



# Policies and Procedures

If you have any queries about these policies please speak to a member of management. We reserve the right to change a policy immediately due to a change in legislation, or to keep all the children at the nursery safe. Policies will be reviewed annually, and were reviewed December 2010/January 2011.

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### Bright Eyes Nursery Accident Policy

#### Statement

The safety of your child is paramount and we will take every measure we can to protect your child from hurting themselves. However sometimes accidents do happen and we have written the following procedure on how we will deal with such a situation.

#### Policy

- There will always be a qualified First Aider on the premises
- The nursery will ensure the First Aid equipment is kept clean, replenished and replaced as necessary. Sterile items will be kept in their sealed packages until needed. A check book is kept up to date.
- In the case of an accident or injury, a First Aider will attend the casualty. When dealing with an accident the following procedures should be followed along with the appropriate First Aid -:
  - Offer reassurance to the casualty, give comfort.
  - Always appear calm and confident.
  - Get immediate attention of a qualified First Aider and Nursery Manager.
  - All children should be taken away from the accident and reassured.
  - Parents/carers to be notified as and when appropriate, dependant on the nature of the injury/accident.
  - If the casualty requires hospital treatment and an ambulance is called, the nursery manager/deputy manager will notify the child's parents/carers immediately and make arrangements for the child to be accompanied to hospital. If a member of staff is the chaperone they will remain with the child at all times until the arrival of the parent/carer.
- A record of accidents will be kept. Details include the following :
  - Name of child.
  - Date and time of accident.
  - Details of injury sustained and how.
  - Place of accident.
  - Name of first aider.
  - Signature of nursery manager/director as confirmation that details have been checked.
  - Signature of parent/carer.
- If the accident requires any medical treatment then we will:
  - Inform OFSTED.
  - Inform our insurance company.
- It is important that you keep us informed regarding your child's condition following an accident and if you have sought medical advice.

### Bright Eyes Nursery Admissions Policy

#### Statement

It is our aim to make our Nursery open to every child and family from all sections of the local community. As an Ofsted registered nursery we are restricted to the number and ages of children we can care for at any one time. These details are on our Ofsted registration Certificate which is displayed in our reception room.

#### Policy

- We will ensure that all local communities know the existence of this nursery. This will be achieved by advertising in local free papers, which are delivered to all areas of the local community. We also put up posters in the local area, and deliver leaflets.
- We will advertise and describe our Nursery and its practices in terms which make it clear that we welcome both fathers and mothers or other relations and carers from all cultural, ethnic, religious and social groups, with and without disabilities.
- We will monitor the gender and ethnic background of the children joining the nursery to ensure that no accidental discrimination takes place.
- All of our statements, policies and procedures will be readily available to all members of the nursery particular parents and staff.
- We will try to be flexible about attendance patterns so as to accommodate the needs of individual children/families, but we do have to take into account the number of children we are permitted to have in the individual rooms and the overall total of children we are allowed in the setting at any one time, as set out by

Ofsted.

- When signing up you will be asked to fill out some entry forms to give children's details. Our management will help people with these forms, in order to rule out discrimination.
- Settling in sessions will be requested in order for staff to get to know children and find out about them from their parents. We ask that parents stay for a one hour session to talk to the room's key staff. We then have another session where the child is left for a short time. We understand it may take longer for some children to settle in than others. Therefore, extra settling in sessions can be arranged if required, to suit the needs of individual children.
- We will work with you to support your child through this transition period and make it as easy as possible. It is important that you and your child are relaxed and happy in our setting and with the care we provide.
- Some parents find it helpful to call us during the day to find out how their child is.

### Bright Eyes Nursery Alcohol and Drugs Policy

#### Statement

As an OFSTED registered nursery we have responsibility of the children whilst they are in our care. It is vital that all staff are alert at all times whilst within the nursery. In order to do this, staff must not be under the influence of drugs or alcohol within working hours.

#### Policy

- Staff must not be under the influence of alcohol or drugs during working hours, or immediately before.
- Any staff member thought to be under the influence of alcohol or drugs will be sent home immediately, and the matter would be looked into by the management/director, and will be dealt with accordingly.
- If any of the staff are prescribed medication other than routine antibiotics we will inform OFSTED who will make the decision on whether that staff member can continue to work whilst on their medication.
- If parents have been drinking, for example at a Christmas Party, please arrange for another responsible adult to collect your child, especially if you plan to drive home.
- We are aware that drugs and alcohol are becoming more available to young children. If we have any concerns that your child is drinking, taking drugs or smoking, we will discuss this matter with you immediately. We will then work with you and your child and give support where possible, however we reserve the right to terminate our contract with immediate effect if we are concerned that your child's behaviour due to drugs/alcohol may be putting the other children at risk.

### Bright Eyes Nursery Anti-Bullying Policy

#### Statement

Our nursery aims to prevent situations in which children in our care are subjected to bullying in any form. Bullying may be defined as "behaviour by one or more people which leads to damaging or possible hurtful effects, physically or emotionally to any individual."

#### Policy

- All children within the nursery are encouraged to show respect and kindness to each other.
- Any child who is a victim of bullying will be treated in a positive and supportive way.
- Anyone who is felt to be "bullying" will as lobe dealt with in a positive manner, in line with the nursery's behaviour management policy. They will be taught about the victim's feelings and will be encouraged to show kindness to other children.
- Both children's parents will be informed on how we are dealing with the matter, so the children can be supported at home as well as at nursery. This will be kept confidential at all times.

**Staff will be positive role models to the children, and will treat each other with respect.**

### Bright Eyes Nursery Asthma Policy

#### Statement

We are aware that asthma affects many young children. And it is important that they are encouraged to understand their symptoms and how to relieve them. Please make us aware when filling in your child's entry form so a health care plan can be filled in and followed.

### Policy

- If your child has asthma, please explain your child's symptoms to staff so it can be easily recognised.
- We will request that an inhaler is kept on nursery premises at all times in case of emergency. A medication form will be filled out just in case, with details about how many puffs are needed. The inhaler needs to be clearly labelled with your child's name and be prescribed from the doctor. (please see our medication policy for more information)
- Children will be assisted in taking their medication by a qualified member of staff, but as they get older and are preparing for school, you may want your child to administer their inhaler by themselves, where they will be monitored by a staff member.
- We will encourage all children with asthma to participate fully in all activities.
- We will ensure the environment is favourable for children who suffer with asthma.
- Ensure that all staff who look after your child are aware of their asthma, and what to do if they have an asthma attack.
- If a child does have an asthma attack, parents will be contacted and asked to collect if your child appears unwell.

### Bright Eyes Nursery Behaviour Management

#### Statement

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

#### Policy

- All adults will aim to provide a positive role model for the children with regard to friendliness, care and courtesy and they will offer strategies for handling any conflict.
- Rules governing the conduct of the group and the behaviour of the children will be agreed and discussed within the nursery and explained to all newcomers, both children and adults.
- All adults within the nursery will ensure that the rules are applied consistently, so that the children have security of knowing what to expect and can accumulate useful habits of behaviour.
- All adults in the nursery will praise and encourage desirable behaviour such as kindness and willing to share. This will be either verbal praise, stickers or certificates.
- We will take positive steps to avoid a situation in which children receive adult attention only in return for undesirable behaviour.
- Adults in the nursery will make themselves aware of, and respect, a range of cultural expectations regarding interactions between people.
- Adults will be aware that some kinds of behaviour may arise from a child's special needs. Any problems should be discussed with the setting based SENCO – Claire Shergold.
- Any behaviour problems will be handled in accordance with the children's developmental level. Adults will respect individual levels of maturity and understanding.
- In situations of unacceptable behaviour children will be given one to one adult support in see what was wrong and how to cope more appropriately. This will be done during "time out" from play or activities. The child will then be allowed to return to play.
- Where the incident is found to be more than "high spirits", children will be immediately removed from the situation by a member of the nursery staff and will remain with the staff away from activities. This will be known as "time out plus". Children will be allowed to return to play once they have received the support as outlined above and understood their actions. Children will be encouraged to say sorry to other children if they hurt them.
- Severe incidents will be recorded in the Behaviour Incident book and parents/carers will be informed accordingly. Both parents/carers and staff will sign this book.
- Recurring problems will be tackled by the whole nursery, using objective observation records to establish and understanding the cause. Parents/carers will be involved in this process.

