

**The  
Lloyd Williamson  
Schools**

**Nursery Procedures  
and Policies**

**112 Palace Gardens Terrace  
&  
104 Palace Gardens Terrace**

**2015-2016**

# Nursery: Procedures and Policies

## Sites

We have two nurseries set on two sites: 112 Palace Gardens Terrace W8 4RT (Babies only) and 104 Palace Gardens Terrace W8 4RT (2-5s).

## Age of admittance

We accept children from the age of 6 months to 4 years 11 months old.

## Arrival and departure of children

On arrival at the nursery parents leave their child with a member of the nursery team who will then register him/her for the session. Parents are encouraged to always say goodbye properly and leave promptly.

All children can be dropped off at both nurseries from 7:30am. Any child not collected by 5:50pm at 104 Palace Gardens Terrace will be taken to 112 Palace Gardens Terrace for pick-up. Please note children and parents must have left the premises by 6:00pm or late charges will be incurred.

To avoid disruption to the daily routine, parents are requested to ensure that their child is present by 10.00 am. Prior notification should be given where possible if children will arrive after 10.00am.

Parents must always inform the nursery if anyone other than the parent/carer will be collecting their child and the person picking up their child must know the password that was provided to the nursery.

## Birthday celebrations

The nursery celebrates birthdays. It is optional whether parents/carers wish to bring a cake to be shared between all the children attending on that day. Parents/carers of the child concerned are welcome to attend these small celebrations but we prefer that parents of other children do not attend as this causes significant disruption to the nursery routine.

## Clothing

The nursery requests that each child is provided with a complete change of clothes. It is an essential component of educative play that children are able to enjoy art and craft activities with, for example, glue, paste, paint, sand, water, etc. Inevitably children will transfer some of these materials to themselves and their clothing. We attempt as far as possible to purchase glue, paste and paint which are "washable", but in practice not everything is washable off all clothing materials. Parents should therefore dress their children with this in mind. The School will accept no liability for clothing damaged while the child is at the nursery. There is a navy blue school issue smock which can be purchased from the Nursery which the 2-5s children should wear during the nursery day.

## Days and hours of opening

The nursery is open from 7.30am to 6.00pm, Monday to Friday throughout the year except for Christmas-New Year, Easter and public holidays. There are two sessions daily: 7.30am - 12.15 pm and 1.00pm - 6.00pm.

## Emergency numbers

Emergency contact numbers must be given to the Nursery Manager as soon as the child joins the nursery and any changes must be notified immediately.

### **Minimum Funding Entitlement**

All parents whose children are between 3 and 5 years will be entitled to the Minimum Funding Entitlement, which is received 3 times a year through the Local Education Authority. The first payment is made in the term after the child turns 3 and the final payment is made in the term after the child's 5<sup>th</sup> birthday. If you require further information about this please speak to the Administrator/Nursery Manager.

### **Key workers**

The nurseries have a key-worker system in operation. Your child will be assigned a member of staff who will be responsible for the initial settling-in period; this will enable your child to form a bond with his/her key-worker. Your child's key-worker will also be responsible for keeping a developmental record in the form of a profile. However, please note that the key-worker does not have sole charge of your child throughout the day and at times will not be the person giving you feedback at the end of each day. The key-worker also plans individually for each child in their care.

### **Late collection of children**

The nurseries close promptly each day at 6.00pm (any child not collected from the 2-4s site by 5:50pm will be escorted to 112 Palace Gardens Terrace to be picked up from there. With regard to children not collected on time, our legal liability relating to the staff/child ratio will be infringed as two members of staff must remain at the nursery until the last child has been collected. Late charges will apply in all cases.

### **Meals and snacks**

Parents must supply a packed lunch and fruit for their child. All children receive a mid-morning and mid-afternoon snack and drink each day.

### **Notice of absence**

If a child is not brought to the nursery on a day when he/she is normally present, the parents/carers must inform the Nursery on the morning of the absence, giving the reason for the absence and the expected date of return. If for any reason (e.g. illness) a child cannot be brought to the nursery when he/she would normally be present, parents/carers are required to pay the normal fees.

