



Safari Stars Nursery Policies

Mission Statement

We at Safari Stars Nursery feel that we have created a warm, welcoming, friendly atmosphere, with a genuine caring attitude towards the children and their families.

We feel that we demonstrate good practice and have sound knowledge of child development through being well trained and regularly kept up to date via training courses and team meetings as well as, pro-actively seeking further information through independent study and research.

We feel very passionately about children's individual learning and development and provide a wealth of stimulating activities that aim to extend and embed all children's learning daily. Child initiated and adult guided activities are well balanced, enabling all children to make outstanding progress towards the early learning goals ensuring that opportunities to introduce learning into an activity are not missed.

We have high expectations for children's learning, encouraging children to think critically, play and explore and become active and creative learners. We ensure that children are kept motivated through having their interests listened to and extended both at nursery and at home.

We also enjoy collaborating with parents and carers and recognise them as children's first educators, often seeking their input into daily activities, events and celebrations in order to enhance the children's learning and development.

Our ethos is sustained through having a passionate staff team who feel that their role of work is not just a job but rather a love for what they do.



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1. Admissions Policy

Safari Stars Nursery operates an open admissions policy welcoming all children to our setting regardless of their background, family make up or level of ability.

If you would like to arrange a visit to the nursery, please visit our website (www.safaristarsnursery.co.uk) for more information about booking a tour.

A non-refundable registration fee of £99 is required to reserve your child's place.

Once the nursery has reached full capacity, applicants will be placed on a waiting list.

2. Nursery Fees Policy

Management reserves the right to review fees and increase them as required.

Fees are calculated over a 50-week year and invoiced on a monthly basis. Fees are not charged for the three annual staff training days or the days that the nursery is closed over the Christmas holidays.

Fees are payable by the 1st of each calendar month.

Unpaid fees will incur a 20% surcharge from the 7th of the month.

If fees remain unpaid by 14th of the month, then management reserves the right to refuse admission to the nursery until fees and any surcharges are settled in full.

We offer a sibling discount for the eldest child attending the nursery on a full-time basis (50 weeks). This is 5% for children attending less than 5 full days per week and 10% for children attending for 5 full days per week.

We offer a term time option (39 weeks) for children attending for 5 full days per week.

We do not accept cash payments.

If your payment method is via student loan funding, we require a deposit equal to one month's fees in advance of your child taking their place at the nursery. This will be returned at the earlier of your child leaving or an alternative payment method being applied.

Alternative payment methods should be discussed with the nursery manager.

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Government funding is available and is explained later on in this policy.

If you expect any difficulties in paying your fees, then we request that you contact the Nursery Manager as soon as possible to discuss the options available to you.

3. Late collections Policy

All children should be collected promptly at the end of your child's session (1pm for AM sessions and 6pm for PM sessions).

A late collection charge of £20 for every 15 minutes late will be incurred. This will be invoiced the following day and immediately payable upon issue.

4. Child absence Policy

In the event of the child being unwell or going away on holiday, full fees continue to be payable for the period of absence, subject to the terms below.

If the child will be absent for more than one month, you are requested to provide one month's notice and your fees will be reduced by 50% for the period of absence. This will be restricted to one long term absence per year and for a maximum of three months. Absences of more than three months are not permitted and will result in the child losing their place at the nursery.

4. Minimum sessions, attendance pattern changes and leavers Policy

Children are required to attend a minimum of 4 sessions per week (a half-day session counts as one session) to enable them to access the full benefits of our curriculum and readiness for school programme.

Reductions in attendance patterns should be requested by the 14th of the month, to take effect from the 1st of the following month. If the notice is received after the 14th of the month, the fee change will take effect from the 1st of the month after the following month.

6. Termination clause Policy

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We require a minimum of one month's notice if you would like to terminate your child's place at the nursery. Fees will continue to be payable during the notice period.

7. Funding Policy

Subject to availability, we offer free early education places to all children aged 3 years, 2 years from April 2024 and 9 months old from Sept 2024 from the term following their respective age band birthday, that meet the UK government's eligibility criteria. Please refer to the funding policy for more information on how this is applied.

8. Alcohol and Drugs Policy

At Safari Stars Nursery, we understand that to provide high quality care to the children, staff members must not be under the influence of alcohol or any substance which may affect their ability to care for the children.

Alcohol must not be kept on the premises at any time with the exception to alcohol being supplied by the nursery for partnership events such as nursery fetes and Fun days. Parents are permitted to supply alcohol to staff for gifts such as, Christmas and leaving presents. However, these must be stored in the staff member's locker and taken home at the end of their shift – and management MUST be made aware of this.

Any member of staff suspected of being under the influence of alcohol will be asked to leave the premises and will be dealt with in accordance with our disciplinary policy.

Drugs must not be kept on the premises at any time with the exception to medication, however, if medication is required this must be stored in the staff members locker/handbag, or if needed in a safe place near by and must be stored in a sealed container out of the children's reach such as, an EpiPen. Management MUST be informed of any prescription medication onsite.

Any staff member found to be carrying any illegal drugs will be escorted off the premises and will be dealt with in accordance with our disciplinary policy.

Staff members taking medication which they believe may affect their ability to care for children should seek medical advice and only work directly with children if the advice is that the medication is unlikely to impair their ability to look after children.



This policy also stands for any students or volunteers at the nursery.

In line with our employee handbook the management team are permitted to provide drugs/alcohol testing at any point should we feel it necessary.

9. Allergy/Dietary Requirements Policy and Anaphylaxis Procedure

At Safari Stars Nursery, we cater for children with a variety of allergies and dietary requirements. In order to ensure each individual child's dietary needs are catered for the following procedure is followed:

In order to ensure the safety and well-being of children who suffer with allergies or have specific dietary requirements we carry out the following: -

- Children with severe or complex dietary requirements/allergies such as, multiple allergies or Epi pens have their own menu which is created by the manager and agreed with the child's parents before they join the setting. If a child has an Epi Pen or has complex dietary needs for an allergy, a Health Care Plan will also be put in place for that child.
- Any specific ingredients such as, free from foods are kept in a closed food storage box in the kitchen separate from general foods.
- A detailed chart (including photos of children) is available in all rooms and displayed in the kitchen clearly detailing ALL children's allergies and specific dietary requirements. This chart is updated on a 6-weekly basis. We ask children's parents to e-mail the nursery if their child's dietary requirements change and it is then the responsibility of the management to inform the nursery chef and the child's room of this change.
- Children who have any dietary requirements associated with severe allergies/Epi pen will have their food served by the nursery chef in red bowls/plates covered with cling film and labelled with the child's names.
- If a child required extra food, the plate is to be taken back to the chef and only the chef is to add more food onto the plate before handing it back to the same member of staff.
- Where possible children with dietary requirements and allergies will be sat next to a member of staff and supervised throughout the mealtime to ensure they do not touch any other food around them.
- Children who have meals on red plates must be served their meals FIRST and only given food by a FULL-TIME member of staff who works in that room.
- The nursery chef keeps a daily record of the alternative foods given to children with dietary requirements/allergies.



We are aware that allergic reactions can vary in severity and sometimes only involve mild itching or swelling, but in some people, they can be severe and life-threatening.

The time it takes for symptoms of anaphylaxis to develop depends on the cause. If it was something eaten, such as peanuts, it can take anything from a few minutes to two hours. If it was something that entered your skin, such as a sting or an injection, it will usually take between five and 30 minutes.

Symptoms of anaphylaxis include:

- A red, raised, itchy skin rash (hives)
- Swelling of certain body parts, particularly the face/lips
- Swelling in your throat and narrowing of your airways, which can cause breathing difficulties and wheezing
- Nausea
- Vomiting
- A sudden drop in blood pressure, which can make you feel faint and dizzy
- Feeling like something terrible is going to happen

After a severe allergic reaction, it can take up to 48 hours for the risk of an anaphylaxis shock to lower. **We therefore require the person/child suffering from an allergic reaction to remain away from the setting for 48 hours after the reaction.**

The steps we take in the event of an anaphylaxis shock, depending on each individual situation are as follows:

- Call for immediate assistance and take the child to a quiet place and keep them calm.
- A trained practitioner will then administer the Epi Pen - refer to instructions clearly labelled on Epi Pen.
- Dial 9 for an outside line followed by 999 and ask for an ambulance.
- If the child loses consciousness, put them in the recovery position.
- If the child stops breathing begin CPR.

The nursery keeps Piriton on the premises for emergency purposes only.

If your child (over 1 year old) appears to be suffering from an allergic reaction during their time at the nursery the following steps will take place:

- A cold flannel will be applied to the reacted area.
- A phone call will be made to the child's parent to make them aware of the reaction.
- The affected area will be closely monitored every 5 minutes.



- If after 15 minutes the reaction remains the same or sooner if the reaction worsens, the child's parents will be contacted and only if the management team feel it is vital for the child's health and well-being piriton will be administered with verbal parental permission by the manager/deputy. We do get blanket permission from parents when children first start and will administer Piriton if we feel it is essential and cannot get hold of parents.
- An allergy incident form will then be filled out, detailing the possible cause of reaction, what action was taken and by whom and you will be asked to sign this upon collection.

10. Animal Policy

At Safari Stars Nursery we encourage the children to care for "living things". However, we recognise that animals – mammals, reptiles, birds and fish carry infections that can be transmitted to humans. Therefore, in line with our Health and Safety Policy we have implemented a strict hygiene procedure to prevent illnesses when handling and caring for animals on site.

Points to consider in relation to having animals in the nursery:

- Parents will be informed prior to an animal visiting the nursery/ pets being brought, enabling the nursery to establish whether a child has an allergy or phobia to a particular animal.
- A full risk assessment will be carried out before children come into contact with the animal, highlighting potential risks and acknowledging how these have been minimised. This risk assessment is reviewed daily, prior to the animals being held.
- Children will only be allowed to handle the animals under direct supervision of a member of full-time staff.
- Children must wash their hands thoroughly with liquid soap and warm running water after encountering any animals.
- Staff must ensure that children do not put their hands in their mouths or touch their eyes etc whilst handling any animals.
- Children are not permitted to kiss the animals.
- Staff will talk to children about the safe handling of animals.
- Staff will talk to children about personal hygiene.
- Golden rules can be implemented to help ensure safe handling of animals and personal hygiene.



- Staff will engage children in positive conversations about “living things” and encourage them to see this as a learning experience.
- Staff will ensure that the animals, if kept on the premises are looked after adequately. i.e., regularly cleaned, fed, watered, and given exercise.
- Staff must ensure that any animal faeces or urine is cleaned immediately and disposed of correctly, ensuring that children do not come into contact with this.
- Parents are responsible for supervising their children during drop off & collection if showing them any animals within the building.
- All pet bedding, food etc. is to be kept in a sealed box and should only be handled by employed staff.
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11. Babysitting Policy

At Safari Stars Nursery we feel it is important to build positive, professional relationships with all Children, Parents and Carers.

We allow Parents who may require a babysitter to ask the staff if they will do this, however this is a separate arrangement and is not arranged by the nursery.

Therefore, we ask that parents speak directly to the member of staff in question for their contact details and arrange this with them outside of nursery hours, not during the day or via the nursery telephone.

Parents are asked to sign a disclaimer for the member of staff they require to babysit for them, recognising, that the nursery is not to be held responsible for any accidents or incidents that may occur during this time. Signing this disclosure will also reinforce that any nursery issues, concerns or queries etc are not to be discussed during babysitting and are to be taken up with the senior staff during nursery hours only.

The nursery opening hours are 7:45am until 6:00pm therefore, children are not allowed on site outside of these times unless it is an organised event by the nursery. If parents require staff to babysit around these opening hours this cannot be done within the building.

It is part of both the staff contract and the parents’ general contractual agreement that staff are not permitted to be employed by parents until after 6 months of employment at the nursery including, those on a zero hours contract. Any staff found to be babysitting during nursery operational hours within 6 months of leaving their



role will be in breach of these contracts and legal action will be taken.

Should babysitting affect the duty and responsibilities of a staff member, the management will insist that the arrangement stops.

PLEASE NOTE THAT THE NURSERY WILL NOT BE HELD RESPONSIBLE FOR ANYTHING THAT MAY HAPPEN WHILST STAFF ARE BABYSITTING

12. Behaviour Management Policy

At Safari Stars Nursery our aim is to work in partnership with parents/carers to meet the individual needs of children in our care.

We aim to manage children's behaviour in a positive way, encouraging self discipline, and consideration for each other, our surroundings and property.

We believe that positive behaviour is promoted through positive language, praise and encouragement, promoting a positive ethos throughout the nursery ensuring children's well-being and learning is facilitated effectively.

By praising children and acknowledging their positive attitudes and actions, we aim to show all children that we value and respect them as individuals.

Children are given opportunities daily to express their feelings through nonaggressive strategies such as circle time. Children are also given the opportunity to discuss and understand that bullying, fighting, hurting and racist comments are not acceptable behaviour. Safari Stars implement and stress the importance of British values to further embed and encourage how children should behave and act towards others.

Careful consideration is made when arranging the layout of the children's play area to ensure that the environment and equipment is accessible, child initiated and safe to use.

All children have access to a variety of equal resources to avoid arguments. However, it is not always appropriate to expect a young child to share and it is important to acknowledge children's feelings and help them understand how others are feeling and why it is important to share.

Children who demonstrate unacceptable behaviour, whether physically or verbally will be given the opportunity to explain and justify their actions. Guidelines for age and stage appropriate Behaviour Development is outlined in the table below and

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each incident must be dealt with taking each unique child into account. Children will be encouraged to apologise to the child who has been hurt if this is age appropriate. Visual prompts and makaton signing will also be used to support children's understanding of simple instructions. The child who has been hurt will be comforted by the adult and any first aid treatment will be applied if needed. Both Children's parents will be informed.

In extreme cases where children's behaviour is totally unacceptable, a thinking time sanction may be given in order to calm the child down and reflect upon their actions. One minute for every year of the individual child's life is given for thinking time when necessary. This will be carried out using a sand timer. The adult must acknowledge and explain to the child that it is their action or behaviour that is not accepted and not the child that is being rejected. Once the child has rejoined the activity/ play session, the adult must ensure that the child is treated equally and not targeted for the behaviour that has just happened.

The staff at Safari Stars Nursery must never threaten corporal punishment, nor use or threaten any form of punishment which could have an adverse impact on the child's well-being.

Threatening language consists of bribes i.e. "If you do this or don't stop this, you can't do that" it also consists of counting 1, 2, and 3 to stop a child from doing what they are doing or following an instruction. Children must always be offered choices and told the consequences for their actions. i.e., "You have a choice to do this, or you can come and sit down for thinking time, what would you like to do?"

We only use positive reinforcement when speaking to children about their behaviour; we do not use the words 'naughty' or "bad". Language such as, "stop" and "that has made me sad", should be used instead.

The safeguarding policy will be invoked immediately if any member of staff is suspected of using corporal behaviour on any child in their care, the procedure will be followed, and any parents will be informed.

If a child is consistently using inappropriate behaviour tracking sheet (Known as "A B C C D") or a roots and fruits chart will be filled out after gaining parents' permission so the staff can see what is happening before the behaviour is displayed and at what time of the day, it is occurring. If a pattern of behaviour is identified a strategy can be put in place to deal with the cause of the problem. If necessary, help and advice will be taken from professionals such as the Educational Psychologists, the parents will be kept informed of this throughout the process.



Parents will be fully involved throughout every step of the above policy and procedure; this can be through end of day meetings, telephone calls, emails and meetings.

<u>Child's Age Range</u>	<u>Typical Behaviour Expectations</u>
Birth to 11 months	
8 to 20 months	<ul style="list-style-type: none"> A child of this age will now begin to understand "Yes", "no" and some boundaries. <p><i>Example - A child will begin to communicate "yes" and "no" if they want something and will understand when it is said to them but has no understanding of good and bad behaviour.</i></p>
16 to 26 months	<ul style="list-style-type: none"> They should now understand "Yes and "No" and will also start to respond to a few appropriate boundaries, with encouragement and support. <p><i>Example - A child will now understand "yes" and "no" but does not understand the difference between good and bad behaviour e.g., biting is inappropriate. Adults should teach them what acceptable behaviour is by explanation.</i></p>
22 to 36 months	<ul style="list-style-type: none"> At this age children can inhibit their own actions/behaviours, e.g., stop themselves from doing something they shouldn't do. They will also begin to show understanding and cooperate with some boundaries and routines. <p><i>Example - At this age they will now understand biting, pushing, kicking is wrong and should not do this. They still may try and push their boundaries as they are still learning and should be disciplined accordingly.</i></p>

30 to 50 months	<ul style="list-style-type: none"> At this age children can usually adapt their behaviour to different events, social situations and changes in routine. <p><i>Example - They should understand behaviour such as, biting, kicking and pushing will hurt someone therefore they won't do it. They should also understand simple expectations such as "We run outside not indoors." Although they may need reminding of these.</i></p>
40 to 60 months	<ul style="list-style-type: none"> They will now be aware of the boundaries set, and of behavioural expectations in the setting. They will also begin to be able to negotiate and solve problems without aggressions, e.g., when someone has taken their toy. <p><i>Example - At this age if a child breaks rules or displays unwanted behaviour they should be given the chance to talk about why and appropriate consequences should be given.</i></p>

13. Child Ratio and supervision Policy

At Safari Stars Nursery the safety of children is paramount at all times, and we ensure that there is adequate supervision in place and the children's needs can be met. To do this we have a duty to ensure that there are enough adults on site to be able to ensure each child's safety at all times.

This is where adult to child ratios for working with children come in, as they set the minimum standard for what parents and guardians should expect when they leave their child at our nursery.

Children under two (Twigas & Tembos):

- One adult for every three children (1:3)

Children aged two (Kifarus)

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- One adult for every four children (1:4)

Children aged three and over (Simbas)

- One adult for every eight children (1:8)

It is the manager's (most senior person in charge) responsibility to ensure that the nursery has the correct number of staff present on each day and will plan the staff rota according to the number of children booked into each room per day. In line with our Safe Recruitment Policy, staff are recruited as and when we take on new children to attend and these children cannot begin at the nursery until adequate staffing has been arranged.

On occasions, staff: child ratios within rooms can be allowed to go below the levels shown above, as long as the staff are able to continue sufficient supervision and ensure all children are safe. This flexible approach enables staff to leave the rooms for brief periods without having to request cover for their absence. For example, to go to the bathroom, to get resources/supplies or to get something from the kitchen. On such occasions staff MUST communicate to the rest of the team and get confirmation that they are comfortable for that person to leave but they can continue to maintain the safety standards.

It is a legal requirement to meet these ratios at all times and therefore we will never operate without adhering to ratio requirements. The nursery manager and deputy manager as well as one of the directors are based supernumerary in the office and can cover in rooms as and when required. If staff need support or in the event of an emergency, staff can request support using the internal phone lines.

