



The Grove Nursery,  
All Saints Church Hall,  
Weybourne Way,  
New Haw, Addlestone,  
Surrey, KT15 3DH



## **Whistleblowing Policy**

Whistleblowing is an important aspect of safeguarding children, where staff, volunteers and students are encouraged to share genuine concerns about colleague's behaviour.

The Public Disclosure Act 1988, known as the Whistleblowing Act is intended to promote internal and regulatory disclosures and encourage workplace accountability.

This act will apply when a worker has a reasonable concerns relating to one of more of the following breaches/offences.

- Danger to the health and safety of an individual
- A criminal offence
- A miscarriage of justice
- Breach of legal obligation
- Damage to the environment
- Deliberate covering up of information tending to show any of the above

Any staff member who belief that any other staff member they work alongside is behaving in a way that raises any of these concerns will be doing their duty and acting in the public interest by speaking out.

### **Procedure for raising concerns**

The staff member should make their concerns verbally or in a written report to the manager **Allison Brown** should the concerns relate to the manager then the staff member must make their concerns known to the deputy managers **Julie DeDoncker** or **Philippa Williams**.

The staff member will be expected to demonstrate the reasons for making the disclosure and have an honest and reasonable suspicion that malpractice has taken place or is likely to occur.

All concerns both verbally or in a written report will be treated in confidence and investigated. However it must also be stressed that it may become necessary to disclosure the origin of the complaint during the course of the investigation, therefore their identity may be revealed.

Concerns that fall within safeguarding, conduct or discrimination issues the specific producers will then take place.

The staff member who raised the concerns will be made aware of how the nursery intends to deal with the concerns within 15 working days of their concerns being raised.

If an allegation is made for a personal gain or maliciously then the nursery may take disciplinary action against the staff member who has raised the concerns.

**Signed Allison Brown**

**Date 05.09.2013**

**Review September 2014**

## **Staffing and Employment**

A high adult:child ratio is essential in providing good quality nursery care.

In our Nursery:

- We have at least one member of staff to eight children of age 3 and above; one member of staff to four children of age 2 and above.
- Our key person system ensures each child and family has one particular staff member as Key person who takes a special interest in them.
- Regular staff meetings provide opportunities for staff to discuss the children's progress and any difficulties.
- We work towards an equal opportunities employment policy, seeking to offer job opportunities equally to both women and men, with and without disabilities, from all religious, social, ethnic and cultural groups.
- Staff training meets all regulatory requirements. In addition we aim to ensure that at least 80% of our staff hold a qualification which enables them to work with young children. All staff are encouraged to gain a qualification appropriate to their position in the group.
- Regular in-service training is available to all staff, both paid and volunteer members.
- The Nursery will pay for external staff training courses and paediatric first aid training where possible.
- We support the work of our staff and identify their ongoing training and development needs at staff appraisal meetings.
- We are committed to recruiting, appointing and employing staff in accordance with all relevant legislation.

**Signed Allison Brown**

**Date 05.09.2.13**

**Review September 2014**

## **Special Needs – Policy and Procedures**

At The Grove nursery we recognise

- Children with additional needs are admitted, like all other children, to the nursery after consultation between parents, nursery and external support services.
- Our aim is to provide for the developmental needs of each child in the group within the EYFS framework.
- All children in the group, irrespective of their special needs, are encouraged wherever possible and appropriate to participate in all the group's activities.
- Our system of observation and record keeping enables us to monitor children's needs and progress on an individual basis.
- The needs and progress of children who have special educational needs are monitored by our SENCO. The SENCO is **Philippa Williams**
- Our key person system ensures that each adult is especially responsible for, and close to, a maximum of eight children, so each child receives plenty of adult time and attention.
- We work closely with the parents of all the children in the group to ensure that
- The group draws upon the knowledge and expertise of parents in planning provision for the child.
- The child's progress and achievements are shared and discussed with parents on a regular basis and an individual education plan implemented.
- Parents know the identity of the Nursery's SENCO.
- Parents are aware of the arrangements for the admission and integration of children with special educational needs.
- If it is felt that a child's needs cannot be met at The Grove without additional personnel and/or equipment, funding will be sought to ensure that provision is appropriate to the child's needs.
- We work in liaison with relevant professionals and agencies outside the group to meet children's specific needs.
- Our staff attend whenever possible in-service and external training on special needs in an attempt to gain better understanding.