### **Parental/carer involvement**

The importance of continuity between home and the Nurseries cannot be over-stressed. Our aim is to develop an honest, open and supportive relationship with parents which complements life at home rather than contradicts it. We are very aware of the influence of our staff as role models for children and without extensive knowledge of the children we would be unable to enhance your child's development. Nursery staff are always available to discuss the children's development. Please let us know all about your child's interests at home so that we can incorporate these in our planning.

### **Personal property**

Children should not bring sweets or valuables to the nurseries (e.g. jewellery, toys etc), since staff cannot be held responsible for any personal belongings being lost or damaged – and personal items can cause conflict between children.

### **Prescribed medication and medical waiver forms**

Only prescribed medication may be administered by staff. Written authorisation must be given by the parent/carer, which authorises staff to administer stated medicines. A written record will be kept of all medication administered. Injections can only be undertaken by a qualified nurse or medical practitioner. The nursery will make every endeavour to follow the parents/carers instructions, but reserve the right to refuse a request to administer medicines whilst a child is in our care.

Local Authority regulations state that parents/carers are required to give the following information to the Manager: name, address and date of birth of each child; name, home address and place of work with respective telephone numbers of the parents/carers of each child (we ask that a copy of the parent/carers current timetable should be left with the Manager to ensure that contact can be made in an emergency); name, address and telephone number of each child's doctor and the state of immunisation and infectious diseases suffered by each child.

### **Settling in**

We aim to ensure each child's introduction to our setting is as stress free as possible. Once a place has been offered, we aim to achieve this by inviting parents and their child to visit the nurseries prior to the child's official start date. This helps to familiarise children with the nursery, the nursery staff and the other children.

It is important for parents/carers and staff to work together to help their child feel confident and secure in the group. This takes longer for some children and parents/carers should not feel worried if their child takes a while to settle. Parents must be prepared to accept that it may take some time for their child to adjust to the nursery. We find that staying with a child and then leaving him/her for short periods eases the separation process. To this end, we offer 2/3 settling in sessions. These are in negotiation with the Nursery Manager. Please remember, the more a child comes and experiences the activities on offer and sees his/her parent interacting with the staff, the more settled they should feel.

### **Sickness and medical requirements**

Parents/carers are required to inform the nursery where they can be reached in the event of an accident or sudden illness. However, since it may sometimes be impossible to find a parent/carer in an emergency, parents/carers are required to provide the Manager with signed permission for her to act in their absence – this is included in the Terms and Conditions contract all parents sign at the outset of their child beginning at Nursery.

If a child becomes seriously ill or injured during his/her attendance at the nursery, the nursery reserves the right to call for emergency assistance and, if necessary, remove him/her to hospital and give permission for emergency treatment to be administered. If we have to take your child to hospital as a result of an illness or accident, we will do our utmost to inform you immediately (using the details on your Application Form). It is therefore vital that this information is kept up to date and that parents inform us of your timetable/whereabouts. Parents are expected to inform the Manager of any changes to these details as soon as possible.

Parents must inform the nurseries as soon as possible if their child will be absent for a period of time due to illness. Local Authority regulations state that parents/carers are required to give the following information to the Manager: name, address and date of birth of each child; name, home address and place of work with respective telephone numbers of the parents/carers of each child (we ask that a copy of the parent/carers current timetable should be left with the Manager to ensure that contact can be made in an emergency); name, address and telephone number of each child's doctor and the state of immunisation and infectious diseases suffered by each child.

All accidents are reported in an *Accident Report Book* which is kept in the Nursery and the School Office. Parents/carers will be asked to sign these, in the event of their child having an accident, at the end of the day the accident occurred.

## **Hot weather**

Parents are advised to send in sunhats and suncream for their child during the summer season. We advise parents/carers to apply suncream in the morning on sunny days.

## **Toileting**

We promote independent toileting for all children who are 3 years old and over. Children are encouraged to ask a member of staff if they need to use the toilet. This arrangement enables toileting to be more closely monitored by staff who are then on hand to supervise hand washing afterwards.

## **Nappies**

We provide nappies and wipes for the children at no additional cost to the parent, but cannot guarantee the make or brand. If you prefer to provide your own please inform the staff. Parents must provide nappy cream for their child.