**ALL INCIDENTS OF UNACCEPTABLE BEHAVIOUR WILL BE DEALT WITH IN THESE WAYS ONLY, THE FOLLOWING MUST NEVER BE USED IN THE NURSERY.**

- Children will never be sent out of the room by themselves.
- Physical punishment, such as smacking or shaking, will neither be used or threatened.
- Techniques intended to single out and humiliate individual children, such as the "naughty chair" will never be used.

- Physical restraint, such as holding, will be used only to prevent physical injury to the children or adults and/or serious damage to property.

### Bright Eyes Nursery Biting Policy

#### Statement

Biting can be an uncomfortable subject for parents of both the biter and the child who has been bitten. This policy will explain how we deal with biting within our setting, as most children will go through a stage of biting, for one reason or another. Please discuss any concerns you may have regarding this issue with us. If your child is known to bite, please make us aware so we can take steps to prevent this from happening.

#### Policy

- If a child is bitten we will make sure they are comforted.
- We will ensure first aid is applied is required.
- The child who has bitten will be removed from the situation.
- It will be explained according to their age and stage that biting hurts other children, and is not kind. If a child is younger this may be done through facial expressions and tone of voice.
- We will encourage the biter to apologise to the child they have bitten, wither by saying sorry or giving the child a hug according to their age and stage.
- If biting is occurring frequently from a child, we will monitor when it happens to try and find a cause of the biting, and work out a solution to help the child.
- All biting incidents will be recorded in the accident book for the child who has been bitten, and the incident book for the child who has bitten them. This information will be kept confidential.
- We will work in partnership with parents in order to support children who are going through a biting phase, and help to find a solution.

### Bright Eyes Nursery Child Protection Policy

#### Statement

The safety and well being of all the children will be placed before any personal or organisational goals; it supersedes any other considerations including confidentiality and loyalty to friends and colleagues. All staff will adhere to personal code of conduct within the nursery. It is our aim to protect the welfare of the children in our care and as such any suspicion of abuse will be promptly and appropriately responded to.

#### Policy and Procedures

##### **We will exclude any known abusers**

- It will be made clear to the applicants for posts within the nursery that the position is exempt from the provisions of the Rehabilitation of Offenders Act 1974.
- All applicants for work within the nursery, whether voluntary or paid, will be interviewed before and appointment is made will be asked to provide at least 2 references. All references will be followed up. In the case of applicants with unexplained gaps in their employment history, or have moved rapidly from one job to another, explanations will be sought.
- All applicants, both paid and voluntary, will be subject to a 6-month probationary period and will not be confirmed unless the nursery is confident that the applicant can be safely entrusted with children.
- All applicants will be asked to provide their CRB check forms. If in cases the applicant has not got one they will be asked to send off for it immediately.

##### **We will seek and supply training**

- We will seek out training opportunities for all adults involved with the nursery in order that they recognise the symptoms of possible physical abuse, neglect, emotional abuse and sexual abuse.

##### **We will prevent abuse by means of good practice**

- Adults will not be left alone for long periods with individual children or with small groups. An adult who needs to take a child aside - for example, for time out after an incident of unwanted behaviour - will leave the door ajar.
- Adults who have not been registered as "fit" persons will not take children unaccompanied to the toilet.
- Children will be encouraged to develop a sense of autonomy and independence through adult support in making choices and in labeling and expressing their own feelings in acceptable ways. This will enable the children to have self-confidence and the vocabulary to resist inappropriate approaches.
- The layout of the playrooms will permit constant supervision of all the children.

### **We will respond appropriately to suspicions of abuse**

- The first concern will be the child. Children whose condition or behaviour has given cause for concern will be listened to, reassured and helped to understand that they themselves are valued and respected and have not been at fault.
- Changes in children's behavior/appearance will be investigated.
- Parents will normally be the first point of reference, however, if they are not in a position to allay any legitimate anxieties, the matter will also be referred to Social Services. In exceptional circumstances, Social Services may be the first point of reference.
- All such suspicions and investigations will be confidential, shared only with those who need to know. The persons most commonly involved will be the member of staff/key worker and the nursery management team.
- If a volunteer or a member of staff is accused of any form of child abuse they will be interviewed immediately by the nursery manager/director. The person accused may choose to attend the interview accompanied by a friend or colleague. If the allegation is against the nursery leader, the owner will conduct the interview. The person against whom the allegation has been made will be immediately suspended on full pay while an investigation is made. Investigations will be in line with Area Child Protection Committee procedures and will be conducted in conjunction with the Area Child Protection Committee. Confidential records will be kept of the allegation and all subsequent proceedings.

### **We will keep records**

- Whenever worrying changes are observed in a child's behaviour, physical condition or appearance, a specific and confidential record will be set up, quite separate from the child's usual progress and development record. This record will include, in addition to the name, address, age and date of birth of the child, timed and dated observations, describing objectively the child's behaviour and appearance. Records and observations must be accurate and without comment or interpretation, only to include what you have actually seen/heard/done and where appropriate only the exact words spoken by the child. All records of this kind must be dated with the name and signature of the worker reporting.
- Records of this nature will be kept in a separate file and will not be accessible to people other than the nursery management team and the key worker or other member of staff and professional bodies, as appropriate.

### **We will liaise with other bodies**

- The nursery operates in accordance with guidelines laid down by the registering authority. Confidential records kept on the children about who the nursery is concerned will be shared with Social Services if the nursery feels that adequate explanations for such concern have not been provided.
- The nursery will maintain ongoing contact with the registering authority and will hold contact details of individual social workers to ensure that it would be easy, in an emergency, for the nursery and Social Services to co-operate and assist each other.
- Social Services will take responsibility for ensuring that appropriate further enquiries are made and may need to involve the police. Should this occur, again all records and observations must be made readily available. The professional bodies involved will advise on further action/requirements of the nursery.

### **We will support families**

- The nursery will take every step in its power to build trusting and supporting relationships between families and staff and volunteers.
- Confidential records kept on a child will be shared with parents, unless that parent is the person whom the allegation of abuse has been made.
- With the proviso that the care and safety of the child must always be made paramount, the nursery will do all in its power to support and work with the child's family.

### **Bright Eyes Nursery - A STEP BY STEP GUIDE FOR CASES OF SUSPECTED ABUSE Policy**

- Record any concerns over the welfare of the child immediately and consult the Child Protection Officer Claire Shergold.
- If the child requires urgent medical attention obtain at once.
- If the child confides in you - see separate section.
- Child protection Officer to discuss concerns with the child's parents/carers only if appropriate. If it is not appropriate i.e. the child will be put at greater risk by doing this, the leader will immediately telephone Social Services (Refer to safeguarding document) or NSPCC child protection help line on 0800 800 500.
- If the Child Protection Officer is still unhappy about the situation after having spoken to the parents/carers Social Services may be contacted.

