

*Daisy Nursery Ltd*



*Policies and  
Procedures*

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# Introduction

## What are Policies and Procedures?

A **policy** is a collectively agreed statement of beliefs. It is a course of action recommended or adopted by an organisation. Policies inform procedures.

A **procedure** is a way of doing something; a written method or course of action to be taken in particular circumstances.

At Daisy Nursery Ltd our policies and procedures reinforce decisions made every day and reflect our Daisy Vision.

The Daisy Vision is based on three key statements: **Nurturing Educators and Innovative Leaders create Ambitious and Curious Learners.**

This is underpinned by four principles: We teach a **Boundless and Diverse Curriculum**, built on **Heritage and Traditional Values**, in our **Unique and Inspirational Environments**, using our **Purposeful, Powerful Pedagogy**.

The policies and procedures communicate our values, boundaries and demonstrate how the company meets legal requirements.

Alongside this document is our Employee Handbook which complies with all employment law legislation and is uniquely designed for our company and is issued to every member of our team upon joining the Daisy Nursery family.

## 1. Partnership with Parents/Carers

### 1.1 Partnership with Parents/Carers

Our team is committed to working in partnership with parents/carers to achieve a consistent and complimenting balance of home and nursery life for each individual child in our care.

Daisy Nursery aims to achieve this by having complete transparency in all policies and procedures, encouraging an open door atmosphere, and sharing as much information as possible to build and maintain strong relationships.

Our Company encourages all feedback and will try wherever possible to accommodate the individual needs and requirements of every child attending a Daisy Nursery setting.

### 1.2 Settling In

At Daisy Nursery we believe that all children are unique and understandably the time it takes to adjust to life at nursery can vary. In order to help with this transition and support your child in becoming familiar with the nursery environment we offer two "settling in" sessions, each two hours long which can be pre-booked free of charge.

In these sessions you and your child will be introduced to your key person, who will go through your child's routine, answer any questions you have, and act in the weeks to come as the first point of contact and friendly face at nursery for both you and your child.

## 1.3 Arrivals, Departures and Uncollected Children

Daisy Nursery will give a warm and friendly welcome to each child on arrival and ensure that they depart safely at the end of each session. To aid with this, each child will be signed in by a member of staff upon arrival and signed out by their parent/carer when departing. The staff will only release children into the care of individuals named by the parent/carer on their child's application form, or in exceptional circumstances and with prior notification from the parent/carer, children may be released to an adult who is able to produce identification and give the pre-arranged password found on the application form. Children will not be permitted to leave the premises unsupervised.

If for some reason your child is not collected at the end of the session, the following procedure will apply:

- If no contact has been made by the parent/carer, the manager will call the parent/carer and any other contact numbers stated on the nursery application form in order to ascertain the cause of the delay, and how long it is likely to last.
- If no contact can be made, a message will be left on any answer machine requesting a prompt reply.
- Whilst waiting to be collected the child will be supervised by at least two members of staff.
- If, after repeated attempts, no contact has been made with a parent/carer, and a further period of 30 minutes has elapsed, the manager will call the local children's services for advice (0300 555 1384 office hours/0300 555 1373 out of hours) and will log the attempted calls as an incident.
- In the event of children's services being called and responsibility for the child being passed to them, the manager will attempt to leave a further message with the parent/carer. Furthermore, a note will be left on the door of the premises informing the parent/carer of what has happened and how to contact the local children's services department.
- The manager will inform Ofsted as soon as convenient.
- Under no circumstances will the child be taken to the home of a member of staff, or away from the premises unless absolutely necessary.
- Late charges may be applicable and are outlined in the *Admissions and Fees* policy.

## 1.4 Admissions and Fees

To apply for a place at a Daisy Nursery you will need to complete an application form and return it with a £100 administration charge. Administration charges will be given as a discount on the first full month of attendance. Administration charges should be paid by cheque made payable to Daisy Nursery Ltd. The application form must be signed by the people legally responsible for care of the named child. Upon receipt of the completed application form and administration charge, the admissions office will contact you via email to confirm that the place you have requested is either available or not. If the place you have requested is not available, your £100 administration charge will be refunded. We operate a waiting list for those whose requested sessions we were not able to approve. If you would like your child to be added to the waiting list, please reply to the admissions email. Please note we operate a minimum three session policy per week (this excludes breakfast and lunch).

Prior to your child's start date, you will be contacted by a manager to arrange any "settling in" sessions as outlined in our *Settling In* policy.

One month's notice in writing, or payment in lieu of notice, is required if you wish to withdraw your child from the nursery or change your booked sessions. We will try to accommodate such changes where possible, however this cannot be guaranteed. There may be occasions where a change in sessions may not be available and it will be necessary to keep the same session pattern; establish a new session pattern which Daisy Nursery can accommodate; or withdraw your child from the nursery. Your preferences can be stored on a waiting list if you choose and if so, you will be contacted when these sessions become available. Please note due to the variance in term dates you will still need to inform the nursery in writing one month before your child is due to leave us to attend school.

The level of fees will be set by the Company and reviewed periodically taking into account the Company's financial position, its future strategic plans and any other broader economic or social considerations deemed relevant. Please note we operate an inclusive policy at Daisy Nursery Ltd and parents/carers agree to all aspects of the nursery fees.

