



Here are some sample of Maryvale Nurseries Ltd

Policies and Procedures

Welcome

Thank you for thinking of choosing [Maryvale Nurseries Ltd. \(MNL\)](#). We hope the time you spend with us will be a happy and rewarding time for all.

MNL prides itself on the delivery of a high-quality service to all our customers. For us to ensure we are delivering the quality of provision you expect your feedback is very important to us. We have a comments box in the reception area of nursery. (parent/carers voice' sheets will be available next to the box for you to use) Anytime you wish to have a quick chat, please feel free to have a word with a senior member of staff at the end of the session your child attends or, if you wish to sit and have a longer chat, please arrange an appointment with the staff member you wish to speak to.

Keeping children/home information up to date is paramount to us, to help to safeguard your child while they attend nursery.

Maryvale Nurseries Ltd
Head Office
The Barn
Shevingtons Lane
Kirkby
L33 1XA
0151-546-8127

Established September 1983

Little Gems Nursery
Ravenscroft School
Ebony Way
Kirkby
L33 1XT
0151-548-0222

First Class Nursery
St Thomas's School
Kenyon's Lane
Lydiate
L31 6DE
0151-531-1887

Little Acorns Nursery
Summerhill School
Poverty Lane
Maghull
L31 OBP
0151-284-0796
&
Out of School Club

Bright Days Nursery
St Andrews School
Deyes Lane
Maghull
L31 3DT
0151-526-7474

Admissions

Matters considered in deciding which child can be offered a place in the nursery are:

- availability of spaces, considering the staff/child ratios, the age of the child and the registration requirements
- the nursery's ability to provide the facilities for the welfare of the child
- extenuating circumstances affecting the child's welfare or the welfare of his/her family/carers
- children who have siblings who are already with us.

The numbers and ages of children admitted to the nursery comply with the legal space requirements set out in the Early Years Foundation Stage (EYFS). When considering admissions, we are mindful of staff: child ratios and the facilities available at the nursery.

The nursery will use the following admission criteria which will be applied in the following order of priority:

- Looked after children
- A child known by the local authority to have special educational needs and/or a disability (SEND) and whose needs can be best met at the preferred nursery
- A vulnerable child with either a Child Protection or a Child in Need Plan or Local Authority/Common Assessment Framework
- Children who have siblings who are already with us
- Children whose parents/carers live within the area.

A child requiring a full-time place may have preference over one requiring a part-time place. This is dependent upon work commitments, occupancy, and room availability.

We operate an inclusion and equality policy and ensure that all children have access to nursery places and services irrespective of their gender, race, disability, religion or belief or sexual orientation of parents/carers.

Prior to a child attending nursery, parents/carers must complete and sign a contract and registration form. These forms provide the nursery with personal details relating to the child. For example, name, date of birth, address, emergency contact details, parental responsibilities, dietary requirements, collection arrangements, fees and sessions, contact details for parents/carers, doctor's contact details, health visitor contact details, allergies, parental consent and vaccinations etc.

Providers eligible to provide government funded places for early education

All settings registered to accept government funding (detailed in the code of practice) must offer free places for two/three to five-year olds for early learning sessions specified by the local authority. At **Maryvale Nurseries Ltd** we currently provide free funded places available for children subject to availability. These places will be allocated on a first come, first served basis, and can be booked a term in advance. Please note for admissions for the free nursery education we have a termly intake, beginning the term following your child's second/third birthday. All funded sessions are now in line with the flexible arrangement as specified by the Government. When you register your child for their funded place, we will discuss your needs and, as far as possible with availability and staffing arrangements, we will accommodate your wishes.

Up-dated June 2020

Terms & conditions

To enable us to provide and maintain the highest standards of care we require all parents/carers to be aware of, and abide by, the following conditions.

Admission

Children will be considered for entry to the nursery when the registration form has been completed and returned to us.

Welfare of the child

- we will do all that is reasonable to safeguard and promote your child's welfare and to provide pastoral care to at least the standard required by law and often to a much higher standard. We will respect your child's human rights and freedoms which must, however, be balanced with the lawful needs and rules of our nursery and rights and freedoms of others.
- parents/carers give their consent to such physical contact as may accord with good practice and be appropriate and proper for teaching and instruction and for providing comfort to a child in distress, or to maintain safety and good order, or in connection with the child's health and welfare.
- parents/carers of children who are not potty trained must provide disposable nappies.
- the nursery will not provide formula milk for bottle feeding babies. All bottles must be made up at home or equivalent (right amount of boiled water to formula powder) and clearly marked with the child's name using indelible pen.

Health and medical matters

- parents/carers are required to notify the nursery manager if your child is absent from the nursery through sickness.

- Should the child be on prescribed medication, it is the responsibility of the parent or carer to notify the manager or key carer and to sign the necessary form of consent.
- we reserve the right to call an ambulance in an emergency and escort your child to the emergency department of the nearest hospital. Any decisions regarding the child's welfare will then be made by the emergency department at the hospital.
- It is your responsibility to inform the nursery if your child is not vaccinated in accordance with their age. If it is considered necessary, information regarding children vaccinated in nursery may be shared with other parents/carers, however, individual names will not be given.
- If the Child becomes ill during the nursery session the nursery manager will contact, you or the emergency contact indicated on the registration form. You must inform us immediately of any changes to these contact details. If your child requires urgent medical attention while under our care, we will if practicable attempt to contact you and obtain your prior consent. However, should we be unable to contact you we shall be authorised to make the decision on your behalf should consent be required for urgent treatment recommended by a doctor (including anaesthetic or operation, or blood transfusion) unless you have previously notified us you object to blood transfusions)).
- If the Child is suffering from a communicable illness, he/she should not be brought to the nursery until such time as the infection has cleared. A full copy of our infection control policy is available from the nursery manager. Please refer to the illness/communicable disease list supplied in your information on minimum periods of exclusion from the nursery.
- You must notify the nursery manager if the Child is absent from the nursery through sickness.

- If the Child has been sent home from the nursery because of ill health, he/she will not be re-admitted for at least 24 hours. If the Child is prescribed antibiotics, he/she will not be allowed to return to the nursery for 48 hours.
- As regards medication, and the administration of it to a Child, please refer to the nursery's Medication Policy. Please ask for a copy of it if necessary.