- When contacting Social Services in respect of suspected child abuse the following information must be provided: Your name, address, telephone number and position.
- Details of the child concerned, including name, address and date of birth.
- Observations made by you, including date and time, details of the child's emotional/physical state and their behaviour.
- Records of disclosure, including where possible comments made by the child and again dates and times.
- Social services or other professional bodies involved will advise as to follow up procedures and further action and will take responsibility for ensuring that the appropriate further enquiries are made.
- Confidentiality will be upheld at all times, and staff will only be aware of the situation on a need to know basis.

#### Bright Eyes Nursery WHAT TO DO IF A CHILD CONFIDES IN YOU

- If a child actually confides in you it is most important to remain calm, accessible and receptive - do not allow shock or distaste to show.
- Listen to the child carefully, without interrupting - do not probe for more information than is offered, there are professionals fully trained to interview children in these circumstances and your questions may lead the child to provide distorted information.
- Keep eye contact with the child; show them you can be trusted.
- Do not make negative comments about the alleged abuser.
- Make it clear you believe them.
- Acknowledge the child's courage and provide reassurance that they have done the right thing. Ensure that they know not to feel guilty and they are not to blame.
- Explain what you are going to do next and reassure the child that you are going to do everything you can to help them.
- Do not make false promises to the child, i.e. "everything will be alright"
- After disclosure, make an accurate record of what was said, use the child's actual words whenever possible but do not make assumptions or speculate. Provide details of the time and date of the disclosure and who was present.
- Report the details to the Child Protection Officer – Claire Shergold so appropriate action can be taken.
- Confidentiality must be with held at all times.

#### Bright Eyes Nursery STEP BY STEP GUIDE REGARDING STAFF/VOLUNTEERS AS ALLEGED ABUSER

- If a complaint is made against a member of staff or volunteer regarding the abuse of a child it must be reported immediately to the manager.
- If the complaint is against the manager report to the directors. Mr S. Mountford (Company Director) can be contacted on 07855 050 672.
- Manager/Directors to contact Social Services.
- Member of staff/volunteer to be interviewed by manager. If complaint against manager, directors to interview.
- The person concerned to be suspended immediately whilst investigations and enquiries are made.
- OFSTED to be informed immediately.
- All complaints to be kept confidential.

#### Bright Eyes Nursery Complaints Policy

##### Statement

We aim to provide the highest quality of care and education for all our children to enable quality learning through play. We believe that children and parents are entitled to expect courteous and prompt, careful attention to their needs and wishes. It is our intention, therefore, to work in partnership with parents and the community and welcome any suggestions on how to improve our group at anytime.

Although we aim to achieve the highest standards in our nursery, there may be times when a parent/carer may have a concern. Many of these can be resolved quickly by an informal approach to the appropriate member of staff. If, however, this does not achieve the desired result, the following should be followed:

##### Policy

- Anyone who is concerned about any aspect of the groups provision should, in the first instance, talk over any worries and anxieties with the nursery manager. The nursery manager will then make every effort to resolve the concern within the day of notice. Should the concern require a more detailed investigation, every effort will be

made to resolve this within one working week of notice. If matters are not resolved within these timescales, parents will, in any event, receive regular updates regarding the progress of the investigation.

- If you are not satisfied with the outcome of your complaint, you can contact the director directly. Mr. S, Mountford : 07855 050 762
- If the above actions are not adhered to, or the issue raised does not have a satisfactory outcome within a reasonable time period, or if the problem recurs, parents should then put the complaint in writing to the nursery manager and directors.
- Following this, the next stage is to request a meeting with the nursery manager and the directors. It may be necessary for both parties to be accompanied by someone who is impartial to the situation. An agreed written record of the discussion should be made.

#### **Most complaints should be resolved by this stage or at best, the initial approach.**

- In the event of a serious complaint and whereby the same has not been sorted to the parent's satisfaction, the parent should again contact the directors. At this point, if the parent and group cannot reach agreement, it might be helpful to invite an external mediator. The role of the mediator is to listen to both parties and offer advice. They have no legal powers but can help to define the problem, review the action so far and suggest further ways in which it may be resolved. If a mediator is used, both parties must accept them.
- The mediator will keep all conversations confidential. The involvement of a mediator represents the final stage in the complaints procedure.

#### **Role of registering authority**

- In some circumstances, it will be necessary to bring in the registering body - Ofsted. Royal Exchange Buildings, St Ann's Square, Manchester, M2 7LA. Telephone number 0300 123 1231 - which has a duty to ensure laid down requirements are adhered to.
- The registering authority would also be involved if a child appeared to be at risk, or where there seemed to be a possible breach of registration requirements. In these cases, both the parents and the nursery would be informed and would work with the registering body to ensure a proper investigation of the complaint was carried out in the appropriate manner.

#### [Bright Eyes Nursery Confidentiality Policy](#)

#### Statement

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

#### Policy

- Parents will have ready access to the files and records of their own children but will not have access to the information about any other child.
- Staff will not discuss individual children, other than for the purposes of curriculum planning/group management, with other people other than the parents/carers of that child.
- We will not discuss your child with others unless we have your permission to do so. However we divulge confidential information to Social Services and OFSTED if we have any concerns that your child is being abused. Please see our Child Protection Policy.
- Information given by parents/carers to the nursery manager or the child's key worker will not be passed on to other adults without permission.
- Issues regarding the employment of staff whether paid or unpaid, will remain confidential to the people directly involved with making personnel decisions.
- Any anxieties/evidence relating to a child's personal safety will be kept in a confidential file and will not be shared within the group except with the child's key worker, or on a need to know basis.
- Students on recognised qualification and training, when working/observing in the nursery, will be advised of our confidentiality policy and must sign as acknowledgement of their awareness, understanding and respect of the policy.

#### [Bright Eyes Nursery Documentation Policy](#)

#### Statement

In order for safe and efficient management of the setting, records, policies and procedures will be kept and updated regularly. This ensures safety of the children, and makes sure that the needs of the children are being met.

### Policy

- When signing up to the nursery, all parents/carers must fill in the relevant entry forms giving information about the child and parents.
- Information about staff is held on file including names, addresses and contact numbers and CRB numbers.
- Our registration certificate is displayed in the reception room of the nursery
- Records are kept of the children who attend the nursery each day, their hours of attendance and the names of the children's key workers.
- Risk assessments take place daily, and are documented including the date, the person doing the risk assessment, and any action that needs to take place.
- Records are kept in a secure area, and all staff are aware of confidentiality.

### Bright Eyes Nursery Dropping Off and Collection Policy

### Statement

We want the children in our care to be in the safest possible environment at all times. Our dropping off and collection policy promotes the safety of the children both as they arrive at the nursery, and when they leave.

### Policy

- When bringing a child to nursery, please ring the door bell. A member of staff will let you in.
- Before leaving the nursery, parents must sign their children in on the correct register.
- Please make the nursery aware if anyone other than parents/carers are collecting that evening.
- We will only release your child into the care of adults who have permission to collect. In the event that it is someone different who is collecting we will operate the "password system". It would be helpful where possible to have a description of the person, the car they will be driving or in fact a photograph to be kept on file for future reference. For extra security we will also ask the person collecting to give us the child's home address. If someone turns up to collect your child that we do not know and we have had no prior warning from yourself, we will contact you first before letting the person into the nursery while we gain consent for you.
- When leaving the nursery, the person collecting the child must sign the child out on the appropriate register.