All Daisy Nurseries close at 6pm on the last working day before Christmas and re-open at 7.30am on the first working day in January, during which time no fees are payable.

All Daisy Nurseries will be closed during the following Bank Holidays, during which time no fees are payable.

Good Friday  
Easter Monday  
The first Monday in May  
The last Monday in May  
The Monday in August  
Christmas Day  
Boxing Day  
New Year's Day

All Daisy Nurseries will be closed during any additional Bank Holidays during which time normal fees will remain payable.

Payment of fees should be cleared into the Company's bank account by 7.30am on the date set on the invoice, prior to the start of the month in question. Fees can be paid by BACs transfer using our account details which are available on the bottom of your invoice or using childcare vouchers or Tax Free Childcare. If paying by childcare voucher or Tax Free Childcare, please ensure there is sufficient time for funds to clear by the date set on the invoice.

If your fees are not paid on time the Company will contact the parent/carer and inform them that full payment has not been received, if full payment is still not received within the next 2 working days, then a late payment fee of £10 will be applied to the following month's invoice. Continued late payment will result in your child's place being forfeit.

Parents/Carers are strongly advised to arrange an appointment with the Management at the earliest opportunity if for any reason they are likely to have difficulty in making a payment on time.

In accordance with our *Arrivals, Departures and Uncollected Children* policy, incidences of late collection are recorded in your child's file, any late collection may result in the imposition of a fine and possibly the loss of your child's place at Daisy Nursery. Late charges are currently set at £10 for the first fifteen minutes or part thereof, and £1 per minute after this time until your child has been collected.

## 1.5 Absences

As part of our requirements under the statutory framework and guidance documents, we are required to monitor children's attendance patterns to ensure they are consistent and no cause for concern. Please inform the nursery if your child is due to be absent for a holiday, an appointment or if your child will not be attending their session due to illness. If a child has not arrived at nursery within one hour of their normal arrival time, parents/carers will be called to ensure the child is safe and healthy. If the parents/carers are not contactable, then the further emergency contact will be used to ensure all parties are safe. Daisy Nursery reserves the right for full payment during any absences.

## 1.6 Documentation

Daisy Nursery understands that it holds sensitive/confidential information about children and their families and complies fully with all regulatory record keeping obligations including regulations from Hampshire County Council, Ofsted and the

General Data Protection Regulation 2016. We have never, and will never, sell your data or use it for direct marketing purposes. Our Privacy Notice in section 5 works in conjunction with this policy.

All staff are aware that any information they receive at a Daisy Nursery is to be treated as sensitive and confidential. Records and information will be made available to parents/carers by written request unless subject to an exemption.

Daisy Nursery holds no responsibility for ensuring that all information on your child's application form is up to date, it is the parents/carers responsibility to keep us informed in writing of any changes.

## 1.7 Employment of Staff

If you directly or indirectly employ a member of nursery staff within 12 months of their employment with us or permit such person to provide any childcare services to your child except those provided by us, you agree to pay us 20% of that staff member's current gross annual salary or the gross annual salary at the time they left our employment. This figure represents the cost to us of recruiting a suitable replacement member of staff.

We do not permit nursery staff to babysit for you as this is a breach of their contract and will result in them receiving disciplinary action. The nursery can recommend several local babysitting agencies if it is required.

## 1.8 Social Media

In order to ensure professional boundaries, our parents should not send personal invitations to be friends with staff members or other professionals associated with a Daisy Nursery, unless they knew them in a personal capacity prior to using a Daisy Nursery.

We request that when using social media our parents/carers are responsible and respectful in their judgement when posting comments relating to the nursery.

## 1.9 Complaints

Daisy Nursery is committed to providing a high quality service but accepts that sometimes things do not always go to plan. In such circumstances we want to know so that we can put them right and learn from our mistakes. Where any concern or complaint relates to child protection, we follow our *Safeguarding* policy.

If informal discussions of a complaint or problem have not produced a satisfactory resolution to the situation, parents/carers should put their complaint in writing to their manager. The manager will acknowledge receipt of the complaint, fully investigate and reply in writing within 10 working days. Any parent/carer can at any time request an appointment with their manager to discuss their complaint in person.

If the parents/carers remain dissatisfied with the outcome of the response, the complaint can be escalated to the office of the registered person who shall acknowledge receipt of the complaint, fully investigate and respond within 10 working days.

Managers keep a record of complaints, including the name of the complainant, the nature of the complaint, any actions taken and any information given to the complainant including a dated response.

Any parent/carer can at any time submit a complaint to Ofsted. Ofsted can be contacted either by telephone on: 0300 123 1231 or alternatively by post at: Piccadilly Gate, Store Street, Manchester M1 2WD or email: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk).

## 2. Safeguarding and Child Protection

### 2.1 Safeguarding Children

Daisy Nursery is committed to protecting all children in our care from harm. As required by the EYFS, our Safeguarding policy is in line with the guidance and procedures of our relevant local authority, Hampshire. Additionally, our Safeguarding policy relates to the legal framework and definition of safeguarding outlined within:

- 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 2018
- Data Protection Act 2018
- What to do if you're worried a child is being abused 2015
- Counter-Terrorism and Security Act 2015.