Food and dietary requirements

- We will work with parents/carers to provide suitable food for children who have a special dietary requirement as diagnosed by a doctor or dietician. Although all reasonable care will be taken to ensure that a child does not meet certain foods, unless a doctor's note is provided the nursery cannot guarantee this.
- Menus will be displayed for inspection.

Concerns/complaints

- Any question, concern or complaint about the care or safety of a child must be made in the first instance to the supervisor in charge. If the matter cannot be resolved at this level the matter should be referred to the nursery manager.

Disclosures

- Parents/carers must, as soon as possible, disclose to the nursery any known medical condition, health problem or allergy affecting the child, or any family circumstances or court order which might affect the child's welfare or happiness, or any concerns about the child's safety.

Fees

All fees are charged monthly or weekly by standing order, cheque or chip & pin. Fees are payable during periods of absence from the nursery, including sickness and holidays. The nursery will be closed on annual bank holidays, no fees will be charged on such Bank Holidays.

- fees will not be refunded or waived for absence through sickness or any other reason. This rule is necessary so that the nursery can properly budget for its own expenditure and to ensure that the cost of individual default does not fall on other parents/carers. No compensation will be paid, or refund given if the nursery must be closed due to any reason beyond the control of the nursery, such as power failures or weather conditions.

Unpaid fees (We are unable to take cheques, due to rising bank charges)

- the nursery reserves the right to charge interest on late fees at the rate of 5% over the bank of England base rate. For dishonoured payments, a charge of £5 per occasion will be applied.

Exclusion for non-payment

- children may be excluded from the nursery if fees remain outstanding more than 10 working days beyond the due date and the registration terminated.

Late collection

- Parent/carers collecting children late from the nursery will be subject to a surcharge, details of which are published at the nursery.

Belongings

the nursery does not accept responsibility for accidental damage or loss of property.

Insurance

- the nursery undertakes to maintain those insurances required by law. Details of these are available from the nursery manager. Copies of the current employer's liability and public liability insurance policies are displayed on the notice board at the nursery.

General

- where a member of staff, within six months of leaving the employment of the nursery, is employed by a parent/ carer to care for their child, who was previously registered at the nursery, then the parent/carers will be liable to

pay the nursery a sum equivalent to six months' salary for the employee at the time their employment with the regional centre terminated.

- you should be aware that the nursery occasionally takes photographs within the nursery, which may be used, in training or promotional material. Please see permission forms.
- Termination for breach of contract, or bankruptcy/insolvency
- Without restricting any other legal rights which the parties may have, either party may terminate the contract without liability to the other immediately on giving written notice to the other if:
 - The other party fails to pay any amount due under the contract on the due date for payment and remains in default for [10] days or more; or
 - The other party commits a material breach of any of the terms of the contract and (if such a breach is capable of being remedied) fails to remedy that breach within 30 days of that party being notified in writing of the breach; or
 - The other party suspends, or threatens to suspend, payment of its debts or is unable to pay its debts as they fall due or admits inability to pay its debts or is deemed either unable to pay its debts or as having no reasonable prospect of so doing, in either case, within the meaning of section 268 of the Insolvency Act 1986.
- On termination of the contract for any reason:
 - You shall immediately pay all of our outstanding unpaid invoices and interest and, in respect of services supplied but for which no invoice has been submitted, we may submit an invoice, which shall be payable immediately on receipt; and

- Any clause in these terms and conditions which implicitly is intended to survive termination shall continue in force.

Child protection

* it is understood that the nursery is under an obligation to report to the relevant authorities any incident where we consider a child may have been abused or neglected. This may be done without informing the parent/carer.

* any information given by a parent/carer regarding their child will be treated with the utmost confidentiality, except in cases where abuse towards a child is suspected. The divulging of confidential information relating to the nursery, its employees or customers to any third party is considered a breach of confidence and as such is regarded as constituting gross misconduct which could lead to summary dismissal from employment or cancellation of a nursery place.

Reporting of neglect or abuse

We have an obligation to report to the relevant authorities any suspicions we have that your Child has suffered neglect or abuse, and where necessary we may do so without your consent and/or without informing you.

Limitation of liability

- This clause sets out our (and our employees', agents', consultants' and subcontractors') liability to you in respect of the contract (including any breach of it, any statement we make to you about it, our termination of it).
- All terms implied by law are, to the fullest extent permitted by law, excluded or deleted from the contract.
- Nothing in these terms and conditions in any way limits our liability for fraud, or for death or personal injury resulting from negligence.

We shall not be liable for:

- Any loss or damage to any toys, equipment or bags, clothing etc. you may bring into our nursery;

- Loss of any profits, or consequential loss; or any other indirect loss; and
- Subject always to clause 14.3, our total liability (in contract, tort including negligence or breach of statutory duty, or otherwise) shall be limited to cumulative price paid by you for the services over the course of the contract.

Security

- Parents/carers are welcome to visit the nursery; however we will not admit anyone without prior notification. It is the parent/carers responsibility to ensure that staff are aware of who will be collecting your child. No child will be allowed to leave the building with anyone, known or not, without prior notification or of a suitable age (Children will not be allowed to collect children from nursery). You will need proof of I.D

Data protection

- It is a legal requirement on the nursery to hold information about children using the nursery and its staff. Basic information is used for registers, invoices and for emergency contacts; however, all records will be stored in a locked cabinet.

Events that are beyond our control

- If any event beyond our reasonable control (e.g. a fire, flood, E-Coli outbreak, strike, civil action, act of terrorism, pandemic, war etc.) occurs, for which we have business interruption insurance, we may close the nursery without liability to you and we will not charge you for the fees for the time the nursery is closed. We will keep you informed, in such an event.
- If it is, in our reasonable opinion, necessary or in the interests of the children to do so, we may close the nursery even though our business interruption insurance will not cover us for the closure. In these circumstances, we will charge you for the time the nursery is closed. For example, we may close because of severe weather conditions, outbreak of flu, swine flu or other illnesses, pandemic etc. [Also, we close if the owner of the premises closes the premises and denies us access.]

Legal contract

- The offer of a place and its acceptance by the parents/carers gives rise to a legally binding contract on the terms of these terms and conditions.
- these terms and conditions are governed exclusively by English and Scottish law.