### Late Collection Policy

- Nursery closes at 6pm prompt. If you are running late then please contact us as soon as possible so we can arrange for staff to stay behind until you arrive. PLEASE NOTE THERE IS A LATE COLLECTION CHARGE OF £5.00 FOR EVERY 5 MINUTES THAT YOU ARE LATE.
- If a child is at our setting after 6.00pm and no contact has been made by the parent, we would implement the following procedure:
  - \*Two members of staff will remain with the child continuing to play and interact with them, so no distress is caused.
  - \*One member of staff will consult the child's personal file and will attempt to contact the parents/carers. If no contact can be made with parents/carers, the emergency contacts from the child's file will be called, and collection of the child will be requested.
  - \*On collection the parent/carer will be asked to sign and time the late book, and charges will be applied.
  - \*If nobody can be contacted, the police and Social Services will be contacted, and their advice would be followed.

### Bright Eyes Nursery Emergency Evacuation Policy

### Statement

In the unlikely event of an emergency, such as a fire, our emergency evacuation procedure will come into place. Our emergency evacuation procedure is practised each week.

### Procedure

- Upon discovering an emergency, the fire alarm must be set off by staff/visitor/parent in order to alert everybody within the building. Fire alarm points are located around the nursery, by each room door.
- The person discovering the emergency must inform management immediately, so management can contact the emergency services, and can give any details that may be needed.

- When the fire alarm sounds, instructions will be given by the room leaders/key staff, please listen to, and follow these instructions.
- The children and visitors/parents will be led to the nearest fire exit by room leaders/key staff.
- The room leaders/key staff will get the registers
- When outside, please meet at the fire assembly point (in the garden along the green wall)
- The key staff will take the register to ensure everyone is present. If there are any discrepancies, a member of management must be informed immediately.
- A member of management will collect the staff and visitors signing in book, and will check everybody is present.
- No one must re-enter the building until the manager/deputy manager says it is safe to do so.
- The manager/deputy manager will take advice from the emergency services.
- Any emergencies will be logged, and appropriate measures will be taken to ensure it does not happen again.

### Bright Eyes Nursery Equal Opportunities Policy

#### Statement

Our nursery is committed to providing equality of opportunity for all children and families, and also to take positive action to eliminate discrimination in all areas of our work. We work in connection with all relevant legislation as described below:

- Disability Discrimination Act 1995
- Race Relations Act 1976
- Sex Discrimination Act 1986
- Children's Act 1989

Our nursery is open to all children and families regardless of age, gender, sexuality, class, means, disability, race, culture, religion or belief.

#### Policy

##### Admissions

- Our nursery is open to all families in the community.
- Families joining our nursery are made aware of the equal opportunities policy, which is regularly reviewed.
- The nursery will always consider cases for special circumstances should they arise.

##### Employment

- Vacancies within the nursery will be advertised.
- The nursery will appoint the best person for each job. All applicants and those appointed will be treated fairly.

##### Families

- Bright Eyes Nursery recognises that many different types of family groups can and do, successfully love and care for children. The nursery aims to support all families.

##### Festivals

- Our aim is to show respectful awareness of all major events in the lives of the children and families in the nursery and in our society as a whole. We welcome the diversity of the backgrounds from which they come.
- We aim to acknowledge all the festivals that are celebrated in our area and/or by the families involved in the nursery. Without teaching any specific faith, children will be made aware of the festivals that are being celebrated by their own families or others. Where appropriate, they will be introduced to the stories behind the festivals.
- It is our aim that children will become familiar with a range of festivals and that they will enjoy stories, celebrations, special food and clothing that are involved with each festival as part of the diversity of life.

##### Curriculum

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

### Resources

- Our resources give children a balanced view of the world and an appreciation of the rich diversity of our multi-racial society.
- Resources are on the children's level so they can select activities that interest them.

### Special Educational Needs and Disability

- Bright Eyes Nursery recognises that children have a wide range of needs that differ according to the individual. We will consider what part the nursery can play in meeting these needs as they arise.
- When planning for nursery meetings and events, we will take into consideration the needs of people with special educational needs and disabilities.
- Our setting based Special Educational Needs Coordinator (SENCO) Claire Shergold will aim to ensure that all children, regardless of any special educational needs or disabilities, will be included within all activities within the nursery, and an extra support that is needed from outside agencies will be sought. (See Special Educational Needs and Disability Policy)

### Language

- Bi-lingual/multi-lingual children and adults are an asset to the whole group. Parents will be encouraged to speak to their children in their first language at home.
- Children and parents who have English as a second or additional language will be valued and their languages recognised and respected in nursery.
- Where possible, basic information will be written in other languages in order to help the parents within the setting.

### Food

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

### Meetings

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

### Discriminatory Remarks/Behaviour

- Any discriminatory language, behavior or remarks by children, parents or any other adults are unacceptable in the nursery.
- Our response will aim to demonstrate support for the victim(s), to help those responsible to understand and overcome their prejudices and make it clear that such behavior will not be tolerated within the nursery.

### Bright Eyes Nursery Fees Policy

#### Statement

As a private setting we enjoy caring for the children and supporting their development, but this is also a business. We have bills and expenses to meet, and we would be grateful if you are prompt in paying your monthly fees.

#### Policy

- When you join up to the nursery you will be asked to state whether you are paying weekly or monthly. All fees are payable in advance.
- If we have not received your fees by the 8<sup>th</sup> of the month there will be a £5.00 charge per day until the fees have been paid in full.
- If you pay your fees by cheque and the cheques bounces you will be responsible for any bank charges we incur and you may also incur additional late charges.
- We reserve the right to terminate the nursery place with immediate effect if fees go unpaid. If fees remain unpaid this may result in the Director of the company passing the issue to a Small Claims Court to ensure all monies owed are paid in full.
- If you are having any difficulty in paying fees, please let us know so we can make suitable arrangements.

### Bright Eyes Nursery Health and Safety Policy

#### Statement

Health and Safety is of extreme importance to ensure the safety of staff, visitors and children within the nursery. All points of the health and safety policy will be followed by all staff at all times, and will be explained to new staff when they begin. Our Health and Safety Law poster is displayed in the office.

#### Policy

##### Toys

- A record of toys and equipment is to be kept up to date with details of when an item was cleaned, repaired, replaced or thrown away.
- Children must not use climbing equipment or bike when wearing dangerous clothing, i.e. trailing dressing up clothes, untied shoelaces.
- Money, beads, small objects, dummies on strings, necklaces etc that children may bring in to nursery must be left on a shelf out of reach

##### Supervision

- Children will never be left alone, even for a few minutes.
- Should a member of staff need to leave the room they must obtain appropriate cover.
- Sleeping children will not be left in a room alone, and will be checked regularly.

##### Premises

- All doors, except Fire doors must be locked at all times.
- Safety glass is used in all windows.
- The nursery operates a no smoking policy.
- Plug sockets will have covers in where required.
- All highchairs will be checked on a daily basis to ensure that the straps are working correctly.
- Stair gates will be checked regularly.
- All doors will be kept shut at all time except for free flow.
- The kitchens are kept clean, following hygiene guidelines on storing food, keeping the fridge at the correct temperature.
- Bins are emptied daily.
- Child Protection Guidelines are in place.
- We have emergency contact details for all of the children in our care.

##### Fire

- Fire procedures will be followed at all times. (See Emergency Evacuation Policy)
- Fire Drill Instructions and Emergency Evacuation routes are displayed at the nursery.

#### Bright Eyes Day Care Healthy Eating Policy

##### Statement

All food provided whilst in our care will contribute to an enjoyable, healthy, balanced diet and meet children's individual needs.

