our infection control policy is available from the Nursery Manager.

In the event of your child becoming ill whilst at nursery, every effort will be made to contact their parents/guardians for them to pick the child up or discuss the action needed immediately. If a parent/guardian cannot be contacted the emergency contact will be called.

In the event of a serious accident or illness, the Manager will ensure that your child receives qualified medical attention as soon as possible. Parents will be informed immediately.

## OUTDOOR PLAY

It is our policy that all children will have daily access to our garden. Please ensure that children are dressed appropriately for the weather conditions i.e. coats and hats in winter and sun hats in summer.

## ADMINISTRATION OF MEDICATION

A parent/guardian must give prior written permission for nursery staff to administer any medication to your child. However we will accept written

permission once for a whole course of medication or for the on-going use of a particular medication. Please ask to see our Medication policy for more details.

## DIETARY NEEDS

Please let the Nursery Manager know if your child has any allergies as diagnosed by a doctor or dietician. You may be asked to provide written medical evidence of the child's suspected or known allergy from a medical practitioner/GP.

Please also let us know if there are any foods your child does not eat because of cultural or religious requirements. We will work with you to provide suitable food for your child, and all reasonable care will be taken to ensure your child does not come into contact with certain foods.

## BEHAVIOUR MANAGEMENT

At The Owl and Pussycat Nursery we work in partnership with children's parents and carers who are regularly informed about their child's behaviour.

Positive behaviour management is used throughout the nursery and children will be encouraged to understand the concept of good behaviour by the positive use of praise and reward. We will set clear boundaries according to the children's ages and developmental needs and ensure that we provide a loving, caring and stimulating environment in order to meet the fundamental needs of the children. We shall be kind, but firm, without raising our voices. Physical punishment will be neither threatened nor used, and we ask that parents also respect this while in the nursery.

Parents will always be consulted if there are areas of concern e.g. persistent biting or acting out. An action plan will be drawn up and followed through in an effort to rectify the situation. This can be a very difficult time for parents so we feel it is important that such a plan be seen as a positive step forward in helping manage their child's behaviour. Please refer to our Behaviour Management Policy for more information.

## POTTY TRAINING

We will work in conjunction with parents during potty training. If you have a method that has been working for you, please let us know and we will do our best to adopt it for your child. Should you discontinue potty training at home, please let us know. If a child shows no interest in potty training, we

will discuss this with you and probably choose to discontinue and try again at a later date.

## SAFEGUARDING

The nursery is under an obligation to report to the appropriate authorities any incident where we consider a child may have been abused, neglected or in some other way harmed either physically or emotionally. This may be done without informing the parent or carer, in accordance with our Safeguarding Children Policy.

## ADDITIONAL LEARNING NEEDS AND DISABILITY

At The Owl and Pussycat Nursery we cater for all children with additional learning needs and disabilities. We are always happy to discuss parents' concerns before their child starts at the Nursery and any issue will be handled sensitively. We will work as a team with parents, giving support and seeking professional advice when necessary. Staff observations of a child's behaviour and performance provide vital information should specialist help be sought and we are committed to providing a helpful and positive role. We have a more detailed policy on Additional Needs, and our Additional Learning Needs Coordinator is Aneesa Ayub.

## EQUAL OPPORTUNITIES

We operate an Equal Opportunity Policy, which means all children and their families will be respected and their individuality and potential recognised, valued and nurtured. No child will be excluded from the Nursery on the grounds of class, disability, colour, ethnic origin, culture, religion or belief.

In order to promote equal opportunities we aim to provide resources and experiences that will allow children to explore, acknowledge and value similarities and differences between themselves and others. We have a more detailed policy on Equal opportunities; please ask if you wish to read it.

## POLICIES AND PROCEDURES

All our policies and procedures are available for you to view on our nursery website [www.theowlnursery.co.uk](http://www.theowlnursery.co.uk). There are also paper copies in a folder available to view on the main desk in the nursery.

## COMPLAINTS

We ask you to discuss any questions, queries or concerns you have regarding the Nursery with the Nursery Manager or Deputy Manager. We will endeavour to resolve the matter as soon as possible. We have a written complaints procedure in the Parents Information file and on our website should you feel you need to make a written complaint. If you are not happy with how we deal with your complaint, you are welcome to contact CIW to discuss concerns at: Care Inspectorate Wales (CIW), South East Wales Region, Government Buildings, Rhydycar, Merthyr Tydfil, CF48IUZ. Their phone number is 0300 7900126.

I have read, understood and agreed to the terms and conditions of The Owl and Pussycat Nursery Parent Contract:

Signature of parent/guardian:.....  
Please print name:.....

Signature of Manager or Deputy Manager on behalf of  
The Owl & Pussycat  
Nursery:.....  
Please print name:.....

Date.....

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