Safeguarding and promoting the welfare of children, in relation to this policy is defined as:

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

Our prime responsibility is the welfare and well-being of each child in our care. As such we believe we have a duty to the children, parents/carers and staff to act quickly and responsibly in any instance that may come to our attention. This includes sharing information with any relevant agencies such as local authority services for children's social care, Ofsted, health professionals or the police. All staff have a responsibility to report safeguarding concerns and suspicions of abuse and will work with other agencies in the best interest of the child, including as part of a multi-agency team, where needed.

If you think a **child is at immediate risk of significant harm** telephone Children's Social Care (**Hants Direct**: 0300 555 1384) and/or the **Police**: 101 (999 if an emergency) immediately.

Concerns regarding a **child** are reported to the Designated Lead in Safeguarding (DSL) which is the manager in the setting who will then ensure that the correct procedures are followed, and the senior managers and directors are informed.

The manager will make a referral through the inter-agency referral form online and retain a copy for nursery records either by printing the form before submitting or printing the email confirmation.

[https://forms.hants.gov.uk/en/AchieveForms/?form\\_uri=sandbox-publish://AF-Process-7e6115a7-b0ba-484d-991f-084c1248ac72/AF-Stage-52cf8e73-0daf-47d4-bb55-0fdad856d3e6/definition.json&redirectlink=/en&cancelRedirectLink=/en](https://forms.hants.gov.uk/en/AchieveForms/?form_uri=sandbox-publish://AF-Process-7e6115a7-b0ba-484d-991f-084c1248ac72/AF-Stage-52cf8e73-0daf-47d4-bb55-0fdad856d3e6/definition.json&redirectlink=/en&cancelRedirectLink=/en)

All immediate safeguarding concerns are called through to 01329 225379. The offices operate between 9am-5pm with an automated out of hours redirection number. Children's Services can also be contacted 8.30am to 5pm Monday to Thursday, 8.30am to 4.30pm Friday on 0300 555 1384. Out of hours contact is 0300 555 137. An inter-agency referral form will be completed after the call.

Concerns regarding a member of **staff** are reported to the Designated Lead in Safeguarding (DSL) which is the manager in the setting who will then contact the LADO either by telephone on 01962 876364 or by email [child.protection@hants.gov.uk](mailto:child.protection@hants.gov.uk) depending on the nature of the concern. If you have concerns about an adult you should contact Hampshire Adult Services on 0300 555 1386 during office hours 8.30am to 5pm Monday to Thursday, 8.30am to 4.30pm on Friday. A LADO Notification form will be completed after the call.

Records of safeguarding concerns and outcomes are securely stored in the nursery Safeguarding folder.

Parents/carers and staff may prefer to express concerns remotely by whistleblowing and have the right to contact any of the regulatory bodies at any time. These include the LADO, MASH and Ofsted.

Our staff are able to respond appropriately to any:

- Failure to thrive and meet developmental milestones
- Fearful or withdrawn tendencies
- Unexplained injuries to a child or conflicting reports from parents or staff
- Repeated injuries
- Unaddressed illnesses or injuries
- Significant changes to behaviour patterns

Including softer signs of abuse as defined by National Institute for Health and Care Excellence (NICE):

- Low self-esteem
- Wetting and soiling
- Recurrent nightmares
- Aggressive behaviour
- Withdrawing communication
- Habitual body rocking
- Indiscriminate contact or affection seeking
- Over-friendliness towards strangers
- Excessive clinginess
- Persistently seeking attention

Daisy Nursery is committed to embedding Safeguarding awareness into everyday practice. The Designated Safeguarding Lead will receive comprehensive training at least every two years and update their knowledge on an ongoing basis, but at least once a year. All other team members will complete annual on-line and in-house training to ensure they are familiar with and understand the complex issues surrounding:

- Peer on peer abuse
- Physical abuse
- Female genital mutilation
- Breast ironing
- Fabricated illness
- Sexual abuse
- Child sexual exploitation (CSE)
- Emotional abuse
- Neglect
- Domestic abuse/Honour based violence/Forced marriages
- The toxic trio
- Abuse linked to faith or belief
- County lines



## 2.2 The Prevent Duty

Under the Counter-Terrorism and Security Act 2015 we have a duty to refer any concerns of extremism to the police (In Prevent priority areas the local authority will have a Prevent lead who can also provide support). Daisy Nursery commit to training all staff annually on The Prevent Duty with on-line and in-house training.

The NSPCC states that signs of radicalisation may be:

- isolating themselves from family and friends
- talking as if from a scripted speech
- unwillingness or inability to discuss their views
- a sudden disrespectful attitude towards others
- increased levels of anger
- increased secretiveness, especially around internet use

Daisy Nursery commits to keeping children safe and promoting their welfare with due regard to preventing people being drawn into terrorism. We understand the need for 'British Values' to help everyone live in safe and welcoming communities where they feel they belong. These British Values are defined as: democracy; the rule of law; individual liberty and mutual respect; tolerance of those with other faiths and beliefs.

These provide universal aspirations for equality and are fundamental in helping all children become compassionate, considerate adults who form part of a fair and equal society. Daisy Nursery shares these values and they are understood and applied by all staff and where appropriate, parents/carers.

<https://www.gov.uk/government/publications/protecting-children-from-radicalisation-the-prevent-duty>

## 2.3 Safer Recruitment

At Daisy Nursery we are diligent in our robust recruitment procedures aiming to ensure all people working with children are suitable to do so.