##### Policy

- A senior staff member will oversee all aspects of food in the nursery.
- Staff will be trained in basic nutrition and food safety and hygiene.
- Where appropriate, healthy eating education will be offered to parents either informally or through workshops.
- Food will be provided to reflect the diversity of the community.
- Food provided by the nursery will meet current healthy eating guidelines and the amount of food that is high in fat, salt or sugar will be limited.
- As part of the induction to our setting parents will be asked about their child's dietary requirements (including any allergies). This information will be used when planning meal times. It is the parents responsibility to inform the nursery if this information changes.
- The eating environment provided will be comfortable and relaxed and children will be given plenty of time to eat. We recognise that this is a social time and an opportunity for children to learn about healthy eating and develop new skills such as serving food and drink and also feeding themselves.
- Utensils, tables and chairs will be appropriate for the ages and stages of the children.
- Drinking water will be available at all times.
- Food and drink will **not** be used as reward or punishment.
- Our weekly menu will be displayed.
- Our menu will provide children with a tasty, varied diet.

- Children will be offered breakfast on arrival to the setting between 7.30am – 9.00am.
- Salt will not be used in any cooking and it will not be provided at the table.
- We will keep parents informed about the food their child has eaten including if there are any changes in their eating pattern, such as loss of appetite.
- When cooking with the children as an activity, the adults will provide healthy, wholesome food. We aim to promote and extend the children's understanding of a healthy diet.
- All adults and children will wash their hands before handling food, whether this is a cooking activity, food preparation or snack time.
- Adults suffering from infectious/contagious illness or skin condition will not be involved with food preparation.
- Adults will promote food hygiene amongst the children and will educate them that coughing or sneezing over food is not hygienic.
- Food will be covered and refrigerated if necessary.
- Healthy eating will be taught during planning for the curriculum, through stories, singing, creative activities and role play.

### Bright Eyes Nursery Hygiene Policy

#### Statement

It is important to prevent the spread of germs and illnesses that hygiene procedures are in place and strictly adhered to. The hygiene policy also aims to teach children about hygiene procedures. Our nursery promotes a healthy lifestyle and a high standard of hygiene in its day to day work with children and adults. We believe that the safety and well being of everyone in the group is paramount.

#### Policy

- Children are encouraged to wash their hands after going to the toilet, having their nappies changed, touching animals and playing outside. They must also wash their hands before eating any meals or snacks.
- We will assist the children in hand washing, ensuring that they are washing and drying them correctly. Hand dryers are in use for the children.
- We will assist the children to clean their teeth after lunch and ask you to provide a toothbrush and some toothpaste in their own individual toiletry bag which is clearly labelled with their full name.
- We will assist the children in wiping and blowing their noses and explain the importance of throwing away dirty tissues to prevent the spread of germs. We will also encourage the children to put their hands over their mouths when they cough.
- We will disinfect the changing mats in between children.
- We will follow strict hygiene routines in the kitchen, ensuring that the fridge is at the correct temperature and that food is stored correctly.
- We will not look after a child who has had an upset stomach in the last 24 hours.
- Hygiene rules related to bodily fluids to be followed with particular care. Disposable gloves and aprons to be used by all staff when changing soiled clothing and nappies. All staff and volunteers to be aware of how infectious, including HIV, can be transmitted.
- Spare laundered pants and other clothing available should a child require fresh clothing. Polythene bags or nappy sacks available for wrapping soiled garments.
- Children's cups will be labeled with their names and children will be monitored to make sure they are using their own cups.
- Cutlery/cups etc will be sterilized at the end of each week. (Sterilizing will take place at the end of every day for children under 12 months)
- All soiled nappies to be deposited in a nappy sack and disposed of in a clinical bin. The clinical waste is collected on a weekly contract with "Trust Hygiene".
- If a child should become unwell during a nursery session the nursery manager should be notified and the parents contacted to collect the child.
- The following guidelines will be used when cleaning toys and equipment:
  - Paint/glue pots, brushes and glue spreaders washed daily.
  - Towels, flannels and bibs washed daily.
  - Material covers, dressing up clothes, soft toys, dolls clothes and blankets are all washed fortnightly.
  - All toys and equipment to be cleaned once a week.
  - Tables to be cleaned with antibacterial spray before and after mealtimes.
  - Chairs to be cleaned with antibacterial spray at the end of each day.

- These time scales are a minimum only - toys and equipment are to be washed and cleaned when necessary.
- 

### Bright Eyes Nursery Illness Policy

#### Statement

We appreciate that as a parent you need to be able to go to work, however if your child is unwell then they will be better cared for in their own home with a parent. We are happy to care for children with minor coughs and colds, but we will not care for children who are very unwell, infectious or running a high temperature. We have to consider all of the children in our care.

#### Policy

- Parents are asked to keep their children at home if they have an infection and to inform the nursery as to the nature of the infection. This will allow the nursery to alert other parents as necessary to make careful observations of their child if they seem unwell.
- Parents are asked not to bring into nursery any child who has been vomiting or who has had diarrhoea until at least 24 hours has elapsed since the last attack.
- If a child should become unwell during a nursery session the nursery manager should be notified and the parents contacted to collect the child.
- When dealing with a child who has become ill the following procedures should be followed ~
  - 1) Make the child as comfortable as possible.**
  - 2) Get immediate attention of a qualified First Aider and the nursery leader to assess the situation.**
  - 3) The nursery manager will notify the parents to collect the child. If the parents cannot be contacted, emergency contacts from the child's entry form will be contacted to collect the child.**
  - 4) We will continue to care for your child until they are collected.**
- We are happy to administer any prescribed medication. If your child is prescribed medication for the first time we ask for you to keep your child at home for a full 24 hours to ensure they do not have a reaction to the medicine. If your child is prescribed antibiotics, again they must be kept out of nursery for a full 24 hours to allow the antibiotics to take effect.
- We will not administer any medicine that has not been prescribed, including calpol and cough mixtures.
- Please see our exclusion time grid for exclusion times from nursery for common illnesses. Bright Eyes Nursery reserves the right to extend or implement an exclusion period if it is deemed in the best interest of all the children and staff within the nursery.
- We reserve the right to ask parents to take their child home if members of staff feel the child is too ill to be at nursery when they arrive.

#### Exclusion periods for illnesses and diseases

Guidance has been obtained from the Health Protection Agency with regard to exclusion periods, however Bright Eyes Nursery reserve the right to extend or implement an exclusion period if it is deemed in the best interest of all children and staff within the nursery.

Illness/disease	Exclusion period
Antibiotics	24 hours out of the setting from the first dose of medication
Cold/Flu Symptoms	Dependant on severity
Chicken Pox	At least 5 days from onset of rash – All sores must have crusted over before child returns to nursery.
Cold Sores	Until crusted over and healing
Conjunctivitis	Dependent on severity
Diarrhoea and / or vomiting	24-48 hours depending on severity, after last incident.
Diphtheria	Until declared free from infection by GP.