When leaving the building for outings the staff: child ratios will change to ensure safety outside of the building.

These are;

Children under two (Twigas & Tembos) in buggies only

- One adult for every three children (1:3)

Children aged two (Kifarus)

- One adult for every three children (1:3) If using the 6-seater buggy you can have 6 children in the buggy and 1 child walking making this a 2:7 ratio.

Children aged three and over (Simbas)

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- One adult for every four children. Each member of staff MUST hold two children by the hands and then those children will also hold hands with another child.

14. Contingency Arrangements for Staff Absences and Emergencies Policy

At Safari Stars Nursery we appreciate that staff may sometimes have planned or unplanned absences and therefore, it is down to the manager (most senior person in charge) to ensure that suitable arrangements are made so that there is appropriate cover during these absences and in any emergency. These could include:

- Using “bank” staff, drawn from a pool of suitable adults (safer recruitment procedures must be followed when recruiting “bank” staff); bank staff should be regarded as part of the staff team and MUST attend continuous professional development training (CPD) as well as monthly staff meetings. We believe that consistency is key for children particularly as they are so young, we try our best to keep bank staff to familiar rooms as much as possible.
- When we have no Bank Staff available and only when absolutely essential to cover ratios, we have the option to use an employment agency to obtain suitably qualified staff.
- When agency staff are required, we will give them a brief induction and run through key policies and procedures for the nursery so that the children at the provision have consistent experiences. All staff who attend the nursery from the agency will have undergone the correct vetting and barring including a DBS check.
- Reorganising the children into different groups, while continuing to maintain the appropriate ratios and group sizes. Again, this is something we would do as a last resort to avoid as little disruption and confusion to the children. For example, if a member of staff from an early shift calls in sick it may be essential for children aged 2-5years to have breakfast together in the corridor or to join up for a story time from 5:30pm.
- In a final resort, if we have an increased number of staff absence and we feel we cannot operate safely and legally, the manager (most senior person in charge) may make the decision to close a room until it is safe to do so. If this was to be the case, we will try our very best to give parents as much notice and of course will NOT charge fees for these days.



To try to avoid emergency staffing and to help us plan for staffing we ask the staff to do the following

- Staff who are on a 7:45am or 8am start must call the director or the nursery manager due to open the nursery by 6:45am if they are going to be absent that day, this will allow us a longer period of time to arrange cover.
- Staff who know the day before that they are unwell and will not be in, MUST call the nursery by 4pm the evening before.

We will always ensure that all other legalities are in place. The correct number of qualified staff and the correct number of first aid trained staff are present. We will also ensure that there is at least 1 known member of staff within the room who know and understand the children's individual needs.

During any disruption to the normal staffing routines, we will always continue to provide consistent experience for the child and ensure that our safeguarding procedures take into account unfamiliar adults working with the children.

15. Staff Lone Working

In general, we feel it is good practice for staff not to work alone for the safety of both children and staff. Having two members of staff present at all time, allows more support and natural surveillance in the event of unsatisfactory conduct of staff.

Where child numbers are relatively low, for example first thing in the morning or last thing in the evening staff that are working in their own in a room will always be able to get help if needed from either an adjacent room or from the management team. If they are lone working staff MUST have the stable doors open to the adjacent room so that there is a clear view. (Staff should not LONE work for any longer than 30 minutes MAXIMUM) Regardless of the number of children.

Staff are not permitted to work alone in the building at any time with the exception of the directors or setting cleaner who may work here out of normal nursery operational hours where no children are on site.

Our priority is always the safety and welfare of ALL children and all staff should be



vigilant to any colleagues working alone with children both to provide support for the colleague and ensure the safety of the children.

16. Safari Stars Nursery Code of Conduct

At Safari Stars Nursery, we know it is important for children that we have a warm and friendly atmosphere providing positive role models and ensure that all employees behave appropriately and professionally demonstrating high quality practice at all times.

Employees should be courteous, honest, and act as role models when inside and outside of the nursery premises.

Employees are expected to disclose to the management any convictions, cautions, court orders, reprimands, warnings or involvement with children's schools and families, that may affect their suitability to work with children (whether received before or during their employment at the setting).

At Safari Stars Nursery, we aim to ensure that we achieve a positive environment for parents, staff and children by doing the following:

General Conduct:

- Our ethos is positively shared, giving equal responsibility to our employees to promote it.
- Employees are expected to follow all nursery policies and procedures at all times.
- All employees encourage positive behaviour with the children through the use of the EYFS and strategies provided.
- All employees have sound knowledge and must implement and model the British Values.
- All employees promote mutual respect for all children and adults, their space, time, possessions, beliefs, feelings and the environment.
- The nursery is organised through positive and caring management.
- We maintain records as required by Ofsted and in line with GDPR.
- All staff adhere to confidentiality at all times.

Staff

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- Are accountable and take responsibility for their actions.
- Treat equipment and resources with care and respect.
- Act as reflective practitioners; identify their own strengths and weaknesses and build upon the strengths to improve their practice.
- Provide constructive feedback and ideas to help improve Safari Stars Nursery.
- Are enthusiastic in their work with parents, children and other team members.
- Promote the nursery vision and culture.
- Act with honour and integrity. Be honest and truthful.
- Work together to ensure the best possible outcomes for those children in their care.

Children

- The welfare of the children is paramount and is at the forefront of staff's practice.
- Staff promote children's spiritual, moral and developmental well-being.
- Staff are compassionate and sensitive in working matters, particularly when communicating personal matters.
- All staff are knowledgeable in safeguarding and what to do if they have any concerns.
- All employees have an awareness of and respect for those with different social backgrounds.
- All employees have respect for children's and families differing needs and adhere to confidentiality when dealing with this.
- Staff are factual, yet objective and sensitive when reporting children's progress and needs.
- All employees act as appropriate, positive role models at all times.
- Staff must ensure high standards of care are given at all times, including supervising children, being aware of their Health and Safety needs and identifying and reducing risks through daily checks and risk assessments.

Ensure there are plenty of stimulating educational and fun activities for children throughout the day and that they reflect the needs and age of the children.

Parents

- Establish a friendly, helpful and professional relationship with all parents within the nursery.
- Have respect for the contribution that parents make to their child's upbringing.



- Have respect to parents' rights to access information and regarding their child's development.
- Parents are asked to respect the nursery staff and deal with any complaints or concerns in line with the setting procedures and by talking directly to the nursery manager.
- Parents are also made aware of the nursery policies and procedures and are asked to adhere to these at all times.

17. Complaints Procedure and Policy

At Safari Stars Nursery, we will endeavour to ensure that your child receives the best possible start to life whilst in our care. Your child's safety and welfare are of paramount importance to us, and we aim to ensure that both you and your child are satisfied with the provision that we provide.

If you are at all unsatisfied with the level of care your child has received or have any concerns relating to the nursery, you can:

- In the first instance, discuss your concern, query or complaint with your child's key worker or a senior member of staff appropriate to your child's base room. They will then hopefully resolve the issue or answer your query and inform management of the discussion held and the outcomes. The senior members of staff are:

Chelsea Biggs, Simbas Room Leader
Faith Biggs, Tembos Room Leader
Martina Jahnova, Rhinos Room Leader
Rolake

- Alternatively, if you feel that the concern or complaint should be brought to the management's attention immediately you should speak to:

Emma Cooper, Nursery Manager or Kirsty Pratchett, Deputy Manager

- If you feel very strongly about your concern, query or complaint and would like to speak to someone formally, please address this in writing to:

Emma Cooper, Nursery Manager



If you feel your complaint has not been dealt with to your satisfaction, please address this in writing to:

Shital Shah, Director

Should you still not feel satisfied, you may contact OFSTED on: **03001231231**

Safari Stars Nursery must investigate all formal complaints relating to the Early Years Foundation Stage Welfare Requirements with an aim to notify you of the outcome in writing within 28 days of having received the complaint.

A written record of all formal complaints and their outcome is available to Ofsted upon request.

18. Employee Confidentiality Policy

At Safari Stars Nursery, it is paramount that we protect the affairs of the children, families, staff and the company's interests and rights.

In order to do this, we require you as employees to keep any information that you have gained or learned during your employment strictly confidential except when a safeguarding issue or concern arises.

This includes any information relating to the following:

- Company
- Employees
- Customers
- Business
- Accounts
- Finance
- Students/Volunteers

Employees of Safari Stars Nursery are not authorised at any point to make, copy or abstract any document or part of it relating to the business or the company itself.

All information concerning the children and their families is to be kept strictly confidential and shared on a need-to-know basis.



Information concerning salaries or contracts of employment is not to be discussed or shared with work colleagues or parents of the company.

Staff are not permitted to talk or discuss any incidents that happen at the nursery including those involving children or incidents between staff members. Staff must keep all sensitive and personal information confidential and if they are unsure if it is confidential or not, then clarification can be sought from the management team.

Furthermore, staff are NOT permitted to discuss any information with parents outside of working hours and should not have contact with them via social media in line with our social media policy. Any nursery issues, concerns or queries etc are to be taken up with the management during nursery hours only.

All staff are required to sign a confidentiality agreement prior to the commencement of their employment.

Safari Stars Nursery is permitted to share the following information with the consent of the Manager:

- Safeguarding concerns including disclosures from parents
- Transition information, including school reports to the appropriate setting
- Special Educational Needs information to external agencies working with the family

THE DISCIPLINARY PROCEDURE WILL BE FOLLOWED IF THE CONFIDENTIALITY POLICY IS BREACHED.

19. E-safety Policy

Safari Stars Nursery, has a commitment to keep children and staff safe and healthy and therefore implement this e-safety policy in line with our Safeguarding policy and Technology policy.

All staff and parents play a key role in safeguarding children and are required to acknowledge that young children will access the internet from time to time as part of their education whether this be at home if not in the setting.

At Safari Stars Nursery the children in our care are offered the opportunity to begin the learning process on how to be e-safe and recognise when information or material is inappropriate or makes them feel uncomfortable and how to ask for help. Children



are encouraged to learn from a young age that responsible use of ICT is recognised and rewarded.

The children in our nursery are taught to:

- Have an age-appropriate understanding of healthy relationships
- Understand how to stay safe online
- Prevent all forms of bullying, including cyber bullying and prejudice- based bullying

At Safari Stars Nursery we highlight the importance to children, staff, parents and visitors on the three areas of risk associated with e-Safety:

Content

Being exposed to illegal, inappropriate or harmful material. For example, sexual, racist, violent, unreliable/bigoted content.

Contact

Being subjected to harmful online interaction with other users. For example, cyberbullying and grooming.

Conduct

Personal online behaviour that increases the likelihood of or causes harm. For example, digital footprint/digital tattoo.

We aim to support children, staff and parents' knowledge of e-safety by sharing information on our monthly newsletters and also having age-appropriate stories/texts available to read.

Children's use of the internet is physically monitored and supervised as is only to be used as part of an adult guided, educational, age-appropriate activity.

At Safari Stars Nursery an e-Safety Lead has been designated to be responsible for the following:

- Systematically reviewing and developing the e-Safety procedure
- Auditing the training needs of staff through questioning and observation
- Developing staff knowledge and providing appropriate training
- Educating parents and visitors on how to keep children safe online
- Providing staff and parents with regular updates and access to useful e-Safety information

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- Using the “parent’s voice” and “children’s voice” to develop e-Safety strategies

**Safari Stars Nursery e-Safety Leads are:
The Manager & Deputy Manager**

20. Acceptable Use Policy

Staff working at Safari Stars Nursery are permitted to use the internet on the nursery computer providing it is for the educational benefit of the children. This may be for gathering information, resources and images.

Staff are permitted to use the nursery IT equipment to promote aspects of the children’s learning and development however, these must be planned prior to use and staff must ensure the children’s education will be supported through this activity. Apps such as: counting and number games, matching games, colour games, art games and phonic apps are allowed. From time-to-time children can listen to music from the tablet for appropriate activities such as music and movement however, TV programmes and clips etc., are not permitted.

If a staff member wishes to use the nursery computer to access the internet for their personal use consent must be given and it must be supervised by the manager or deputy manager.

Staff may access the internet for personal use via their personal Smart phones in their own time and only during their staff breaks either off site or in the nursery staff room.

The management team and directors are the only staff members with permission to access the nursery email account; hello@safaristarsnursery.co.uk at all times.

All log in details and passwords are to be kept strictly confidential unless otherwise stated by the nursery manager/ director.

In addition to the standard nursery e-mail the manager also has access to a confidential e-mail address: manager@safaristarsnursery.co.uk

Only the nursery manager and director is allowed access to this e-mail address.



Emailing of personal, sensitive, confidential or classified information is not permitted without the manager's consent and the document must always be password protected or uploaded onto the nursery Herts FX account.

When using social media sites, no reference should be given to specific children or parents by name. No pictures taken on site at the nursery or "selfies" in Safari Stars Nursery uniform should be published on personal social media pages.

Staff are asked not to have parents as friends on any social networking sites. Staff members are also encouraged to set their profile to private and consider using an alternative profile name.

Staff members are encouraged to refrain from sharing their personal details such as e-mail addresses, home address and date of births with parents in person and online.

Social media sites other than the setting's own social media accounts should not be accessed on the nursery computer. Staff may access their own social media pages from their own phones but only during their agreed breaks.

Staff should not make judgemental remarks about their employer or colleagues at all, including posting these remarks on social media. Doing this in the presence of others may be deemed as bullying and/or harassment.

If staff members have any concerns about information on their social networking site or if they are the victim of cyberbullying, they should contact the Manager immediately.

21. Digital Video and Image Policy

There are four age groups that form part of Safari Stars Nursery, each of these room have a tablet to use for the following purposes:

- To take photo evidence for children's individual assessment portfolios i.e., Tapestry.
- To display photos around the nursery, demonstrating the activities undertaken by the children.
- To display photos in the events book of children taking part in fun activities.
- To take photographic evidence of children participating in various activities and events for advertisement on the nursery's social media (where parent permission is given).

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- To take photographic evidence of children participating in various activities and events for advertisement on the nursery's website.
- Photos will only be used for advertisement with parents' permission.

Staff working at Safari Stars Nursery MUST always use the nursery tablets. Staff are NOT allowed to use personal cameras or memory cards within the nursery and if they do this, it will result in disciplinary action.

Only senior management may print the photos taken and upload them on to social media and the nursery website.

All photos must be deleted from the memory cards and those downloaded onto the computers immediately.

Staff members or students are not permitted to take photographs of children for personal academic studies. They can take photos of children's work as long as the child cannot be identified, and they MUST request this in writing to the nursery manager and the parents of all children prior to any studies being carried out. All photographs taken, must be taken on the nursery camera and printed and deleted by senior management.

Videos are not usually taken by nursery staff. However, should a member of staff wish to video the children for any reason on the nursery camera, they will be asked to justify the need for the video to the nursery manager and based on this, consent may or may not be given. Videos of children learning can be uploaded to children's personal Tapestry accounts.

We appreciate that many parents will want to record their children at special events, for example graduations, sports day and nativity plays etc. However, in order to do this, ALL parents MUST sign an agreement stating that they give their permission for other parents to take photos and videos that may capture their own child. With respect to other family's privacy, we ask that parents agree to not publishing pictures or video footage of their children on social media sites. Any reports of parents not complying with this request will be addressed by the manager.

22. Staff Personal Device Policy



All mobile phones are to be switched onto silent mode or turned off and must be stored in a locked cabinet. They must be signed in and out daily by the member of staff.

Mobile phones are only to be used during lunch breaks in the staff room, office or reception unless you are given the authority by management.

Personal electronic devices are NOT to be used in the rooms with the children, including kept in a pocket or on a shelf/cupboard.

Smart watches MUST be disconnected from your phone at all times and only used to check the time.

If a member of staff needs to make a phone call, they should speak directly to the manager who can authorise the call to be made in the nursery reception or to make the call from the nursery landline.

Parents and visitors including professionals are not permitted to use their mobiles within the nursery environment. Should a parent or visitor be seen using their mobile phone past the nursery reception they will be challenged by a member of staff and asked to turn their phone off.

The nursery mobile phone is to be taken on all outings outside of the nursery, this is because it is a camera free phone, meaning pictures and videos cannot be taken. If for any reason this mobile phone is not working, the outing cannot take place. The nursery phone must be charged by the person last to use it to ensure that the children are not restricted from taking part in external activities.

23. Policy to support families and children where English is an additional language (EAL)

Our setting is committed to making appropriate provision for learning and to offer resources to children and families who have English as an additional language.

We will identify children's needs; recognise the skills they bring and ensure equality of access to the curriculum.

We aim to provide a welcoming, safe and secure environment where all children are valued. We include and support parents and families for whom English is an

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additional language; acknowledging the importance of a child's home language(s) and cultural background and know our wider community so we can support families from minority ethnic groups.

On admission we collect ethnicity data, check spelling and pronunciation of children's and parents' names, record language background for the child and parents/carers, record cultural and religious information relevant to the child and family and ask parents/carers for useful words in the child's home language.

At Safari Stars Nursery, we value the importance of bi/multi-lingual staff, we understand and are sensitive to cultural, religious and language needs of bi/multi-lingual children and their families, seek out training opportunities and volunteers to enable them to support children learning EAL and ensure staff make appropriate provision for bi/multi-lingual children and make effective use of services.

We recognise that all children share the need for warmth, security and belonging, regardless of their fluency in English.

We see the support for children learning English as an additional language as the responsibility of all adults in the setting.

We acknowledge the advantages of bilingualism.

We acknowledge that English is best learnt in a language rich environment.

We encourage parent/carer to stay for the first few settling in sessions, for the parent/carer to understand our routines and to explain the routines to their child in their home language.

We recognise that a child may experience a silent period.

We acknowledge the effect of moving country and culture may be a possible barrier to play, learning and participation.

We act as positive role models.

We understand the importance of raising children's self-esteem.

We raise language awareness for all children and adults in our setting.

We reassure parents/carers that use of first language at home will support their child's learning.

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We reassure parents/carers that if common words and phrases in home language are given to the setting this will support children in learning English.

We encourage parents/carers to be actively involved in our setting and their child's education.

We praise and accept every effort a child makes to join in and communicate.

We record observations of all the child's communication skills including non-verbal gestures, body language and other signs of understanding.

We celebrate a variety of festivals and encourage visitors from our local community to share their language and cultures with all the children in our setting.

We ensure children's home languages are reflected in the equipment and resources our setting provides (e.g., tapes, books, puzzles and posters).

In order to support all children's understanding we also use basic Makaton signing and visual aids.