## **Behaviour Policy**

We aim to present all children with a code of behaviour. We promote the development of a sense of right and wrong behaviour by teaching your child the appropriate way to act and discouraging unacceptable behaviour.

Sometimes it is necessary to help children understand their own boundaries in certain situations, explaining why we do not accept certain behaviours and to exercise firm and consistent restraint. At no time during disciplining your child would staff use physical punishment, e.g. smacking, shaking or slapping and it is our belief that using negative words like "no" and "naughty" are unhelpful and leave no room for movement.

If a child presents us at any time with unacceptable behaviour, staff will approach the situation in the following way:

- Intervene at the time of conflict in order to establish the cause of upset.
- Talk to the children involved to gauge their feelings and reactions to the situation.
- Ask each child how they feel and how the other must be feeling so that both may realise that it is not just one person involved.
- In younger children who are not yet able to reason diversionary tactics, distraction would be used at this time.
- Where possible staff will anticipate and defuse difficult situations before disagreements arise that children might find hard to handle.
- If all of the above have been tried consistently and there is still a need for modification of behaviour, the following methods will apply:
  - The child will be removed from the situation in the company of an adult.
  - Child and adult will spend time talking about the conflict.
  - Whilst reassuring the child that it is the behaviour which is unacceptable and not the child, firm guidance will be given should the unacceptable behaviours arise again.
  - The child will be removed, reassured and guidelines reaffirmed consistently by all staff as the need arises. At all times praise is freely given to the child at the slightest sign of positive change in behaviour.

If there is persistent negative behaviour, the Manager will talk with the parent/carer in order to inform them of the situation and to ask if they are experiencing similar difficulties outside of Nursery time.

Advice will be given if it is needed regarding help from outside agencies e.g. Health Visitor, GP.

### **Safeguarding Children policy**

All staff in the nursery are trained to be aware of a range of signs that suggest the possibility of abuse. Staff are aware of the procedures to be taken if they believe a child has been abused or is at risk of abuse.

Should any member of staff have any fears about a particular child, s/he will immediately take up the matter with the Designated Person, who may decide that further advice is needed. We will consider discussion with parents/carers in the first instance and respect for confidentiality will be kept at all times.

If there is any suspicion of abuse this will be recorded and the Designated Person for Child Protection will contact either the Safeguarding Children board, or social services without undue delay. All staff will co-operate with any investigation and will act in accordance with the wishes of the police and social services.

### **Confidentiality policy**

Our work will bring us into contact with confidential information. To ensure that all those using and working in the nursery can do so with confidence, we will respect confidentiality in the following ways:

- Parents/carers will have ready access to files and records of their own children - but not any other child.
- Staff will not discuss individual children with people other than the parents/carers of that child.
- Information given by parents/carers to nursery staff will not be passed on to third parties.
- Personnel issues will remain confidential to the people involved.
- Any anxieties/evidence relating to a child's personal safety will be kept in a confidential file and will not be shared within the nursery except for the child's key worker and Manager.
- The nursery will comply with all requirements of the Data Protection Act.

### **Equal opportunities policy**

The School and Nurseries aim to ensure equality of opportunity by combating all forms of prejudice and eliminating all forms of unfair discrimination. Staff at the nurseries ensure that their actions support the School's Equal Opportunities and Diversity Policy.

We value and respect all racial origins, religions, cultures and languages. Each child is valued as an individual, without racial or gender stereotyping. We endeavour to provide access and facilities for children with special educational needs. All play equipment is selected to show positive images of all races, cultures and disabilities and to avoid racial or sexist stereotyping.

Our good practice enables children to develop positive attitudes to differences in race, culture, language and gender.

### **Health and safety policy**

It is the policy of the School to comply fully with the requirements of European Community Law, the Health & Safety at Work Act 1974, and all other relevant statutory provisions. The School's Health and Safety Policy is available from the School Office.

The School has a responsibility to provide a safe environment for your child and the Manager is responsible for health and safety matters concerning the nursery premises. All staff are aware of potential hazards within the nursery and the surrounding environment and actively protect children from hazards. We aim to provide all staff with first aid training. All accidents and any incidents are recorded in the *Accident Report Book*. All accidents are accurately notified to the parent/carer as soon as possible. Hygiene rules relating to bodily fluids are followed with particular care and all staff are aware of how infections can be transmitted.

