



Accident Policy

Qualified First Aiders will deal with minor accidents appropriately. If a child appears to need medical advice or attention we shall obtain it immediately, if necessary by taking the child to the hospital, while seeking to contact parents or emergency contact urgently. When a child needs to be taken to hospital an ambulance will be called.

Accident/incident forms are kept by the manager. The person who collects the child will be asked to sign to say they have read the report. If a parent or guardian is concerned about the circumstances of any accident or incident, they should bring their concerns to the attention of the Nursery Manager. The Manager will then carry out an investigation.

Administration of Medicines Policy

No child will be admitted to the nursery if he or she is suffering from a contagious illness. A list of the recommended exclusion periods from the nursery can be seen displayed in the manager's office. If a child is taken ill at the nursery, every effort will be made to contact the nominated people.

We cannot administer medicines and other treatments without signed permission from the parent. Medicines must be marked with the child's name (this includes sunscreen). Prescription medicines must have the chemists label with full details.

As part of the registration process, parents will sign if they wish their child to receive Calpol, when needed. Every effort will be made by the nursery, to contact parents, if this need should arise, before the Calpol is administered.

Any ongoing medicines that need to be administered through the day will be administered by the nursery. Parents will sign a form every day, with instructions as to time and amount. When medicines are administered, this form will be signed, witnessed, and counter signed, and verified by the parent at the end of the session.

Parents of children who require inhalers will be asked to sign a medicines form only once. However, it is the responsibility of the parent to inform the nursery of any changes.



Admissions policy

This policy ensures that all prospective parents understand the allocation of all Wise Owl Private Day Nursery places.

- Wise Owl Private Day Nursery places are allocated on a first come first served basis and subject to availability.
- The nursery manager will endeavor to meet the needs of every prospective parent and child.
- The children-staff ratios will always be adhered to.
- Once your child has been allocated a place there is a registration form which will need to be filled in before your child starts the nursery this form includes all information needed by the nursery including administering Calpol, about the web site and allergies etc. There will also be a standing order form for you to fill in for nursery payments, as well as the Terms & Conditions of the Nursery.
- These forms will need to be filled in and sent back to the nursery as soon as possible before your child's start date to enable your child's records to be put on to file.
- Once your child starts at Wise Owl then a number of activities will take place such as:
 - Name card;
 - Coat Peg;
 - All about me booklet;
 - Owl/Leaf with a picture in;
 - Name on a birthday Chart;
 - Hand and foot print; and
 - First day picture.

Anti-Bullying Policy

At Wise Owl Nursery we understand bullying to be a deliberate, persistent attempt to hurt or humiliate someone. The aggressor acts in the knowledge that what s/he is saying or doing will hurt or frighten someone else, resulting in an imbalance of power, making it hard for the victim to defend himself or herself. One off incidents while always taken seriously and are dealt with as they occur, do not fall within the definition of bullying.

Identifiable types of bullying:

Physical

- Hitting, punching, kicking;



- Pushing, jostling, prodding, spitting; or
- Interference with personal property.

Psychological

- Name calling e.g. 'smelly';
- Reference to body image e.g. 'fatty';
- Threatening e.g. 'I'm going to get you';
- Teasing;
- Excluding; or
- Using body language e.g. threatening looks.

Racial

- Racial taunts;
- Negative stereotyping; or
- Gestures.

Sexual

- Inappropriate physical contact;
- Use of sexist language; or
- Negative stereotyping.

SEN/Disability

- Name calling based on disability or Special Educational Needs.

We strongly believe that our nursery should be a happy place for children and adults, and that no one should have their time with us spoilt by the words and/or actions of another. Through our policy and practice we intend to ensure that all members of our nursery understand that:

- No form of bullying is acceptable;
- Everyone should report incidents of bullying, including witnesses;
- We will support victims of bullying;
- We will confront bullies with the consequences of their actions, and help them to modify their behaviour;
- We respond to incidents calmly and without aggression, thus avoiding reinforcing the message that it is all right to bully if you have power;
- We seek staff, parental and peer group support to counter bullying at all times; and
- We will always listen.

Preventing Bullying:



We recognise that there are times of the day when instances of bullying are more likely to occur, such as during free play at garden time, or in the classroom toilet areas. All supervising staff members are made aware of our policy, of the procedures to follow, and of the need for vigilance.

Supporting Victims:

We understand that victims can fall into this role through personal experience, and these children particularly need to be supported in developing skills to cope with future situations through our curriculum. Children who are experiencing bullying may display any of the following characteristics: sensitivity, low self-esteem, passivity, timidity and/or clumsiness. They may look different, have poorer social skills or may be affected by parental attitude. However, a 'different' child who is independent and confident may not experience any difficulties.