Invalid clauses

If any part of the contract is found by any court or similar authority to be invalid, illegal or unenforceable, that part shall be struck out, but the rest of the contract shall apply.

Changes to these terms and conditions

- We may change these terms and conditions where such a change arises from changes in regulations or legislation affecting us.
- We may change any other terms in these terms and conditions provided. We will give you at least one month's written notice of our intention to do so.

Up-dated June 2020

Arrivals and Departures

At **Maryvale Nurseries Ltd** we give a warm welcome to every child and family on their arrival.

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

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

If the child is to be collected by someone who is not the parent/carer at the end of the session, there is an agreed procedure that must be followed to identify the designated person. Photo identification and a password are also required where possible for the designated adult. Parents/carers are informed about these arrangements and reminded about them regularly. Adult must be over 18 years old, unless special circumstances have been arranged between parents/carers and nursery.

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

The nursery will not release a child to anyone other than the known parent/carer unless an agreement has been made at the time of arrival. In the case of any emergency such as a parent/carer being delayed and arranging for a designated adult to collect a child, the parent/carer should inform the designated person of the agreed procedure and contact the nursery about the arrangements as soon as possible. If in any doubt the nursery will check the person's identity by ringing the child's parent/carer or their emergency contact number (please refer to the late collection policy).

Transitions

At **Maryvale Nurseries Ltd** we recognise that young children will experience many transitions in their early years; some of these planned and some unplanned. We are sensitive to the impact of such changes to children and this policy sets out the ways in which we support children going through these transitions.

Some examples of transitions that young children and babies may experience are:

- Starting nursery

- Moving between different rooms within the nursery
- Starting school or moving nurseries
- Family breakdowns
- New siblings
- Moving home
- Death of a family member or close friend
- Death of a family pet.

Staff are trained to observe their key children and to be sensitive to any changes in their behaviour and personality. We respectfully ask that Parent/carers inform us of any changes in the home environment that may impact on their child so staff can be aware of the reasons behind any potential changes in the child's behaviour.

Starting nursery

We recognise that starting nursery may be difficult for some children and their families. We have a settling in policy to support the child and their family.

Up-dated June 2020

Settling In

At **Maryvale Nurseries Ltd** we aim to support parents/carers and other carers to help their children settle quickly and easily by considering the individual needs and circumstances of every child and their families. Our aim is for children to feel safe, stimulated and happy in the nursery and to feel secure and comfortable with all staff. We also want parents/carers to have confidence in both their children's continued well-being and their role as active partners, with the child being able to benefit from what the nursery has to offer.

All our staff know about the importance of building strong attachments with children. They are trained to recognise the different stages of attachment and use this knowledge to support children and families settling into the nursery.

Our nursery will work in partnership with parents/carers to settle their child into the nursery environment by:

- Allocating a key carer to each child and his/her family, before he/she starts to attend. The key carer welcomes and looks after the child, ensuring that their care is tailored to meet their individual needs. He/she offers a settled relationship for the child and builds a relationship with his/her parents/carers during the settling in period and throughout his/her time at the nursery, to ensure the family has a familiar contact person to assist with the settling in process
- Reviewing the nominated key carers if the child is bonding with another member of staff to ensure the child's needs are supported
- Providing parents/carers with relevant information about the policies and procedures of the nursery
- Encouraging parents/carers and children to visit the nursery during the weeks before an admission is planned and arranging home visits where applicable
- Planning settling in visits and introductory sessions (lasting approximately 1-2 hours). These will be provided free of charge over a one or two week period, dependent on individual needs, age and stage of development

- Welcoming parents/carers to stay with their child during the first few weeks until the child feels settled and the parents/carers feel comfortable about leaving their child. Settling in visits and introductory sessions are key to a smooth transition and to ensure good communication and information sharing between staff and parents/carers
- Reassuring parents/carers whose children seem to be taking a long time settling in to the nursery and developing a plan with them
- Encouraging parents/carers, where appropriate, to separate themselves from their children for brief periods at first, gradually building up to longer absences
- Assigning a back-up key carer to each child in case the key carer is not available. Parents/carers will be made aware of this to support the settling process and attachment
- Respecting the circumstances of all families, including those who are unable to stay for long periods of time in the nursery and reassure them of their child's progress towards settling in
- Not taking a child on an outing from the nursery until he/she is completely settled.

Up-dated June 2020

What is a Key Carer?

When your child has settled into nursery, we will allocate a member of staff who will be your child's Key Carer. We will base the decision on who your child has bonded with while settling into nursery.

Parents/carers will be informed to the name of the staff member who will be their child's key carer, and they will explain their role. Our key carer will ensure that the child's caring, and learning is tailored to meet their individual needs. The Key carer will also seek to engage and support parent/carers in guiding their child's development at home. If any specialist support is needed, they will help families engage with this help.

The Key Carers role is to get to know you and your child and support you and your child's needs as much as possible.

"Every parent/carers is a specialist, in relationship to his/ her own child. And every carer in childhood education and care is also a specialist, in child development. The best possible start that babies and young children can have is when these two specialists come together to share their knowledge and experience and understanding with each other"

Rosie Roberts, former director of PEEP

Early Learning Opportunities Statement

At **Maryvale Nurseries Ltd** we recognise that children learn in different ways and at different rates and plan for this accordingly. Our aim is to support all children attending the nursery to attain their maximum potential within their individual capabilities.

We provide a positive play environment for every child, so they may develop good social skills and an appreciation of all aspects of this country's multi-cultural

society. We plan learning experiences to ensure, as far as practical, there is equality of opportunity for all children and a celebration of diversity.

We maintain a personalised record of every child's development, showing their abilities, progress, interests and areas needing further staff or parental assistance.

For children whose home language is not English, we will take reasonable steps to:

- Provide opportunities for children to develop and use their home language in play and learning and support their language development at home; and
- Ensure that children have sufficient opportunities to learn and reach a good standard in English language during the EYFS, ensuring that children are ready to benefit from the opportunities available to them when they begin year.

We ensure that the educational programmes are well planned and resourced to have depth and breadth across the seven areas of learning. They provide interesting and challenging experiences that meet the needs of all children. Planning is based on a secure knowledge and understanding of how to promote the learning and development of young children and what they can achieve.