**Signed Allison Brown**

**Date 05.09.2013**

**Review September 2014**

## **Settling in at Nursery**

We want children to feel safe and happy in the absence of their parents, to recognise other adults as a source of authority, help, security and friendship and to be able to share with their parents afterwards the new learning experiences enjoyed in the nursery. At The Grove we are wholly committed to each child enjoying a positive experience when starting nursery. We also want parents to feel welcome and involved from the beginning.

In order to accomplish this, we aim to create a partnership with parents in the following ways:

- By creating opportunities for the exchange of information by way of a visit on their own and subsequently with their child before admission where they will meet other starters.
- By ensuring plentiful opportunities for parents to inform the nursery about their child's current achievements and interests. Asking the parent to complete an 'All About Me' booklet giving details of their child's likes/dislikes and present abilities.
- By introducing flexible admission procedures, where appropriate, to meet the needs of individual families and children.
- By making clear to families from the outset that they will be welcome and supported in the nursery for as long as it takes to settle their child there.
- By reassuring parents whose children seem to be taking a long time settling into the nursery.
- By encouraging parents, where appropriate, to separate from their children for brief periods at first, gradually building up to longer absences until their child is confident to attend the whole session.

Children cannot play or learn successfully if they are anxious or unhappy. Our settling in procedures aim to help parents and children to feel comfortable in the nursery and to ensure that children can benefit from what the group has to offer and feel confident that their parents will return at the end of the session.

**Signed Allison Brown**

**Date 05.09.2013**

**Review September 2014**

## **Safeguarding Children Policy**

We intend to create in our Nursery an environment in which children are safe from abuse and in which any suspicion of abuse is promptly and appropriately responded to. We aim to ensure the suitability of adults working with the children and ensure procedures and policies are up to date and all staff, students and volunteers adhere to these. In order to accomplish this:

- It will be made clear to applicants for posts within the Nursery that the position is exempt from the provisions of the Rehabilitation of Offenders Act 1974.
- All applicants for work within the Nursery, whether voluntary or paid, will be interviewed before an appointment is made and will be asked to provide at least one referee who may be contacted. In the case of applicants with unexplained gaps in their employment history, or who have moved rapidly from one job to another, explanations will be sought.
- All appointments, both paid and voluntary, will be subject to a probationary period and will not be confirmed unless the Nursery is confident that the applicant can be safely entrusted with children. All employees must have an enhanced disclosure completed and be registered with the Disclosure and Barring Service which will be checked on an annual basis by the manager **Allison Brown**. All staff are required to disclose any information which may affect their suitability to work with children at regular staff appraisals.

### **Seek and supply training**

- We will seek out training opportunities for all adults involved in the group to ensure that they recognise the symptoms of possible physical abuse, neglect, emotional abuse and sexual abuse. All new staff are required to attend Working together to safe guard children within six months of commencing their employment and then to update their knowledge by re-attending this course every three years.

### **Prevent abuse by means of good practice**

- Adults will not be left alone with individual children or with small groups for a long period of time.
- Children will be encouraged to develop a sense of independence through adult support in making choices and in finding names for their own feelings and acceptable ways to express them. This will enable children to have the self-confidence and the vocabulary to resist inappropriate approaches.
- The layout of the halls will permit constant supervision of all children.
- Staff are prohibited to have mobile phones about their person whilst caring for our children.
- Personal cameras are strictly forbidden in the nursery and the cameras used are for the sole purpose of documenting and recording either group or individual activities.