We abide by all legal requirements relating to safer recruitment set out in the Statutory Framework for the Early Years Foundation Stage (EYFS) and accompanying regulations. We also follow any requirements or guidance given by the Disclosure and Barring Service (DBS) in relation to carrying out checks; and abide by the employer's responsibilities relating to informing the DBS of any changes to the suitability of their staff, whether this member of staff has left the nursery or is still under investigation. The full and comprehensive Safer Recruitment policy is detailed in our Employee Handbook.

## 2.4 Safe, Intimate and Respectful Care

At Daisy Nursery we believe that all children need to feel safe, secure and happy. This involves staff being responsive to children's needs whilst maintaining professionalism. This includes giving children cuddles, changing nappies or clothes, meeting children's basic needs, giving first aid treatment and specialist medical support, where required.

In order to maintain the child's privacy, we will carry out the majority of these actions on a one-to-one basis, wherever possible, by the child's key person with the exception of first aid treatment which must be carried out by a qualified first aider.

## 2.5 Well-Being in the Nursery

At Daisy Nursery we ensure that all children, families, staff and visitors are welcomed, and we are an inclusive setting. 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 in regards to their physical health.

Personal hygiene is supported in children of all ages, explaining the reasons for hand washing and other routines, including the importance of oral health. 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 wellbeing.

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

Children's mental and emotional well-being is supported. We provide activities in which children are able to recognise and express their emotions, including emotional literacy. This enables us to provide support for children who may be experiencing big emotions they can't 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 are able to 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.

## 2.6 Photography, Mobile Phone/Electronic Devices and Online Safety

Each Daisy Nursery has cameras/tablets on the premises that allow staff to photograph and record particular activities the children are engaged in for evidence to build into their individual learning journeys and reference to their developmental stage. The photographs are printed in the nursery using the nursery computer and printer and selected photographs are uploaded to the secure password protected online learning journeys.

Only a term's worth of photographs will be stored on the office computer at any one time and all staff mobile phones, electronic devices (smartwatches etc.) are stored in staff lockers/locked drawers.

All nursery tablets/cameras are locked securely at the end of the day. All nursery devices (tablets, laptops, desktop computers) are password protected and where appropriate, content blockers and filters are applied.

All parents/carers are required to complete an Application form before their child starts at Daisy Nursery. There is a place on this form to "opt out" of your child being photographed should you prefer us not to use this method of recording.

Parents/Carers and other visitors to the nursery are requested not to use their mobile phones, mobile devices, smartwatches, cameras or tablets whilst they are visiting the nursery.

## 2.7 Inclusion, Equality, Diversity and SEND Code of Practice

Daisy Nursery is committed to taking positive and proactive steps to ensure that we are equally accessible to all. Daisy Nursery endeavours to promote understanding, respect and awareness of diversity when planning and implementing each nursery's programme of events. Daisy Nursery encourages children to celebrate and express their cultural and religious

identity by providing a wide range of appropriate resources and activities. Daisy Nursery welcomes children and their parents/carers from all aspects of the wider community and commits to working closely with both the parents/carers and any relevant agencies to ensure that every child's individual needs are met.

The staff at Daisy Nursery are encouraged and supported to display and promote tolerant and respectful behaviour, language and attitudes and challenge any discriminatory practices.

Appropriate action will be taken wherever discriminatory behaviour, language or attitudes become apparent. Our staff are subject to disciplinary procedures as outlined in our Employee Handbook, whereas this behaviour from any child requires the manager to follow the *Behavioural Management* policy.

Daisy Nursery is aware that some children have special education needs and/or physical disabilities (SEND) which require particular support and assistance. We are committed to taking appropriate action to make sure that all children attending the setting are able to access our services, made to feel welcome, and that our activities promote their welfare and development. We are committed to the integration of all children in our care. Wherever possible, children with special educational needs and/or physical disabilities will have access to the same facilities, activities and play opportunities as their peers.

The *Inclusion, Equality, Diversity and SEND Code of Practice* policy is consistent with current legislation and guidance. This includes the SEND Code of Practice (2015), Special Educational Needs and Disability and Discrimination Act 2014; Keeping children safe in education 2018 and Data Protection Act 2018.

The manager has the responsibility to appoint a member of staff as the Special Educational Needs Co-ordinator (SENCo); this is usually the manager themselves. This information is displayed on the parent's notice board in reception. The SENCo is responsible for co-ordinating with parents/carers, the area manager, relevant support agencies and the team at nursery to ensure that the special educational needs for each child are fully met.

Inclusive practice is a vital part of our nursery life and is routinely reviewed and assessed by all the staff in their everyday activities when new children join the setting and with the help of ongoing training. The area manager, acting as Area SENCo, attends regular meetings in the local early year's community to share best practices and bring back ideas to our setting. Daisy Nursery uses self-evaluation to assist in reflecting, monitoring and improving the effectiveness of inclusive practices.

## 2.8 Lone Working

At Daisy Nursery our team members will not be alone in the building at any time. On occasion a member of staff may work independently in a room, for example when changing a nappy, comforting a child that may be unwell in a quiet area, supporting children in toilet area if they have had an accident, carrying out cleaning duties or maintenance. During these tasks, doors are left open and other staff are within earshot, sight, or both.

# 3. Promoting Positive Behaviour

## 3.1 Behavioural Management

Daisy Nursery recognises the importance of positive and effective behaviour management strategies in promoting children's welfare, learning and enjoyment.