We implement the Early Years Foundation Stage (EYFS) set by the Department for Education that sets standards to ensure all children learn and develop well. We support and enhance children's learning and development holistically through play-based activities. We review all aspects of learning and development and ensure a flexible approach is maintained, which responds quickly to children's learning and developmental needs. We develop tailor-made activities based on observations which inform future planning and draw on children's needs and interests. This is promoted through a balance of adult-led and child-initiated opportunities both indoors and outdoors.

Direct observation is supplemented by a range of other evidence to evaluate the impact that practitioners have on the progress children make in their learning including:

- evidence of assessment that includes the progress of different groups of children:
- assessment on entry (starting point), including parental contributions
- two-year-old progress checks (where applicable)
- on-going (formative) assessments, including any parental contributions
- the Early Years Foundation Stage Profile
- We acknowledge parents/carers as primary educators and encourage parental involvement as outlined in our parents/carers as Partners policy. We build strong home links in order to enhance and extend children's learning both within the nursery environment and in the child's home.

We share information about the EYFS curriculum with Parent/carers and signpost them to further support via the following website:

www.foundationyears.org.uk/

Up-dated June 2020

Quality Provision Policy

At **Maryvale Nurseries Ltd** we aim to provide high quality care and education for all children. High quality care leads directly to better outcomes for children and this is what we are all aiming for.

As part of our quality practice we will do the following to ensure children receive the best care and education:

- Ensure high expectations for children to realise the best outcomes
- Ensure all staff know what is meant by quality practice and how to deliver it
- Create a quality vision that all staff can follow
- Deliver high quality practice and teaching that makes a difference on a daily basis to children's outcomes
- Ensure a solid understanding of the importance of pedagogy and child development amongst all practitioners
- Value continuous professional development in all staff and access a variety of training and development to support the needs of the children in the nursery
- Evaluate the effectiveness of training and link to the outcomes for children
- Ensure all staff are confident in their roles and have the training they need to be able to perform these roles
- Conduct regular supervision meetings with all team members to ensure all staff are supported to be the best they can be
- Use peer on peer observations to share, discuss and improve practice across the setting
- Monitor all practice and feedback ideas for improvement
- Ensure all planning, observation, assessment and next steps are linked to each individual child's needs and interests and are evaluated for effectiveness
- Undertake a quality programme to ensure all quality is embedded throughout the nursery
- Engage with families and carers and link across the home learning environment and other carers to provide consistency of care and education

- Operate a robust and embedded evaluation process across the whole setting that includes all parties such as practitioners, children, parents/carers and external partners. We tackle poor performance using our staff procedures to ensure high quality remains forefront at all times.

Up-dated June 2020

Gifted and Talented Children Policy

At **Maryvale Nurseries Ltd** we plan our teaching and learning so that each child can aspire to achieve their full potential.

The purpose of this policy is to help to ensure that we recognise and support the needs of those children in our nursery who have been identified as 'gifted' and/or 'talented' and extend their learning to challenge them further.

'Gifted' refers to a child who has a broad range of achievement at a level well above average, typically in the more academic subjects.

'Talented' refers to a child who excels in one or more specific fields, typically those that call for performance skills, such as sport or music, but who does not necessarily perform at a high level across all areas of learning.

With this in mind we will ensure all children are fully supported and challenged by:

- Working together with parents/carers and carers to establish starting points on entry to nursery
- Observing, assessing and planning activities in line with the individual child's needs and interests
- Providing challenging next steps to enhance the learning opportunities
- Working with the child's school to provide activities that will stretch the child further in line with the child's future curriculum
- Support transitions by providing key information to the next provision

Gifted children in language and literacy:

- Are able to read and respond to a range of texts at a more advanced level
- Use a wide vocabulary and variety of words in conversations and play
- Are able to write fluently and with little support

Gifted children in mathematics:

- Explore a broader range of strategies for solving a problem

- Establish their own strategies for problem solving
- Are able to manipulate numbers in a wide range of ways, e.g. adding, subtracting.

The management monitors all outcomes for children by tracking cohorts and individual children across the whole setting. This will include the gifted and talented children. Management will ensure that all children are progressing at an appropriate rate from their starting points through challenging and supportive activities and opportunities.

Up-dated June 2020

Outdoor Play

At **Maryvale Nurseries Ltd** we are committed to the importance of daily outdoor play and the physical development of all children regardless of their age and stage of development. We provide outdoor play in all weathers. Where possible and appropriate, we make outdoor activities accessible to children with learning difficulties and disabilities to ensure inclusive use of the outdoor area.

We recognise that children need regular access to outdoor play in order to keep fit and healthy, develop their large and fine motor skills, experience learning in a natural environment and access sunlight in order to absorb vitamin D more effectively. We also refer to The Chief Medical Office guidance on physical activity.

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

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

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

We plan all outdoor play opportunities and outings to complement the indoor activities and provide children with purposeful activities that support and follow individual children's interests. There is a balance of both adult-led and child-initiated opportunities to enable children to learn and practice new skills, knowledge, and behaviours.

Where activities take place away from the setting (e.g. in the local wood) then a mobile phone and first aid kit will always be taken to ensure the safety of children. A trained paediatric first aider will be present when away from the main setting.

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

- Health and Safety
- Sun Care
- Caring for Babies and Toddlers
- Lost Child Policy
- Parents/carers and Carers as Partners
- Supervision of Children
- Safeguarding and Child Protection
- Outings.

Up-dated June 2020

Safeguarding Children/Child Protection Policy

(This is part of our Safeguarding policy and procedure, see full policy in nursery)

At Maryvale Nurseries Ltd we work with children, parents/carers, external agencies and the community to ensure the welfare and safety of children and to give them the very best start in life. Children have the right to be treated with respect, be helped to thrive and to be safe from any abuse in whatever form.

Each Nursery has a Designated Safeguarding Lead (DSL)

We support the children within our care, protect them from maltreatment and have robust procedures in place to prevent the impairment of children's health and development. In our setting we strive to protect children from the risk of radicalisation, and we promote acceptance and tolerance of other beliefs and cultures (please refer to our inclusion and equality policy for further information). Safeguarding is a much wider subject than the elements covered within this single policy, therefore this document should be used in conjunction with the nursery's other policies and procedures.