23. Extreme Weather Policy

We aim to operate all year round during all weathers however, in extreme circumstances a closure may be necessary for example, heavy snow, a reduced staff team, lack of heating, electricity failure or the nursery flooding. If we have to make the decision to close the nursery you will be contacted via e-mail however, parents are advised that if in any doubt to contact the nursery in the morning via the landline number or alternatively you can check our Social Media pages for updates.

On the odd occasion it may also be necessary to aim for an early closure during, for example, heavy snowfall and poor driving conditions to ensure all families, children and staff are able to travel safely.

In the event of the temperature in the children's rooms dropping below 10 degrees Celsius for a prolonged period of time, parents will be contacted and requested to collect their child due to risks.

During the summer months where the temperature is above 25 degrees Celsius, children should not be in the garden between the hours of 11:30am and 3:30pm unless they have authorisation from the most senior member of staff in charge. If it is

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authorised for children to be outside during this time adequate shade must be sought (pop up gazebos) with adult led activities set up and fresh drinking water MUST be provided constantly.

Before going outside, all children must be wearing sunhats and must have sun cream applied generously. The nursery will provide sun cream for the children to prevent their skin from burning or alternatively parents can provide their own, should they wish to do so.

The sun cream must be applied following the procedure below:

- Sun cream should be applied 15 minutes prior to the children going into the garden so that it has ample time to soak beneath the top layer of skin.
- The sun cream should then be reapplied 30 minutes after sun exposure and again every 45-60 minutes. If a child's skin looks to become red, they must be brought into a cool environment to cool down and remain indoors until the redness has gone.

Fresh drinking water must be made available to the children at all times throughout the day and they will be encouraged to stop and take regular intervals (every 15 minutes) from play and drink more often in warmer weather.

Further measures will be put in place in extreme heat:

- On very hot days (that is, where temperatures are in excess of 30°C), children should not take part in vigorous physical activity.
- Loose, light-coloured clothing should be worn to help children keep cool and hats of a closed construction with wide brims should be worn to avoid sunburn –Parents are required to provide suitable loose-fitting clothing and sun hats.
- Windows and other ventilation openings should be opened during the early morning to allow stored heat to escape from the building.
- Windows and other ventilation openings should not be closed, but their openings reduced when the outdoor air becomes warmer than the air indoors – this should help keep rooms cool whilst allowing adequate ventilation.



- Keep the use of electric lighting to a minimum during hot weather. By the afternoon as much as possible lighting should be off where it is safe, and children can still see appropriately.
- Consider turning off electrical equipment, including computers, monitors and printers when left in 'standby mode' – electrical equipment, when left on, or in 'standby' mode generates heat.
- Room Temperatures are to be checked four times a day instead of twice, two in the morning and two in the afternoon.

During warm weather children will be encouraged to do more focus activities including lots of water play and ice play.

The Website <https://www.metoffice.gov.uk/public/weather/uv-index-forecast> will be accessed each morning to check the U.V levels for the day to ensure the children are always protected even on days that appear to be low risk, they will then be display outside the classroom. The designated person for this update is the Deputy Manager.

24. Fire Evacuation Policy

In the event of a fire, staff at Safari Stars Nursery will carry out the following procedure;

- The fire Alarm is to be activated immediately by pushing the button on the red fire point.
- All staff and children are to leave calmly through the nearest fire exit, indicated by green exit signs, only taking the children from their room. Before exiting an initial head count is to be taken.
- A Senior staff member is to undertake a final check of the room, collect the room registers and close all doors behind them.
- The Manager/Deputy or in their absence the Third in Charge are to wear a high visibility jacket before placing the fire evacuation sacks located in the disabled toilet outside of the front door.



- The Manager/Deputy or in their absence the Third in Charge is to take the nursery mobile phone and the phone belonging to the most senior person in charge, children's contact details, grab cards, visitors book, staff signing in and out sheets with them and complete a visual inspection of the nursery to ensure no one is on the premises.
- Staff are not to stop to collect or locate personal belongings.
- All staff and children are to proceed to the designated fire evacuation point as indicated next to every fire door.

**FIRE EVACUATION POINT: NEAREST SHELTER OPPOSITE MAIN ENTRANCE
ADJACENT TO DOMINOS PIZZA.**

- If there is no immediate danger to themselves, senior staff are to locate the fire fighting equipment and fight the fire as far as possible. If there is any danger to themselves, they are to leave the premises immediately.
- The Manager/Deputy or in their absence the Third in Charge are to contact the fire brigade by dialling 9 for an outside line followed by 999 to the address:

4 Parkhouse Court,
Hatfield,
Hertfordshire,
AL10 9RQ

- Once the children are under the shelter and are safe at the evacuation point, they are to be placed in room groups and the registers will be used to take a headcount of all staff and children.
- The Manager/Deputy or in their absence the Third in Charge are to take a final headcount of all staff and children using staff signing in and out sheets, visitors book and children's registers.
- All staff are to stay with the children in their groups, they must take regular headcounts and continue with activities in order to keep the children quiet and calm.
- The Manager/Deputy or in their absence the Third in Charge are to make themselves known to the fire brigade as the Fire Warden/ Person in Charge and undertake any duties as requested.



- If the building is deemed un-safe, all children and staff are to proceed to the **David Lloyd centre**, one group at a time with group registers. The children are to be head counted and checked against group registers before leaving the evacuation point and after arriving at the centre. The Manager/Deputy or in their absence the Third in Charge are to be contacted once at the centre to confirm all children and staff are present.
- One member of staff from each room is to use a mobile phone to contact the parents of the children who are in their room only.
- No one is to re enter the building until authorised by a Fire officer, the Manager/Deputy or in their absence the Third in Charge.

25. Food Policy

- The government has placed a duty on nurseries to ensure that every child is healthy. Eating healthily is important because it will help children to:
 - Be fitter and healthier now and later in life.
 - Learn at a faster pace and behave better.
- To grow and stay healthy, children need to eat a nutritionally well-balanced diet. Nursery is an influential setting and can contribute significantly to improving the health and well-being of children.
- Good nutrition in childhood can help to prevent a variety of health problems, both in the short term and later in life. There is increasing concern that many children are consuming too much fat, sugar and salt and too little fibre, fruit and vegetables.
- The short-term effects of unhealthy food intake can include poor growth, tooth decay, obesity, anaemia, constipation, poor concentration and behavioural problems, which may have an impact on a child's learning.
- The longer-term effects of a poor diet in childhood can be an increased risk of stroke, cancer, heart disease and diabetes in adulthood.
- The Office for Standards in Education (Ofsted) is required to report on how the school promotes the personal development and well-being of all children – this may include on-site food provision as well as meals and snacks brought into nursery from home.



Policy Aims

- To ensure that the meals and snacks prepared on site, and any food brought from home, meet food and nutrition standards for school meals.
- To encourage healthy eating habits from an early age and improve the overall nutrition and well-being of children now and later in life.
- To develop an awareness in children, parents & carers, staff and the wider community of a proactive approach to promote healthy eating.

Meals and snacks provided by Safari Stars Nursery

- All meals and snacks prepared on-site are included with the child's nursery fees.
- Children attending a morning session will be provided with breakfast and lunch, as well as a mid-morning snack.
- Children attending an afternoon session will be provided with a mid-afternoon snack and tea.
- Children attending for a full day will be provided with breakfast, lunch, tea as well as a morning and afternoon snack.

- All meals and snacks are freshly prepared on site and children will always be provided with a hot meal for lunch and often for tea.
- Meals and snacks are provided every 2-3 hours, are planned rotationally for 3 weeks in advance, changed twice a year and include a variety of foods, cuisines, tastes, colours and textures.
 - Our menus are planned to include food from all the major food groups; wholegrain and white starchy foods, a wide variety of proteins, (meat, fish, eggs and pulses) fresh and frozen vegetables, fresh and dried fruit and dairy products including full fat and semi skimmed milk.
- Lunch and tea include a main along with a dessert which provides an additional source of calcium or fruit.
- Canned products e.g., baked beans are limited and are reduced in salt and sugar.
- Canned pulse's e.g., chickpeas and kidney beans etc are reduced in salt and sugar.
- Children following a vegetarian or vegan diet are always provided with an appropriate alternative, including plant-based meat alternatives, lentils, beans and pulses to ensure sufficient protein intake.
- Children with life threatening allergies are provided with a personal menu that suits their individual nutritional needs; this is formulated with the child's parents prior to their start date.

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- Milk and water are the only drinks provided within the nursery. Children have access to fresh drinking water and milk throughout the day.
- Salt is not added to any meals.
- Cakes are homemade, reduced in sugar and provided as part of a dessert once per week.
- If a child refuses their dinner an alternative is offered, equally, if a child falls asleep before or during their dinner, their meal is saved, cooled correctly and given to them when they wake up.
- If it is a child's birthday, parents are very welcome to bring a cake in for us to use to sing "Happy Birthday", but the cake will be cut up and sent home with the children rather than consumed at nursery.
- We use stickers and positive reinforcement as a way to encourage and reward children, never sweets.
- Children are not permitted to bring confectionary, crisps or biscuits into the nursery.
- Our kitchen and lunch time staff are sufficiently trained and take great care to ensure food is served at an appropriate temperature to minimise the risk of burns and scalding.

Using meal and snack times as a child development opportunity

- Children over two and a half years old are encouraged to cut and peel their own fruit for snack.
- Children over two years old are encouraged to serve themselves at meals times. This helps children to develop independence, gross and fine motor skills and an awareness of the food they eat.
- As part of the self-service children over two years old are encouraged on occasions to make their own sandwiches, butter their bread or spread the cheese on their scones as part of teatime.

Food brought in from home ("packed meals")

- 2- and 3-year-old children that are entitled to government funded hours (see Funding Policy) can opt out of the voluntary consumables charge and instead bring in their own food from home.
- Packed meals can contribute to almost a third of a child's weekly food intake and therefore need to be balanced and nutritious. Parents and carers should refer to the guidelines below to ensure any food brought in from home adheres to our strict commitment to encouraging healthy eating (detailed above and in our "Maintaining a Healthy Lifestyle" Policy).

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- If a packed meal is deemed to be outside of these guidelines, we will in the first instance discuss it with parents. In some cases, the packed lunch will not be offered to the child and instead they will be offered food prepared on-site, in which case parents will incur the consumables charge for the session attended.
- Safari Stars Nursery will work with parents to encourage packed meals meet the standards listed below.

The 'Always and Never' approach to packed meals at Safari Stars Nursery

- Packed meals should 'Always' include:
 - At least one portion of fruit and one portion of vegetables. Grapes and cherry tomatoes should be halved lengthways for nursery age children.
 - A portion of vegetarian or vegan protein (e.g., lentils, kidney beans, chickpeas, houmous, falafel).
 - A starchy food such as any type of bread (white or wholegrain rolls, pitta bread or wraps), crackers, pasta, rice, couscous, noodles, potatoes or another cereal.
 - A dairy food such as 'proper' cheese (i.e., not Dairylea, lunchables or similar), yoghurt, or fromage frais. These must not be high in sugar.
- Packed meals should 'Never' include:
- Any products with nuts or pine nuts or traces of these foods.
- Any confectionery such as chocolate bars, chocolate-coated biscuits and sweets.
- Any crisps.
- Any fizzy drinks, juices or squash (even if labelled as 'sugar-free', 'no-added sugar' or 'reduced sugar') as these drinks can contribute to tooth decay and provide little nutritional value.

Packed Meal Facilities

- Safari Stars Nursery will ensure that even though children have brought in a packed meal they will eat with their peers.
- Free, fresh drinking water and cold milk is available at all times.
- Due to a lack of fridge space at the nursery we are unable to accept packed meals containing any food that needs to be stored at a specific temperature, as incorrectly stored food could make your child ill. This particularly includes cold meats or fish.

- Hot food is NOT permitted in packed meals as we cannot control the temperature to avoid burns or scalds.
- Safari Stars Nursery will NOT heat up the food you provide in case it is heated incorrectly and makes your child ill.
- Safari Stars Nursery will provide cutlery to support your child at meal and snack times.
- Children are only allowed to eat their OWN food.

Special diets and allergies

- Please also see the allergy policy and note that NO food that contains nuts or nut derived products is allowed in your child's packed meals.
- Safari Stars understands that some children may have verified medical conditions requiring special diets that do not allow for the standards to be met exactly. In this case parents are urged to be responsible for ensuring that packed meals are as healthy as possible. If any of the foods suggested on the "should never include" list need to be a part of your child's daily diet, please inform your child's key person.

Waste and Disposal

Safari Stars Nursery will, within reason, send any uneaten packed meal food items back home. This is so that parents can also monitor what their child has consumed during the day and then raise any concerns over their child's food intake with the nursery.



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Some examples of healthy lunchboxes are pictured above. These should include foods from all food groups, as explained earlier. Please note we provide water and milk for all children.

26. Health & Safety at Work Policy

Safari Stars Nursery has an obligation to abide by the Health and Safety at Work Act 1974. The Act imposes that all employees take reasonable care of the safety of themselves and others who may be affected by their omissions at work.

Safari Stars Nursery recognises obligations to keep children, employees and anyone visiting the nursery safe and healthy.

The Directors and senior management staff have a responsibility to ensure that all reasonable precautions are taken to provide and maintain working conditions which are safe and healthy. This includes formulating, implementing and adhering to the health and safety at work policy and procedure.

All workers have the right to work in places where risks to their health and safety are properly controlled. Health and safety is about stopping employees, visitors and children from getting hurt at work or ill through work. Safari Stars Nursery is responsible for the health and safety but all employees and visitors to the nursery must help.

The employer's responsibilities include:

- Carrying out risk assessments for every aspect of the nursery that the staff, children and any visitors may come into contact with on a daily basis. Ensuring a careful examination is done, what potential risks there are, how it will be controlled and what precautions will be put in place to prevent the risk.
- Provide, free of charge, health and safety training which includes manual handling, first aid, fire marshal training and food hygiene.
- Provide free of charge, personal, protective equipment and clothing which includes gloves, aprons, alcohol gel and uniform.
- Provide toilets, washing facilities and fresh drinking water.
- Provide adequate first aid facilities.
- Report injuries, diseases and dangerous incidents at work to the incident contact centre on: 08453009923.
- Have Public Liability insurance that covers all employees in case they become ill or get hurt through work. A hard copy of this is displayed in the reception area on the wall.



- Work with other employees or contractors to share information regarding the workplace so that everyone's health and safety is protected.

The employee's responsibilities include:

- Following the training received by your employer and cooperate with them.
- Taking reasonable care of your own and other people's health and safety.
- Report any work-related issues that you feel put your or anyone else's health and safety at serious risk.
- Read and understand the health and safety policy and adhere to it.
- Comply with the manual handling training received.

If there is a problem:

- Talk to your employer
- Look at the HSE website on www.hse.gov.uk
- Contact the HSE info line on 08453450055

Risk Assessments:

- Risk assessments cover anything that a child may come into contact with and are reviewed regularly- at least once per year or every six months if the need arises.
- Any potential hazards to children both indoors and outdoors are kept to a minimum through an effective risk management process.
- Equipment is checked regularly, and any dangerous items are repaired or discarded
- All risk assessments identifying aspects of the environment that need to be checked on a daily basis are recorded. Copies of these checks are kept in each individual room with an initial of who exactly carried out the check.
- The premises, toys and equipment are cleaned daily and recorded on a monthly/daily basis.
- COSHH is recorded and stored appropriately for all staff and or visitors to see and understand the potential hazard of the chemical.

Environment:

- No food other than that provided by the nursery is to be given to the children. We operate on a strict **no nut** policy with a food allergy management procedure in place that is closely monitored and adhered to at all times.



- Staff are not permitted to eat with the children with the exception to particular festivals such as, Christmas. Staff must eat their food in the staff room or outside the premises on their lunch break only.
- Any potential hazards whereby a child, employee or visitor could slip, trip or fall are to be removed. All adults are responsible for ensuring their pathway is clear before proceeding.
- All spillages must be cleared and cleaned immediately, and a wet floor sign put in place.
- Bodily fluids must not be cleaned without the protective clothing provided being worn.
- Staffs are to encourage children to walk at all times, no running should be permitted throughout the nursery.

Staff:

- All staff hold an enhanced DBS certificate which is accessible online via the update service.
- There is a strict no smoking policy in place that ensures Safari Stars Nursery is a non-smoking premises.
- No matches are allowed to be brought onto the premises, if staff do smoke and have to bring in cigarettes/lighters etc., then they must ensure they only use safety lighters, and these must be placed in their locker provided.
- Mobile phones are not permitted within the nursery at any time other than within the staff room and reception area.
- Hot drinks or canned drinks are not permitted in the rooms with the children; only bottled drinks are allowed.
- No inappropriate jewellery is to be worn by staff members. A wedding ring, a watch and studded earrings are the only jewellery permitted whilst working in the nursery.
- A polo top is provided for staff to wear every day at work, staff must ensure black trousers are worn as part of the uniform and shoes which must be flat and sensible. Staff may wear open toe shoes and small high heeled shoes but at their own risk.
- Staff are not permitted to be on the premises alone at any time with the exception to the Director, Manager, Deputy Manager and Nursery Cleaner.

Safari Stars Nursery is aware that from time-to-time staff may suffer with workplace stress. We look for signs of stress such as, mood swings, increase absence for sickness, lack of motivation or poor time keeping. If the senior management team feel that a member of staff is suffering with workplace



stress, we will encourage the member of staff to seek advice from their GP and also complete a wellbeing form at Safari Stars Nursery with them.

Display Screen Equipment:

Safari Stars Nursery ensures that staff are aware of how to effectively and safely use any display screen equipment such as, laptops, computers and tablets in line with the Health and Safety (Display Screen Equipment) Regs 1992, amended in 2002. To reduce risks posed by display screen equipment Safari Stars ensures the following:

- Staff using DSE must incorporate work breaks or change activity at least every 3 hours.
- Staff are provided a free eye test and glasses (where specifically required for working with DSE for the majority of their working time and if prescribed specifically for the purpose of working with DSE).
- Staff must sit in a comfortable position ensuring if they incur any signs of strain, headache, back ache etc. they stop what they are doing and change activity.
- Staff are provided with a padded, high back, seat adjusting chair to ensure they are comfortable.

27. Security and supervision Policy

- Children are signed in and out of the nursery on a daily basis.
- Children will only leave the nursery with an authorised carer.
- The nursery is operated by two levels of security, both of which are only accessible to staff and parents. The first being the external door which is operated by an entry code. Parents and staff are asked to keep this security code confidential. The second being the door into the nursery playrooms which is also operated by an entry code.
- All children are supervised by adults at all times and will always be in sight of an adult.
- Required ratios are adhered to at all times with the exception to sleeping and resting periods.
- Staff are deployed appropriately to ensure the correct levels of qualified and unqualified staff.
- Staff work with children in small groups to ensure children's individual needs are met.