In offering support we:

- Always listen
- Give support through helping them to develop coping strategies e.g by saying "Stop it, I don't like it!"
- Encourage them to speak out, and to tell an adult what has happened
- Encourage co-operative activities with other children
- Aim to develop self-esteem and confidence
- Following an incident, reassure them that they have our support and that it is not their fault
- Inform/involve other staff and/or parents/carers

Managing and Investigating Incidents:

All nursery adults take reports/incidents of bullying seriously, responding calmly and taking action as quickly as possible to establish exactly what has happened by listening to, and talking with, those involved, including witnesses. Depending on the severity of the incident, we may use some/all of the following strategies:

- Comfort, support and reassure the victim
- Encourage empathy with the victim from the bully
- Make it clear to the bully what was wrong with the behaviour, and why
- Encourage the bully to try to make amends
- Involve parents/carers
- Record specific, dated incidents in individual children's records
- Share concerns at a whole staff meeting



- Involve the SENCO in initiating procedures for Special Educational Needs in social behaviour

Curriculum Links:

Related issues may be tackled during whole class circle times, e.g. through a focus on exploring feelings. Drama and imaginative role play activities are also used to explore relationships and to encourage co-operative interaction. In addition to this, children are sometimes invited to draw pictures of or talk with us about places they like/dislike in the nursery.

Biting Policy

Many children go through stages in their development, where they exhibit behaviour that others find unacceptable. Biting in particular is a very unpleasant form of behaviour that is particularly prevalent in children whose language skills are only just developing and can often be an expression of frustration that they have not yet acquired the skills to express what they are feeling. Temper tantrums are another form of behaviour that most children of a similar age or developmental stage go through. Happily, just as temper tantrums eventually diminish with age, so usually does biting.

The Nursery always follows the same procedures in the event of a child being bitten. Our procedures are as follows:

- 1 To comfort the bitten child and administer appropriate First Aid.
- 2 To explain to the biting child why biting is unacceptable, that it hurts the other child and show the mark or bruise.
- 3 Remove the biting child from the circumstances that provoked the biting for a short period of time.
- 4 We will always inform the parents of the bitten child.
- 5 We will always inform the parents of the child that has bitten and explore with them their strategy for dealing with such incidents if they occur at home or elsewhere (If their strategy was a direct contradiction of our strategy, e.g. Parent biting the child back, we would explain why we thought this was an inappropriate response.)
- 6 To discuss with other staff members the incidents concerned and evaluate and monitor the situation for the future.
- 7 In a small minority of cases where the biting is persistent to the point of serious concern, it may be appropriate to enlist the help of other



professionals, e.g. Health Visitor, Child Psychologist, to look closely at any other contributory factors. This would only be done in consultation with parents/carers.

- 8 It is not Nursery policy to "expel" a child for this type of behaviour as this only removes the child and does not address the problem.
- 9 The Nursery will give both sets of parents a copy of our biting handout.

Staff members will not disclose the identity of the child that has bitten as it is vital to maintain the confidentiality of the children concerned.

We ask for your support in the event of a child biting or being bitten and hope that you will understand the need for our Policy and Procedures which are to safeguard the interests of all those concerned.

Complaints Policy

It is our policy that all suggestions, complaints and grievances made by parents/carers, students, trainees or other persons visiting or attending the Nursery are responded to promptly and courteously. Attempts will be made to resolve all matters in a mutually satisfactory manner, however, where this is not possible then apologies and an explanation will be given. When determining action, the needs of others will be taken into account and decisions will be made on the basis of the general good of the Nursery.

If a parent/carer has an issue either involving their child or the care of children in the Nursery, they should in the first instance raise this with the person concerned, their nominated Keyworker or the Nursery Manager. If the parent/carer feels unable to raise the matter in this way they can approach the Managing Director, Miss Toni Krajnik on 01724 852 719. In the event of a complete breakdown of communication or malpractice the complaint/grievance should be taken to Ofsted.

To contact OFSTED to complain please use the following details:

Telephone: 08456 404045

Email: enquiries@ofsted.gov.uk

Write to: Royal Exchange Buildings

St Anns Square

Manchester

M2 7LA



Confidentiality Policy

All children's, Staff and Visitors information and records are kept in a secure place and will only be viewed when necessary.

The address, telephone and any other details of Parents, Children and Visitors will not be passed on to anyone outside the Nursery except when the Duty of Care to a child or person overrides the need for confidentiality. It is the responsibility of the parent/carer to pass on all the relevant information for their child's records and are responsible for keeping this up to date promptly informing the Nursery of any changes.

The children's records containing Developmental reports/records will be stored in the Area of play for the staff and parents/carers to access when necessary.

The children's files will be kept in a secure place which only Management and Parents/Carers can obtain information for that child, any information stored in here which needs to be accessed by staff will only be allowed if an appropriate reason is given for the need to do this.

Staff files are also kept in a secure place and only Management will be able to access all of these, Staff are allowed to access only their file and no other.

Confidentiality Policy

Children's records are kept within groups as our staff members need to access them regularly. Any information in a child's record that is of a sensitive nature will be kept in a secure place. The address and telephone number of parents will not be passed on to anyone outside the nursery except when the duty of care to the child overrides the need for confidentiality.

The nursery retains copies of children's records in a secure place, and copies are given to parents. The next educational provider (such as a school) may request these records. It is the responsibility of parents to pass their child's record to any new provider. Parents may request additional copies from the Nursery. The Nursery reserves the right to charge parents for additional copies of records.