Daisy Nursery and its staff will manage behaviour according to clear, consistent and positive strategies. When appropriate, we use Antecedents, Behaviour, Consequences, Communication (ABCC) charts provided by Hampshire County Council.

Behaviour management at Daisy Nursery will be structured around the following principles:

- Positive behaviour will be reinforced with praise and encouragement.
- Negative behaviour will be challenged in a calm but assertive manner, redirecting children's energies by offering them alternative and positive options.
- When dealing with negative behaviour, staff will always communicate in a clear, calm and positive manner.
- Staff will make an effort to set a positive example to children by behaving in a friendly and tolerant manner themselves, promoting an atmosphere where children and adults respect and value one another.
- Staff will work as a team by discussing incidents and resolving to act collectively and consistently.
- Staff will encourage and facilitate mediation between children to try to resolve conflicts by discussion and negotiation.

When an incidence of negative behaviour occurs, staff will listen to the child or children concerned and hear their reasons for their actions. Staff will then explain to the child or children what was negative about their behaviour and that such actions have consequences for both themselves and other people.

Staff will make every attempt to ensure that children understand what is being said to them. Children will always be given the opportunity to make amends for their behaviour and, unless it is judged inappropriate, be able to rejoin the activity. Staff use their professional judgement to record significant negative behaviour on an Incident form.

In the event that unacceptable behaviour persists, the manager may deem it necessary to involve the parents/carers or more serious actions may have to be taken, in accordance with the *Suspensions and Exclusions* policy.

Staff will use physical interventions only as a last resort and only then if they have reasonable grounds for believing that immediate action is necessary to prevent a child from significantly injuring themselves or others or to prevent serious damage to property.

## 3.2 Bullying

Daisy Nursery is committed to providing an environment for all children that is safe, welcoming and free from bullying. Such behaviour will not be tolerated or excused under any circumstances. Daisy Nursery defines bullying as repeated harassment of others through emotional abuse, physical abuse, verbal abuse and/or psychological abuse.

The manager and the staff will make every effort to create a tolerant and caring environment, where bullying behaviour is not accepted. All instances of bullying will be addressed thoroughly and sensitively, children will be encouraged to immediately report instances of bullying that they witness. Staff have a duty to inform the manager if they witness an instance of bullying involving a child or an adult. The individual who has been the victim of bullying will be helped and supported by the staff team, where they will be kept under close supervision and staff will check on their welfare regularly. In most cases, bullying behaviour can be addressed according to the strategies set out in the *Behavioural Management* policy.

### 3.3 Suspensions and Exclusions

*Daisy Nursery reserves the right to temporarily suspend or permanently exclude any child in the event of absolutely unacceptable or persistent and irresolvable negative behaviour.*

*Daisy Nursery also reserves the right to temporarily suspend or permanently exclude any child in the event of their parent/carer behaving unacceptably as we will not tolerate any physical or verbal abuse towards staff or children.*

## 4. Health and Safety

### 4.1 Health and Safety

At Daisy Nursery 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 and the Health and Safety Executive.

Daisy Nursery commits to:

- Providing adequate control of the health and safety risks arising from our environment
- Consulting with our staff on matters effecting the health and safety of them and the children in their care
- Providing and maintaining safe equipment
- Ensuring the safe handling and use of substances  
Ensuring all employees are competent to perform their tasks safely
- Preventing accidents where possible
- Providing annual Health and Safety training through on-line and in-house courses

The manager is Health and Safety Officer (HSO) and therefore responsible for the day to day organisation and monitoring of the *Health and Safety* policy. The manager is required to report any matter of concern regarding health and safety to the Company. The HSO is responsible for assisting the Company in the organisation and implementation of all health and safety policies.

### 4.2 Site Security and Missing Children

Daisy Nursery commits to making the premises, both indoors and outdoors, safe and secure. Children will not be permitted to leave the premises unsupervised.

All visitors to the nursery must sign in on arrival and give the reason for their visit. Visitors to the setting will not be left unsupervised with children at any time.

Staff have a duty to approach any visitor on the premises who has not signed in the visitor's book. They introduce themselves and establish immediately who the visitor is and the reason for being on the premises. If the visitor has no suitable reason to be on the premises, they will be asked to leave immediately and escorted from the premises. If the visitor repeatedly refuses to leave, the police will be phoned immediately.

Even when all site security precautions are properly observed, emergencies can still happen. Therefore our members of staff undertake periodic headcounts throughout the day. If for any reason a member of staff cannot account for a child's whereabouts during a session the following procedure will apply:

- The Management of the nursery will be informed and will organise a thorough search of the entire premises
- The Management will nominate two members of staff to search the area surrounding the premises
- All staff will be extra vigilant to any potentially suspicious behaviour or persons in and around the premises
- If, after 15 minutes of thorough searching the child is still missing, the manager will contact the police and then the child's parent/carer
- Whilst waiting for the police and the parent/carer to arrive, searches for the child will continue

- The manager will co-ordinate any actions instructed by the police
- Once the incident has been resolved the manager and staff will review relevant policies and procedures and implement any necessary changes
- Any instance of a child going missing from the premises will be recorded on an Incident form
- In cases where the police have been informed, Ofsted will also be informed as soon as is practicable
- During any period in which a child is missing, members of staff will try to maintain as normal a routine as possible for the rest of the children

### 4.3 Outings

At Daisy Nursery we offer children a range of local outing including walks and visits off the premises. Before each individual outing the manager will complete the Pedestrian Outing Risk Assessment form and take the designated nursery phone.