- Sleeping children are to be checked and monitored every 10 minutes, this must be recorded and kept in the sleep folder for each base room.

28. Accident reporting Policy

- All accidents, however minor, are recorded and reported to the parent/carer and the manager or deputy manager on the day they occur. A signature from both the parent/carer and the manager or deputy manager is always obtained and the record is stored in the nurseries accident folder.
- If the accident/ incident become a regular occurrence a risk assessment is carried out to ensure a control measure is put in place.
- Any accidents, incidents, hazards and dangerous occurrences are reported to RIDDOR where necessary and the incident number recorded. Ofsted are also notified at this time.

First aid treatment:

- First aid boxes are correctly stocked, checked once per month and stored in the children's rooms. An emergency supply is kept in the reception area along with the bum bag which is used for outings.
- All staff are given appropriate training on how to administer first aid treatment and must familiarise themselves with this equipment.
- The nursery will administer medication to children that has been prescribed by a doctor, the only exception made, is for calpol which will only be administered to reduce a high fever.
- Prior written consent must be obtained before administering any medicine to a child; verbal consent must be obtained before administering non prescribed medicine such as, calpol.
- All medicine must be clearly labelled with the name, date and dosage of the medication, along with the child's name. The original packaging must be present.
- The manager or deputy manager and in their absence a senior member of staff must administer medication. However, a nursery practitioner may administer medicine if a senior member of staff is present.
- On-going prescribed medicine such as Piriton, or inhalers are kept in the office in a sealed box with a completed long term medication form, the child's details and a photograph of the child.
- Epi-Pens are kept safely contained in a sealed box within the child's base room where it is easily accessed by an adult but out of reach of the children - any trained practitioner can administer the Epi-pen in an emergency.



- Non prescribed medicine such as, calpol is kept in a locked cabinet within the manager's office.

Fire:

- A clearly defined fire evacuation plan is in place to ensure that all reasonable steps are in place ensuring the safety of children, staff, and others on the premises in case of a fire.
- Fire evacuation drills are carried out approximately every quarter along with when recruiting new employees. This is to ensure that all employees understand their roles and responsibilities in the event of a fire.
- Emergency break glass points are tested once every week on the same day and time to ensure consistency, however, if the alarms sound for longer than one minute the nursery staff are to follow the fire evacuation procedure.
- Smoke detectors are checked once per year or every six months if the need arises.
- Details of the above are recorded in a fire logbook along with any problems encountered and how they were resolved.
- All fire extinguishers are clearly labelled with instructions for used and checked once per year or every six months where the need arises. Staff are given basic induction training showing them how to work a fire extinguisher, the different types and what they are used for.
- Fire blankets are also made accessible and displayed nearby with instructions on how to use them.
- All fire exits within the nursery are clearly labelled and identifiable; fire doors are kept free from obstruction at all times and are easily opened from the inside.
- All electrical plug sockets are protected by safety plugs, any heaters used are safely guarded and all trailing cables are protected by cable trunking.

Kitchen:

- Children do not have unsupervised access to the kitchen.
- All surfaces are clean and non-porous.
- There are separate facilities for handwashing and for washing up.
- Cleaning materials and other dangerous materials are stored out of children's reach.
- When children take part in cooking activities, they are supervised at all times, are kept away from hot surfaces and hot water; do not have unsupervised access to electrical equipment.



29. Nut Free Policy

Safari Stars Nursery is a **nut free nursery**.

None of the food or drink we give to the children contains any nuts and is cooked on the premises in our kitchen which is kept completely clear of nuts.

We ask the parents and staff to respect this policy as it can lead to a life-threatening reaction for some children.

We recommend that you do not allow your children to bring food in from home. All food is supplied by the nursery. If you have any issues with the menus or are running late for a meal, please do not hesitate to speak to the staff.

If it is your child's birthday, you are very welcome to bring in a cake for the children to sing happy birthday, however the cake will be cut up and given to the parents at the end of the day to ensure there is no risk to the children. (We will check the cake is nut free before it comes into the nursery).

Staff are only allowed to eat food brought into the nursery in the staff room and are not permitted to bring any unhealthy food into the children's rooms. Staff must wash their hands after eating and apply the antibacterial rub that has been provided.

Staff must be vigilant and aware at all times when there is food around.

All members of staff must ensure that they are familiar with the allergy list that is displayed in every room and in the kitchen.

30. Maintaining a Healthy Lifestyle Policy

At Safari Stars Nursery we work in line with the Children's Food Trust and the NHS to encourage all children and families to eat well, learn about food and exercise and keep themselves healthy.

By doing this we have developed a whole setting approach that aims to set the foundations for all children's future health and wellbeing including being positive role modelling.

Healthy Eating

- We discuss healthy eating and physical exercise as part of team meetings to ensure staff are aware of how they can encourage this through activities with children.

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- We consult our parents about menu planning in person, through questionnaires and group emails, and take on board suggestions for improvement and ideas.
- Any changes to the menus are based on health and nutrition, parent feedback and also feedback from staff observations working around children's likes, dislikes and particular food phases.
- We display useful information about healthy eating, weaning and dental care around the nursery and support breast feeding ensuring parents are comfortable to do this.
- We encourage parents to begin the weaning journey with their children on to solid foods from 6 months in line with the advice from NHS. We do not offer children any foods that they have not already been introduced to at home for allergy purposes.
- We display our menus in a focal point of the nursery where all parents, carers and visitors can access copies of the menus as well as allergen information. Parents can also access the menus via the nursery website.
- We encourage working parents to attend stay and play sessions that involve them taking part in cooking activities with their children and organise food events with parents such as Bake-off mornings and Pizza Party days.
- Meals and snacks are provided every 2-3 hours, are planned rotationally for 3 weeks in advance, changed seasonally twice a year and include a variety of tastes, colours and textures.
- Our menus are planned to include, wholegrain and white starchy foods, a wide variety of proteins, (meat, fish, eggs and pulses) fresh and frozen vegetables, fresh and dried fruit and dairy products including full fat and semi skimmed milk.
- Each meal includes a main along with a dessert which provides an additional source of calcium or fruit.
- Canned products i.e., bake beans are limited and are reduced in salt and sugar.
- Canned pulse's i.e., chickpeas and kidney beans etc are reduced in salt and sugar.
- Vegetarians are provided with alternatives daily, including, plant-based meat alternatives, lentils, beans and pulses.
- Children with life threatening allergies are provided with a personal menu that suits their individual nutritional needs; this is formulated with the child's parents prior to their start date.

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- Milk and water are the only drinks encouraged within the nursery however, juice can be provided by the parent and offered to the children if requested in writing.
- Children have access to fresh drinking water throughout the day.
- Salt is not added to any meals.
- Cakes are homemade, reduced in sugar and provided as part of a dessert once per week.
- If a child refuses their dinner an alternative is offered, equally, if a child falls asleep before or during their dinner, their meal is saved, cooled correctly and given to them when they wake up.
- If it is a child's birthday, parents are very welcome to bring a cake in for us to use to sing "Happy Birthday", but the cake will be cut up and sent home with the children rather than consumed at nursery.
- Parents are welcome to supply sweets for a birthday or other occasion however these will be sent home at the end of the day and not consumed at nursery.
- We use stickers and positive reinforcement as a way to encourage and reward children, never sweets.
- We ask parents not to allow their child to bring sweets, crisps or biscuits into nursery as they will be stored away from reach until it is time to go home.

Learning about Food

- We regularly plan activities involving food such as; making smoothies, fruit kebabs, bread, cakes, savoury scones, pizzas, biscuits and sweet or savoury pastries etc.
- Children over two and a half years old are encouraged to cut and peel their own fruit for snack.
- Children over two years old are encouraged to serve themselves at meals times – Only food that is cooled down CAN be placed on the tables.
- As part of the self-service children over two years old are encouraged on occasions to make their own sandwiches, butter their bread or spread the cheese on their scones as part of teatime.
- Children learn about cooking methods such as weighing ingredients; kneading dough and watching it rise; exploring hot and cold and freezing and melting etc



- Children are given many opportunities to plant, care for, grow, dig up, cook and eat many fruits and vegetables in the nursery garden such as; berries, peppers, potatoes, spring onions, carrots, chillies, green beans, tomatoes and herbs etc.
- Children are given the opportunity to visit the local supermarket to look for, collect and buy food ingredients as part of cooking activities.

Exercise

- We have a “free flow” system in place meaning all children can access the garden throughout the day to gain physical exercise during all months and seasonal weather.
- We have a wide variety of outdoor resources for children to access and have a large space for running games, bikes, scooters and climbing apparatus.
- We have outside agencies such as “Tiny Mites” that visit the nursery once per fortnight to further promote physical activity.
- Children participate in music and movement on a daily basis including, yoga, action rhymes and ring games.
- All children participate in an annual summer sports day with several weeks of preparation.
- Children regularly go for outings outside of the nursery to the local park where they can access large apparatus as well as, learn about nature and transport.
- Children participate in indoor physical activity during very poor weather such as parachute games, soft play and sticky kids etc.

Keeping Healthy

In addition to the above we also:

- Encourage children to wash their hands frequently while at nursery through practitioner support and visual aids.
- Carry out discussions around toileting and hygiene throughout the day as well as part of a twice daily circle time for children age appropriate.
- Encourage children to brush their teeth once during their nursery day through practitioner support and visual aids. Older children are encouraged to learn about dental hygiene including having visits from a local dentist and exploring role play materials.
- Learn about parts of our body both inside and out and what each part does.

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- Take part in activities that enable the children to learn about the effects that exercise has on their bodies.
- Provide children with role play opportunities where they can act out what they have been learning such as; doctors surgery, vets, hospital, fire station and police station etc.
- Promote topics such as “People who help us” and “Superheroes” whereby doctors, nurses, fire fighters and police officers are invited into the nursery to give talks on how to keep safe.
- Have cosy areas in every room and designated rest and sleep times to enable the children to revitalise.

We encourage all staff, children, parents and visitors to become part of our approach to healthy eating and exercise and continuously review and monitor our policies and practices to ensure a better start for all children in our care.

Staff

Staff are asked to role model to children healthy eating habits and therefore the following is in place;

- Staff can only consume water or juices in the nursery, and these should be in plastic bottles only. Any cold coffees, fizzy drinks etc should be drunk in the staff room/office only.
- Staff are not allowed to eat unhealthy snacks in the rooms/corridors. We appreciate staff may need a snack as it is a long working day, but these should be eaten in the staff room or office only. Healthy snacks such as, fruits or vegetable sticks can be eaten in the rooms or at the meal tables.
- If staff enter the building with food bags during the lunch break these should be hidden when walking down the corridor.
- Any leftover food at mealtimes from the kitchen will be placed into the staff room once all pre-school children have finished their food and eaten in the staff room. Staff should not be eating the nursery food at the tables with the children.

31. Inclusion Policy

Inclusion is a process of identifying, understanding and breaking down barriers to participation and belonging. This policy describes what we do at Safari Stars Nursery to ensure that all children can participate, belong and develop whatever their background or level of ability.

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The nursery has a robust Admissions policy in place in order to ensure that no child or adult is discriminated against, based on race, gender, age, disability, culture and class. The nursery is situated on one level, with wide doorways, suitable toileting facilities, door handles, light switches and plug sockets all at low level enabling us to accommodate wheelchair users.

We will aim to ensure that each child feels valued and accepted, happy to grow in confidence whatever their needs as well as being able to develop friendly and helpful behaviour towards each other, with positive support and encouragement from all adults looking after them.

We believe that each and every child has the right to be included and are keen to provide an inclusive service for children who have:

- Special Educational Needs
- English as an additional language
- Children with behavioural issues
- Children from travelling families or similar
- Vulnerable or looked after children
- Children who are gifted and talented

We will therefore ensure that every child within the nursery is supported in order to meet their potential. We aim to achieve this through:

- Differentiation of the daily planning and activities to meet each child's individual needs.
- Providing a range of resources and equipment to ensure that children's race, gender, age, disability, culture and class is promoted and not discriminated against.
- Providing additional resources and equipment, suitable to children's specific needs.
- Providing positive images such as books and posters to promote differentiation.



- Ensuring that all staff will model positive behaviour and encourage the children to respect and value the differences in every child through activities such as, circle time.
- Catering for each child's individual dietary needs, religious requirements and parental wishes.
- Providing an environment in which the children feel able to express themselves with confidence, without being afraid to notice differences in others and asking questions to broaden their knowledge.
- Encouraging children to work in mixed groups and not be separated by gender, race, culture, disability or class.
- Celebrating and exploring the different cultural festivals and where possible inviting visitors into the nursery to take part in the celebration.
- Displaying words from other languages around the nursery to encourage the children to respect and value different languages but also to help children with English as an additional language to settle into the nursery.

Any staff member suspected of displaying any discriminatory practice towards a child, staff member or adult will be challenged and dealt with in line with our disciplinary procedure.

Parents or outside professionals will also be challenged by the nursery manager when displaying any form of discrimination towards any child or adult whilst on the nursery premises.

We recognise that discrimination can be embedded within cultural beliefs and will do our best to challenge prejudice and feel implementing the British Values helps us to support this.

We will listen to the wide range of views represented in our families and do our best to explain our practice clearly.

Our nursery holds a variety of books and resources reflecting a wide mix of ethnic origin, race, level of ability and interest.

We will promote positive images of disability and all cultural backgrounds when planning activities and selecting resources and stories.



We will involve the children fully whenever appropriate in the decisions that affect their daily lives in our nursery. We will do this by tuning into their feelings, listening to their behaviours as well as their voices, offering choices and obtaining their views.

We will collect and analyse information on ethnicity, gender, disability, special needs and bullying annually so that we can be aware of any issues that might affect the children's participation or the involvement of the families.

The nursery is committed to ensuring effective information sharing between parents and other relevant agencies in order to support the development of the child involved. This information is shared on a need-to-know basis, adhering to General Data Protection Regulations at all times.

We will continuously review, monitor and evaluate our policies and practices through attending regular training, staff meetings and auditing our resources to ensure they are achievable, effective, up to date and sustainable.

Lastly at staff meetings, all staff members meet to discuss their inclusive practice, examine their own attitudes and beliefs and we make sure that our practice is anti-discriminatory to all children, families and visitors that we work with.

Being fully accepted means that whatever our strengths and weaknesses, interests and inclinations, we feel we belong.

In line with the Special educational needs and disability (SEND) code of practice: 0 to 25 years the nursery has key people who are responsible for:

- Ensuring that this policy is put into place and practiced on a daily basis.
- Ensuring that all children's Special Educational Needs or disabilities (SEND) are met.
- Ensuring that children with disabilities have the best access possible to ensure equality of opportunity.
- Making sure that no one is discriminated against.
- Ensuring that the behaviour and anti-bullying policies are implemented throughout.
- Ensuring that the four principles of the SEND Code of Practice are fully supported, these being: Social, emotional and Mental Health; Communicating and Interaction; Cognition and Learning and Sensory and or Physical needs



These people are:

**EMMA COOPER - SPECIAL EDUCATIONAL NEEDS COORDINATOR (SENCo),
NURSERY MANAGER**

The role of the SENCo within the nursery is to get to know all children that have needs that are different or additional, and acts as the first contact for parents, carers and outside professionals.

The SENCO advises staff on their approaches and interventions, although it is the responsibility of each staff member to actually meet the child's individual needs on a day-to-day basis.

The SENCO identifies and supports children with Special Educational Needs in line with the SEN Code of Practice 2014 and the Disability Discrimination Act.

We believe that all children have the right to access the Early Years Foundation Stage, regardless of their ability or educational need.

We also recognise that we could not do this task without working alongside parents and carers and without the support of outside professionals available to us.

The INCLUSION DEVELOPMENT OFFICER (IDO) is:
REBECCA CLEMENTS

Where a child is diagnosed with SEN or appears to be behind the expected developmental levels giving cause for concern the nursery SENCO will gather all information about the child's learning and development both within the setting and from any professionals who are involved outside the setting. They will consider all information and discussions with parents will take place before seeking specialist advice as to whether or not the child may have SEN.

The setting will then begin the SEN support/Graduate approach as outlined by the SEN code of practice to help identify a child who may have SEN and what can be put in place immediately to ensure early intervention. The graduated approach consists of four stages: assess, plan, do and review.

This process begins with the setting assessing the needs of the child. The initial assessment will be done with the child's key worker, the settings SENCO and the child's parents. They will together analyse the child's needs using a tool called an "Individual Assessment of Early Learning and Development" (IAELD). The IAELD will be carried out with the parent's permission and will be reviewed regularly to ensure the correct support is in place.



The second stage is to plan the support that will be provided by the setting. Together the SENCO and parents will decide the desired outcomes for the child and what interventions and support will be put in place to achieve progress. This will be implemented using a support plan, detailing some SMART targets which are desired for the child to achieve over a period of time (dependant on the child's attendance at the setting); it will also state what strategies and activities will be put in place and carried out in order to achieve these targets. This document will be copied and given to the parents to encourage them to work on these at home.

The third stage is to carry out what is put in place on the support plan. The child's key person will be responsible for working with the child on a daily basis to ensure the support plan is adhered to and the activities are carried out. The SENCO will support them to do this and where needed will role model any strategies required; the SENCO will oversee the implementation of this.

The final stage is for the SENCO, key worker and parent to meet and review the support plan and look at how effective it is. They will look at how it has impacted on the child's progress and what did or didn't work for the child. These support plans are usually reviewed at the end of each term and any changes to outcomes or strategies will be agreed and amended.

Dependant on the needs of the child and the progress that is made throughout this process, the nursery may contact other professionals for further advice or support such as, health visitors, speech and language therapist or an educational psychologist. The decision to involve specialist professionals will be decided with the child's parents. The aim of this outside referral is to help us all understand the child's needs more fully and remove any barriers to progress.

On some occasions, despite the setting identifying additional needs and providing additional support following the graduated approach we will consider requesting an "Education, Health and Care needs Assessment" (EHC). If a child goes through the process of EHC and it is decided more support is needed then an "Education, Health and Care Plan (EHCP) will be put in place.

In order to ensure the four principles of the SEND Code of Practice are fully supported, we carry out the following:

- Social, emotional and Mental Health;

Thorough settling in and transition procedures including; home visits, settles, inductions; positive links with parents, previous settings, new settings, outside professionals; transition booklets, team around the family meetings, Early



Support documentation, Completion of the “My world” booklets, nurture groups.

- Communicating and Interaction;

All staff are fully Makaton trained and sign to children every day, visual prompts, children’s personal visual routines and timelines, daily visual routines, golden rules, PECS boards, now and next boards. Close links with SALT to implement any suggestions

- Cognition and Learning;

Differentiated adult led activities, IAELD’s, IEP’s, Single service requests, quiet space for one-to-one time, applications for HNF (Higher Needs Funding) and inclusion funding.