If the next provider of care or education requests a copy of the child's record of progress, the nursery will provide a copy.



If duty of care to the child overrides the duty of confidentiality, we will pass appropriate information to other organisations.

I _____ agree to allow wise owl day nursery to keep a copy of my Disclosure form on the nursery premises in my staff file which is kept in a locked filling cabinet.

Signature _____ Date _____

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Signature_____Date_____

Dropping off Policy

It is vitally important to ensure children's safety and security within Wise Owl Nurseries. This policy sets out the procedure that must be followed when a parent/ carer drops off their child at the nursery.

All doors to the nursery should be locked at all times. Therefore, parents/ carers will have to ring the bell to alert a staff member to their arrival and to let them in. Before allowing any parent/ carer to enter the nursery staff should identify them using the intercom/ password facility. If the parent is known they can be let in. If the parent/ carer is not known staff need to ask who they are and the reason they are visiting. Only once staff can confirm the identity of the visitor and are assured the visitor has reason to enter the nursery are they allowed to enter the building.

Staff should then open the door and greet parents/carers with a smile and speak in a friendly, enthusiastic and polite manner. The door should then be locked behind them. A staff member should then escort the parent to their drop off point. Parents/ carers must not be left alone as they are not CRB checked and may pose a risk to children within the nursery. Once the parent/ carer has dropped their child off staff should escort them off the premises. Staff must then ensure the door is locked behind them.

Equality and Diversity Policy

This nursery aims to demonstrate through its work that it positively values and respects children of all ethnic origins/racial groups, religions, cultures, linguistic backgrounds and abilities. Children of both sexes are positively encouraged by staff to participate in all activities.

This establishment considers it important to provide a range of experiences and an environment that will instil in the children a positive outlook towards people in our society whom they may see as different from themselves:

- Toys and equipment will be chosen with the differing needs of children in mind.
- Displays will show and reflect a positive image towards the world in which we live.
- Books will be chosen to meet all the children's ages and abilities and to reflect the many differing lifestyles there are in our society.



- Home corners will be changed regularly to show different cultures, races and the world around us.

- To encourage and develop the potential of the child with special educational needs or disabilities and to be aware of their ever changing needs.

To enable the children the best opportunity to strive and develop, Wise Owl Nursery will liaise, communicate and work with other agencies such as Speech therapists, Physiotherapists, portage, Child Care Development services and education etc to who will assist us in helping your child to get the best care.

The Nursery will inform parents/carers of any developmental matters and will always keep parents/carers up to date with what is happening offering advice and help where necessary.

Emergency Closure Policy

Wise Owl Private Day Nursery will only close in the most extreme of circumstances. These include:

- Excessive snow
- Flooding
- Communicable diseases where advised to by the health protection agency.

Full payment of fees will be due in the case of closure due to snow.

Closure due to flooding and communicable diseases will be charged at half price.

In the case of closure due to snow, an announcement will be made on Spire FM. The nursery will only close if the staff ratio to children is not within the legal requirements. Normal fees will still be occurred.

In the case of a communicable disease the setting will take advice from the Health Protection Agency on 08450552022, www.hpa.org.uk.

The nursery management will inform the Early Years Team at Ascot Court on 01225 785660 if the nursery is to close, and also Lucy Ann Bryant on 07824416522 on the expected period of closure.

A phone call/text or email will be sent to parents through a telephone tree informing them of the closure and what action has been advised.



Following this a letter will be sent out to all parents informing them of the closure and the expected length of closure. Parents will also be given information on where to get advice.

If staff members are well enough then they will be asked to carry out a deep clean of the premises and equipment.

There will be continued liaison with the health protection and the Early Years Team.

OFSTED will be informed of any closure due to a communicable disease and informed of reopening dates.

Free Flow Policy

At Wise Owl Nursery we strive to offer children the best possible learning environment, ensuring all children have continuous access to both the indoor and outdoor environment.

The six areas of learning need to be planned for both indoors and outdoors. To do this effectively children need to be observed in both areas and their interests should be noted and placed on the interaction board. This will ensure the activities planned are based around the children's interests.

"Outdoor environments offer rich opportunities for child and adult initiated play and activities that can support young children's development" (Garrick, 2009, p73)

There are 6 major ingredients which make up a stimulating and exciting outdoor environment. They are as follows:

- Natural materials
- Growing and the living world
- Water
- Physical play and movement
- Imagination and creativity
- Construction

Free flow is important as children thrive best in an environment that supports and promotes their active learning and development.

Young children require space both indoors and outdoors, where they can be active or quiet, and they can think, dream and watch others. The outdoor



environment is a learning extension from the indoor environment. The two areas complement each other to provide children with one whole learning environment. Children have continuous access to both indoors and outdoors so children can choose activities and follow their interests.

Children need opportunities to dig, climb, and run etc all the things children cannot do inside.

Many children find the outdoors a more engaging place than indoors and will choose to do most of their learning outdoors when provided with the appropriate resources.

Children are encouraged to go outside all year round. This is very important as children need to experience all different weather conditions.