### **Respond appropriately to suspicions of abuse.**

- Whenever worrying changes are observed in a child's behaviour, physical condition or appearance, a specific and confidential record will be set up, quite separate from the usual on-going records of children's progress and development. The record will include, in addition to the name, address and age of the child: dated observations, describing

objectively the child's behaviour/appearance, without comment or interpretation; where possible, the exact words spoken by the child; the dated name and signature of the recorder.

- The first concern will be the child. Children whose condition or behaviour has given cause for concern will be listened to, reassured and helped to understand that they themselves are valued and respected and have not been at fault.
- Changes in children's behaviour or appearance will be investigated.
- Parents will normally be the first point of reference, but if they are not in a position to allay any legitimate anxieties, then advice will be sought from the Social Care Contact Centre by calling 0300 200 1006. If told that a referral is required, the information we have given will be regarded as a referral and responded to as such.
- Referral will be made to the Social Contact Centre 0300 200 1006 Monday to Friday 8am to 6pm. Referral outside of office hours will be made directly to the emergency duty team on 01483 571898. If a child is at immediate risk of significant harm then the police will be contacted.
- All referrals must be confirmed within 48 hours of them being made, using the multi-agency form and when appropriate include a body map. The latest version of this form will be downloaded at [www.surreycc.gov.uk/safeguarding](http://www.surreycc.gov.uk/safeguarding).
- All referrals will contain the following information.

Details of the concern and allegation.

Name, date of birth and address of the child.

Details of the setting, including the details of the manager on site.

Any additional information regarding the child, for example ethnicity and details of other agencies involved.

All such suspicions and investigations will be kept confidential, shared only with those who need to know. The people most commonly involved will be the Nursery Manager, CPLO (Child Protection Liaison Officer), Room Leader, SENCO and Keyworker

- The Child Protection Liaison Officer for the setting is **Allison Brown**. The deputy CPLO is **Julie DeDoncker**.

#### **Allegations made against a member of staff or volunteer**

- If a volunteer or member of staff is accused of any form of child abuse, s/he will be interviewed immediately by the Nursery Manager. The person accused may choose to attend the interview accompanied by a friend or colleague. Any allegation against a member of staff the Surrey County Council Local Authority Designated Officer (LADO) will be informed by telephoning 01372 833321.
- The person against whom the allegation is made will be informed of the allegation and will immediately be suspended while an investigation is made.
- Ofsted will be informed within 14 days of the allegations being made of any serious harm or abuse by any persons working or looking after children on the premises (whether the allegation relates to harm or abuse committed on the premises or elsewhere)

- If the nursery dismisses or removes any member of member of staff/volunteer from working with children because they have harmed a child then the manager has a duty to inform the Disclosure and Barring Service (DBS). Similarly if the staff member resigns during the investigation the manager will once again inform the DBS.

#### **Support families**

- The Nursery will take every step in its power to build up trusting and supportive relationships between families and staff.
- Where abuse at home is suspected, the Nursery will continue to welcome the child and family while investigations proceed if appropriate.
- Confidential records kept on a child will be shared with parents, if deemed appropriate by the Manager.
- With the proviso that the care and safety of the child must always be paramount, the Nursery will do all in its power to support and work with the child's family if appropriate.

If we have concerns about a child we will share these concerns with the parent/carer. However if sharing these concerns puts the child at risk of significant or further harm, we will seek advice from the Duty Manager at SCC Contact Centre.

**Signed Allison Brown**  
**Date 10.08.2013**  
**Review September 2014**



## **Play policy and enabling environments**

Our thinking about play has been influenced over the years by the work of many educationalists, psychologists, researchers and practitioners, and much has been written about how young children learn and how adults can support their learning (*Learning through play pg6*)

At The Grove Nursery we believe that the best way to prepare children for their adult life to give them what they need as children. Children learn best when they are given the opportunities to make decisions, choices and even errors. At The Grove we concentrate on what children can do (rather than what they can't do) and use this for a starting point of your child's education.