In the nurseries we aim to:

- Involve and motivate nursery staff in all matters concerning Health & Safety
- Prevent accidents, injuries and ill-health and to identify and eliminate hazardous situations
- Achieve a high standard of occupational health, safety, welfare and hygiene
- Control situations likely to be hazardous to health and safety in the nursery or cause damage to persons or equipment
- Provide a safe and healthy environment

### **Outings policy**

The Nursery is committed to ensuring all children are taken out at least 2 - 3 times a week, and subject to staff ratio and weather permitting, once a day.

It is expected that children will arrive at the nursery dressed appropriately for the predicted weather.

We aim to organise more formal outings at least once a term. Charges for these outings, if applicable, will be notified to parents/carers in advance of the outing. It is hoped that these outings will enhance, in a practical way, what your child is learning in the nursery. First aid equipment will be taken.

### **Operational procedures for outings**

The same standard of care and interaction with the children is expected of staff, volunteers and students on outings.

The worker's prime responsibility on outings is to ensure the safety of the children. However they will be expected to balance this responsibility with ensuring that children have the maximum opportunity to experience and explore new environments, to socialise and to have fun.

A copy of the School Trips Policy is available from the School Office.

### **Where a child is missing**

In the extremely unlikely event of a child becoming lost, while in the care of the nursery, the nursery will immediately put into place the procedures detailed below. These ensure that a systematic approach to find the child is taken and consideration is given to the levels of risk to the child.

We will ensure a search is made for the child as soon as possible, parents and authorities are notified at the appropriate stage, and a high level of care is maintained to other children at the nursery while procedures are followed.

### **Procedures in the event of a missing child**

If a child goes missing from the nursery, the person in charge will carry out a thorough search of all the rooms in the building, outside perimeter and outside spaces. The remaining children will be

gathered into one large group, e.g. for a story, while the remaining staff search for the missing child. The children will be sensitively asked whether they have seen the child who is missing, as will all adults, so that it can be established who was last to see the missing child, when and where. Senior management will be notified immediately.

Doors and gates will be checked to see if there has been a breach of security whereby a child could exit the premises. If the child lives within walking distance of the setting, one adult should make the journey on foot in order to see if the child is walking towards home.

The person in charge will talk to staff to establish what happened. If the child is not found the parent or carer will be contacted and the missing child is reported to the police.

### **Procedures in the event of a missing child on an outing**

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

As soon as it is noticed that a child is missing a headcount is taken to ensure that no other child has gone astray. One staff searches the immediate vicinity but does not search beyond that.

The staff contact the police using the mobile phone and report the child as missing.

Senior Management should be informed, if they are not on the outing. Where possible, a member of the senior management team will make their way to the venue to aid the search and be the point of contact for the police as well as support staff.

The proprietor of the nursery contacts the child's parent or carer (alarming them as little as possible) who makes their way to the venue as agreed with the person in charge.

In an indoor venue, the staff contact the venue's security who will handle the search and contact the police if the child is not found.

When The Child Is Found two members of staff will care for and talk with the child, bearing in mind that he/she may have been afraid and distressed and may now be in need of comfort.

### **After The Incident**

A full report will be written up and Ofsted will be informed of the incident.

### **Photographs policy**

From time to time we like to take photographs of our nursery in action and make displays inside the nursery buildings. In the Terms and Conditions contract, parents give their permission for these photographs to be used for promotional purposes or posted on the website. Those parents/carers who do NOT want photographs to be used in this way should express this in writing to the Nursery Manager/Principals of the School.

### **Admissions policy**

If requests for admission exceed the number of places available you will be placed on a waiting list if a suitable place is not immediately available. During your time on the waiting list you will be contacted from time to time to determine whether you are still interested in a place and also to give you some indication of when a place is likely to become available. However, you are also encouraged to contact



the Nursery or School Office to ascertain the latest position regarding occupancy. It is essential to the efficient running of the nursery and to other prospective parents/carers that you notify the nursery immediately should you make alternative childcare arrangements and no longer require a place.