The role of the practitioner:

1. To support children's confidence in themselves and their developing skills as they tackle new experiences.
2. To be enthusiastic about working with children outside.
3. To provide materials that reflect diversity in order to avoid stereotyping.
4. Offer a range of experiences and resources which are regularly monitored and refreshed to keep them safe and stimulated.
5. To observe children and plan new and exciting activities within their learning environment to reflect the child's interests.
6. Complete garden checks and risk assessments on a daily basis. It is very important the environment is safe, secure and hazard free.
7. Within the garden there should be opportunities for a range of activities such as paint, growing plants, imaginative play, mark-making, looking at books, exploring with malleable materials, water and sand.
8. Staff should NEVER be sat around in the garden.
9. Staff members need to be motivated and make sure ALL children are getting the most of their learning opportunities within the garden.
10. Children learn from adults so remember you need to be a good role-model for them.



Staffing:

This can depend on how many children you have per session. For example if the majority of children are outside (which they are likely to be) then two staff would be outside playing with the children and one staff inside if there are a couple of children playing inside.

The nursery manager is always there to assist staff if they need to attend to children's individual needs for example nappy changing/toileting.

Food Policy

The nursery will provide a nutritious and sustaining [daily diet](#) for the children. A vegetarian choice will be available each day, and vegan meals can be provided. An alternative menu can also be provided for religious or medical reasons.

It is our policy to have regular meal times; we will have snack time in between meals which will consist of fresh/dried fruit. Drinking water will be available to children at all times.

The nursery supplies breakfast, lunch and tea free of charge. A variety of food is provided to ensure a balanced is achieved whilst the child is in nursery care. Children will be encouraged to eat and to sample foods but will not be forced. If a child will not eat the meal provided, staff will give the child an alternative and inform parents.

Drinking water is available at all times. Children are encouraged to drink milk or water at snack time.

Parents are responsible for keeping the nursery informed about any food allergies the child may have. Children cannot be brought to the nursery during the lunch period, between 11.30am and 1pm.

Health and Safety Policy

Wise Owl Private Day Nursery has a general duty under section 2 of the Health and Safety at work act 1974 to ensure, so far as is reasonably practicable, the health, safety and welfare of their employees at work.

- Wise Owl Day Nursery aims to provide control of the Health and safety risks arising from our work environment.



- Wise Owl Day Nursery will hold regular meetings to discuss any Health and Safety issues.
 - We will make arrangements for implementing the Health & Safety measures identified as necessary by completing Risk assessments.
 - We will appoint competent people to help implement the arrangements.
 - We will have emergency procedures in place.
 - We will provide clear information and training to employees.
 - We aim to provide a safe secure environment as well as equipment which will be checked at daily intervals for any faults if a fault is found the item will be replaced.
 - We aim to provide information, instruction and supervision for employees
 - We will ensure all employees are competent to do their tasks, and to give adequate training where applicable.
 - We aim to prevent accidents and maintain a safe environment for all by completing regular risk assessments on items which pose a risk.
 - All accidents which take place at Nursery will be recorded and checked to make sure the same accident is not reoccurring.
- Parents will be asked to sign in the accident book.
- The Health & Safety poster will be displayed at all times in the office.
 - The Health & Safety co-ordinator will attend regular Health & Safety courses and feed this information back to the Nursery at regular intervals.
 - Regular staff meetings will include Health & Safety issues.
 - We will review and revise this Policy as necessary at regular intervals.

Holiday Policy

Every member of staff is entitled to paid time of per year. To help the nursery adhere to ratios set by Ofsted each member of staff must fill in a holiday request form, this needs to be handed to the manager/ deputy who will check to see if this time is possible. Each request will be dealt with individually and on a first come first serve basis.

You must fill in a form and hand it in with at least 2 weeks notice, individual circumstances can be dealt with at the time. If a form is not filled in the manager reserves the right to decline the request and it could be offered to another member of staff who has filled in a request form.

Due to the preparation needed for Christmas no holidays are to be taken in December, however staggered time of will be given between Christmas and New Year.



Late and Non Payment of Fees Policy

All Nursery Payments are due in advance of care by Standing order.

Step 1

A late payment charge will be applied after the 5th day of the month accompanied by a late payment letter.

Step 2

After 4 weeks of non payment a second letter will be issued (warning of the next month's fees to be added and also legal proceedings)

Step 3

After six weeks of Non payment, all outstanding payments will be calculated including the required notice needed and sent in a further letter.

Step 4

After 8 weeks of Non payment court proceedings will be initiated. All legal and court costs will be included in the final bill amount outstanding including any tracing fees.

If parent's at any time experience payment difficulties please talk to the Nursery Manager who will endeavour to help with any situation.

Wise Owl Private Day Nursery
62 Old Brumby Street
Scunthorpe
North Lincolnshire
DN16 2AW

Lost Child Policy

Every effort is made to ensure the safety of your child whilst attending Wise Owl Private Day Nursery. This policy sets out our procedures for maintaining safety and dealing with the unlikely event of a child going missing.

- All staff *must* sign *all* visitors in and out of the nursery in the visitor's book provided in the manager's office.
- All staff *must* ensure that the gate to any outside area is locked with the bolt on the outside of the gate when children are playing outside.