Dysentery	HPU to be consulted.
E.coli	Exclusion depends on type of E.coli. HPU to be consulted.
German Measles	5 days from onset of rash.
Glandular fever	None
Hand, foot and mouth	During acute phase and until ulcers have dried up.
Hepatitis A,B,C	HPU to be consulted.
Head lice	24 hours from first treatment
Impetigo	Until lesions are crusted or healed.
Measles	5 days from onset of rash.
Meningitis	Until certified well.
Mumps	5 days from onset of swollen glands.
Pertussis (Whooping cough)	5 days from commencing antibiotic treatment or 21 days from onset of illness if no antibiotics treatment.
Ringworm	Until treatment commenced.
Scabies	Until first treatment given.
Scarlet fever	5 days after commencing antibiotics.
Slapped cheek	Until the rash has gone/Flu symptoms have gone
Shingles	Until rash has stopped weeping.
Temperature	Until temperature has gone down and any other symptoms have gone
Typhoid	Until declared free from infection by GP
Threadworms	None
Tonsillitis	24 hours out of setting from first dose of antibiotics

- For any medicine that has been prescribed for the first time, we ask that your child is kept off for 24 hours to ensure they do not have a reaction to the medicine.
- When children have their immunisations/injections, an exclusion time of 24 hours is in place in order to make sure the children do not have a reaction to their injection.
- If a child has been hospitalised, we ask that they are off for sufficient time in order to aid their recovery, and a doctor's note to say they are fit to return to the setting may be required.
- Further advice and information can be obtained from the local Health Protection Unit on 01562 756300.
- This forms part of the nursery's Illness Policy and was reviewed in December 2010.

[Bright Eyes Nursery Language Policy](#)

Statement

Within Birmingham there are many cultures, some of which include people who speak English as a second language. We welcome all families into Bright Eyes Nursery, and value the language and cultures of children in our care. We will endeavour to promote a positive attitude towards bilingualism and provide opportunities for the development of the child's home language.

#### Policy

- All children and families, regardless of what language they speak will be welcomed into our nursery.
- We understand that young bilingual learners need time to observe, tune into the new language and try out things that are unfamiliar, so extra support will be given where possible.
- Children need to have books and stories that have some link with different cultures, clear illustrations, repeated actions and language patterns and offer visual support in the form of pictures, puppets and real objects.
- We will try to help children who speak other languages understand the routine of the day by using picture cards, so they understand what is coming next.
- Added support will be sought where necessary.
- We would ask that you could give us key phrases which will help us communicate with your child and help your child settle in.
- We will endeavour to find the best way of communicating with parents who speak English as a second language as we aim to work in conjunction with parents at all times. (Please see our parental involvement policy for more information).

#### Bright Eyes Nursery Lost Child Policy

#### Statement

In the unlikely event of a child going missing from Bright Eyes Nursery, our emergency procedure will take effect.

#### Procedure

- Management to be informed immediately of the situation
- A search of the immediate area will take place in case the child is hiding or injured
- The child's parents, directors of the company and the emergency services will be contacted
- The search will be widened and all staff and parents will be informed
- Other staff not involved in the search will maintain a calm environment for the other children at the nursery, and ratios will be maintained
- The incident will be fully investigated, with statements from any staff involved. Appropriate measure to be taken to ensure that it does not happen again.
- A fully detailed report to be kept on file, and given to the child's parents.

#### Bright Eyes Nursery Medication Policy

#### Statement

Children may sometimes need medicines within their day at nursery. Staff can administer medicines as long as we have written parental consent, and the medicine is prescribed by a doctor.

#### Policy

- All medication must be prescribed by a doctor, including calpol and cough mixtures. Prescription labels must be clearly visible on the bottle/box, with the child's name on it.
- Should a child be receiving prescribed medication, written consent will be obtained from the parent/carers to administer the medication. Consent forms will contain the following information ~
  - \*Child's name and address.
  - \*Name of medication.
  - \*Dosage - amounts and times. (Staff can only administer the dosage written on the prescribed label)
  - \*Signature of parents/carers and dated.
- Should medication be required on more than one day, consent forms must be signed daily and also signed at the end of the day in acknowledgement that medication has been administered.
- Medication must be administered by a level 3 qualified member of staff in the presence of another. Both persons will sign to confirm administration.
- All records and consent forms regarding the administration of medication will be kept for a minimum of 12 months after the child has left nursery care.
- With regard to the administration of life saving medication, the position will be clarified with reference to the

nurseries insurance company. If specialist knowledge is required, staff involved in administering medication will receive training from a qualified health professional.

- If your child needs medication on a regular basis such as an inhaler we will ask you to complete a Medical Health Care Plan and bring in an inhaler that will be kept in the office in case of an emergency.
- If your child has acute allergies and carries an Epipen please discuss this with us as we may need to update our training.
- Medicines will be stored in the fridge if needed, or within the locked medicine cabinet located in the office. We shall ensure that all medicines are in date.
- Written parental permission is requested when the child signs up to our nursery, to the seeking of any necessary emergency medical advice or treatment in the future.
- Medicines should only be brought into the nursery when it is essential. If a child has a temperature, parents will be called to collect their child even if they have prescribed medicine, as this signifies the child is unwell.
- Bright Eyes Nursery will only accept the child back into nursery after 24 hours of them taking a prescribed medicine for the first time, to ensure that they do not have a reaction to their medicine, or their symptoms worsen. If we feel the child is unwell when entering nursery, we reserve the right to ask parent's to take their child home until they are feeling better.
- Children must have 24 hours out of the setting when prescribed antibiotics.
- Please refer to our illness policy, which shows exclusion times for the most common illnesses within the nursery.
- 

#### Bright Eyes Nursery Mobile Phone Policy

##### Statement

Mobile phones are becoming increasingly popular, and many people now own one. Many mobile phones have a variety of functions including cameras and video recorders. In order to protect the children within our care, our mobile phone policy has been created in the interests of child protection.

##### Policy

- Staff are to keep their mobile phones in their lockers throughout the working day.
- Mobile phones are never to be used within the rooms where the children are.
- We kindly ask parents and visitors to refrain from using their mobile phones within the nursery.

This policy is put into place in order to protect the children within our care.

#### Bright Eyes Nursery Nappy and Toilet Training Policy

##### Statement

We are happy to accept babies and children in nappies. We provide nappies and baby wipes which Pampers or Huggies.

##### Policy

- We do ask you to provide the following:
  - Nappy cream clearly labelled with your child's name.
  - Pull ups if you decide that you want to progress from nappies before they go into pants.
- We provide changing mats which are wiped over with disinfectant spray into between each change.
- Gloves are used during individual nappy changes and disposed of at the end of each nappy change.
- Your child will be changed regularly and immediately if they have soiled. We believe that changing a nappy should provide lots of opportunity to communicate with your child and as their understanding grows provide time to discuss basic hygiene issues, preparing them for them for toilet training.
- If you feel your child is ready to start toilet training we would ask you to discuss with us when you would like us to start toilet training them at nursery. We do ask that you begin the process at home for a couple of weeks to ensure your child is at the stage where they understand what is expected of them.
- When your child starts toilet training at nursery we will ensure they are taken to the toilet at regular intervals. For hygiene reasons if your child wets or soils their pants more than twice we will put them back in a pull up but continue taking them to the toilet at regular intervals. We will give you daily feedback on how they are progressing.
- We have low level toilets for the children to use when toilet training. We do not use potties for hygiene reasons.

#### Bright Eyes Nursery No Smoking Policy

##### Statement

- We strive to protect the children in our care at all times, and make sure they are in a smoke free environment whilst in the care of Bright Eyes Nursery. In accordance with the National Standards produced by the Department for Education, we have a no smoking policy in place.

#### Policy

- Members of staff, parents and visitors will not smoke on the nursery premises, including inside the building or in the garden.
- This will ensure the children's environment whilst at nursery is smoke free.

#### Bright Eyes Nursery Observation Policy

#### Statement

Statutory Framework for the Early Years Foundation Stage states:

Ongoing assessment is an integral part of the learning and development process. Providers must ensure that practitioners are observing children and responding appropriately to help them progress from birth towards the Early Learning Goals.

This is demonstrated when practitioners:

- Make systematic observations and assessment of each child's achievements, interests and learning styles.
- Use these observations and assessments to identify learning priorities and plan relevant and motivating learning experiences for each child.
- Match their observations to the expectations of the Early Learning Goals.