### 4.4 Emergency Evacuation

Daisy Nursery understands the importance of having a clear, concise and well practised emergency evacuation plan. Daisy Nursery has notices outlining the emergency evacuation plan located on both the visitor and staff notice boards, stored in the Health and Safety folder at each setting and given to all new employees. Fire exits are clearly marked, are not obstructed at any time, and are easily opened from the inside.

Fire fighting equipment is regularly tested in accordance with manufacturer's guidance.

The manager is responsible for arranging emergency evacuation drills. These drills will take place regularly and staff will be informed of when they will occur. Periodically, the manager will hold an emergency evacuation drill without prior warning. All emergency evacuation drills and equipment checks will be recorded in the Health and Safety folder.

There may be times when the nursery will need to be closed in an emergency. In these exceptional circumstances, the staff of Daisy Nursery will take all steps to ensure that the children are kept safe. Such emergencies may include but are not limited to; severe weather conditions; burst water pipes; power failure; loss of heating; structural damage; fire/bomb threat; serious accident or illness.

If the nursery needs to be closed during opening hours due to any emergency, all staff and children will assemble at a prearranged point where a register will be taken. The manager will then proceed to contact all parents/carers to arrange collection of their child and will take the necessary action in relation to the cause of the closure. All children will be supervised until they are safely collected.

Due to the nature of these extreme circumstances that are beyond our control, fees remain payable in full.

In the event of adverse weather conditions/unforeseen circumstances a risk assessment will be carried out and reduced services may be offered. If the setting is unable to open, then please refer to the procedures outlined above.

In the event of snow or frost the nursery affected may use grit and/or salt to reduce the risk of vehicles skidding and pedestrians falling in the car park. The use of the car park in these conditions is solely at the risk of the pedestrian/owner/driver of the vehicle. Daisy Nursery cannot take responsibility for any incidents/accidents which may occur.

## 4.5 Risk Assessment

The Daisy Nursery risk assessment procedures are part of a continuous process to prevent any dangerous incident occurring. Risk assessments are the responsibility of all staff as part of their daily duties. The estates manager is responsible for making sure the risk assessments are completed and effectively monitored. Reviews are conducted annually or when there is any change to equipment or resources, any changes to the premises, or when particular needs are identified.

There are several types of risk assessment carried out at Daisy Nursery.

1. A daily site inspection of both the equipment and premises will be carried out every morning by a designated member of staff on arrival before any children are accepted into the nursery.
2. Specific risk assessments are carried out at any time of the year by a competent member of staff. They are specific to one particular activity or piece of equipment.
3. Each nursery's workplace risk assessment is a systematic process that involves identifying, analysing and controlling hazards and risks. It is compiled by the suitably qualified estates manager to determine which measures are, or should be, in place to eliminate or control the risk in the workplace in any potential situation.
4. Each nursery's fire risk assessment is a careful look at our premises and the people who use them, from a fire prevention perspective.
5. COSHH risk assessments concentrates on the hazards and risks from hazardous substances such as cleaning products in our workplace.

In addition to these scheduled risk assessments, staff are encouraged to be continuously vigilant to new hazards or risks in their everyday environment.

## 4.6 Critical Incident

Daisy Nursery understands that we need to plan for all eventualities to ensure the health, safety and welfare of all the children in our care at all times but especially with regards to a critical incident. A critical incident may be defined as any event which threatens severely to disrupt, in whole or in part, the functioning of the nursery and would normally have the following features: there are substantial threats to the safety of individuals or the fabric of the nursery; and the incident is likely to lead to the suspension of normal operations and it follows that a critical incident is likely to require the calling out of the emergency services.

All incidents will be managed by the manager on duty (in consultation with the head office team or directors, as appropriate) and all staff will co-operate with any emergency services on the scene. An incident that requires evacuation will follow the emergency fire evacuation plan. All other incidents will be dealt with on an individual basis taking into account the effect on the safety, health and welfare of the children and staff in the nursery.

Due to the nature of these extreme circumstances that are beyond our control, fees remain payable in full.

## 4.7 Lockdown Procedure

Daisy Nursery will undertake a sensible and proportionate response to any external incident which has the potential to pose a threat to the safety of children and adults in the setting in order to keep them safe while remaining indoors. Lockdown procedures may be activated in response to any number of situations and the manager will inform senior management of the lockdown and the required response after evaluating the situation. A register and headcount will be completed at the beginning and end of a Lockdown and parents will be informed.

Due to the nature of these extreme circumstances that are beyond our control, fees remain payable in full.



## 4.8 Premises

Daisy Nursery's premises comply fully with Ofsted's regulations. For more details please visit [www.ofsted.gov.uk](http://www.ofsted.gov.uk). There is no smoking or vaping on the premises of Daisy Nursery.

Daisy Nursery car parks are provided for parents/carers while dropping off or collecting their children. Daisy Nursery takes no responsibility for cars parked in the car parks.

## 4.9 Equipment

All staff at Daisy Nursery are responsible for maintaining and keeping in good repair all furniture, toys and equipment. All electrical toys and equipment are subject to portable appliance testing on an annual basis. All equipment and resources will be selected with care, and risk assessments are carried out in accordance with the *Risk Assessment* policy.