This policy works alongside these other specific policies to cover all aspects of child protection:

- Online safety
- Human Trafficking and Modern Slavery
- Prevent Duty and Radicalisation
- Domestic Violence, Honour Based Violence (HBV) and Forced Marriages
- Looked After Children

Legal framework and definition of safeguarding

- Children Act 1989 and 2004
- Childcare Act 2006
- Safeguarding Vulnerable Groups Act 2006

- Children and Social Work Act 2017
- The Statutory Framework for the Early Years Foundation Stage (EYFS) 2017
- Working together to safeguard children 2018
- Keeping children safe in education 2019
- Data Protection Act 2018

- What to do if you're worried a child is being abused 2015
- Counter-Terrorism and Security Act 2015.

Special Educational Needs and Disabilities (SEND)

(This is a sample of our SEND policy & Procedure. Please see full policy & Procedure in nursery)

Special Educational Needs and Disability (SEND) code of practice.

The nursery has regard to the statutory guidance set out in the Special Educational Needs and Disability code of practice (DfE 2015) to identify, assess and make provision for children's special educational needs.

At Maryvale Nurseries Ltd we use the SEND Code of Practice (2015) definition of Special Educational Needs and Disability:

A child or young person has SEN if they have a learning difficulty or disability which calls for special educational provision to be made for him or her.

A child of compulsory school age or a young person has a learning difficulty or disability if he or she:

- has a significantly greater difficulty in learning than the majority of others of the same age, or
- has a disability which prevents or hinders him or her from making use of facilities of a kind generally provided for others of the same age in mainstream schools or mainstream post-16 institutions.

Statement of intent

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

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

The nursery will undertake a Progress Check of all children at age two in accordance with the Code of Practice. The early years provider will also undertake an assessment at the end of the Early Years Foundation Stage (in the final term of the year in which a child turns five) to prepare an EYFS Profile of the child.

Up-dated June 2020

Nutrition and Mealtimes

At Maryvale Nurseries Ltd we believe that mealtimes should be happy, social occasions for children and staff alike. We promote shared, enjoyable positive interactions at these times.

We are committed to offering children healthy, nutritious and balanced meals and snacks which meet individual needs and requirements.

We will ensure that:

- A balanced and healthy midday meal and two daily snacks are provided for children attending a full day at the nursery
- Menus are planned in advance, rotated regularly and reflect cultural diversity and variation. These are displayed for children and Parent/carers to view
- All allergens are displayed alongside the menus to show the contents of each meal
- We provide nutritious food at all snack and meal times, avoiding large quantities of fat, sugar, salt and artificial additives, preservatives and colourings
- Parent/carers and children are involved in menu planning
- Fresh drinking water is always available and accessible. It is frequently offered to children and babies and intake is monitored. In hot weather staff will encourage children to drink more water to keep them hydrated
- Individual dietary requirements are respected. We gather information from Parent/carers regarding their children's dietary needs, including any special dietary requirements, preferences and food allergies that a child has and any special health requirements, before a child starts or joins the nursery. Where appropriate, we will carry out a risk assessment in the case of allergies and work alongside parents/carers to put into place an individual dietary plan for their child
- We give careful consideration to seating to avoid cross contamination of food from child to child. Where appropriate, an adult will sit with children during meals to ensure safety and minimise risks. Where appropriate, age/stage

discussions will also take place with all children about allergies and potential risks to make them aware of the dangers of sharing certain foods

- In the very unlikely event of any food poisoning affecting two or more children on the premises, whether or not this may arise from food offered at the nursery, we will inform Ofsted as soon as reasonably practical and in
- Staff show sensitivity in providing for children's diets and allergies. They do not use a child's diet or allergy as a label for the child, or make a child feel singled out because of her/his diet or allergy
- Staff set a good example and eat with the children and show good table manners. Meal and snack times are organised so that they are social occasions in which children and staff participate in small groups. During meals and snack times children are encouraged to use their manners and say 'please' and 'thank you' and conversation is encouraged
- Staff use meal and snack times to help children to develop independence through making choices, serving food and drink, and feeding themselves
- Staff support children to make healthy choices and understand the need for healthy eating
- We provide foods from the diet of each of the children's cultural backgrounds, providing children with familiar foods and introducing them to new ones.
- Cultural differences in eating habits are respected
- Any child who shows signs of distress at being faced with a meal he/she does not like will have his/her food removed without any fuss.
- Children not on special diets are encouraged to eat a small piece of everything
- Children who refuse to eat at the mealtime are offered food later in the day
- Children are given time to eat at their own pace and not rushed
- Quantities offered take account of the ages of the children being catered for in line with recommended portion sizes for babies and young children
- We promote positive attitudes to healthy eating through play opportunities and discussions
- No child is ever left alone when eating/drinking to minimise the risk of choking

- We will sometimes celebrate special occasions such as birthdays with the occasional treat of foods such as cake, sweets or biscuits. These will be given at mealtimes to prevent tooth decay and not spoil the child's appetite. Where we have frequent birthdays and celebrations we consider other alternatives such as celebrating through smiles and praise, stickers and badges, choosing a favourite story, becoming a special helper, playing a party game, dancing and/or singing their favourite song
- We do allow Parent/carers to bring in cakes on special occasions. We ensure that all food brought in from Parent/carers meets the above and health and safety requirements and ingredients that are listed within the Food Information for Consumers (FIR) 2014 and detailed in the allergens policy and procedure
- All staff who prepare and handle food are competent to do so and receive training in food hygiene which is updated every three years
- In the very unlikely event of any food poisoning affecting two or more children on the premises, whether or not this may arise from food offered at the nursery, we will inform Ofsted as soon as reasonably practical and in all cases within 14 days. We will also inform the relevant health agencies and follow any advice given.

Up-dated June 2020

Promoting Positive Behaviour

At **Maryvale Nurseries Ltd** we believe that children flourish best when they know how they and others are expected to behave. Children gain respect through interaction with caring adults who act as good role models, show them respect and value their individual personalities. The nursery actively promotes British values and encourages and praises positive, caring and polite behaviour at all times and provides an environment where children learn to respect themselves, other people and their surroundings.