- Sensory and or Physical needs;

Special equipment bought, environment adapted depending on children’s individual needs and parent requests, close links with physiotherapist and occupational therapists.

Throughout all the above we seek input from both parents and outside professionals.

In addition to this, if families require extra support, they can receive this by following the CAF Process or Early Support Process which both of the nursery SENCO’s hold up to date and relevant training for. The CAF and Early Support processes are different approaches, but both support the child and family with additional needs.

If the setting feels a child or family is in need of extra support or the parents request it the SENCO will decide what process to follow. Early Support is used for children with Special Education Need or disability whereas the CAF process is used for children or families who require extra support for any other reason; this could be single parent families, parents who have financial problems or children who come from a deprived background. CAF and Early Support are in place to gather professionals together and support the development and additional needs of the child and their family.

Please refer to “Early Years Offer” for more information on what the settings can offer to children with special educational needs or disabilities.



32. Late Collection Procedure

It is the individual parent's responsibility to ensure that their child is collected from the nursery on time.

If on the odd occasion you are unable to collect your child before the set time of either 1pm or 6pm, we ask that you find alternative arrangements.

If you are able to make alternative arrangements, the nursery operates on a password system. This password is not kept on file and is used spontaneously as and when needed. For additional security measures we ask that you do not use the same password every time one is needed.

We also ask that you call the nursery giving a full name of the person collecting and the password chosen. When the alternative carer comes to collect your child, we will ask them for both of these details along with a form of photo ID and if they do not match the child will not be allowed to leave the premises. In this instance we will call the child's parents for confirmation i.e., a brief description of the carer, along with their full name and the password given, before the child is allowed to leave the nursery premises.

Please note, the nursery will not allow children to be collected by anyone under the age of 16 years old.

If you are unable to find alternative childcare arrangements, we ask that you kindly call us prior to 1pm or 6pm letting us know your circumstances and an approximate time that you will be collecting your child.

If you are unable to collect your child by the set session times of 1pm or 6pm you will be charged a late fee of £20 for up to every 15 minutes.

33. Medicine Policy

Children who have infectious illnesses should remain at home for the correct exclusion period set out by the Department of Health. Please see overleaf for exact details.

At Safari Stars we feel it is a priority to protect our children and staff as much as possible and minimise the spread of infections that make them unwell. We know that children often have colds particularly in the Winter months. However, to prevent

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children from getting unwell, it is advisable that children who are feeling ill should be kept at home where possible.

There are some circumstances in which the nursery will contact parents and request the child is collected from the nursery, such as:

- A child vomiting.
- Three consecutive cases of diarrhoea
- A temperature of 38.3°C (100.0) or above

If the child is collected from the nursery, we request that they are kept off for 24hrs after the last occurrence for a temperature and 48hrs for sickness and diarrhoea to ensure all symptoms are cleared and there is no risk of cross infection.

We are committed to reducing the spread of all infections by ensuring effective hygiene practices are in place for both children and staff as advised by Public Health England

- Staff and children MUST wash hands frequently with soap, especially before eating or handling food, after toilet visits, or when hands are contaminated by respiratory secretions after coughing or sneezing.
- All are encouraged to cover their mouth and nose with a tissue when sneezing or coughing, and to discard the tissue immediately into a bin.
- No sharing of food/ drinks/ utensils, toothbrushes, or towels with others.
- Staff will clean and disinfect frequently touched surfaces, toys and equipment regularly and when contaminated by nasal or oral secretions.
- Ensure supplies such as hand soap, tissues, and paper towels are available for children and staff's use.

Medication

Our medication policy allows the nursery to share with parents the responsibility for administering prescribed medication to a child and for all the adults involved to be absolutely clear about what medication the child has.

Our policy is as follows: -

All medication must be prescribed by a doctor and must be in its original packaging with a clear label.

The dosage and timing requested must match the instructions on the bottle/package.

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If a child is prescribed medicine, they can only return to nursery after a full day's dosage for example 3-4 doses. This will ensure the child is not reacting to the medicine prescribed and they have had enough dosages to start to improve the infection the medicine is given to them for. This does include eye drops for conjunctivitis.

Parents/carers must sign and put clear instructions on a medicine form (ask staff for this).

ONLY the Management Team will administer the medication and the form will be signed immediately stating, the time it was administered and the dosage. The administration of the medication will also be witnessed by another member of staff and the form will be checked beforehand.

Parents/carers will be asked to sign the form on collection next to each dosage to ensure there is no risk of an overdose.

When the child starts their session, all medication must be handed to a staff member, and it will be stored in the office, in a high cupboard or in the baby room fridge away from the children.

All medication must be collected at the end of each day by the parent. (With the exception of long-term medication)

The parents/carers of children on ongoing medication i.e., inhalers or EpiPens must see the Manager to discuss their child's needs regarding ongoing medication.

Parents/carers must fill out a long-term medication form with full details of their child's needs, times, dosage for ongoing medication and give their permission in writing for nursery staff to administer this long term.

It is the parents/carers responsibility to keep the nursery staff up to date on any changes in medication.

The nursery keeps Calpol and Piriton on the premises for emergency purposes only.

If your child becomes unwell and presents with a temperature of **38.3°C or above**, a phone call will be made and you will be asked to collect your child, at this point we will seek parent's verbal permission to administer calpol if and when we feel it is necessary. The following will then take place:



- A drink of cold water or milk will be given to keep your child hydrated.
- Top layers of clothing will be removed leaving the child in light clothing for example, the child will wear t-shirt and trousers after having a jumper/cardigan removed. This will be done slowly to avoid children going into shock.
- Staff will then ventilate the room, to keep it cool by opening windows. If the room is below 18°C (65°F) windows should be only opened to a minimum to avoid shock.
- The child's temperature will be checked regularly and recorded on a temperature check chart every 15-20 minutes.
- If after the initial 15 minutes the temperature remains the same or increases, and only if the management team feel it is vital for the child's health and well being will calpol be administered by a senior member of staff.
- Parents will be asked to sign the temperature form upon collection which will clearly state if calpol has been administered and how much.
- Should a child's temperature reach 40.0°C (104) or 39.0°C (102.2) for children under 6 months and is not brought down by calpol, the manager will call 111 for advice.

If any other symptoms are present such as, breathing difficulties, convulsions or being lethargic and limp, staff will use the phone and dial 9 for an outside line followed by 999 to request an ambulance, followed by the parent.

In the event that the nursery is unable to contact the parents after having followed all initial steps above, the additional steps will take place:

- Both sets of emergency contacts will be called.
- 111 will be called to gain further advice.
- If no further communication has been made between the parents, emergency contacts and the nursery, calpol will be administered **only** if the child has been on site for more than 4 hours, checking written permission has been given as part of the child's entry pack and following the advice of 111.

The nursery cannot give calpol for any other reason other than a temperature unless it is prescribed by a GP.

If your child is unwell and needs calpol/ibuprofen they should be kept at home for 24 hours. We understand fully parents need to work but feel the best place for a child to rest and recuperate is at home rather than at nursery.



In addition to this, if a child has been given calpol/ibuprofen at home they should not come to the nursery as this could mask any temperature and prevent us from being able to follow our procedure outlined above.

If your child appears to be suffering from an allergic reaction during their time at the nursery the following steps will take place:

- A cold flannel will be applied to the reacted area.
- A phone call will be made to the child's parent to make them aware of the reaction.
- The affected area will be closely monitored every 15 minutes.
- If the reaction is still the same or if within the initial 15 minutes the reaction worsens, the child's parents will be contacted and only if the management team feel it is vital for the child's health and well being piriton will be administered with verbal parental permission by the manager/deputy.
- An allergic reaction form will then be filled out and you will be asked to sign this upon collection.

In the event of the reaction becoming worse i.e., swelling to the mouth, tongue, throat and or neck; difficulty breathing and or wheezing; becoming limp, dizzy, lethargic and or losing consciousness the following steps will take place:

- Call for immediate assistance and take the child to a quiet place ensuring they are kept calm.
- Administer child's prescribed Epi Pen if applicable.
- Dial 9 for an outside line followed by 999, ask for an ambulance.
- If child loses consciousness, put in recovery position.
- If child stops breathing begin CPR.

34. Sickness Policy

If a child has sickness, diarrhoea or has a temperature the nursery will contact the parent/carer with a view to sending the child home as per the procedure over page.

We kindly ask parents in order to prevent the spread of a contagious illness that you please keep your child at home if they have any of the below;



If we suspect your child has developed some signs/symptoms of the illnesses set out below during their day at nursery we will contact parents immediately.

Please note that all of the below is subject to the managers discretion

Illness	Period out of Day Care
Temperature of 38.3°C or above	24 hours
Chickenpox	A minimum of 5 days from the onset of rash (All spots have to be completely scabbed over)
Conjunctivitis	Until improvement begins with medication.
Covid 19	If a child tests positive for Covid19 they must remain off nursery for a minimum of 3 days. The day you do your test is counted as day zero.
Sickness/Diarrhoea	48 hours after the sickness/ diarrhoea has <u>STOPPED</u> .
Erythema Infection or Slapped Cheek	No need for exclusion unless unwell or has a temperature. Presence of rash does not indicate infectivity.
Flu/ Influenzas'	Until child/staff member is fully recovered
Glandular Fever	Until acute symptoms has subsided.
Hand, Foot and Mouth Disease	No need for exclusion unless child feels unwell or has a temperature.



Head Lice	If live lice have been seen child can return once treatment has been given.
Impetigo	Until dry and healing or 48 hours after antibiotic treatment.
Mumps	5 days from onset of swelling.
Meningitis	Until fully recovered
Ringworm	Until treatment initiated.
Ringworm of Feet (Athlete's Foot)	Exclusion only from bare foot activities.
Rubella (German Measles)	4 days from onset of rash.
Scabies	Until treated.
Shingles	Exclusion only if the rash cannot be covered or if it is weeping.
Streptococcal Infection (e.g., Scarlet Fever/Scarlatina)	Until recovered or after at least 48 hours from starting antibiotics.
Threadworms	Until treated – Entire household recommended to be treated.
Whooping Cough	21 days from onset of spasmodic cough. If antibiotics are given, this period will be reduced to 48 hours after antibiotics have been started.

35. Missing Child Procedure



At Safari Stars Nursery we take necessary steps to safeguard and promote the welfare of all children. We have an intensive security system* in place to ensure that children do not leave the premises unsupervised. However, if a child is unaccounted for the following steps will be taken:

On nursery premises.

- The senior management team are alerted.
- Children and staff are deployed effectively to release staff members to look for the child within the nursery.
- The senior management team search the premises to identify any obvious breach of security or intrusion.
- The senior team are deployed to leave the nursery premises to search the surrounding area; mobile contact is always maintained.
- If the child is not accounted for after 10 minutes the manager will contact both the parents of the child and the police.
- The manager reports the incident to Ofsted.
- The manager implements an action plan to urgently review the safety and security within the nursery.
- The manager will inform the parents of the outcome along with a written action plan giving details of the control measures * * put in place to ensure the safety and security within the nursery.
- The manager will call an emergency staff meeting to discuss the action plan in place along with further control measures to ensure the children's safety and the nurseries security system.

Outside of nursery premises*;**

- The senior management team are alerted.
- Children and staff within the nursery are deployed effectively to release staff members to the location of the outing to
- look for the missing child and escort the children on the outing back to the nursery premises.
- If the child is not accounted for after 10 minutes the manager will contact both the parents of the child and the police.
- The manager reports the incident to Ofsted
- The manager implements an action plan to urgently review the safety and security with the nursery.
- The manager will inform the parents of the outcome along with a written action plan giving details of the control measures put in place to ensure the safety and security within the nursery.



- The manager will call an emergency staff meeting to discuss the action plan in place along with further control measures to ensure the children's safety and the nurseries security system.

* Please see our suitable premises and security policy for further details.

** Please see our health and safety policy for further details on risk assessments.

*** Please see our outings policy for further details.

36. Nappy Changing / Toileting Procedure and Personal Care Policy

At Safari Stars Nursery we believe that changing a nappy is a very personal situation and would like to make the nappy changing procedure a happy and pleasant experience for all involved. Therefore, during this time the child will be reassured and spoken to, the key worker will sing and draw attention to the mobiles and pictures around the bathroom as a distraction. The child's privacy and dignity will be upheld throughout this procedure.

Nappy Changing procedure

Nappies must be changed a minimum of four times a day depending on the need of the child and anytime in between if required or twice a day if the child only attends one half session.

The correct size nappy, baby wipes, nappy sack, any creams needed and spare clothes if required will be selected and placed within reach of the nappy changing unit. The mat and unit will be checked for cleanliness and safety and any action needed will be taken.

The following procedure will then take place;

- The staff member will put on white gloves and a white apron.
- The child will be collected and carefully placed onto the changing mat.
- The staff member will keep one hand on the child at all times where reasonably possible but must always ensure the child is safe.
- Clothing will be removed and if dirty placed in a nappy sack and returned to the child's bag at a later time.
- The nappy will be removed, and the child will be cleaned using baby wipes or cotton wool depending on their needs. Dirty nappies will be placed in a nappy sack and into a sealed nappy bin.

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- Cream will be applied if needed.
- The correct size clean nappy will be put on and secured ensuring the nappy fits comfortably.
- The child will be dressed (in clean clothes if necessary).
- The staff member will remove white gloves and place them in the sealed nappy bin.
- The child will then be taken from the changing mat back into the room.
- The staff member will then put back any equipment that has been used and place any dirty clothes in the child's bag if necessary.
- The changing mat will be cleaned using antibac cleaner and stood upright.
- The changing unit will then be cleaned using antibac cleaner and a damp red cloth.

Toilet Training:

If your child is currently toilet training or you feel that they are ready to start, then parents/carers are advised to discuss with their child's key person on how they are approaching the subject at home. When parents first discuss it with key persons, we will share our process with them. It is our aim to continue the work started by the parent/carer to ensure continuity for the child.

When children are toilet training, we would recommend that they wear pants to enable them to recognise the feeling of being wet.

If a child is potty training, then parents are requested to bring in plenty of spare changes of clothes.

We have potties and child sized toilets available and encourage children to use what they feel most comfortable with. If a child feels most comfortable with their own potty from home, then parents/carers are welcome to bring it in.

Good hygiene practices are always followed at the nursery and the children are shown how to use the potty or toilet and to wash their hands each time they use it. Once they are confidently toilet trained, we encourage the children to begin to pull trousers/underwear up and down with support from the adult.

Toilet Training Procedure:



- If a child is potty training, then they will be taken to the toilet regularly by a designated member of staff who will stay with them for the duration. (Only one child toilet training should be in the bathroom at any one time.)
 - Children will be encouraged to sit on the potty or toilet if preferred and the attempt will always be celebrated and praised.
 - Once the child has been to the toilet the child will be encouraged to wipe if necessary and the staff member will also wipe them to check they are clean.
 - This attempt at sitting on the potty/toilet will be logged along with if the child managed to do anything on the nappy/toileting chart.
 - Accidents will be dealt with calmly and sympathetically and in a way that does not make the child feel they have done wrong.
 - Staff will clean the child, freshen them up and put them in clean clothes.
 - Dirty clothes will be placed in a nappy sack and put in the child's bag.
 - If staff run out of spare changes of clothes, then they will firstly use nursery spare clothes or telephone the parents to provide more.
 - Staff will record that they have changed the child on the daily nappy chart.
- Children will be routinely checked to ensure they are clean.

Children Using the Toilet:

Children who are confident in using the toilet will be allowed to do so independently, however, they must always ask a member of staff if they can use the toilet to allow staff to monitor who is in the bathroom. Toileting must always be overseen by a member of staff so that we can ensure they are clean and that they are washing their hands correctly.

Parents/carers will still be encouraged to bring in spare changes of clothes as we recognise children can still have accidents even when confidently toilet trained.

It is the role and responsibility of each individual key person and member of staff to ensure that children's needs with regards to toileting are being met.

In order to protect both the children and staff during this essential part of the daily routine the following is in place:

- Only employed members of staff that hold a DBS will be allowed to change nappies and attend to toileting;



- Staff will be fully trained in the above procedure before changing nappies or taking children to the toilet.
- Students and volunteers will not change nappies or attend to toilet training under any circumstances.
- All bathrooms have half stable doors so staff will be visible during the whole of the nappy changing procedure to safeguard themselves.
- All staff will follow the wishes of the parents.
- Any staff member who has concerns about the changing routine or a staff member will inform the Manager/Deputy and will be treated in accordance with the whistle blowing policy.

Staff are not permitted to throw away any items of soiled clothing, they must instead be sent home.

Nappy Creams

At Safari Stars we provide “Sudocream” for use on all children with signed permission upon induction. Parents are entitled to provide an alternative nappy cream to avoid nappy rash such as Bepanthen or Metanium however, they must put in writing that they wish for us to apply these and how often. Nappy creams will not be applied to severe nappy rash where the skin is opened until the parents has clear direction from a GP or Pharmacist.

All nappy creams including Sudocream will only be applied if the child has had them used on their skin at home prior to starting Safari Stars Nursery to ensure they have no allergy or skin sensitivity to the ingredients.

37. Outing Policy

At Safari Stars Nursery we think it is an important part of the curriculum to allow the children to experience the world around them and to enjoy the surrounding environment.

While on an outing it is paramount to ensure that the children are equally as safe as they are when on the nursery premises therefore, to ensure every child’s safety the following must be adhered to.

- The venue, route and method of travel (e.g., 6-seater buggy) for the outing will be risk assessed before hand and the area will be checked for suitability. If



it is a regular destination i.e., “Duck Pond” the risk assessment will be carried out on route.

- Staff will check that individual parental permission has been granted for all trips and outings.
- The children will be dressed in appropriate clothing (sun hat in summer, gloves scarf and hat in winter).
- The correct adult: child ratio will be always adhered to and if deemed necessary exceeded.
- At least one of the staff members on the outing must hold a first aid certificate.
- An outings sheet will be filled out before leaving the premises including information on; where you are going, an expected time back to the nursery, names of the children going, a diagram of the route to be taken, names of the staff members going and a contact telephone number. This sheet will be photocopied, one copy is to be left behind at nursery and the other is to be taken on the outing.
- Staff members must take with them; a first aid kit, nursery mobile phone and water for the children. If the outing is for a longer period of time all food and drink needs must be catered for; appropriately toileting and nappy changing facilities must be found, and all necessary resources must be taken on the outing.
- The manager/deputy must be told when the party is leaving the premises and immediately when they return.
- A headcount must be taken before leaving the premises, on route to the venue, once at the venue, during their time at the venue, before leaving the venue and upon return to the nursery premises. This must be checked off against the list of children the staff members bring with them.
- A staff member must complete the Outings Risk Assessment tick sheet, ensuring that there is no visible risk to children. This includes checking for harmful objects, animal faeces, dirt and debris, unfamiliar or suspicious strangers, road crossings and transport.