The manager and all staff are responsible for ensuring that the toys, equipment and resources of Daisy Nursery are safe, clean and suitable for their purpose.

The nursery staff are responsible for ensuring that all children wear the appropriate clothing where provided. In order to help us identify clothes we request that you label or mark all garments particularly footwear and accessories such as hats. No child will be excluded from participating in any activity due to not having appropriate clothing unless this has been explicitly instructed by a parent/carer.

Daisy Nursery carries a wide range of toys and equipment and unless we specifically request otherwise your child should not bring any of their own toys to nursery. If they do bring toys with them, we accept no responsibility for any loss or damage to those toys.

## 4.10 Food and Drink

All food and drink provided by Daisy Nursery complies with our brand ethos and is healthy and nutritious as part of a balanced diet. Children's dietary and cultural needs are catered for and kept on record in each child's personal file. This information is communicated to all members of staff.

The members of staff that work in the kitchen on a regular basis are qualified to do so and Daisy Nursery is registered with our local authority Environmental Health Department.

## 4.11 Medicine

The staff of Daisy Nursery will administer prescription medicine providing the parent/carer has completed and signed an Administering Medication form and the medical practitioner has included signed instructions including potential side effects. Any medication administered will be witnessed by two members of staff, one of whom will hold a current paediatric first aid certificate. All medicines are stored in accordance with product instructions and always in their original container either in the office or in the refrigerator.

All Administering Medication forms are kept by Daisy Nursery and require the parent/carer to countersign the dosage given at the child's collection. These forms are retained in the individual child's personal file and are treated as confidential and sensitive information.

If your child requires regular prescription medicine, an Administering Medication form can be completed to cover the medicine for a 3 month period and renewed after this period of time. If however there are any changes in the type of

medication, whether regarding dosage or other information on the Administering Medication form, a new form must be completed immediately.

Medicines will not usually be administered unless they have been prescribed in writing for your child by a doctor, dentist, nurse or pharmacist. Non-prescription Calpol may be administered for fever reducing purposes, provided the relevant permission section has been completed on the application form. Verbal consent will be obtained from parent/carer prior to administering Calpol. No children will be given medication containing aspirin unless it has been prescribed.

Teething granules or gels can be provided by parents and will be administered for the symptomatic relief of teething pain and the symptoms associated with teething.

Children must arrive at nursery with sun protection lotion applied, and clothing worn should be appropriate for high temperatures.

For children with a chronic illness, parents/carers will complete a Health Care plan and share information from their medical team to support this diagnosis.

## 4.12 Allergies and Intolerances

At Daisy Nursery we ensure that information shared by parents/carers on their child's application form regarding any allergies or intolerances is followed up with a Health Care plan and information from their medical team to support this diagnosis. All diagnosis must be supported with confirmation from the child's GP or Consultant.

## 4.13 Illness and Injury

Daisy Nursery commits to ensuring that there is at least one member of staff who holds a current paediatric first aid certificate on the premises at all times when children are present. Daisy Nursery also commits to ensuring there is at least one member of staff who holds a current paediatric first aid certificate on all outings.

There are multiple first aid boxes on the premises of Daisy Nursery. There is also a first aid kit stored in the "grab bag" for use in emergency evacuations and outings. The contents of the first aid boxes are checked regularly by the manager and all content is appropriate to meet the needs of the children.

All accidents and/or first aid treatment are recorded on one of two Accident forms, one specifically designed for children and another designed for staff and visitors. These forms are stored in the office. All parents/carers are informed of any accident or injury sustained by their child whilst in the care of Daisy Nursery on collection and are also required to sign the Accident form.

Daisy Nursery will inform Ofsted, RIDDOR and any relevant local agencies of any serious accident or injury of any child whilst in our care and will act on any advice given. Daisy Nursery works in conjunction with the Public Health England (PHE) guidelines to ensure that the prevention of infections and illnesses is a top priority. In accordance with these guidelines parents/carers will be notified immediately if their child becomes ill and needs to go home. Parents/Carers will always be contacted if their child has a temperature of 38 degrees Celsius or above.

Coughs and colds do not usually require a child to be excluded from nursery but this depends on the severity of the illness and if the child is able to cope with the nursery routine.

The table below outlines the Public Health England's (PHE) guidelines on exclusion periods from nursery and is followed strictly by Daisy Nursery. For more information please contact our local PHE unit on 0345 504 8668. Daisy Nursery will inform the PHE, Ofsted and any other relevant agencies if we believe that any child is suffering from a notifiable disease identified as such in the Public Health (Infectious Diseases) Regulations 1988.