The toys, equipment and environment for indoor and outdoor play in our nursery provide opportunities within the Early Years Foundation Stage curriculum for children to develop new skills and concepts in the course of their play and exploration.

## **Outdoor Play**

The outdoors has something more to offer than just physical benefits. Cognitive and social/emotional development is impacted, too. Outside, children are more likely to invent games. As they do, they're able to express themselves and learn about the world in their own way. They feel safe and in control, which promotes autonomy, decision-making, and organizational skills

The equipment we provide:

- Is appropriate for the ages and stages of the children.
- Offers the children challenges to develop imagination, creativity, physical, social, personal and all kinds of symbolic behaviour (reading, writing, drawing, role play, dancing, maths, numbers and talking)
- Features positive images of people, both male and female, from a range of ethnic and cultural groups, with and without disabilities.
- Includes a range of raw materials, which can be used in a variety of ways and encourages an open-ended approach to creativity and problem solving.
- Will enable children, with adult support as necessary, to develop individual potential.
- The Nursery will endeavour to ensure that all toys and equipment conform to all relevant BSEN safety regulations and is sound and well made.
- Toys and equipment will be checked as part of the daily safety audit before use. Any unsuitable items will be removed from use.

**Signed Allison Brown**

**Date 22.08.2013**

**Review September 2014**

## **Parental Involvement**

At The Grove Nursery we recognise that parents are the first educators of their young children. The aim of the nursery is to support parents in their essential role. We will:

- Involve parents in shared record keeping about their own child, both formally and informally, ensuring that parents have access to all written Nursery records of their own children.
- Ensure that parents are given information on a regular basis about their child's progress and have an opportunity to discuss it with the key person.
- Ensure that all parents have opportunities to contribute their own skills, knowledge and interests to the activities of the group.
- Ensure that all new parents are aware of and can contribute their ideas to the group's systems and policies.
- Ensure that all parents are fully informed of topical nursery issues via regular newsletters, including any meetings, workshops or training.
- Hold meetings in venues that are accessible and appropriate for all.
- Welcome and utilise where possible, the contributions of parents. Provide opportunities for parents to help during a nursery session.
- Provide opportunities for parents to have access to information about the Nursery curriculum and about young children's learning in Nursery and at home.

**Signed Allison Brown**  
**Date 05.09.2013**  
**Review September 2014**

## **Intimate Care and Nappy Changing Policy**

Intimate care can be defined as tasks of an intimate nature associated with bodily functions which may require contact with or exposure of private parts of the body. In the case of this setting this would involve changing nappies, helping children with the toilet, wiping intimate parts of the children's body and changing clothes and underwear.

### **Aims**

As a setting we aim to safeguard and promote the welfare of all the children attending our sessions. We will treat the children in our care with privacy and dignity should they require support with intimate/personal care.

No child will be sent home or be required to wait for a parent to attend to their needs at the nursery

### **Procedure**

All staff that are required to perform intimate/personal care will have a full and relevant DBS check. Children will never be changed within the classroom but taken to the toilets to respect their privacy. All staff will follow the health and safety regulations which involve wearing protective gloves/clothing when dealing with any bodily fluids.

Should a staff member be concerned about a child actions/comments whilst carrying out a personal care task, will alert the Child Protection Officer who will follow the safeguarding procedure. Parents will be asked to supply extra nappies wipes and a change of clothes for each child attending the nursery.

The nursery will establish effective communication with the parents/carer to teach toilet training and other aspects of personal care.

Any soiled clothes will be bagged up and returned to parents who will be made aware of these when the child is collected.

Religious and cultural values will always be taken into account when dealing with intimate/personal care.

No child will be excluded from the nursery due to incontinence.  
Children in nappies will be changed at least once in every session they attend.