Children need to have set boundaries of behaviour for their own safety and the safety of their peers. Within the nursery we aim to set these boundaries in a way which helps the child to develop a sense of the significance of their own behaviour, both in their own environment and that of others around them. Restrictions on the child's natural desire to explore and develop their own ideas and concepts are kept to a minimum.

We aim to:

- Recognise the individuality of all our children and that some behaviours are normal in young children
- Encourage self-discipline, consideration for each other, our surroundings and property
- Encourage children to participate in a wide range of group activities to enable them to develop their social skills
- Ensure that all staff act as positive role models for children
- Encourage parents/carers and other visitors to be positive role models and challenge any undesired behaviour shown
- Work in partnership with parents/carers by communicating openly
- Praise children and acknowledge their positive actions and attitudes, therefore ensuring that children see that we value and respect them
- Encourage all staff working with children to accept their responsibility for implementing the goals in this policy and to be consistent

- Promote non-violence and encourage children to deal with conflict peacefully
- Provide a key carer system enabling staff to build a strong and positive relationship with children and their families
- Provide activities and stories to help children learn about accepted behaviours, including opportunities for children to contribute to decisions about accepted behaviour where age/stage appropriate
- Supporting and developing self-regulation and empathy as appropriate to stage of development

Well-being in the Nursery

Well-being is a broad term that covers how you feel about yourself and your life. It encompasses the physical, emotional (and mental), social and spiritual areas of a person. Under the EYFS this is covered in the children's personal, social, emotional development and physical development. Both of which are prime areas of learning.

Physical well-being covers everything physical to do with the body:

- Growth and development
- Moving and keeping physically fit
- Caring for your health (e.g. washing, cleaning teeth, etc.)
- Eating a balanced and nutritious diet
- Rest and appropriate sleep patterns.

Mental and emotional well-being includes:

- **Acknowledging, expressing and coping with feelings and emotions**
- **Thought processes**
- **Reducing stress and anxiety.**

Social well-being includes:

- **Relationships**
- **Family (close and extended)**
- **Friends**
- **The feeling of belonging and acceptance**
- **Compassion and caring approaches.**

Spiritual well-being can cover the following:

- **Value and beliefs held**

- **Personal identity and self-awareness.**

At **Maryvale Nurseries Ltd** we ensure that all children, families, staff and visitors are welcomed, and we are inclusive settings. We support all to embrace their spiritual well-being and celebrate key events with them.

Children's physical well-being is supported through our carefully planned curriculum programme which supports all types of play inside and outside. We provide nutritionally balanced meals for the children and support our staff to make healthy choices regarding their physical health.

Personal hygiene is supported in children of all ages, explaining the reasons for hand washing, tooth brushing and other routines.

Children are provided with quiet and calming areas for rest, sleep and relaxation. This enables them to recharge their batteries and supports both their physical and mental well-being.

We support children to make strong attachments with their key carer as well as forge relationships with their peers in order to support their social wellbeing. We offer opportunities and resources for children to play singly, in pairs, small groups and large groups to support this area of development.

Children's mental and emotional wellbeing is supported. We provide activities in which children can recognise and express their emotions, including emotional literacy. This enables us to provide support for children who may be experiencing big emotions they cannot cope with just yet. We support children's self-regulation through carefully planned activities and resources. This includes supporting children to manage their own emotions and behaviours using rules and boundaries created by the children themselves. Staff use the promoting positive behaviour policy to ensure consistency.

Staff can recognise when a child may need support with their emotions and provide this one to one or in a small group, whichever is more appropriate. Teaching children to recognise and manage their emotions at a young age will support them throughout their life.

Sickness and Illness

At **Maryvale Nurseries Ltd** we promote the good health of all children attending. To help keep children healthy and minimise infection, we do not expect children to attend nursery if they are unwell. If a child is unwell it is in their best interest to be in a home environment with adults they know well rather than at nursery with their peers.

Our procedures

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

- If a child becomes ill during the nursery day, we contact their parent(s)/carers and ask them to pick up their child as soon as possible. During this time we care for the child in a quiet, calm area with their key carer, wherever possible
- We follow the guidance given to us by Public Health England (Health Protection In Schools and other childcare facilities) and advice from our local health protection unit on exclusion times for specific illnesses, e.g. sickness and diarrhoea, measles and chicken pox, to protect other children in the nursery
- Should a child have an infectious disease, such as sickness and diarrhoea, they must not return to nursery until they have been clear for at least 48 hours. We inform all Parent/carers if there is a contagious infection identified in the nursery, to enable them to spot the early signs of this illness. We thoroughly clean and sterilise all equipment and resources that may have come into contact with a contagious child to reduce the spread of infection
- We notify Ofsted as soon as possible and in all cases within 14 days of the incident where we have any child or staff member with food poisoning
- We exclude all children on antibiotics for the first 48 hours of the course (unless this is part of an ongoing care plan to treat individual medical conditions e.g. asthma and the child is not unwell) This is because it is important that children are not subjected to the rigours of the nursery day, which requires socialising with other children and being part of a group setting, when they have first become ill and require a course of antibiotics

- We have the right to refuse admission to a child who is unwell. This decision will be taken by the manager on duty and is non-negotiable
- We make information/posters about head lice readily available and all parents/carers are requested to regularly check their children's hair. If a parent finds that their child has head lice we would be grateful if they could inform the nursery so that other parents/carers can be alerted to check their child's hair.

Infection Control

At **Maryvale Nurseries Ltd** we promote the good health of all children attending through maintaining high hygiene standards and reducing the chances of infection being spread. We follow the health protection in schools and other childcare facilities guidance which sets out when and how long children need to be excluded from settings, when treatment/medication is required and where to get further advice from.

Viruses and infections can be easily passed from person to person by breathing in air containing the virus, which is produced when an infected person talks, coughs or sneezes. It can also spread through hand/face contact after touching a person or surface contaminated with viruses.