When leaving the building for outings the staff: child ratios will change to ensure safety outside of the building.

These are;

Children under two (Twigas & Tembos) in buggies only

- One adult for every three children (1:3)

Children aged two (Kifarus)



- One adult for every three children (1:3) If using the 6-seater buggy you can have 6 children in the buggy and 1 child walking making this a 2:7 ratio.

Children aged three and over (Simbas)

- One adult for every four children. Each member of staff MUST hold children by the hands.

This policy has been implemented inline with the Safeguarding Children Policy, Safe recruitment Policy and Technology Policy to ensure that the safety of the children is paramount. Staff must therefore ensure that the nursery mobile phone only is taken on an outing for emergency use, and personal mobile phones are left behind and stored in lockers.

38. Partnership with Parents Policy

At Safari Stars Nursery we feel it is vitally important to work closely with the Parents/Carers of the children in our care as we firmly believe that parents are children's first and most important educators.

We also believe that children benefit most from nursery education and care when parents and nursery practitioners work together in partnership with consistent approaches. Therefore, we aim to involve all parents in the life of our nursery and their children's care in order to continue their own education and personal development.

We have ensured that our nursery is accessible to all users regardless of their background, needs or individual circumstances.

In order to build up this partnership we have put a number of practices in to place to ensure an open and ongoing dialogue of information, including;

- A welcome pack for every new parent that includes information about the nursery, staff, policies, procedures and a parent's guide to the EYFS.
- Initial home visits are carried out to ensure key information is gained on all children attending the setting in a place whereby both the parents/carers and child feel confident and secure enabling an initial bond to be made with the key person and individual needs to be established.



- Settling in sessions for the parent to introduce the child to the setting and greet all members of staff.
- Children under the age of 2 years old receive daily communication via the care diaries to provide information about a child's day including their sleeps, feeding and nappies.
- Children over 2 years old receive verbal communication at the end of each day highlighting the key points about their child's day.
- Parent boards, containing information about the room the child is in such as planning, up coming events, pieces of work, Key person information, the staff present for the day and daily checks are all displayed outside each individual room.
- We have parent information boards in the reception area displaying information such as our Ofsted registration certificate, liability insurance, information about the EYFS, the staff team and our complaints procedure. Along with a wide variety of information from safeguarding procedures, Our Local Offer, copies of risk assessments and some SEN information.
- We use Tapestry online learning journals to record observations which parents have access to via the internet and we encourage them to also upload observations or photos of key events such as holidays, birthday celebrations and things they develop and are interested in doing at home.
- A nursery emailing system is in place that keeps parents well informed of events, reminders for training days and gathers parents' views and opinions or changes within the nursery.
- Monthly newsletters provide parents with the latest updates on the nursery and plans for the following month.
- A nursery website containing up to date photos of activities, displays, improvements and a full list of updated policies and procedures is accessible to all.
- Parents can access our Ofsted report whenever they would like to.

In addition to the above, we also offer:

- Parent's evenings every 6 months, giving parents the opportunity to discuss their child in more detail and reflecting upon their development journals and online Tapestry journals. These times are adapted where necessary to accommodate all parents.
- Nursery events which the parents can take part in such as Christmas fetes, messy mornings, bake offs, Mother's Day, Father's Day and Grandparents Day.



The nursery operates an 'open-door' policy regarding discussing any concerns with parents and we are committed to working together to resolve any problems or worries about a child or the care that they receive.

If a parent has a concern about their child, they are encouraged to speak to their child's key person. Any other issues regarding the nursery should be taken to the nursery manager who can organise a meeting, if appropriate, to discuss them. If the parent is unhappy with the outcome and feels it has not been successfully resolved, they should follow the nursery's complaints procedure.

As stated in the nursery Code of Conduct staff must establish a friendly, helpful and professional relationship with all parents within the nursery. Staff must ensure they respect the contribution that parents make to their child's upbringing. Staff must conduct themselves professionally and be polite and welcoming to all parents. If a member of staff is found to be rude/aggressive or not professional to parents, then this will be dealt with following the nursery disciplinary procedure.

In return we also expect and require parents to value and respect all staff ensuring they also contribute to building a professional relationship and work in partnership.

If parents wish to make a complaint, they must follow our Complaints procedure. Any use of abusive language or threats will not be tolerated.

This policy will be monitored regularly listening to any suggestions and comments parents have to continuously improve our service.

39. Accident and Incident policy

Minor Accident

During the course of the day at nursery a child may suffer from a minor accident. If this happens the staff will follow this procedure:

- The staff member will take the child to a quiet area away from all the other children where their injury can be assessed, and the child calmed.
- A first aider will be informed and will assess the injury and administer the treatment needed.
- The Manager/Deputy will be informed of the accident.
- The child will be settled back into their room and observed to ensure there are no long-term effects.
- An accident form will be filled out giving details of how the accident occurred, where it occurred, which staff were present, what injury was sustained, and

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the treatment given. This will then be signed by the member of staff that witnessed the accident, if different, the member of staff that administered the first aid and the Manager/Deputy. The parents will sign the form when their child is collected from nursery.

- The form must be signed by the Manager within one hour of the accident taking place.
- If it is deemed necessary by the Manager/Deputy a phone call may be made to the parent to inform them of the accident before the end of the day. A courtesy phone call will be made to the child's parent/carer within the hour for any accident involving a head bump or if a child falls from a raised level and cries out once the child is comfortable.

Major Accident

Occasionally a child may suffer from a major accident that requires professional medical help. If this occurs, staff will follow this procedure:

- The Manager/Deputy will be informed
- If the child can be moved, they will be taken to a quiet place where they can be kept calm and be assessed. If they cannot be moved, a space will be cleared around them and other children will be kept away. A child will not be moved if there is any doubt about the level of injury to the child.
- The Manager/Deputy will assess the injury and decide if it requires immediate treatment by an ambulance or if the parent/carer can be contacted and take the child themselves. If there is any doubt an ambulance will be called.
- If an ambulance is required 999 will be called and the parents/carer will be contacted with arrangements to meet the child at the hospital. A senior member of staff will travel with the child to the hospital taking with them the child's registration forms and a mobile phone.
- If an ambulance is not required a phone call will be made to the child's parent/carer and the child will be kept calm and comfortable, a member of staff will remain with them until the parent/carer arrives.
- An accident form will be filled out recording in detail the circumstances in which the accident occurred in, who was present, details of the injury sustained, any first aid administered and if an ambulance was required or not.
- The accident will be reported to the Reporting of Injuries, Diseases and Dangerous Occurrences Regulators (RIDDOR) and Ofsted (if necessary) by the Manager/Deputy and instructions/advice will be followed.
- A risk assessment of the sight where the accident took place and any equipment involved will be carried out.

Incident

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From time-to-time parents may be asked to sign or fill out an incident form. Incident forms are used in the following circumstances:

- If a child has displayed inappropriate behaviour that has resulted in the injury of another child, such as biting or scratching.
- A mark that appears on a child that looks fresh and not old indicating an incident/accident has gone unnoticed.

Should the above occur, the following will take place:

- A first aider will be informed and will assess the injury and administer the treatment needed.
- The Manager/ Deputy will be informed
- An incident form will be filled out explaining the circumstances of the behaviour, the behaviour management response, and who was present when the incident occurred. This will be signed and dated by the staff member who dealt with the incident as well as the Manager/Deputy.
- The parents will be informed of the incident at the end of the day and will be asked to sign the form on pick up with the exception if a child has been bitten and a visible mark has been left, then a phone call will be made to the parent after the incident has been dealt with.

Existing Injury

From time-to-time parents may be asked to sign or fill out an existing injury form. Existing injury forms are used in the following circumstances:

- If a child comes into nursery with an injury that has happened at home, the parent will be asked to fill out an existing injury form stating how the accident occurred, where the accident occurred, who was present when the accident occurred, details of the injury and sign and date.
- If a child appears with an old injury but the parents have not disclosed anything at drop off the staff will record the mark on an existing injury form and ask the parents to explain what happened on the form at collection.
- If a child appears with a severe injury that has not been disclosed at drop off, we will contact the parents via telephone to find out how this happened.

All accident, incident and existing injury forms MUST be completed on the day of the injury/incident occurred. The parents MUST sign them on the same day along with the Manager/Deputy who must sign these within the hour of the accident/incident happening. All forms have a body visual on for staff to highlight where the injury/mark is on the child's body.



40. Fundamental British Values Policy

Democracy: Making Decisions Together

At Safari Stars Day Nursery we believe that all children should be able to make decisions about their care, learning and play. We have therefore created an environment in which children can develop their self-confidence and self-awareness; learn that their voice can be heard and their views count; and provide a place where they can talk freely about their feelings.

To achieve this we encourage the following:

- We carry out daily circle times to give the children the opportunity to share their experiences and give them a voice.
- We discuss golden rules and encourage children to express what makes them happy or sad.
- Children are given the opportunity to play with a variety of resources of their choosing.
- Children are given the opportunity to choose a favourite song or book to sing or read during story/music times.
- Children are given the choice of role play themes for the term.
- Children are encouraged to work together, share and take turns on a daily basis and we recognise this skill is something that needs to be supported by staff.
- Children are encouraged to respect each other, listen to each other, not talk over each other and be kind to one another.

Rule of Law: Understanding rules matter

At Safari Stars Day Nursery we believe that all children should have rules and boundaries in place to reinforce good behaviour. We have therefore created an environment in which children can manage their feelings and behaviour; learn to distinguish right from wrong and learn that their behaviour has consequences.

To achieve this we encourage the following:



- We regularly discuss golden rules as part of a circle time and encourage children to express what they think is good behaviour and how they should behave while at nursery. Children are also encouraged to share what behaviour makes them sad.
- Children are encouraged to make their own golden rules and codes for behaviour during circle times, in order to give these rules more meaning.
- Children are given choices to encourage good behaviour and we address unwanted behaviour by talking with them and explaining why the behaviour is not acceptable. Any unwanted behaviour will also be discussed with the child's parents.
- All children are encouraged to tidy up as an end to the session and are given rewards for doing so.
- Children are encouraged to respect each other, listen to each other, not talk over each other and be kind to one another.
- Practitioners use visual prompts such as "Stop, Happy and Sad" to reinforce good behaviour.
- Unwanted behaviour is ignored where possible and good behaviour is praised and rewarded.
- Older children are encouraged to help with routine jobs at nursery such as setting the tables; being the leader of the line; holding the door for their friends and collecting snack etc.
- Children are given a choice of play materials and resources to explore to keep them engaged and entertained throughout the day.
- Children are encouraged to spend time in the cosy areas when frustrated and angry to have the chance to be in their own space and calm down gently.
- Practitioners give explanations to children followed by an example on why certain behaviour is unwanted and children are encouraged to say sorry for their actions.

Individual Liberty: Freedom for all

At Safari Stars Day Nursery we believe that all children should develop self-confidence and a positive sense of themselves. We have therefore created an environment in which children can develop their self- knowledge, self-esteem and increase their confidence in their abilities through a wide variety of play experience and developmental activities.

To achieve this we encourage the following:

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- We carry out daily circle times to give the children the opportunity to share their experiences and give them a voice.
- We discuss golden rules and encourage children to express what makes them happy or sad.
- Children are given the opportunity to play with a variety of resources of their choosing.
- We provide discussions around a variety of topics that give the children the opportunity to discuss their feelings and learn that their feelings, views and opinions may be different to others
- Children are given the opportunity to play with a large variety of resources and participate in a range of stimulating activities.
- Parents are encouraged to get involved with their children's learning, documenting holidays, completing observations and providing family photographs to develop their child's sense of belonging.
- Children are praised and rewarded throughout the day for good behaviour, personal achievements and general day to day contributions.

Mutual Respect and Tolerance: Treat others as you want to be treated

At Safari Stars Day Nursery, we believe that all children should respect their own and other cultures, families, faiths, and traditions. We have therefore created an inclusive environment in which children can learn about the similarities and differences between themselves and others and share experiences, celebrations and traditions.

To achieve this, we encourage the following:

- We carry out daily circle times to give the children the opportunity to share their experiences and give them a voice.
- We discuss golden rules and encourage children to express what makes them happy or sad.
- Children are given the opportunity to play with a variety of resources of their choosing.
- Children are encouraged to work together, share and take turns on a daily basis.
- Children are encouraged to respect each other, listen to each other, not talk over each other and be kind to one another.



- We have created an ethos of inclusivity and value the views, faiths, cultures and races of different people.
- We encourage children to recognise that everyone is different but respected and treated equally.
- Practitioners promote diverse attitudes and challenge stereotypes with both children and parents.
- Our resources reflect the different cultures from around the world and encourage conversation around different families.
- Positive images are displayed around the nursery, including those of people from different countries.
- A wide variety of festivals are celebrated throughout the year to promote children's understanding and engage with the wider community.

A variety of planned activities to support British Values are implemented through the year. For example:

1. Road Safety
2. People Who Help us
3. Stranger Danger
4. Exploring our feelings
5. Healthy Eating
6. Our Bodies- How to keep them safe
7. Our Bodies- How to keep them healthy
8. The right to say NO
9. Sports days
10. Graduations
11. Religious festivals and celebrations

We continuously review and monitor our teaching methods and practices to ensure the children receive the best possible start to their education. And encourage parents to practise ways of meeting the British values at home.



41. Sleep/Rest Policy

At Safari Stars Nursery, we identify that in order to grow and develop efficiently children will require times throughout the day where they can sleep and rest.

In order to ensure this, during the period of 12.00pm – 2.00pm the nursery has a designated “Quiet time”. This allows children to sleep, have a rest time or engage in activities which require less physical input after their midday meal. Children who do not sleep are provided with quiet group time activities such as, yoga, story time, story CDs or games like lotto, memory games etc. All rooms in the nursery have a “Cosy Corner” area for children to have periods of rest when they require throughout the nursery day.

Upon a child starting nursery, the child’s sleeping routine is discussed with the parent/carer and recorded within their personal record, this includes the time they usually sleep, how long they sleep for and how they best sleep i.e., on their tummy or with a dummy. All children’s bedding (sheet and blanket), comforters, muslins, dummies and sleeping bags where required should be provided from home and these are kept in your child’s sleep bag. Bed bags containing bedding will be kept at nursery for a one-week period for children full time or 2 weeks for children who are part time. They will then be sent home to be washed and should be brought back in on the first day of the following week that they are in for.

On occasions where parents request for us to limit their child’s sleep at nursery, we assess each child’s individual needs. Parental wishes are taken into consideration, although staff cannot force a child to sleep, wake up or keep a child awake against his or her will. We also encourage parents to use the NHS link below as a guide for the recommended sleep;

<https://www.nhs.uk/conditions/baby/caring-for-a-newborn/helping-your-baby-to-sleep/>

In order to ensure safe sleeping, we have the following in place:

- The nursery has a “Sleep Chart” document and children are physically monitored every 10 minutes for a rising chest during their sleep time, initials of the person checking them is recorded.



- In our baby room we have a baby monitor which is connected to the sleep room and then moved with the staff around the room, they are also checked every 10 minutes during their sleep time.
- Each room with children sleeping always has a member of staff in the room.
- All children's mouths are checked that they are free from food before going to sleep.
- All rooms are well ventilated, with room temperatures of 16-20C (recommended guidelines), however this may be higher during the summer months, where fans will be used to try to regulate room temperature.
- There are thermometers in all rooms to ensure temperatures are monitored both before and after sleep/rest periods and staff MUST report any concern about the temperatures of the room to the management.
- Staff are mindful of the number of layers children wear when sleeping to ensure they are not too hot/cold.
- Snooze mats and cot mattresses are regularly checked for any signs of damage and damage is reported to the nursery manager.
- Snooze mats are cleaned with Anti-Bac after each use.
- Children are settled by a member of staff unless parent/carer requests they settle themselves however, if they are emotional and are struggling to settle staff are required to comfort them after a reasonable amount of time.
- Staff will sit with a child and pat/stroke their back or stroke side of face as requested by parent/carer in line with our personal touch policy.
- Where appropriate we play soothing music to help settle/calm the children during sleep/rest periods.
- The nursery will not allow a child to consume milk from a bottle in a cot or on a snooze mat as a soother for settling to sleep.
- The nursery does not allow children to sleep in a buggy or a bouncer. Sleeping children must always be lying flat on a snooze mat or in a cot and must be either in the designated sleep room or in a cosy corner.
- Our baby room has a large quiet sleep room with travel cots for the children to sleep in as and when they need to.
- Babies are placed to sleep in the cot on their back with their feet towards the bottom of the cot, unless specifically requested by the parent or carer of a different position documented when they join the nursery.
- Mattresses are regularly turned and are stripped after each use.
- Mattresses are wiped down with antibacterial spray after every use.
- Cot Mattresses are left to air over the weekend when the nursery is closed.

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- As part of transition from Twiga's to Tembo's children will begin to sleep on a snooze mat at approximately 15 months onwards unless for a child's safety, they need to go onto a snooze mat sooner.

Most children by the age of the Pre-school Room (3 ½ - 5yrs) tend not to have an afternoon sleep, however if your child requires a sleep then staff will arrange for the child to rest/sleep in the playroom.

42. Suitable Premises and Security Policy

At Safari Stars Nursery we must take necessary steps to safeguard and promote the welfare of children in our care.

In order to ensure that the nursery premises are safe and secure both indoors and outdoors we have the following security systems in place:

The first level of security is operated from the main entrance door into reception area only. The door is kept locked at all times with an automatic lock that can only be deactivated when the key code is entered. The door is operated by a doorbell for visitors along with a key code that can be accessed by parents and staff only. All visitors that are unable to access the premises unless the door is opened by a member of staff. All visitors are asked to provide suitable ID preferably with a photo and are asked to sign in upon arrival and sign out when departing.

The second level of security is operated within the reception area through a keypad entry system, allowing access into the nursery. No persons can access the nursery without having the code for the keypad. Both codes will be given to both parents and staff only.

These key codes are changed at least every six months and more often if the management feel it is needed.

Reminders for parents and visitors are displayed all around the reception regarding the importance of security (please do not hold the door open for



someone that you do not recognise, please ensure the door is shut firmly behind you etc.)

Employees working at Safari Stars Nursery must wear the provided uniform with our logo, along with their ID badge displaying their name and job title to indicate they are a member of staff at the nursery.

Photographs and a job title of each employee is displayed on the staff board within the reception, as well as on each individual door to the children's base rooms.

Telephones are installed in each room of the nursery, enabling staff to communicate to each other, the reception and the manager's office in case of an emergency or intrusion.