- Staff members need to mark registers in the mornings and afternoons.
- In the event of a member of staff fearing that a child has gone missing:
 - A member of staff will tell the other staff members and children that it is time for "Special Activity".
 - All children to be taken to drinks and staff to sit with them to do a singing session
 - Staff will check the whole inside of the nursery.
 - Nursery staff will then check the doors and the outside and surrounding area.
- In the event of a child being lost the Manager / Deputy Manager will:
 - Contact the parents immediately and ask them to bring along a recent photograph of their child if the nursery does not have one.
 - Contact the police on 999.
- In the event of a child getting outside the nursery or surrounding area without staffs knowledge and found the Manager / Deputy Manager will:
 - Contact the child's parents to tell them about the incident on the day it occurred.

Mobile Phone Policy

Mobile phones are not allowed to be taken into any room in the nursery where there are children present. Phones must be left in the office and switched off. Phones may be used in the kitchen area on lunch breaks only and then placed back in the office.

It is a disciplinary offence to have your mobile phone in the rooms where there are children. In some circumstances phones may be allowed to be left on in the office.

No Smoking Policy



Wise Owl Private Day Nursery does not allow smoking on the premises. This includes outside spaces. No one may smoke on nursery premises. Nursery staff members are not permitted to smoke whilst in charge of children.

Nursery Fees Policy

"All nursery fees must be paid for in advance of care" and "4 weeks written notice is required for termination of your child's nursery place"

This is stated in the nursery terms and conditions you will have been given as part of the registration process, if you haven't been given this to sign please ask a member of staff.

Once the nursery has received the original signed document then a copy will be sent to you, again if you do not have a copy for your records please ask a member of staff.

The nursery will work out your monthly fees when your child starts at wise owl, this is calculated over the year, we work out your weekly amount then take off any bank holidays that you may be entitled to then we divided this by 12 so that each calendar month your fees will stay the same, unless there is an increase in nursery fees or you claim the 3 & 4 year old funding.

The method of payment we offer is for you to pay by standing order. There are some cases where we will allow other methods of payment but this is at the Nursery manager's discretion.

We allow up to the 5th of the month for payment to be made before a charge of £10 is added to the amount you owe for that month. After this you have a week to pay the fees due for that month, if by the end of that week you have not paid your fees your child will not be able to attend nursery until those fees are paid!. If this is not paid by the end of that same month then that month will be classed as termination of your child's place and will still need to be paid for.

The nursery has the right to apply to the courts to retrieve any monies owed; any costs incurred will be added to the amount that you owe the nursery.

Nursery Web Cam Policy



The Nursery web cam is an innovative system designed so that parents are able to monitor their children at play in the Nursery. This offers secure peace of mind.

Cameras are pointed at play areas only and do not have a sound function. The system is accessed by logging onto www.wiseowlnursery.co.uk, clicking on 'parents' and then clicking on the link to the web cam. Parents can then put in their safety password.

Safety:

Parents are issued a secure password on registration which they use to access the system. This means that only parents can log into the Nursery web cam system and guards against other potential prying eyes.

The Nursery manager will change this password each month and will inform the parents through email or speaking to them.

Nursery web cams will also be used to monitor children, and staff by Nursery Management.

Outdoor Play Policy

"When children play out of doors they are exercising their growing intellectual and emotional muscles, as well as their physical ones. They are developing their powers to think, to feel, to do, to see and understand, to represent and express. They are imagining, puzzling, wondering, exploring, befriending and sharing."

- Mary Jane Drummond

"The environment plays a key role in supporting and extending children's learning and development"

- Early Years Foundation Stage

Rationale:

We recognise that children are active learners and that brain and body develop together. Outdoor play offers unique opportunities that cannot be provided indoors. Outdoor play enables us to build on children's natural motivation to be outside as well as promoting active healthy lifestyles. If we are to support children's holistic development outdoor play must be an integral part of our practice.



Aims:

- We aim to provide a safe and secure, yet stimulating environment for all children to explore, engage and learn in the outdoor area.
- We aim to provide experiences that will enable all children to progress in all aspects of the Early Years Foundation Stage.
- We aim to ensure that all staff understand the value of outdoor play and so are enthusiastic and active in their approach to learning outside

Objectives:

- All children will be given the opportunity to access the outdoor area each session, moving freely between indoors and out doors
- The resources provided will support learning across the Early Years Foundation Stage.
- As indoors we will identify continuous provision for outdoors.
- Planning will reflect individual interests, develop group work and thematic play
- The "Golden Rules" will be promoted in the outdoor area to promote a safe and secure environment.
- Practitioners will have regard for health and safety by completing a risk assessment, whilst allowing opportunity for positive risk taking.
- Practitioners will act as positive role models and facilitators of children's learning
- Equality of play opportunities will be promoted by all adults supporting outdoor sessions.

Planning Policy

Planning meetings are a very important part of employment with Wise Owl Nursery. These need to take place so that correct activities are thought of, planned and written down for the children in your care.