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

- Encourage all children to use tissues when coughing and sneezing to catch germs
- Ensure all tissues are disposed of in a hygienic way and all children and staff wash their hands once the tissue is disposed of
- Develop children's understanding of the above and the need for good hygiene procedures in helping them to stay healthy
- Wear the appropriate Personal Protective Equipment (PPE) when changing nappies, toileting children and dealing with any other bodily fluids. Staff are requested to dispose of these in the appropriate manner and wash hands immediately

- Clean and sterilise all potties and changing mats before and after each use
- Clean toilets at least daily and check them throughout the day
- Remind children to wash their hands before eating, after visiting the toilet, playing outside or being in contact with any animal and explain the reasons for this
- Clean all toys, equipment and resources on a regular basis by following a comprehensive cleaning rota and using antibacterial cleanser, or through washing in the washing machine
- Wash or clean all equipment used by babies and toddlers as and when needed, including when the children have placed it in their mouth
- Store dummies in individual hygienic dummy boxes labelled with the child's name to prevent cross-contamination with other children

Immunisation

- At **Maryvale Nurseries Ltd** we expect that children are vaccinated in accordance with the government's health policy and their age. We ask that parents/carers inform us if their children are not vaccinated so that we can manage any risks to their own child or other children/staff/parents/carers in the best way possible. The nursery manager must be aware of any children who are **not** vaccinated within the nursery in accordance with their age.
- We make all Parent/carers aware that some children in the nursery may not be vaccinated, due to their age, medical reasons or parental choice. Our nursery does not discriminate against children who have not received their immunisations and will not disclose individual details to other parents/carers. However, we will share the risks of infection if children have not had immunisations and ask parents/carers to sign a disclaimer.
- We record, or encourage parents/carers to record, information about immunisations on children's registration documents and we update this information as and when necessary, including when the child reaches the age for the appropriate immunisations.

Emergency information

- We keep emergency information for every child and update it every six months with regular reminders to parents/carers in newsletters, at parents/carers' evenings and a reminder notice on the Parent Information Board.

Up-dated June 2020

Allergies and Allergic Reactions

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

Our procedures

- Our staff are made aware of the signs and symptoms of a possible allergic reaction in case of an unknown or first reaction in a child. These may include a rash or hives, nausea, stomach pain, diarrhoea, itchy skin, runny eyes, shortness of breath, chest pain, swelling of the mouth or tongue, swelling to the airways to the lungs, wheezing and anaphylaxis
- We ask parents/carers to share all information about allergic reactions and allergies on child's registration form and to inform staff of any allergies discovered after registration
- We share all information with all staff and keep an allergy register in **the Office**.
- Where a child has a known allergy, the nursery manager will carry out a full Allergy Risk Assessment Procedure with the parent prior to the child starting the nursery and shares this assessment with all staff
- All food prepared for a child with a specific allergy is prepared in an area where there is no chance of contamination and served on equipment that has not been in contact with this specific food type, e.g. nuts
- The manager, nursery cook and Parent/carers will work together to ensure a child with specific food allergies receives no food at nursery that may harm

them. This may include designing an appropriate menu or substituting specific meals on the current nursery menu

- Seating will be monitored for children with allergies. Where deemed appropriate, staff will sit with children who have allergies and where age/ stage appropriate staff will discuss food allergies and the potential risks
- If a child has an allergic reaction to food, a bee or wasp sting, plant etc. a first-aid trained member of staff will act quickly and administer the appropriate treatment, where necessary. We will inform Parent/carers and record the information in the incident book and on the allergy register
- If an allergic reaction requires specialist treatment, e.g. an EpiPen, then at least two members of staff working directly with the child and the manager will receive specific medical training to be able to administer the treatment to each individual child.

Health and Safety

At **Maryvale Nurseries Ltd** we provide and maintain safe and healthy working conditions, equipment and systems of work for all our employees and a safe early learning environment in which children learn and are cared for. To develop and promote a strong health and safety culture within the nursery for the benefit of all staff, children and parents/carers, we provide information, training and supervision. We also accept our responsibility for the health and safety of other people who may be affected by our activities.

The allocation of duties for safety matters and the arrangements which we will make to implement our health and safety procedures are set out within this policy and we make sufficient resources available to provide a safe environment.

Legal framework

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

- The requirements of the Statutory Framework for the Early Years Foundation Stage (EYFS) 2017

- The regulations of the Health & Safety at Work Act 1974 and any other relevant legislation such as Control Of Substances Hazardous to Health Regulation (COSHH)
- Any guidance provided by Public Health England, the local health protection unit, the local authority environmental health department, fire authority or the Health and Safety Executive.

Aims and objectives

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

The full policy is available to read in the nursery.

Up-dated June 2020

Overall Approach to Risk Assessment

At Maryvale Nurseries Ltd we promote the safety of children, Parent/carers, staff and visitors by reviewing and reducing any risks.

Risk assessments

Risk assessments document the hazards/aspects of the environment that needs to be checked on a regular basis, who could be harmed, existing controls, the seriousness of the risk/injury, any further action needed to control the risk, who is responsible for what action, when/how often will the action be undertaken, and how this will be monitored and checked and by whom.

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

All staff are trained in the risk assessment process to ensure understanding and compliance.

All outings away from the nursery are individually risk assessed and adequately staffed with paediatric first aid trained practitioners. For more details refer to the visits and outings policy. Visit and Outing plans will be written before visit or trip.

Up-dated June 2020

Data Protection and Confidentiality

At Maryvale Nurseries Ltd we recognise that we hold sensitive/confidential information about children and their families and the staff we employ. This information is used to meet children's needs, for registers, invoices and emergency contacts. We store all records in a locked cabinet or on the office computer with files that are password protected in line with data protection principles. Any information shared with the staff team is done on a 'need to know' basis and treated in confidence. This policy will work alongside the Privacy Notice to ensure compliance under General Data Protection Regulation (Regulation (EU) 2016/679 (GDPR) and Data Protection Act 2018.

Legal requirements

- We follow the legal requirements set out in the Statutory Framework for the Early Years Foundation Stage (EYFS) 2017 and accompanying regulations about the information we must hold about registered children and their families and the staff working at the nursery
- We follow the requirements of the General Data Protection Regulation (Regulation (EU) 2016/679 (GDPR), Data Protection Act 2018 and the Freedom of Information Act 2000 with regard to the storage of data and access to it.