Staff are informed upon arrival and throughout the day of all visitors coming to the nursery and they can also obtain this information via the diary which is displayed at the front desk of the reception.

Staff are required to sign themselves in upon arrival and sign out when departing in the main reception and in their base room. Staff must also sign the children in and out of the nursery on their daily room registers.

The entire garden is secured by high fencing to ensure that all children are safe within the premises and intruders cannot gain access to the children.

All doors leading to the garden are accessible from the inside only, along with all emergency external doors.

All windows to the building are opened to the first setting restricting full use of the window but allowing adequate ventilation into the nursery.

The nursery windows are frosted using a frosted film ensuring nobody can look in from the overlooking properties around the building.

Staff are aware that if they notice anybody looking in or watching children from outside, children are brought into the building, blinds closed, and management are alerted immediately.



43. Transition Procedure

At Safari Stars Nursery, our aim is to ensure that both you and your child feel welcome, safe and secure.

In doing this, we have a robust transition procedure aiming to ensure that you and your child's individual needs are met and your child's development flourishes throughout their time at Safari Stars ensuring you are kept well involved and up to date.

Because of this, we feel that it is very important to carry out an initial home visit whereby your child's key worker and a senior member of staff will visit you and your child at home in order to gain an insight into your child's likes, dislikes, feeding habits and care routines. Discussions surrounding your child's current strengths and areas for improvement will also take place, giving you an insight into how we intend to develop these together with, completing various confidential paperwork. We feel that home visits are an essential part of your child's transition into our nursery as they enable us to form an initial bond with you and your child in a place in which you both feel comfortable.

Due to staffing we are only able to offer home visits to children who live within a 5-mile radius however, if you feel a home visit is necessary, please discuss this with the manager.

Once a home visit has been carried out, we will make arrangements with you for your child to attend our setting during a 1-hour session in which we ask that you stay with them to introduce them to their new environment and meet all staff within their room. This is followed by a 2-hour session where we ask that you leave them with us unattended for a certain period of time. This could be for the duration of the 2 hours or for part of it i.e., 30 minutes- an hour.

All home visits and settling in sessions will be booked in order to meet each child's individual needs at a time that is convenient for you and the setting. If you feel your child may need some additional settling in sessions these can be discussed with the management team.

Once your child is well established within the nursery and is due to transition to the next room a similar procedure will be followed the week before they are due to move up. This will include:

- An initial meeting will be held to inform you of our plans to begin your child's transition and the move up date.
- A meeting will then be held between yourself, your child's current key worker and future key worker to hand over all information on your child and their individual needs. You will be introduced to the staff who work in the new room and will be informed of the changes to routine, activities and what to expect now that they are older.
- The staff team together with the management will then arrange two transition settles which will take place the week prior to them moving up, these will include

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their first one hour settle joined by their current key worker and will then increase over the following days until your child's move up date.

Children's transitions will vary depending on their individual needs.

44. Early Years Foundation Stage - Progress Check at Age Two.

Safari Stars Nursery will endeavour to ensure that all parents and carers are supplied with a short-written summary of their child's development, from the EYFS three prime areas of learning and development when the the child is aged between 24-28 months. These areas being: Personal, Social and Emotional Development, Physical Development and Communication and Language

The aims of the progress check are to:

- Review a child's development in the three prime areas of the EYFS.
- Share this information with parents at an agreed time to ensure they have a clear picture of their child's development.
- Enable the setting to understand the child's needs and plan activities and experiences to meet their individual needs in the setting and put in place ways of narrowing any gaps in the child's development.
- Enable parents to understand the child's needs and enhance their development at home, with support from the setting.
- Note areas where the child is progressing well and identify any areas where progress is less than expected.
- Describe actions the setting intends to take to address any developmental concerns (including working with other professionals where appropriate).

The progress check will:

- Be completed by a practitioner who knows the child well and works directly with them in the setting - this will normally be the child's key person.
- Arise from the ongoing observational assessments carried out as part of everyday practice in the setting.
- Be based on skills, knowledge, understanding and behaviour that the child demonstrates consistently and independently.
- Take account of the views and contributions of parents, and the child if appropriate.
- Take into account the views of other practitioners and, where relevant, other professionals working with the child.

The setting intends that the progress check will:

- Be clear and easy to read, avoiding unfamiliar jargon, acronyms or terminology (with interpretation and translation available where appropriate).
- Present a truthful yet sensitive reflection of what the child can do and their achievements to date.
- Identify areas where the child is progressing at a slower pace than expected.



- Recognise parents' in-depth knowledge of their child by incorporating their observations and comments and, explain how their child's learning and development will be supported in the setting.

The EYFS requires that the progress check is carried out when a child is age two; this includes any child that starts at the setting between the ages of 20-24months.

Practitioners will agree with parents when the best time to provide the check is, taking the following factors into consideration before commencing the check:

- The setting will allow a settling-in period for the child to enable their key person and other practitioners, to build up good knowledge of the child's development, abilities and interests before completing the progress check. (Normally six to eight weeks).
- If a child has a period of ill health or a significant event in their family (e.g., family breakdown, bereavement, or the arrival of a sibling) it may be appropriate to delay the check.
- If a child has a period of absence or irregular attendance it may also be appropriate to delay the check.

Where possible, we will carry out the progress check in time for parents to share it with the health visitor at the two-year-old health and development review and encourage parents to share the date of this when they are aware of it.

If the child has already had the health visitor 2-year-old check the setting is still required to carry out the EYFS 2 year old check.

Children attending more than one setting or changing settings

In the case of children who are attending more than one setting, the progress check will normally be carried out by the child's key person at the setting where the child spends the greatest amount of time each week.

However, the setting carrying out the progress check will consider whether it would be helpful to get the views of other practitioners working with the child at the other setting or settings.

If a child moves between settings between the age of 20 and 24 months, leaders and managers of the respective settings will agree which provider will complete the check. It will usually be the setting where the child has spent the most time to date.

Preparing the progress check for a child with identified disabilities or special educational need

If the progress check is for a child with an identified disability, medical need or special educational need the setting will take into account if the child is already being supported by other professionals. Then the setting will agree with parents how the views and contributions of those professionals can be sought.

The focus will be on what the child can do, their unique and individual characteristics and their development to date, rather than describing their development in terms of their need or disability.

Information sharing

The setting will include in the child induction process the sharing of both the child's health visitor contacts details and the child's red book.

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The progress check is a statutory requirement of the EYFS. The setting will seek the consent of parents to share information from the check directly with relevant professionals.

45. Technology Policy and Procedure

Safari Stars Nursery has a duty to safeguard and promote the welfare of children at all times, giving them the very best start in life.

As a direct result of this, Safari Stars Nursery aims to:

- Ensure the safety and welfare of children at all times.
- Ensure that strict confidentiality is adhered to at all times.
- Ensure that all staff receive appropriate and effective training on safeguarding children.
- Ensure that all staff are familiar with and kept up to date with safeguarding issues and procedures.
- Ensure that the safeguarding children policy is regularly reviewed and updated.
- Ensure that all adults looking after children, or having unsupervised access to them, are suitable to do so.

This policy has been implemented in line with the Safeguarding Children Policy, Safe recruitment Policy and Confidentiality Policy to ensure that the safety of the children is paramount.

Technology is an essential part of nursery life for both the staff and children. It is important for staff to use technology to capture the children's learning and development and for use in activities and it is also an important skill for children to be able to operate simple ICT equipment.

Due to this, the following procedure must be carried out when using the equipment which has a camera on for taking photo evidence to use within children's assessment portfolio, along with displaying photos around the nursery, demonstrating the activities undertaken by the children.

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- Only equipment provided by the nursery can be used within the rooms.
- Memory cards for cameras will be provided by the nursery only.
- Photographs will be printed out at the nursery only.
- Photographs will be deleted from the memory once they have been printed. No photo should remain on the equipment for longer than 2 weeks.

In addition to this, the following procedure must be carried out for staff's personal technology equipment,

- ALL mobile phones are to be switched onto silent mode and kept in a locked cabinet in the reception area.
- All Staff MUST log their personal phones/devices in and out by our Safari Stars logging system.
- Personal mobile phones can only be used within the staff room, reception or outside of the nursery premises.
- Mobile phones are only to be used during lunch breaks unless you are given the authority by management.
- Personal Mobile phones/Tablets/iPod etc are NOT to be used in the rooms with the children, including kept in a pocket or on a shelf/ cupboard.
- If Staff do NOT have a mobile phone on the premises with them, they must still record this on the Mobile Phone log.
- Smart watches MUST be disconnected from your phone at all times and only used to check the time.

This policy also applies to parents, carers, students, and visitors who will be politely asked to not use their mobile phone whilst in the nursery.

If a parent wishes to use their mobile phone, we kindly ask that you do so in the reception area.

46. Physical Contact and Touch Policy

At Safari Stars Nursery we understand that, in order for children to develop confidently and to the best of their ability, it is vital that they have secure attachments with the staff team. We believe that friendly, physical contact is unavoidable when

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working with young children and is central to building positive relationships and good quality care.

It is a natural instinct for children to want to be cuddled, held and physically reassured to have their basic social and emotional needs met. Throughout the day at nursery there will be many occasions where it is essential for staff to carry out intimate care routines that require physical contact with the children such as, nappy changing and getting them dressed.

In line with our Safeguarding Children Policy and Personal Care Policy we want to ensure that all children are safe and secure and ask that all staff are aware of the types of physical contact that Safari Stars Nursery deem acceptable.

Acceptable Touch and Physical Contact

- If a child requires comforting for any reason, such as following an accident, waking up from sleep, on the departure of their parent or if they ask for a cuddle, it should be given.
- When a child asks “to sit on someone’s lap” for comfort then staff can place a child on their knees.
- If a child finds it emotionally difficult to separate from their parent/carer or key worker and it is necessary to physically take them from their parent, then this can be done with the parents’ consent.
- We feel it is acceptable for younger children to be nurtured through cuddles, rocking, holding and carrying. However, staff must be mindful that the rocking is to be gentle.
- Should a child need or wish to be physically picked up for reassurance, comfort or for health and safety reasons including nappy changing then staff may do so.
- Staff must ensure they pick children up following the manual handling policy and only pick them up using the child’s upper body and not by their arms.
- Physical contact in play such as tickling games, holding hands or assisting the children on nursery play equipment is acceptable, however if children can voice their consent, then this should be given by the child first.

Staff must always be aware and sensitive to children’s feelings and body language, particularly children who are non-verbal.

At Safari Stars Nursery, all staff are trained to ensure that they are aware of and follow the requirements of the EYFS, First Aid and Manual Handling, always when interacting with and lifting the children.

At Safari Stars Nursery, we feel that the statements below are unacceptable touch and therefore staff are NOT permitted to carry out the following:

- Kiss the child for any reason
- Swing the children around by their arms

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- Throw the children up and down in the air
- Change nappies or be involved in the toileting routines without wearing the correct personal protective equipment (PPE)
- Nappy and toileting routines must be carried out in the presence of another member of staff or with the stable door open
- Smother the children with cuddles that are unwanted i.e., for any other reason than listed above.
- Older children should be asked their consent by the member of staff who wishes to change their nappy/clothes if they are of age where they can cooperate and understand.

At Safari Stars Nursery, we understand that as children grow and learn they can be very curious and like to explore. We are aware that sometimes children may touch adults and other children in inappropriate places, and it is our role to teach them what is acceptable and unacceptable physical contact. We also understand that as children become older it is their natural curiosity to explore their own bodies and ask each other or staff members questions.

Inappropriate touch from children to adults may include:

- Touching staff body parts such as bottoms or breast area
- Trying to put their hands under staff clothing, i.e., their tops
- Kissing the staff for any reason when their parents are not present
- Sharing bathroom cubicles
- Touching inappropriate body parts such as bottoms, breast area, under their underwear
- Showing each other their private body parts and what is under their underwear
- Asking each other to show them their body parts or touch their body parts.

If any unacceptable and inappropriate touch or physical contact is initiated by a child to either an adult or another child the following will be carried out:

- The contact will be stopped by the members of staff
- The member of staff will ensure they discuss what isn't acceptable touch with the child and why
- Discussions about acceptable touch or physical contact will take place regularly
- Rules and boundaries with the children will also be discussed daily during circle times
- Staff will regularly talk PANTS with the children
- Parents will be informed of the incident upon collection.



In the event that a child makes a disclosure about inappropriate touch or physical contact from an adult whether it be a member of staff or someone outside the nursery, or a member of staff witnesses any of the above, then it MUST be reported to **Emma Cooper or Kirsty Pratchett**, the designated Safeguarding Officers, immediately. These concerns would then be addressed, and procedure outlined within the “Safeguarding Children Policy” will be followed.

47. Privacy Notice/Policy - General Data Protection Regulation 2018

As Safari Stars Nursery is a childcare setting it is essential for us to collect personal information about parents/carers and their child/children, some of which can be very sensitive. Safari Stars nursery will comply with the General Data Protection Regulation (2018) and are the data controllers for the purposes of the GDPR and any other subsequent legislation on information handling and privacy.

At Safari Stars Nursery we will only collect information that is necessary for what we do. To enable us to provide quality early years setting, we must comply with the relevant legislation and frameworks. We have created a Data Audit detailing the data we hold, where it is kept, how long it is kept for and how it is disposed of. Whilst we cannot share this Audit with parents, we can refer to this, if parents request to know how we hold data, where it is kept etc.

All data about parents, children and their families will always be kept safe and will only be shared on a need-to-know basis. Safari Stars Nursery have made it clear on the child’s entry records as to what information we require and how it may be shared.

In some cases, a third-party organisation may require parents’ personal information for example, a funding body may require both the child’s and their parent/carer’s details in order to claim funding, therefore we ask that parents please read all paperwork thoroughly before signing and understand exactly what information they have provided and how this will be used by the nursery.

At Safari Stars Nursery we take the privacy of our families seriously and in line with the general Data Protection regulation (GDPR) we will ensure the process for storing and sharing data is in accordance with the seven principles below:

1. We have a lawful reason for collecting personal data and must do this in a fair and transparent way. We will ensure we are clear about what data we collect and why we collect it.
2. We will only use the data for the reason it is initially obtained, this means that we may not use a person’s data to market a product or service to them that is not connected to the reasons for which they shared the data with us in the first place.



3. We will not collect any more data than we feel is absolutely necessary meaning, we will collect the data we need to hold in order to meet the legal requirements to care for children.
4. We will ensure that the data we keep is accurate and will ask parents to check their children's personal files annually to confirm the data is still accurate.
5. We will not keep the data we have for any longer than it is required for following our legal guidelines.
6. We will protect all personal data ensuring the management team are responsible for keeping it safe and taking the correct measures to store it securely.
7. The nursery Manager and Director will be accountable for the data, this meaning we will be able to show how Safari Stars Nursery are complying with the law.

Below is a list of some of the types of sensitive data we may collect on children and families:

- Parents & child full names & addresses
- Children's Date of Birth
- Parents Contact Numbers, work contact numbers and work addresses
- Parents' and children's religion and nationality
- Your given emergency contact details, including name, address, contact number and relationship to the child – parents must ensure you get the emergency contact's permission before supplying these
- Parents' e-mail addresses
- Details for any medical conditions for your child
- Children's NHS numbers
- In cases of claiming funding – parents' NI numbers
- Any court order information relating to parents or their children
- Children's birth certificates and/or passports
- Ongoing progress and development records, including EYFS tracking, observations, Two-year checks, transition records and pre-school reports
- Photographs of the children
- Accident/incident and existing injury records
- Any relevant safeguarding/child protection information

Information Security

All information kept about parents/carers, children and families will be kept in a secure place, for example, all children's personal records are kept in a locked confidential cabinet and only the senior management team have access to these. All information kept on computers, such as e-mail addresses are password protected and again, only members of the senior management team have access to these. We will protect your information against unauthorised change, damage, loss or theft.

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Information Sharing

It is an essential part of our role that we work with multi-agency teams and share information about children with other professional and childcare providers, particularly if a child is changing setting or attending another setting at the same time. We are required by law to pass your child's information to the local authority (LA), the Department for Children Schools and Families (DCSF) should they request it. We will not share any information with anyone without parents' consent unless there is a child protection issue, and it is for the child's safety.

During Ofsted inspections they are legally required to check that we are keeping the necessary information on children and may require access to the records we keep. Information will be shared if it is in the child's best interests to do so, for example, in a medical emergency we will share their medical information with the health care professional and in line with our safeguarding policy. If we are worried about a child's welfare, we have a duty of care to follow the Hertfordshire Safeguarding Children's Board procedures and make a referral – where possible this would be discussed with the parents beforehand.

We kindly ask that parents/carers inform us if any information about you/your child changes in order to help us to make sure that all information kept on record is accurate and up to date.

Record Keeping

We will hold all information about parents/carers, children and families for as long as the law requires. After this time, the information will be disposed of securely.

All children's records and sensitive data will be recorded in line with the GDPR. We are required by law to keep some data for some time after a child has left the setting and this is detailed on our Data Audit. Once we no longer require this information/data we will dispose of it appropriately and securely.

If you wish to see a copy of the information we hold and share about you or how/when the information will be disposed of, please contact the Nursery manager.

If at any time Safari Stars Nursery suspect there has been a breach in our policy or the procedures we follow and that data has been accessed unlawfully, we will inform the relevant parties immediately and report it to the Information Commissioner's office within 72 hours and this data breach will be recorded.

48. Safeguarding Children policy and Procedure

Safari Stars Nursery has a duty to be aware that abuse happens in many ways in our society. As a result of this, it is our aim to ensure that all children are treated with



dignity and respect whilst always ensuring their safety and welfare, giving them the very best start in life.

Safeguarding and promoting the welfare of children is defined as:

- Protecting children from maltreatment
- Preventing impairment of children's mental and physical health or development
- Ensuring that children are growing up in circumstances consistent with the provision of safe and effective care.
- Taking action to enable all children to have the best outcomes.

Child protection is a part of safeguarding and promoting welfare. It refers to the activity that is undertaken to protect specific children who are suffering, or are likely to suffer, significant harm.

Effective child protection is essential as part of wider work to safeguard and promote the welfare of children. All agencies and individuals should aim to proactively safeguard and promote the welfare of children so that the need for action to protect children from harm is reduced.

Safari Stars Nursery aims to:

- Ensure the safety and welfare of children at all times.
- Ensure that strict confidentiality is adhered to at all times.
- Ensure that all staff receive appropriate and effective training on safeguarding children.
- Ensure that all staff are familiar with and kept up to date with safeguarding issues and procedures and know how to protect children from; emotional abuse, physical abuse, sexual abuse, neglect, child sexual exploitation, county lines, child criminal exploitation, domestic abuse, honour-based violence, substance misuse and peer on peer abuse.
- Ensure safe and effective use of cameras and mobile phones: Please also refer to the settings technology's policy.
- Prevent children from being drawn into terrorism.
- Make staff & parents aware of E-safety and how we can keep children safe online.
- Ensure staff are aware of the indicators of (FGM): Female Genital Mutilation and the correct procedures to follow.
 - Ensure that the "safeguarding children policy" is regularly reviewed and updated.