For this to be done correctly and with no interruptions all the staff will agree a date that is suitable for all staff to attend out of working hours. This meeting will take place at the nursery from 6pm when the nursery closes and will finish at the very latest 8pm so staff need to account for this. All staff must ensure they stay till the senior member of staff agrees it is time to finish.

Each member of staff will be given a planning ideas sheet to put down all their ideas. It is very important that all staff give ideas to help with all children's



development in all the different areas. These ideas must be brought to nursery on the day of the meeting.

Positive Behaviour Policy

Wise Owl Private Day Nursery recognizes the need to provide an environment that encourages everyone to value and respect each other and to determine rules that will enable all children in our care to flourish and develop to their full potential.

Wise Owl Private Day Nursery will encourage the children in their care:

- To become confident, independent and self assured;
- To respect themselves, others and the environment; and
- To express their thoughts and feelings in an acceptable way.

Objectives:

- To consider and show a caring attitude to others;
- To play together and share all activities and toys;
- To share the attention of staff members and students on placement;
- To have good manners;
- To promote acceptable behaviour, the broad aims of which are shared by all cultures;
- To accept responsibility for their behaviour and understand that aggression, bullying any other form of unsociable behaviour will not be acceptable; and
- To understand that rudeness or unkindness to anyone in any way must be disciplined.

At all times, the staff of Wise Owl Private Day Nursery will use positive behaviour strategies. The following are guidelines to approaches that we may use in a disciplinary situation:

- An appropriate look or reminder of acceptable behaviour or language;
- A diverting of the child's attention possibly through kindly humour;
- A verbal warning or reprimand;
- Removal from a play activity;
- Time apart from the other children; and
- Missing a turn with a favourite activity.

Positive reasoning will always be used with a firm but delicate approach. Children will never be labelled 'naughty' and smacks will never be given.

Concerns:



Any child presenting difficult behaviour on a regular basis will become the subject of an observation and the parents/carers will be consulted. The nature of the observation will identify:

- The nature of the behaviour;
- Factors or circumstances which trigger it;
- Timings: what, where and how long for?
- People involved; and
- How does it end?

Record Keeping Policy

Our policy is that staff should attempt to inform parents about their children verbally on a regular basis. We do not intend formal records to replace verbal contact.

Nursery staff will keep records of all aspects of children's development. All records will be available for inspection by the child's parents. You may add to the record at any time and we encourage parents to contribute their observations. Copies of the records will be given to parents a minimum of once each term (normally twice a term). Any part of the records that is considered highly confidential or sensitive will be kept in a secure place and its existence will be noted in the child's record. If Nursery staff has any concerns about a child, they will inform the manager or deputy and parents/guardians by writing a statement of concern.

A Communication record and behaviour record form will be used to note any health matters, changes of behaviour or injuries, including injuries received outside the nursery. We ask you to sign the form to show that we have passed this information on to you. Any information shared by the parent with the nursery will be logged on a communication record.

The child's record of progress will be passed to the child's school or next provider on request.

Parents are responsible for keeping the information they give us up-to-date.
Recruitment of and checks on staff policy.

At Wise Owl Private Day Nursery we have a strong commitment to our staff and we believe that they are the key to effective child development. We understand that our staff members need to work in a good environment. We also understand



that staff members need to feel respected, supported and training needs to be ongoing.

We expect that all staff will be qualified in child care, other than students attending the nursery on placement.

The recruitment of staff will include a careful scrutiny of their previous employment pattern. Staff will be interviewed and a minimum of two references will be taken up. The nursery will follow the advice of the local authority concerning police and health checks for staff. All nursery staff will be required to work under supervision until the nursery is sure of their competence and suitability. An Enhanced Disclosure form will be filled in by the staff member who will then provide certain identity documents for the manager to see, the completed disclosure form will then be sent to:

TMGCRB
3Wilford Business Park
Ruddington Lane
Nottingham
NG11 7EP

The TMGCRB will do all the necessary checks for the disclosure to be 'clear'. No member of staff will be left unsupervised until their competence and suitability has been established through a period of close supervision. Following this period, staff will work without direct supervision at some times. All staff are under general supervision.

Volunteers and students all work under supervision, except where they have police and health checks in place, have satisfactory references, and have worked through a period of supervision. School children on community service or work experience always work under supervision.

Although this is certainly not its main function, it is important that staff understand that they can be monitored at any time via the web system by parents, the nursery manager and the nursery owner. Sound is not available on the web cam system.

Recruitment of Ex-offenders Policy

As an organisation using the Criminal Records Bureau (CRB) Disclosure service to assess applicant's suitability for positions of trust, Wise Owl Private Day



Nursery complies fully with the CRB code of practice and undertakes to treat all applicants for positions fairly. It undertakes not to discriminate unfairly against any subject of a disclosure on the basis of a conviction or other information. Wise Owl Private Day Nursery is committed to the fair treatment of its staff, potential staff or users of its services, regardless of race, gender, religion, sexual orientation, responsibilities for dependants, age, physical/mental disability or offending background.

We actively promote equality of opportunity for all with the right mix of talent, skills and potential and welcome applications from a wide range of candidates, including those with criminal records. We select candidates for interview based on their skills, qualifications and experience.