## **Health & Hygiene – Policy and Practice**

Our Nursery promotes a healthy lifestyle and a high standard of hygiene in its day to day work with children and adults. This is achieved in the following ways:

### **Health Food**

- All snacks provided will be nutritious and pay due attention to children's particular dietary requirements.
- When cooking with children as an activity, the adults will provide healthy wholesome food, promoting and extending the children's understanding of a healthy diet.

### **Illness**

- Parents are asked to keep their children at home if they have any infection, and to inform the Nursery as to the nature of the infection. This will allow the nursery to alert other parents as necessary and to make careful observations of any child who seems unwell.
- Parents are asked not to bring into the nursery any child who has been vomiting, had diarrhoea or an infectious illness until at least 48 hours has elapsed since the last attack.
- In the event of a child suffering from a notifiable disease as identified in the public health (infectious diseases) regulation 1988, we will inform Ofsted and the local Health Protection Unit (HPU) and follow any advice given.
- Any injury sustained by a child away from nursery will be noted on an incident/injury occurring outside of nursery form when they first attend nursery with the injury and must be signed by the parent/carers when the child arrives for the session.
- Cuts or open sores, whether on adults or children, will be covered with a dressing.
- If a child is on prescribed medication the following procedures will be followed:
- If possible, the child's parents/carers will administer medicine before attending Nursery.
- Written information will be obtained from the parent, giving clear instructions about the dosage, administration of the medication and written parental permission gained for a member of staff to follow the instructions.
- All medication for a child will be handed back to the parents of the child on a daily basis
- The only medication to be stored on the premises will be an inhaler or epipen which will have the children name and dosage required. This will be stored in a lockable cupboard.
- With regard to the administration of life saving medication such as insulin/adrenalin injections or the use of nebulisers, the child's parent/carers will provide written agreement for staff to carry out the procedure. If specialist knowledge is required, staff involved in administering medication will receive training from a qualified health professional.
- Should a child become seriously ill and require emergency medical treatment a senior member of staff will escort the child to hospital if this is deemed necessary and we are unable to contact the parent/carers.
- Parents are required to sign a consent form for emergency medical treatment prior to the child attending the nursery.

- The Nursery will ensure that the first aid equipment is kept clean, replenished and replaced as necessary. Sterile items will be kept sealed in their packages until needed.
- We provide training for all nursery staff to be qualified in Paediatric First Aid.
- Staff members are required to contact the manager Allison Brown should they be unable to work due to illness and once again should they be suffering from a notifiable disease then the nursery will follow the guidance of the HPA
- All staff must inform the manager of any medication they are taking which may have an effect on their ability to perform their job and could therefore pose a risk to the safety of the children.
- Parents will have the opportunity to discuss health issues with nursery staff and will have access to information available to the nursery.
- The Nursery will maintain links with health visitors and gather health information and advice from the local health authority information services and/or other health agencies.

### **Hygiene:**

To prevent the spread of infection, adults in the group will ensure that the following good practices are observed by adults and children present at each session as appropriate.

### **Personal hygiene**

- Hands washed after using the toilet and before handling food.
- Children with pierced ears not allowed to share each other's earrings.
- Children encouraged to blow and wipe their own noses when necessary and to dispose of soiled tissues hygienically. Children are encouraged to catch their cough in their hands.
- Hygiene rules related to bodily fluids are followed with particular care. All staff and volunteers are made aware of how infections, including HIV infection, can be transmitted. Latex gloves are always available for adults to wear.

### **Cleaning and clearing**

- Any spills of blood, vomit or excrement will be disposed of hygienically. Latex gloves always used when cleaning up spills of bodily fluids. Floors and other affected surfaces disinfected according to the manufacturer's instructions. Fabrics contaminated with body fluids will be sealed in a bag.
- Spare laundered children's underwear and other clothing available in case of accidents, and polythene bags available, in which to wrap soiled garments. Bags stored away from children.
- All surfaces cleaned daily with an anti-bacterial cleaner.
- Use different cleaning cloths for kitchen and toilet areas.