This policy lays out the procedures that will be taken if there is any reason to believe that a child in our care is subject to any form of abuse or neglect.

In the event of any concerns regarding the safety and welfare of any child in our care the nursery follows the guidance set out in the publication "**What to do if you are**

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worried a child is being abused” and the **Recognise, Respond, Refer** procedure published by the Department for Children, Schools and Families. All children’s safeguarding concerns are referred to Hertfordshire’s Safeguarding Children Board (HSCB).

All members of staff must be aware of the procedures for recording and reporting any concerns regarding the safety and welfare of all children in their care. The nursery expects all members of staff to co-operate in any way necessary to ensure the safety of the children.

Children will be listened to and supported by offering reassurance, comfort, and sensitive interactions.

All staff have a duty to the children, parents, carers, and themselves to act as quickly and responsibly in any of the following instances that may come to their attention:

- Significant changes in children’s behaviour such as, being withdrawn or angry
- Deterioration in their general well-being
- Unexplained bruising, marks, or signs of possible abuse
- Signs of neglect including, malnourishment, appearing dirty or lack of suitable clothing
- Comments children make which give cause for concern
- Scripted speech
- Frequent absences
- Constant lateness
- Unusual parent behaviour

The Designated Senior Managers for Safeguarding Children undertake specific training and accesses regular updates to developments within this field ensuring all staff are kept up to date and are confident with the procedures to follow.

The Designated Senior Managers & the training attended for Safeguarding Children are:

EMMA COOPER & KIRSTY PRATCHETT
Child Protection Leads

EMMA COOPER & KIRSTY PRATCHETT
Safe Staffing Lead

Partnership with Parents and Carers

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

Parents and families will always be treated with respect in a non-judgemental manner whilst investigations are carried out in the best interests of the child.



The nursery continues to welcome the child and the family whilst investigations are being made in relation to abuse in the home situation.

The care and safety of the child is paramount, and we will do all in our power to support and work with the child's family.

Reporting and recording accidental injuries

- If an unexplained injury is noticed, the Designated Senior Manager is to be informed. If it is an injury that could be accidental, then the staff member will complete an “**Existing injuries form**” that includes a body map. This is then discussed with the parent upon collection of the child and if the explanation is suitable, it will be filed in the “child's personal folder”. These files are stored in the office and monitored on a monthly basis.
- After three documented concerns the Designated Senior Manager will arrange a confidential team meeting with the next most senior person in charge and the child's key person. At this meeting the concerns about the child will be discussed and anything said will be documented, if it is agreed that there is a safeguarding concern HSCB (Hertfordshire Safeguarding Children's Board) will be notified.

Reporting and recording suspicions of abuse and or disclosures

- Staff members involved are to notify the Designated Senior Managers for Safeguarding Children and in their absence the most senior person in charge.
- Staff will be asked to write an objective record of any observation or disclosure. This will be recorded on a “**Safeguarding Incident**” form and a body map form within the child protection file which is stored in a locked and confidential cabinet. The report will include the following:

*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

*Name of the person to whom the concern was reported, with date and time; and the names of any other person present at the time.

- The designated person will then refer to the continuum of needs grid on the below website for further clarification;

<https://www.hertfordshire.gov.uk/media-library/documents/childrens-services/hscb/professionals/continuum-of-needs-hscb-november-2020.pdf>



- If the concern is ongoing the child's parents will be informed that a referral is being made; unless this will put the child at more risk. This will usually be the case where the parent is the likely abuser. In these cases, the investigating officers will inform parents. All discussions and procedures followed will be recorded, and the parents/carers will have access to such records.
- A referral will be made to **0300 123 4043**

Grooming/ Child Sexual exploitation

Grooming/Child sexual exploitation is a form of child sexual abuse and occurs when someone builds an emotional connection with a child to gain their trust and take advantage or manipulate any child or young person, male or female under the age of 18. Children and young people can be groomed online through the use of technology or in the real world, by a stranger or by someone they know - for example a family member, friend or professional.

Like all forms of child sex abuse, child sexual exploitation can be perpetrated by individuals or groups, males or females and children or adults. The abuse can be a one-off occurrence or a series of incidents that take place over time. Sexual exploitation is typified by some form of power imbalance in favour of those perpetrating the abuse and whilst age may be the most obvious. This power imbalance can also be due to a range of other factors including gender, sexual identity, cognitive ability, physical strength, status and access to economic resources. Groomers will hide their true intentions and may spend a long time gaining a child's trust. They may also try to gain the trust of the whole family so they can be alone with the child.

Groomers do this by:

- Pretending to be someone they are not, for example saying they are the same age online
- Offering advice or understanding
- Buying gifts
- Giving the child attention
- Using their professional position or reputation
- Taking them on trips, outings, or holidays.

Once they have established trust, groomers will exploit the relationship by isolating the child from friends or family and making the child feel dependent on them. They will use any means of power or control to make a child believe they have no choice but to do what they want.

Groomers may introduce 'secrets' as a way to control or frighten the child. Sometimes they will blackmail the child, or make them feel ashamed or guilty, to stop them telling anyone about the abuse.



Staff are informed upon induction that all children are to be treated fairly and equally. Staff should not be seen to have “favourites” and should ensure every child is treated the same.

Staff are **not permitted** to purchase any gifts or treats for children, the nursery manager will decide if gifts or treats are bought for children and this is usually done for special celebrations such as, Graduation and Christmas where a gift is given to ALL children.

Children can be hugged by staff; however, this should be on the children’s terms only. Staff should avoid kissing children at all times (please refer to personal care and touch policy for further clarification on what we deem as acceptable.)

To help protect young children from any form of sexual abuse parents and practitioners can “Talk Pants”

- **P**rivates are private
- **A**lways remember your body belongs to you
- **N**o means no
- **T**alk about secrets that upset you
- **S**peak up, someone can help

Children from the age of 2 years have lockable toilet cubicles and are encouraged that only one child should be in the cubicle at one time however, we understand children can be curious and for some this is a new experience for them. Staff practice the “TALK PANTS” rule as and when necessary.

Female Genital Mutilation

Female Genital Mutilation (FGM) is a procedure carried out involving partial or total removal of the external female genitalia or other genital organs for no medical reasons. The practice of FGM can cause severe pain as well as immediate and long-term health consequences such as, low self-esteem, depression and urinary tract infections.

Possible Indicators that FGM is going to or has already taken place could be:

- A disclosure by the child to a peer or staff member where the term “A special operation” may be used.
- Suspicious conversation in other languages where the FGM term is used
- Physical signs of being forced to lay still
- Long periods of absence from nursery where the child is taken abroad (particularly at the end of the summer term)
- Difficulty walking, standing or sitting down
- Spending a longer time than normal in the bathrooms
- Difficulties urinating
- Noticeable behaviour changes such as, being withdrawn or depressed.
- Reluctant to have people near them or undergo medical examinations



- Asking for help but not being explicit about the problem due to embarrassment

It is important that staff are aware of the indicators concerning FGM. If any member of staff has any reason to believe that a child may be at risk of undergoing a Genital Mutilation procedure, they must share this knowledge with the Safeguarding Officers immediately whom can then report this to **HSCB**. Any known cases of FGM to girls under the age of 18 years old must be reported to the Safeguarding Officers who must then refer this to the police via dialling **101**.

All discussions with parents must remain confidential and staff must act in a non-judgemental manner, obtain accurate information about the surgery, make detailed notes, use simple language and ask straight forward questions. Staff must also listen to parents/carers and observe their behaviour and body language throughout.

Professionals at Safari Stars Nursery must not let any fears of being branded racist or discriminatory weaken their protection for girls and women. If there are any issues or concerns regarding FGM then staff and parents can contact the FGM helpline on, **0800 028 3550**

Assessment of risk outside the home

As well as threats to the welfare of children from within their families, children may be vulnerable to abuse or exploitation from outside their families. These threats from people outside of the home might arise in educational establishments, from within peer groups, or more widely from within the wider community and/or online. Whilst we recognise the children in our care are quite young staff must still be aware of these types of abuse and how to support vulnerable children and families to prevent them being subject to this.

These threats can take a variety of different forms and children can be vulnerable to multiple threats, including: exploitation by criminal gangs and organised crime groups such as county lines; trafficking; online abuse; sexual exploitation, breast ironing, honour based violence and the influences of extremism leading to radicalisation.

Prevent Duty

Safari Stars Nursery has a duty to prevent children from being drawn into terrorism. Radicalisation is defined as exploitation and it is important that staff recognise grooming as a common practice when drawing a child into terrorism.

It is essential that staff implement British Values into the nursery to build up children's resilience to radicalisation and are alert to the changes in children's behaviour be able to identify children who may be at risk and knowing what to do to support them.

All staff have a duty to the children, parents, carers and themselves to act as quickly and responsibly in any of the following instances that may come to their attention:

- Emotional Changes- crying, withdrawn, angry, feeling isolated

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- Verbal Changes- new language/words, asking inappropriate questions, scripted speech
- Physical Changes- Change of routine, absences, appearance, frequent lateness, reluctant to come to nursery, refusing to play with specific children

Should staff feel worried about a child they must report their concerns without delay to the **Prevent Lead: Emma Cooper** and in her absence Kirsty Pratchett.

The following procedure must then be followed:

- Staff will be asked to write an objective record of any observation or disclosure. This will be recorded on a “**Safeguarding Incident**” form within the child protection file which is stored in a locked and confidential cabinet. The report will include the following:

*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

*Name of the person to whom the concern was reported, with date and time; and the names of any other person present at the time.

- The Prevent Lead will speak with the parents the same day to discuss what has been seen or said
- If they feel it is then required, the Prevent Lead will complete a “Channel Referral Form” and forward it to the prevent team within the Hertfordshire Police.

Substance Misuse

Parental substance misuse can harm children’s development both directly, through exposure to substances through the umbilical cord, and indirectly, through its impact on parenting capacity.

Not all parents who drink or take drugs harm their children, but children living with parents with alcohol or drug problems can be at more risk of harm and neglect.

The biggest risk posed to children is that parents, when under the influence of drugs or alcohol, are unable to keep their child safe through:

- Sudden infant death syndrome associated with co-sleeping
- accidental ingestion of drugs
- accidents (fire, drowning) due to inadequate adult supervision
- Parents deliberately giving children drugs.



Getting parents, the right help and support as early as possible is crucial in helping them to develop secure and healthy relationships with their children.

Staff who are worried that a parent is under the influence of drugs or alcohol must inform the Designated Senior manager without delay who will:

- Speak to both parents
- Establish an additional contact to take the child/ren home from nursery
- Remain respectful and non-judgemental
- Contact the police if we felt it necessary
- Report to HSCB if advised

Mobiles Phone and use of cameras

The nursery strictly operates a **No mobile phone policy: Please refer to the settings Technology policy**. All staff members/ volunteers and students must store all personal mobile phones and cameras in a locked cabinet within the reception area. All staff must log their personal mobile in and are allowed to log out their personal mobile on their lunch break or when leaving the setting at the end of their shift. Personal Mobile phones are only permitted to use these in the designated areas of the building which are: the reception area and the staff room. If staff do not have a mobile phone on them then they must sign the sheet and sign this.

Safari Stars Nursery Staff will also ensure that all staff, parents, carers, students and visitors do not use personal mobile phones and cameras in the nursery environment and will challenge those who are seen on their phones.

All photographs taken of the children must be taken on the cameras provided by the nursery (including the nursery tablets) only with a nursery memory card, which may be printed off for displays and portfolios using the nursery computer and photocopier/printer system only.

Any Member of staff found to be using a personal phone or camera within the nursery premises (outside of the designated areas) will be subject to the company's disciplinary procedure.

Staff are asked to sign an e-Safety agreement prior to commencing their employment and any breach of the agreement will result in the company also following their disciplinary procedure.

Allegations made against employees of the nursery

When an allegation is made against a member of staff the Local Authorities Designated Officer (LADO) is informed immediately or within 1 working day at the latest and will advise the nursery of the appropriate action to take. If it is advised that

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the allegation be investigated internally through our normal procedure, then the following will be carried out by the Manager/ Deputy Manager/ Designated Senior Managers in their absence:

- The member of staff concerned will be moved to a different room and supervised or when necessary, suspended from all duties while further investigations are carried out.
- The allegation will be discussed with all members of staff involved and all information will be recorded.
- Detailed written statements will be gathered and submitted by all staff members involved, providing details of the exact allegation, the time, the date and place of the incident and names of all witnesses and any other persons present.
- The child's parents will be called into the nursery to discuss the allegations made and the next procedures to follow. Copies of all statements and written documents will be given to the child's parents.
- A disciplinary meeting with the member of staff concerned will be held to determine the outcome of the allegation.
- Unfounded allegations will result in all rights being re-instated and counselling will be made available for any member of the nursery who is affected by the allegation.
- Founded allegations will be passed on to the LADO, Ofsted, DBS, and Children's Services.
- All allegations that result in the termination of employment will be passed onto the LADO, Ofsted, Children's Services and ISA (Independent Safeguarding Authority).
- Any staff member who resigns in the circumstances that would otherwise have led to dismissal for reasons of a safeguarding concern will be reported to the LADO, Ofsted, Children's Services and the ISA.
- The child's parents will be informed of the outcome.

In order to safeguard children and staff we deploy staff effectively in line with the EYFS and OFSTED requirements. Staff are not permitted to be alone with the children for a long period of time and should always be visible by and open stable door. For example, when changing nappies the stable door will be open at all times along with, when free flowing into the garden the door should remain open if they are out there alone with a small group.

All investigations/interviews will be kept confidential and shared with only those who need to know. All records documented will be kept in a locked and secure confidential file. Staff members reporting any safeguarding issues or making any

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allegations themselves will not necessarily be kept informed of the progression/case throughout the safeguarding procedure. Only those who NEED TO KNOW will be kept informed to ensure the protection of children and their families.

If any member of staff feels that the management/ Designated Senior Manager has not carried out their duties to protect the children from harm, or if they believe that it is the Manager/ Deputy Manager/ Designated Senior Managers that are carrying out the abuse then they are advised to "Whistle Blow" to Ofsted on the below number:

OFSTED

03001233155/ whistleblowing@ofsted.gov.uk

Recruitment, Students and Volunteering

The Nursery complies with the EYFS Statutory Welfare Requirements along with the requirements in line with the Independent Safeguarding Authority (ISA), and Ofsted in respect of DBS checks for staff, volunteers and students, in order to ensure that no disqualified person or unfit person works at the nursery or has access to the children. Please refer to the Safe Recruitment Policy in place for further details.

The nursery aims to provide adequate and appropriate staffing resources to meet the needs of children at all times by using the Statutory Welfare Requirement Audit and meeting the staff to child ratios. The nursery also aims to ensure effective deployment of qualified and unqualified staff within the nursery allowing for appropriate and constant supervision.

Volunteers/students working within the nursery are subject to the same recruitment procedure as all staff working within the nursery. Volunteers/students are risk assessed and given an induction on their first day along with a copy of the nursery's policies and procedures.

Students/volunteers attending placements within the nursery MUST complete a preliminary visit to carry out an induction before starting their placement. Students are required to bring along photo ID along with confirmation of the placement in writing and where needed a Module handbook detailing specific task/duties that they need to do.

All students/volunteers are risk assessed and given an induction on their first day with a copy of the nursery's policies and procedures. Students are never left unsupervised and are not permitted to change nappies. Please refer to Student /volunteers policy.

Visitors

All members of staff working at Safari Stars Nursery are clearly identified through wearing a Safari Stars Nursery uniform with a logo and a badge with their name, photograph and position. The Director, Manager and Deputy are to wear smart clothing along with their photo ID badges. A full management team board is

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displayed within the reception area, showing all the staff that work here at Safari Stars Nursery for parents/carer/students/ Volunteers and other agencies to see. All visitors to the nursery are asked to sign in at reception: read our visitors notice and provide suitable identification: this includes prospective parents coming to have a look around the nursery and additional professionals.

All staff are informed of visitors who are scheduled to come to the nursery, spontaneous visitors such as plumbers etc are accompanied by a senior member of staff.

Steps to ensure the security of the nursery are in place to ensure that no unauthorised person has unsupervised access to the children and are outlined within our Premises and Security Policy.

Should parents be unable to collect their children we ask that they call the nursery giving a full name of the person collecting and a verbal password. When the alternative carer comes to collect the child, they will be asked for both of these details, if they do not match the details given, the child will not be allowed to leave the premises. In this instance we will call the child's parents for conformation i.e., a brief description of the carer, along with their full name and the password before the child is allowed to leave the nursery premises.

In the instance that an unfamiliar face comes to the nursery unannounced, they will be asked who they are, who they have come to collect and what relationship they have with the child. This includes a new parent that we have not yet met. The child's known parent will be contacted and informed that an unannounced person has arrived to collect their child, details will be verified and if verbal consent is given the child will be allowed home with this person. If the known parent does not give consent, the child will remain at nursery until the known parent collects them. If the known parent does not know who the person is, the police will be contacted immediately.

Children are not to be collected by anyone under the age of 16 years old.

Parents are not permitted to give the nursery access codes to anyone other than themselves.

49. Whistle Blowing Policy

Whistle blowing is a term used for an employee raising concerns about practices and procedures in their workplace, without fear of repercussions. All staff should report any concerns they have regarding inappropriate behaviour or actions of colleagues in good faith.



At Safari Stars Nursery, we provide a setting that is welcoming, safe and stimulating and allows all children to grow in confidence and reach their full potential. We ensure that every child in our care is kept healthy, safe and secure.

To maintain this level of care it is the duty of all members of staff to report any unacceptable behaviour, be it a safeguarding, behaviour management, hygiene or a personal issue they see, both within the nursery or outside, to the Manager or Deputy Manager immediately. It should be recognised by all staff members that whistle blowing is carried out in good faith.

The member of staff making the allegation will be asked to write down and date what they have witnessed should this information be required at a later date. Any allegation will be taken seriously and treated confidentially in accordance with our child protection and disciplinary policy.

The person making the allegation will be able to remain anonymous until such point it is deemed necessary, in order to progress with the allegation.

The person making the allegation will be informed before their identity is disclosed.

If the concern is of a higher level and you do not feel comfortable going to the Manager or Director, the following contacts are for Ofsted.

Ofsted's whistle blowing hotline: 0300 1233155

Email: whistleblowing@ofsted.gov.uk



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