Where a disclosure is required, all application forms, job adverts and recruitment briefs will contain a statement that a disclosure will be requested in the event of employment.

We encourage all applicants to provide details of their criminal record at an early stage in the application process. We request that this is sent under separate, confidential cover, to the manager at Wise Owl Day Nursery and we guarantee this information will only ever be seen by those who need to see it as part of the recruitment process.

Unless the nature of the position allows Wise Owl Day Nursery to ask questions about your entire criminal record, we only ask about unspent convictions as defined in the Rehabilitation of Offenders Act 1974.

We ensure that all those in The Wise Owl Day Nursery who are involved in the recruitment process have been suitably trained to identify and assess the relevance and circumstances of offences. We also ensure that they have received appropriate guidance and training in the relevant legislation relating to the employment of ex-offenders, e.g. the Rehabilitation of Offenders Act.

At interview, or in a separate discussion, we ensure that an open and measured discussion takes place on the subject of any offences or other matter that might be relevant to the position.

Failure to reveal information that is directly relevant to the position sought could lead to withdrawal of an offer of employment. We make every subject of a CRB Disclosure aware of the existence of the CRB Code of Practice and make a copy available on request.



We undertake to discuss any matter revealed in a Disclosure with the person seeking the position before withdrawing a conditional offer of employment. Having a criminal record will not necessarily bar you from working with us. This will depend on the nature of the position and the circumstances and background of your offences.

Safe Guarding Policy

Child Protection is provided by the Social Services Department, which supplies support for families whose children are in need of safeguarding to promote their welfare and upbringing.

All staff members should be aware of the possible indications of abuse or neglect and of the procedure for dealing with suspected cases.

Safe Guarding Children Policy

Child Protection is provided by the Local Safeguarding Board, our local safeguarding board is based at 55-57 Oswald Road, Scunthorpe telephone number 01724 867822. This supplies support for families whose children are in need of safeguarding to promote their welfare and upbringing.

All staff members should be aware of the possible indications of abuse or neglect and of the procedure for dealing with suspected cases.

The Children Act 2004 has introduced the Local Area Designated Officer (LADO) who is responsible for ensuring all safeguarding concerns are dealt with.

Our Safe Guarding Co-ordinator is [Lyndsey Fillingham](#)

Referrals of child abuse:

a) If a child arrives with injuries the staff should:

- Ensure immediate medical attention, if necessary.
- If possible ask the parent/ carer how the injuries occurred.
- Explanations, however puzzling, should be accepted and accusations should not be made. Make a written record, including diagrams, of observations and explanations given. Have a witness wherever possible. This recording of information is to ensure that reasonably full and clear information is obtained in order to be able to make an appropriate referral to the Social Services Department if necessary.



- If you suspect that the injuries have been caused by assault or by failure to protect the child you must tell the Child Protection Coordinator or the member of staff in charge. That person will contact, without delay, the Duty Social Worker in the Children's Services Office for the district in which the child resides or the Emergency Duty Team out of office hours. The member of staff in charge should also contact the LADO who will offer support and advice wherever possible.

b) Suspicion of Abuse

- If through conversation or other contact with the child you have cause to suspect physical, sexual or emotional abuse or neglect of a child in your care:

- Listen to what the child says. Be comforting and sympathetic.

Communicate with the child in a way that is appropriate to their age, understanding and preference this is especially important for children with special needs or whose preferred language is not English. Where concerns arise as a result of information given by a child, it is important to reassure the child but not to promise confidentiality.

Ensure that the child feels as little responsibility as possible.

- It is particularly important not to make any suggestions to the child regarding how the incident may have happened, therefore do not question the child except to clarify what he/she is saying.

- Write down exactly what the child says or what actions concern you, and what you have said in response. Sign and date it.

- Do not make assumptions about whom the allegation might concern. If a member of staff may be involved, appropriate steps must be taken to ensure the safety of the child and other children

- Inform the Local Area Designated Officer (LADO) or member of staff in charge of your suspicions and that person will contact without delay the Duty Social Worker in the Social Services Office for the

District in which the child lives, or the Emergency Duty team if out of office hours.(01724 296500) The member of staff in charge should also contact your Under Rights Officer who will offer advice and support to you wherever possible, although they will not be responsible for conducting enquiries into the allegation/suspicion.

- Once a child is referred to Children's Services they and the Local safeguarding children's board will make an assessment of the child's needs.

c) If a staff member was involved

1. Somebody receives information that an allegation has been made against an employee, Volunteer or professional working with/providing services for children, in relation to harm to a child, a criminal act or behaviour that would have implications for working with children.



2. The person receiving the allegation should immediately notify his/her senior or the designated child protection person in their establishment, organisation. Within 24 hours that designated person then needs to notify their local authority Designated Officer (LADO). I.e. the Child protection Coordinator North Lincs or PPS (Out of hours within one working Day)

N.B If it is extremely serious (i.e. current injury, risk of losing forensic evidence, imminent danger to the child/public/staff, crime ongoing etc. - first contact the Police/ and the Duty Suite - then contact the LADO A.S.A.P

3. In all but the most serious cases the LADO and the Manager will initially consider:

- Whether or not it needs referring to the police etc.
- Whether it needs a strategy discussion.
- Whether HR NEEDS INVOLVING ETC
- Whether any immediate action needs taking to make the child, other children and the organization safe etc.