## **Food**

- The Nursery will observe current legislation regarding food hygiene, registration and training.
- Staff will not be involved with the preparation of food if suffering from any infectious/contagious illness or skin trouble.
- Staff will never cough or sneeze over food.
- All prepared food will be covered

**Signed Allison Brown**

**Date 05.09.2013**

**Review September 2013**

## **Equal Opportunities Policy**

The Grove Nursery is committed to providing an equality of opportunity for all children and families and will not condone discrimination to any party. We work in accordance with all relevant legislation, including the following:

Disability Discrimination Act 1995

Race Relations Act 1976

Sex Discrimination Act 1986

Children Act 1989

Equality Act 2010

Statutory Framework for the Early Years Foundation Stage 2012

We believe that the Nursery's activities should be open to all children and families, and to all adults committed to their education and care. We aim to ensure that all who wish to work in, or volunteer to help with our nursery have an equal chance to do so.

### **Admissions**

- The Nursery is open to every family in the community. The waiting list is operated in order of date of birth and time on waiting list.
- Families joining the pre-school are made aware of its equal opportunities policy, which is reviewed annually.

### **Employment**

- Any vacancies will be filled from the local community where possible before advertisement. The nursery will appoint the best person for each job and will treat fairly all applicants for jobs and all those appointed.
- The Nursery will endeavour to implement the group's Equal Opportunities Policy at all times.

### **Families**

- The Nursery recognises that many different types of family group can and do successfully love and care for children. The nursery aims to offer support to all families. The nursery will offer a flexible payment system for families who experience differing means. The Manager endeavours to check parent's awareness of grants available to them.

### **Festivals**

- Our aim is to show respectful awareness of all the major events in the lives of the children and families in the nursery and in our society as a whole. We welcome and celebrate the diversity of backgrounds from which they come.

In order to achieve this:

- We aim to acknowledge all the festivals which are celebrated in our area and/or by the families involved in the Nursery.

- Without indoctrination in any specific faith, children will be made aware of the festivals which are being celebrated by their own family or others, and will be introduced where appropriate to the stories behind the festivals.
- Before introducing a festival with which the adults in the nursery are not themselves familiar, appropriate advice will be sought from parents and other people who are familiar with that festival.
- Children and families who celebrate festivals at home with which the rest of the nursery is not familiar will be invited to share their festival with the rest of the group, if they themselves wish to do so.
- Children will become familiar with and will enjoy taking part in a range of festivals, together with the stories, celebrations and special food and clothing they involve, as part of the diversity of life.

### **The Curriculum**

- All children will be respected and their individuality and potential recognised, valued and nurtured.
- Activities and the use of play equipment offer children opportunities to develop in an environment free from prejudice and discrimination. Management of resources within the nursery will ensure that both girls and boys have full access to all kinds of activities and equipment and are equally encouraged to enjoy and learn for themselves.
- Appropriate opportunities will be given to children to explore, acknowledge and value similarities and differences between themselves and others.

### ***Language***

- Basic information, written and spoken, will be clearly communicated in as many languages as are necessary and possible.
- Bilingual/multilingual children and adults are an asset to the whole group. Parents will be encouraged to speak to children in their first language at home.
- Children and parents who have English as a second or additional language will be valued and their languages recognised and respected in the nursery.

### **Food**

- Working in partnership with parents, children's medical, cultural and dietary needs will be met.

### **Meetings**

- The nursery will make every effort to ensure that the time, place and conduct of meetings enables the majority of parents to attend so that all families have an equal opportunity to be involved in and informed about the nursery.



**Signed Allison Brown**  
**Date 06.09.2013**  
**Review September 2014**

## **E-safety policy**

At The Grove Nursery we have a commitment to keeping children safe at all times, therefore the E-Safety policy is further implementation of our Safeguarding policy with regard to electronic communication of all types.