#### Policy

- We will use the Framework for the Early Years Foundation Stage to support our work.
- We will make regular observations on your child, using different methods for examples, written observations, photographs or tick charts. You are welcome to see copies of any observation that we do.
- All observations are only made for nursery use and will remain confidential.
- Observations will be put into the child's learning journey, and linked to the Early Years Foundation Stage.
- Observations will be used to show children's interests and developmental stages in order to aid planning for the Early Years Foundation Stage.
- When signing up to the nursery, written parental consent will be asked for on the entry form to give permission for staff to observe their child.

#### Bright Eyes Nursery Parental Involvement Policy

#### Statement

It is very important for your child that we work in partnership. This will give your child continuity of care and they will not become confused with different standards of behaviour and boundaries. As parents you are the central adults in your child's life and the ones making the decisions on their behalf. We will endeavour to work closely with you in order to carry out your wishes for your child whenever we can. It is therefore important that we have an excellent communication system. We appreciate that as a working parent you will be in a rush to go to work in the mornings and in the evenings you may well be tired and need to go as quickly as possible. We will inform you of your child's day in as much detail as we can so you get a full understanding of how your child has been throughout the day. We would also ask for you to inform us of any changes at home that may affect your child or if there has been a change in eating or sleeping patterns.

#### Policy

- We will involve parents in shared record keeping about their own children, both formally and informally. We will ensure that parents have access to all written records on their child.
- We will ensure that parents are given information on a regular basis about their child's progress. All parents will have the opportunity to discuss this with staff.
- We aim to ensure that all parents have opportunities to contribute to the group from their own skills, knowledge and interests.
- All new parents will be made aware of and will be able to contribute to the groups systems and policies.
- All parents are made aware of the systems for registering queries, complaints or suggestions.
- We will provide opportunities for parents to learn about the nursery curriculum and about young children's learning, in nursery and at home.
- Parents are invited to the first settling in session in order to share information about their child and their routines with the members of staff.

- Annual parent's evenings will take place in order to share information on your child's development.

If any of your contact details change, please make us aware immediately as it is vital that we have up to date information on our files.

### Bright Eyes Nursery Physical Contact Policy

#### Statement

As an OFSTED registered nursery we are aware that children have differing needs. Some children like to be affectionate and show it through kisses and cuddles, where others are not so tactile. We are happy to cuddle your child, hold hands etc as long as you and your child are happy with this.

#### Policy

- We will comfort your child in a way that best suits them if they are upset.
- If children are trying to hug/comfort another child that doesn't want them to, staff will explain to the children about emotions, and how children may feel differently to them.
- We will only restrain a child if they are at risk of inflicting harm on themselves or others. If we did have to restrain your child, this will be logged into the incident book for you to sign. This is to protect all parties.
- We will separate children who are fighting.
- Some physical contact will need to take place during hygiene routines, such as nose wiping, washing hands and cleaning teeth.
- We are happy to change nappies/take children to the toilet according to their age and stage (please see our toilet training policy for more details)
- If a child's clothes are wet/dirty, staff that are CRB checked will change them.

### Bright Eyes Nursery Play Policy

#### Statement

Research shows play is vitally important to children within Early Years settings. Play lays the foundations for children's learning. The Early Years Foundation Stage is the curriculum we follow which is based on the experiences children gain while they are playing.

#### Policy

- We will strive to provide all children with a fun and educationally stimulating environment.
- We will provide activities that support the main learning areas, Personal Social and Emotional Development, Problem Solving Reasoning and Numeracy, Communication, Language and Learning, Knowledge and Understanding of the World, Creative Development and Physical Development.
- We will provide a variety of toys and activities for your child, examples of which are: Sand play, water play, painting, collage, cooking, garden play, bricks, jigsaws, books, dressing up, role play and many more.
- We will regularly observe your child and written records will be kept in your child's learning journey. These are available for you to see at any time.
- Written observations will be used in order to make planning individual for each child.
- We are happy to support activities that you are doing at home or events that have happened or may be happening for example a special family event such as a wedding or a birthday.

### Bright Eyes Nursery Promoting Good Health Policy

#### Statement

The children's health is of maximum importance to us as childcare professionals. The promoting good health policy is designed to promote a variety of healthy lifestyles for the children in our care.

#### Policy

- Fresh drinking water will be available at all times.

- Food provided on the premises will count towards a balanced, nutritious diet (see healthy eating policy)
- Children are encouraged to follow good hygiene practices such as hand washing before and after meals (please see hygiene policy for extensive list of hygiene procedures)
- Play outside is offered for the children daily
- Physical activities such as dancing and sports activities are planned for.
- Children are encouraged to clean their teeth after lunch time to promote dental hygiene.
- In summer months, parents are asked to apply sun cream for their children, and provide a sun hat to promote sun safety.

Large windows are in all the children's rooms to promote natural light within the nursery.

#### Bright Eyes Nursery Risk Assessment Policy

##### Statement

Risk assessments take place throughout the nursery on a daily basis in order to ensure maximum safety at all times throughout the building.

##### Policy

- Daily risk assessments are carried out in all the rooms where the children will be. A record is kept of this, including the member of staff who carried out the risk assessment, the date, and risks identified and what action was taken.
- Risk assessments are carried out before children go in the garden.
- All fire exits are checked to make sure they are free from obstruction.
- Fire extinguishers are checked to make sure they are easily accessible.
- Risk assessments are carried out on all outings that take place
- Risk assessments are carried out in new situations, such as new activities, snow outside etc.
- Risk assessments are reviewed on a regular basis.
- Any hazards identified are reported to management, and immediate action will be taken.

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- Risk assessments are reviewed on a regular basis.
- Any hazards identified are reported to management, and immediate action will be taken.

#### Bright Eyes Nursery Security Policy

##### Statement

Security is important in order to keep all the children safe while in the care of Bright Eyes Nursery. We have many security features in place to make sure safety is at the highest standard.

##### Policy

- Security door to allow entry into the nursery.
- Safety glass in all the windows
- Only staff members are to answer the main door. Only parents that staff recognise will be allowed into the building.
- Anyone who we do not know will not be allowed in until we have permission from the child's parent's that they are allowed to collect their child.

- Anyone visiting the nursery will have a member of staff with them at all times.
- The main door has an intercom system that will be used if staff do not know the person outside.
- Anyone outside the nursery who poses a potential risk to the nursery will be asked to leave through the intercom system. If they do not leave, the police will be called.

As we are a main road, occasionally there may be an incident outside that may be harmful for children to see, such as a car accident. In order to keep the children safe and secure, we will implement our [Incident Outside Policy](#):

Policy

- All doors will be locked, and windows closed.
- The shutters would be put down so the children cannot see outside,
- The appropriate emergency services will be called.
- The staff would reassure the children and do a quiet activity such as reading stories so that the children are settled and feel secure.
- No one would be entering or exiting the nursery until the incident has been resolved.
- Parents would be notified about the incident, and explained what happened, so parents can reassure their children.

[Bright Eyes Nursery Sleeping Child Policy](#)

Statement

When your child signs up, we will discuss your child's sleep routines you have established for your child, and how we can best accommodate this. These discussions will be ongoing through your child's time at Bright Eyes Nursery, as their sleep patterns will change as they grow and develop.