Procedures

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

- Storing confidential records in a locked filing cabinet or on the office computer with files that are password protected
- Ensuring staff, student and volunteer inductions include an awareness of the importance of confidentiality and that information about the child and family is not shared outside of the nursery other than with relevant professionals who need to know that information. It is not shared with friends and family, discussions on the bus or at the local bar. If staff breach any confidentiality provisions, this may result in disciplinary action and, in serious cases, dismissal. Students on placement in the nursery are advised of our confidentiality policy and required to respect it
- Ensuring that all staff, volunteers and students are aware that this information is confidential and only for use within the nursery and to support the child's best interests with parental permission
- Ensuring that Parent/carers have access to files and records of their own children but not to those of any other child, other than where relevant professionals such as the police or local authority children's social care team decide this is not in the child's best interest
- Ensuring all staff are aware that this information is confidential and only for use within the nursery setting. If any of this information is requested for whatever reason, the parent's/carers permission will always be sought other than in the circumstances above
- Ensuring staff do not discuss personal information given by parents/carers with other members of staff, except where it affects planning for the child's needs
- Ensuring staff, students and volunteers are aware of and follow our social networking policy in relation to confidentiality
- Ensuring issues concerning the employment of staff remain confidential to the people directly involved with making personnel decisions
- Ensuring any concerns/evidence relating to a child's personal safety are kept in a secure, confidential file and are shared with as few people as possible on a 'need-to-know' basis. If, however, a child is considered at risk, our safeguarding/child protection policy will override confidentiality.

All the undertakings above are subject to the paramount commitment of the nursery, which is to the safety and well-being of the child.

General Data Protection Regulation (Regulation (EU) 2016/679 (GDPR) compliance

In order to meet our requirements under GDPR we will also undertake the following:

- We will ensure our terms & conditions, privacy and consent notices are easily accessed/made available in accurate and easy to understand language
- We will use your data only for [insert reasons] and only contact you [insert reasons]. We will not share or use your data for other purposes
- Everyone in our nursery understands that people have the right to access their records or have their records amended or deleted (subject to other laws and regulations).

Staff and volunteer information

- All information and records relating to staff will be kept confidentially in a locked cabinet
- Individual staff may request to see their own personal file at any time.
- Record will be kept in nursery for one year and then transported to head office to be stored

Up-dated June 2020

Equipment and Resources

At **Maryvale Nurseries Ltd** we believe that high-quality care and early learning is promoted by providing children with safe, clean, stimulating, age and stage appropriate resources, toys and equipment.

To ensure this occurs within the nursery, including in our outdoor areas, we will:

- Provide play equipment and resources which are safe and, where applicable, conform to the European Standards for Playground Equipment: EN 1176 and EN 1177, BS EN safety standards or Toys (Safety) Regulation (1995)

- Provide a sufficient quantity of equipment and resources for the number of children registered in the nursery
- Provide resources to meet children's individual needs and interests
- Provide resources which promote all areas of children's learning and development
- Select books, equipment and resources which promote positive images of people of all races, cultures, ages, gender and abilities, are non-discriminatory and do not stereotype
- Provide play equipment and resources which promote continuity and progression, provide sufficient challenges and meet the needs and interests of all children
- Store and display resources and equipment where all children can independently choose and select them
- Check all resources and equipment before first use to identify any potential risks and again regularly at the beginning of every session and when they are put away at the end of every session. We repair and clean or replace any unsafe, worn out, dirty or damaged equipment whenever required
- Keep an inventory of resources and equipment. This records the date on which each item was purchased and the price paid for it
- Evaluate the effectiveness of the resources including the children's opinions and interests
- Encourage children to respect the equipment and resources and tidy these away when play has finished. This is into a designated place via the use of silhouettes or pictures the children can match the resource to.

Up-dated June 2020

Parents and Carers as Partners

At **Maryvale Nurseries Ltd** we believe that parents/carers and staff need to work together in a close partnership in order for children to receive the quality of care and early learning to meet their individual needs. We welcome Parent/carers as partners and support a two-way sharing of information that helps establish trust and understanding. We are committed to supporting parents/carers in an open and

sensitive manner to include them as an integral part of the care and early learning team within the nursery.

The key carer system supports engagement with all parents/carers and will use strategies to ensure that all parents/carers can contribute to their child's learning and development. Parents/carers contribute to initial assessments of children's starting points on entry and they are kept well informed about their children's progress. Parents/carers are encouraged to support and share information about their children's learning and development at home. The key carer system ensures all practitioners use effective, targeted strategies and interventions to support learning that match most children's individual needs.

Complaints and Concerns

At **Maryvale Nurseries Ltd** we believe that parents/carers are entitled to expect courtesy and prompt, careful attention to their individual needs and wishes. We hope that at all times parents/carers are happy with the service provided and we encourage parents/carers to voice their appreciation to the staff concerned.

We record all compliments and share these with staff.

We welcome any suggestions from parents/carers on how we can improve our services and will give prompt and serious attention to any concerns that parents/carers may have. Any concerns will be dealt with professionally and promptly to ensure that any issues arising from them are handled effectively and to ensure the welfare of all children, enable ongoing cooperative partnership with parents/carers and to continually improve the quality of the nursery.

We have a formal procedure for dealing with complaints where we are not able to resolve a concern. Where any concern or complaint relates to child protection, we follow our Safeguarding Policy.

Internal complaints procedure

Stage 1

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

Stage 2

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

(Most complaints are usually resolved informally at stage 1 or 2.)

Stage 3

If the matter is still not resolved, the nursery will hold a formal meeting between the manager, parent/carer and a senior staff member to ensure that it is dealt with comprehensively.

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The nursery will make a record of the meeting and document any actions. All parties present at the meeting will review the accuracy of the record, and be asked to sign to agree it and receive a copy. This will signify the conclusion of the procedure.

Stage 4

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

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

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

Contact details for Ofsted:

Email: enquiries@ofsted.gov.uk

Telephone: 0300 123 1231

By post:

Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD

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

Up-dated June 2020

GDPR Privacy Notice

WHAT IS THE PURPOSE OF THIS DOCUMENT?

Maryvale Nurseries Ltd is committed to protecting the privacy and security of your personal information.

This privacy notice describes how the Nursery collects and uses personal information about employees of the Nursery ("Employees"), children attending the Nursery ("Child" or "Children") and the parents/carers of the Children ("Parents/

carers") (known collectively as "You" or "Your"), in accordance with the General Data Protection Regulation (GDPR).

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

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

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

Up-dated June 2020