### **Communications**

The e mail address of the nursery must not be used for personal e-mail

All information about the children attending the nursery will be kept on a data base for the sole purpose of the administration of the nursery and will not be shared with any other party.

### **On-line communications and social networking**

Staff will never discuss individual children in the setting on Facebook, twitter or any other social networking site.

Facebook, twitter, or other online chat rooms will not be used at the setting.

Staff will not post anything on any social networking sites which may offend a parent or other staff member.

### **Mobile Phones**

Mobile phones are not permitted within caterpillar or butterfly class room or outside in the garden. Mobile phones must be kept in the kitchen area at all times. Staff are permitted to use their phones during the session but only with in the kitchen area. No photos are to be taken on mobile phones under any circumstances.

### **Risk Assessment**

At The Grove we have a duty to ensure that the children in our care are not exposed to inappropriate information or materials. Children must know how to ask for help if they come across material that makes them feel uncomfortable.

**Signed Allison Brown**

**Date 05.09.2013**

**Review September 2014**

## **Diet – Policy and Practice**

The sharing of refreshments can play an important part in the social life of the Nursery as well as reinforcing children's understanding of the importance of healthy eating. The Nursery will ensure that it fulfils all the requirements of the registering authority by ensuring:

- All snacks and drinks provided are nutritious, avoiding large quantities of fat, sugar, salt, and no additives, preservatives or colourings.
- Before a child starts to attend the group, staff discuss with parents the child's dietary needs, including any allergies, and make appropriate arrangements to meet their requirements.
- Children from all backgrounds will encounter familiar tastes and all children have the opportunity to try unfamiliar foods from other cultures providing we have parental permission.
- The dietary rules of religious groups and also of vegetarians/vegans will be met and upheld in appropriate ways.
- Water is constantly available. Children bring a named plastic bottle of water each day.
- Milk provided for the children is pasteurised.
- Children are offered food at least every three hours.

**Signed Allison Brown**

**Date 05.09.2013**

**Review September 2014**

## **Confidentiality Policy**

The Nursery's work with children and families will sometimes bring us into contact with confidential problems.

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 will be given access to files and records of their own children but will not have access to information about any other child.
- Staff will not discuss individual children, other than for purposes of curriculum planning and group management, with people other than parents/carers of that child.
- Information given to parents/carers to the nursery manager or keyworker will not be passed on to other adults without permission.
- Issues to do with the employment of staff, whether paid or unpaid, will remain confidential to the people directly involved with making personnel decisions.
- Any anxieties/evidence to a child's personal safety will be kept in a confidential file and will not be shared within the group except with the child's key person, Nursery Manager and room leader.
- All staff, volunteers and students training for recognised childcare qualifications who work within the nursery will be required to read, date and sign a copy of our confidentiality policy to show they have understood the policy and will adhere to it.
- The Grove Nursery employs a data protection policy for every child attending, in compliance with the Data Protection Act. Parents sign a declaration which gives the choice of photographs being taken of their child in the setting solely for record of achievement purposes.

**Signed Allison Brown**

**Date 05.09.213**

**Review September 2014**

## **Complaints Procedure**

As a provider of childcare registered with Ofsted we aim to provide the highest quality education and care for our children. We aim to offer a welcome to each individual child and family and to provide a warm and caring environment within which all children can learn and develop as they play.

We believe children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. Our intention is to work in partnership with parents and the community generally and we welcome suggestions on how to improve our group at any time. Many concerns can be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, the following procedure should be used.