Once the nursery is aware that a place is going to become available, the parents/carers at the top of the list with a child of the correct age for the vacancy will be offered that place. Usually this will be some weeks or months in advance of the place becoming available. On most occasions the place is accepted, but in instances where the place is not taken up, it is offered to the next parent/carer on the list with a child of the appropriate age for the vacancy. Parents are advised to register for a place as early as possible. Places in the nursery or on the waiting list will be offered in the order in which we receive completed documents.

'All-Year-Round' and 'Term-Time-Only' places are offered on the following basis:

- Priority is given to those intending to use the nursery on a full-time basis.
- Priority is given to parents/carers who already have one child registered at the nursery.
- Full-time places may be offered temporarily on a part-time basis to new part-time applicants should there be no suitable parent/carer on the waiting list to take the place on a full-time basis.
- Similarly, part-time places may be offered temporarily to new parents/carers wishing full-time care should there be no parents/carers on the waiting list for a part-time place.
- In the above cases such offers are dependent on no parents/carers applying to the nursery who are more suitable for that place. Should this happen, then the parents/carers of the child occupying a full-time place on a part-time basis will be given the option of taking the place on a full-time basis or, should they not wish to do so, will be given a minimum of four weeks notice. The parents/carers of a child occupying a part-time place on a full-time basis will be given a minimum of four weeks notice.

Parents/carers who take up part-time places are required to provide precise information of the days when they wish to bring their child to the nursery.

Once a child has been allocated a place on an agreed basis, it is expected that parents/carers will adhere to these arrangements. Failure to do so may result in termination of the contract. The allocation of a place must continue normally through the vacation on the same basis as during term time.

### **Termination of Registration**

Parents/carers wishing to terminate their All-Year-Round registration must give 3 months notice in writing to the Nursery Manager or Co-Principals of the School. Parents wishing to terminate their Term-Time-Only place at the nursery must give a full term's notice in writing to the Nursery Manager or Co-Principals of the school. We adhere strictly to the notice periods.

### **Smoking, drugs and drinking policy**

The School has a policy that smoking be prohibited in and around all areas of the School/Nursery. The nursery staff support this policy and will ensure that it is observed at all times. This will apply to all staff, parents/carers, visitors and contractors entering the nursery building.

Staff will not be permitted to work in the nursery under the influence of alcohol or drugs.

### **Special educational needs policy**

A child is considered to have special educational needs (SEN) if they have significant learning difficulties in comparison to their peers. This means they need extra special attention, or if a child has

a disability that hinders or prevents the child from using educational facilities generally provided for the same age range.

The School's policy in relation to children who experience difficulties in learning or in adapting to the physical, social or behavioural demands of the nursery environment is described below.

LWS nurseries recognise the right of each individual child, including those with special needs, to an appropriate quality under 5's experience, which combines care and learning through play and education.

The nursery is sensitive to the needs and feelings of children with SEN and their families and will ensure individual needs are recognised and addressed. Parents/carers will be involved at every stage and in any plans that are made to meet a child's individual special needs.

Equality of opportunity for all children is essential and it is important that children with special needs have the opportunity of learning alongside their peers. For this reason, the special educational needs of children will normally be met in the mainstream setting.

If your child has special needs of any kind, we will discuss:

- How the child and parent can be helped
- How nursery staff can be helped
- What advice and practical help we can get from outside agencies
- What adaptations need to be made
- How we can support and help the parent
- What behavioural or educational plan needs to be devised, with outside agency help, tailored to each individual child

### **Fire evacuation procedure**

A full evacuation policy is in place. Members of staff are trained in the evacuation procedure and have additionally undergone Fire Awareness Training.

### **Complaints procedure**

We welcome constructive feedback from parents and, where parents and carers are unhappy with any aspect of the childcare at the setting, we welcome the opportunity to deal with these matters promptly and informally. A copy of our complaints procedure is displayed in the entrance hall and is available upon request from the school office.

### **Please note:**

Unabridged versions of the main policies outlined herein are available upon request from the School Office.

**Updated August 2015**

**Lucy Meyer**  
*Proprietor and Co-Principal*

**Aaron Williams**  
*Co-Principal*

**Ramona Cristea**  
*Nursery Manager*