Policy

- We will need to be aware of your child's sleep times and how long they usually sleep for.
- If your child has a comforter such as a blanket, please label it clearly with your child's name.
- Dummies provided by parents will be kept in dummy pots with the child's name on that will be regularly sterilized.
- All babies and children are regularly checked when they are asleep as there is a qualified member of staff in the room at all times.
- Sleep time will be recorded on your child's daily record sheet.
- There is a quiet/cosy area in all the rooms where children can lie down if they feel they need to rest.
- SLEEPING CHILDREN/BABIES WILL NEVER BE LEFT ALONE

[Bright Eyes Nursery Staffing and Ratios Policy](#)

Statement

A high adult to child ratio is essential for us to provide a good quality nursery experience for the children.

Policy

- We will operate on the following staff to child ratios
 

Children aged 0 -2 years	1 member of staff to 3 children
Children aged 2 -3 years	1 member of staff to 4 children
Children aged 3 and upwards	1 member of staff to 8 children
- We will operate a key worker system to ensure that each child and family has one member of staff to take a special interest in them.
- We will hold regular staff meetings to enable us to provide curriculum planning and to discuss the children's progress and any problems.
- Staff training will meet regulatory requirements. In addition to this we aim to ensure that the majority of our staff hold an appropriate childcare qualification and that all the staff hold or are working towards qualifications appropriate for their position within the group.
- Our nursery will encourage staff to continue and upgrade their training where appropriate and, within the nursery budget, will provide allocation towards staff training.
- Our appointed manager is Julie Whitehouse. Our Deputy Managers, Claire Shergold and Kellie Edmunds will take charge in the absence of the manager.

### Bright Eyes Nursery Student Placement Policy

#### Statement

We recognise that the quality and variety of work which goes on in nursery makes it an ideal place for students on placement from Early Years training and qualifications. Students are therefore welcome into our nursery in line with the following policy.

#### Policy

- The needs of the children will be paramount. Students will not be admitted in numbers, which hinder the essential work of our nursery.
- Students must be engaged in early years training, which provides necessary background and understanding of the children's development and activities.
- Any information gained by the students about the children, families or other adults in the nursery must remain confidential.
- Unless registered as "fit" persons, students will not have unrestricted access to children.

### Bright Eyes Nursery Special Educational Needs/Disability Policy

#### Statement

Our nursery aims to show compliance with the Department for Education and the Employment Code of Practice on special educational needs. We also aim, wherever possible to include and integrate children with special needs, providing them with an appropriate learning opportunity.

We aim to give a positive image of special needs through our discussions, activities, books and play equipment. As parents/carers we all want our children to grow up into healthy, happy, well adjusted adults. We help all children on their way through this journey, no matter what ability they have. At Bright Eyes Nursery we respect the individuality of our children with special educational needs, and encourage them to express their feelings through a wide range of activities. We aim to provide enabling environments to stimulate, encourage and enhance all our children's learning. Their opinions matter greatly to us and we are always ready to listen and value their thoughts and ideas. For children with special educational needs we encourage them to express their views in an alternate way that is suitable to themselves. Our staff create a happy secure atmosphere in which all children work together to show empathy and to be caring towards others.

Appointed Special Educational Needs Co-ordinator : Claire Shergold – NVQ 3 and has attended: Introduction to the Role of Setting Based SENCO, Module one and Module two.

The setting based SENCO's responsibilities include attending SENCO training, working in partnership with parents, working with the key workers of children on the SEN code of practice, assisting in the observation and assessment of the children, and ensuring that play plans/ Individual Educational Plans are in place, and being reviewed.

#### Admissions

At Bright Eyes Nursery all children are given settling in time before they start at the nursery. This gives parents the opportunity to talk with staff members about likes/dislikes, or any additional needs, and to settle the child into nursery routine. Parents are given information about the nursery and routines, and their views are respected and valued.

All information will be kept confidential and parental permission is of paramount importance. Our admissions form asks questions regarding Special Educational Needs, disabilities and medical information. Parents can request meetings with staff/management at any time. Parents and staff members will have regular meetings about the child on the Special Educational Needs Code of Practice in order to give help and support where needed, and provide the best environment for the child.

#### Resources, Curriculum and Learning Environment

In reference to the DDA (1995) we have made the following reasonable adjustments:

- Doors which open to access wheel chairs
- Disabled toilet on ground floor with an alert alarm
- We will endeavour to access the individual needs of all the children in our care regardless of SEN or disabilities
- There is opportunity each day for parent's to talk to key members of staff regarding their child and the nursery
- We have a SEN notice board in the reception room to give up to date information regarding SEN and disability
- There will always be someone available to be spoken to in the office for confidential matters

- Any information given by parents/carers will be treated in confidence

Our ratios for children aged 0-2 years are 1 staff member to 3 children. Our 2-3 year olds is one member of staff to 4 children and our 3-4 year olds is one member of staff to eight children. We follow the Early Years Foundation Stage which involves planning for all the children. This planning aims to be accessible to all children, and children's views and opinions will be sought and considered. The toys in all the rooms are low level so that they are accessible to all the children in our care. We recognise that children learn at their own pace so observations are carried out on individual children to help them progress comfortably. We are also aware that children need quiet time, so there are quiet areas in the rooms such as the book corner where children can have some quiet time.

#### Identification and Assessment

At Bright Eyes Nursery we have regard for the SEN Code of Practice 2001. The SENCO will have awareness of all the children within the setting with special needs, and will work in partnership with the child, their parents, and staff in order to provide a stimulating environment where the child can grow and achieve. All staff will carry out observations and will record these on a child's profile. The child's view will be sought and respected. We will seek parental permission to work alongside other agencies in order to provide the best service we can to children. Confidentiality will be upheld at all times.

#### Staffing and Training

Claire Shergold – SENCO, has an NVQ3 in Children's Care, Learning and Development, and has accessed SENCO training. The majority of the staff at Bright Eyes nursery are level three qualified, with the rest training towards their level two or level three. We have a staff training folder where records of staff training are kept. Staff members can access any training they feel they need within the setting, through the local authority. Where extra training is needed for staff members in order to respond to individual children, this will be sought through our area SENCO. This will provide staff with extra knowledge of Special Educational Needs and Disabilities, and may be done within the setting or externally.

#### Links With Support Services and Other Agencies

The setting based SENCO receives advice and support through the Early Years Development and Childcare Partnership from an area SENCO. We will endeavour to seek extra support for your child where needed, which may include Pre-School Learning Alliance, Children's Centre Staff or other similar agencies, with parental permission.

The SEN Parent/Carer Partnership Service is an independent service that provides neutral information on all SEN Procedures as set out within SEN Legislation and the Code of Practice. Telephone Number: 0121 303 5004 or e-mail [SENParentPartnership@birmingham.gov.uk](mailto:SENParentPartnership@birmingham.gov.uk)

#### Monitoring and Reviewing the Policy

The policy will be reviewed in response to changes in legislation and changes within the setting. The SENCO will review the policy annually and be responsible for making sure the policy is being carried out within the setting. Written by Claire Shergold – SENCO

#### Bright Eyes Nursery Outings Policy

##### Statement

On some occasions Bright Eyes Nursery will take children on outings, such as to the library, to the shops or to the post box. To do this safely, Bright Eyes Nursery's Outings Policy will be put into place for each individual outing.

##### Policy

- A full risk assessment will be carried out, and adult:child ratios will be assessed. If the nature of the outing deems necessary, extra staff will be used.
- Written parental consent will be obtained before the children take part in outings.
- A mobile telephone will be taken, along with contact numbers for the parents of the children on the outing.
- If transport is needed it will be with a reputable company and will have appropriate seat belts/car seats. Insurance details will be sought beforehand. No child will be moved from their seat while the vehicle is moving.
- Children will be supervised at all times.