- A parent who is uneasy about any aspect of the group's provision should first of all talk over any worries and anxieties with the person responsible for managing and acknowledging any complaints the manager **Allison Brown** or the deputy managers **Julie DeDoncker** and **Philippa Williams**
- Most concerns can be resolved through discussions with the manager, however if a satisfactory resolution is not reached then a formal complaint can be put in writing or email to the manager. All written complaints must receive a response within 21 days.
- If the complaint is relating to a child protection issue, then the nursery will follow the procedures set out in the Safeguarding policy and Surrey Safeguarding Children Board guidelines.
- Parents also have the right to contact Ofsted should they feel that their complaints have not been dealt with in a professional or satisfactory manner, or are unhappy with the outcome of a particular complaint.
- As a registered provider we must provide Ofsted with a written record of all complaints within 28 days, and any action taken as a result of the complaint.
- Any records of complaints will include the nature of the complaint, initial action and any further action taken. The name of the person investigating the complaint, and the outcome of any discussions which took place.
- Complaints to Ofsted can be made to the following address.

**The National Business Unit  
Ofsted  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD**

**Telephone no 0300 123 1231**

**We believe that most complaints are made constructively and can be resolved at an early stage. We also believe that it is in the best interests of the Nursery and parents that complaints should be taken seriously and dealt with fairly and in a way which respects confidentiality.**

**Signed Allison Brown  
Date 03.09.2013  
Review September 2014**

## **Behaviour Management Policy**

We believe that children and adults flourish best in an ordered environment in which everyone knows what is expected of them and children are free to develop their play and learning without fear of being hurt or hindered by anyone else. We aim to work towards a situation in which children can develop self-discipline and self-esteem in an atmosphere of mutual respect and encouragement.

### **In order to accomplish this:**

- All adults will try to provide a positive model for the children with regard to friendliness, care and courtesy and to offer strategies for handling any conflict.
- Rules governing the conduct of the group and the behaviour of the children will be discussed and agreed within the nursery and explained to all newcomers, both children and adults.
- All adults in the nursery will ensure that the rules are applied consistently, so that children have the security of knowing what to expect and can build up useful habits of behaviour.
- Adults in the nursery will model, praise and endorse desirable behaviour such as kindness and willingness to share.

### **When children have unacceptable behaviour**

- They will be given one-to-one adult support in seeing what was wrong and how to cope more appropriately.
- Children will never be sent out of the room by themselves.
- Physical punishment, such as smacking or shaking, will be neither used or threatened at The Grove.
- Physical restraint, such as holding will be used only to prevent physical injury to children or adults and/or serious damage to property.
- In cases of serious misbehaviour, such as racial or other abuse including bullying, the unacceptability of the behaviour and attitudes will be made clear immediately, but by means of explanations rather than personal blame.
- In any case of misbehaviour, it will always be made clear to the child or children in question that it is the behaviour and not the child that is unwelcome.
- Any behaviour problems will be handled in a developmentally appropriate fashion, respecting individual children's level of understanding and maturity.
- Recurring problems will be observed and recorded to establish an understanding of the cause.
- Adults will be aware that some kinds of behaviour may arise from a child's special needs.
- The Behaviour Management Officer is **Mrs Allison Brown**

**Signed Allison Brown**

**Date 05-09-2013**

**Reviewed September 2014**

## **Admission Policy**

It is our intention to make our nursery genuinely accessible to children and families from all sections of the local community. In order to accomplish this, we will:

- Ensure that the existence of the nursery is known in our local community.
- Arrange our waiting list by required date of entry and then date of registration. Special circumstances will be considered on a case by case basis.
- Keep a place vacant, if this is financially viable, in order to accommodate emergency admissions.
- Take admissions at the beginning of each term September, January and April however should the nursery reach capacity resulting in no admissions for the forthcoming term parents will be notified and given preference for the next term.
- Monitor the gender and ethnic background of children joining the group to ensure that no accidental discrimination is taking place.
- Offer full EYFE funding for the over threes, on sessions subject to availability. We also accept FEET funded children again subject to availability.
- On Admission to the nursery all parents must complete the admission form and emergency treatment forms otherwise children will be unable to attend.

**Signed Allison Brown**

**Date 05.09.2013**

**Review date September 2014**