	<i>Period of Exclusion from Nursery</i>
<i>Rashes and skin infections</i>	
<i>Chickenpox</i>	<i>Five days from the onset of rash and all blisters have crusted over</i>
<i>German measles (rubella)</i>	<i>Five days from onset of rash</i>
<i>Hand, foot and mouth</i>	<i>None</i>
<i>Measles</i>	<i>Four days from onset of rash</i>
<i>Ringworm</i>	<i>None</i>
<i>Slapped cheek</i>	<i>None (once rash has developed)</i>
<i>Diarrhoea and vomiting illness</i>	
<i>Diarrhoea and/or vomiting</i>	<i>48 hours from last episode</i>
<i>Respiratory infections</i>	
<i>'Flu (influenza)</i>	<i>Until recovered</i>
<i>Whooping cough</i>	<i>Two days from commencing antibiotic treatment</i>
<i>Other infections</i>	
<i>Conjunctivitis</i>	<i>None</i>
<i>Glandular fever</i>	<i>None</i>
<i>Head lice</i>	<i>None (once treated)</i>
<i>Meningitis</i>	<i>Until recovered</i>
<i>Mumps</i>	<i>Exclude child for five days after onset</i>
<i>Tonsillitis</i>	<i>None</i>

*This table is not exhaustive and there is more information at [www.gov.uk/health-protection](http://www.gov.uk/health-protection) if you are in any doubt.*

*In the event of a serious accident or illness the manager will make the decision to contact the emergency services. If a child requires immediate transfer to hospital, a member of staff will go with the child in the ambulance and act on behalf of the parent/carer until they are able to arrive. As part of the application process every parent/carer is required to complete and sign an Emergency Contact Details form giving Daisy Nursery permission to act immediately in an emergency on their behalf.*

## 5. GDPR Privacy Notice

Daisy Nursery 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 parents/carers and their children.

Data protection principles:

We will comply with data protection law. This says that the personal information we hold about you must be:

1. Used lawfully, fairly and in a transparent way
2. Collected only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes
3. Relevant to the purposes we have told you about and limited only to those purposes
4. Accurate and kept up to date
5. Kept only as long as necessary for the purposes we have told you about
6. Kept securely

The kind of information we hold about you and how it is collected:

Personal data, or personal information, means any information about an individual from which that person can be identified. It does not include data where the identity has been removed (anonymous data). There are "special categories" of more sensitive personal data which require a higher level of protection, such as information about a person's health.

We collect, store and use the information you provide on your child's application form, and any other forms you complete, and information we produce during your child's time at Daisy Nursery. This includes but is not limited to; names; addresses; phone numbers; date of birth; dietary requirements; photographs; children's progress along the EYFS; accidents; incidents; medicine administered; attendance; languages spoken; and emergency contacts.

How we will use information about you:

We will only use your personal information when the law allows us to. Most commonly, we will use your personal information in the following circumstances:

1. Where we need to perform the contract we have entered into with you.
2. Where we need to comply with a legal obligation.
3. Where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests.

We may also use your personal information in the following situations, which are likely to be rare:

1. Where we need to protect your interests (or someone else's interests).
2. Where it is needed in the public interest or for official purposes.

If parents/carers fail to provide personal information:

If parents/carers fail to provide certain information when requested, we may not be able to perform the respective contracts we have entered into with parents/carers or we may be prevented from complying with our respective legal obligations to children and parents/carers. This may impact our ability to provide a nursery service for your family.

Automated decision-making:

Daisy Nursery does not use automated decision making.

Data sharing:

We will share your personal information with third parties where required by law, where it is necessary to administer the working relationship with you or where we have another legitimate interest in doing so.

"Third parties" includes third-party service providers (including contractors and designated agents), local authorities,

regulatory bodies and schools. The following third-party service providers are an example of those who may process personal information about you for the following purposes:

- Local Authorities – for funding and monitoring reasons
- Regulatory bodies – for ensuring compliance and the safety and welfare of the children
- Learning journey providers – to provide a comprehensive overview of children's development and meet our regulatory requirements
- Schools – to provide a successful transition by ensuring information about the child's progress and current level of development and interests are shared

All our third-party service providers are required to take appropriate security measures to protect your personal information in line with our policies. We do not give permission to our third-party service providers to use your personal data for their own purposes. We only permit them to process your personal data for specified purposes and in accordance with our instructions.

Data retention:

We will only retain your personal information for as long as necessary to fulfil the purposes for which we collected it, including for the purposes of satisfying any legal, accounting, or reporting requirements. Details of retention periods for different aspects of your personal information are available from head office.

Rights of access, correction, erasure and restriction:

It is important that the personal information we hold about you is accurate and current. Please keep us informed if your personal information changes during your child's time with us.

Your rights in connection with personal information:

Under certain circumstances, by law you have the right to:

- Request access
- Request correction
- Request erasure
- Object to processing
- Request the restriction of processing

No fee is usually required. We may need to request specific information from you to help us confirm your identity and ensure your right to access the information (or to exercise any of your other rights). This is another appropriate security measure to ensure that personal information is not disclosed to any person who has no right to receive it.

Right to withdraw consent:

In the limited circumstances where you may have provided your consent to the collection, processing and transfer of your personal information for a specific purpose, you have the right to withdraw your consent for that specific processing at any time. To withdraw your consent, please contact our head office. Once we have received notification that you have withdrawn your consent, we will no longer process your information for the purpose or purposes you originally agreed to, unless we have another legitimate basis for doing so in law. This may impact our ability to provide a nursery service for your family.

Breach:

In the case of a personal data breach, without undue delay and where feasible, not later than 72 hours after having become aware of it, we will notify the personal data breach to the supervisory authority, the Information Commissioners Office (ICO) and provide the reason for the breach.

*All policies and procedures are reviewed annually by the Company, however should any policies or procedure need to be changed before the review date information of any changes will be communicated to all parents in writing.*

*Daisy Nursery reserves the right to end this contract if you have breached any of your obligations under these policies. Last review: November 2022. ©Daisy Nursery Ltd*