4. The LADO will consult with police/duty suite (or child care team if it is an open case) and the employer or senior of the accused person if that is different to the person referring it.

5. The LADO will then convene a strategy discussion if required or record the decisions and action agreed with the senior and coordinate the next steps.

6. The LADO will coordinate and review future action as necessary and ensure all parties required are involved, informed and record information as per regulations.

Unless the allegation is clearly unfounded and false (e.g. if the accused person was not even on duty that day or has never met the child etc), it should never be NFA. If it is false and malicious it should nevertheless be reported to the LADO anyway to decide:

- If the police need to take action against the person making the allegation; and
- If the alleged victim has other needs underlying the false allegation.

Regardless of the nature of the allegation- and regardless of who receives it - whether it appears of little importance or potentially very serious- it **MUST** be reported to the LADO. If it goes through to the duty first by mistake or to the police first unnecessarily - duty or police should notify the LADO.

N.B the Complaints process is separate and just because a child or adult does not wish to make a complaint does not mean there has been an allegation.

Confidentiality:



The nursery has the right to share any information regarding child protection with other childcare professionals. All information will be kept confidential.

Secure Storage, Handling, Use Retention & Disposal of Disclosures and Disclosure Information Policy

As an organisation using the Criminal Records Bureau (CRB) Disclosure service to help assess the suitability of applicants for positions of trust Wise Owl Day Nursery complies fully with the CRB Code of Practice regarding the correct handling, use, storage, retention and disposal of Disclosure and Disclosure information. It also complies fully with its obligations under the Data Protection Act 1998 and other relevant legislation pertaining to the safe handling, use, storage, retention and disposal of Disclosure information.

Storage and Access:

Disclosure information is kept secure in a lockable cabinet with access strictly controlled and limited to those who are entitled to see as part of their duties. These are the Managers and Deputy Manager only.

Handling:

In accordance with Section 124 of the Police Act 1997, Disclosure information is only passed to those who are authorised to receive it in the course of their duties. We maintain a record of all those to whom Disclosures or Disclosure information has been revealed and it is a criminal offence to pass this information to anyone who is not entitled to receive it.

Usage:

Disclosure information is only used for the specific purpose for which it was requested and for which the applicant's full consent has been given.

Retention:

Once a recruitment (or other relevant) decision has been made, we do not keep Disclosure information for any longer than is necessary. This is generally for a period of up to six months, to allow for the consideration resolution of any disputes or complaints. If, in very exceptional circumstances, it is considered necessary to keep Disclosure information for longer than six months, we will consult the CRB about this and will give full consideration to the data protection and human rights of the individual before doing so. Throughout this time, the



usual conditions regarding the safe storage and strictly controlled access will prevail.

Disposal:

Once the retention period has elapsed, we will ensure that any Disclosure information is immediately destroyed by secure means, e.g. by shredding. While awaiting destruction, Disclosure information will not be kept in any insecure receptacle (e.g. waste bin or confidential waste sack.) We will not keep any photocopy or other image of the Disclosure or any copy or representation of the contents of a Disclosure. However, notwithstanding the above, we may keep a record of the date of issue of a Disclosure, the name of subject, the type of Disclosure requested, the position for which the Disclosure was requested, the unique reference number of the Disclosure and the details of the recruitment decision taken.

Settling Policy

At Wise owl Private Day Nursery we aim to maintain a friendly welcoming atmosphere. Parents and children will be introduced to the physical layout and personnel in a relaxed and unhurried manner. During this time we direct our attention not only to the parent but also to the child using his/her preferred name. We appreciate that the parents' role is central in the child's life and reinforce this.

We fully appreciate that each child is an individual and therefore their abilities to adjust to a new setting will differ. We therefore obtain as much information as possible from the parent/carer regarding the child's developmental level, requirements for his/her care and education, and anxieties/causes for concern, that require further action to help the child settle in. This information is recorded by the parent in the Registration Form before the first session, and this aids us in choosing appropriate familiar items and activities to ease settling in.

During the settling in period we ensure that sufficient attention is given to reassuring new children about unfamiliar surroundings, and comfort and physical contact is offered appropriate to the child's enquiries and level of distress. Opportunities for parents to check on their children's welfare (e.g. by phone) during a session are encouraged. Time will always be given at the end of each session to share with the parent information regarding the child's adjustment, behaviour interests and enjoyment.



Information shared between Wise Owl staff and the parents will be handled in a professional manner and with confidentiality, unless we consider the child is at risk (See Child Protection Policy).

During the settling in period we endeavour to build a positive relationship with parents and carers by creating an informal atmosphere where they feel happy to exchange information relative to their child's care and education.

Sick Children Policy

The nursery does not aim to exclude children from the nursery unnecessarily. The decision of the nursery manager is final when requesting the exclusion of a child for illness or infection. Decisions will take into account the needs of the child and of the group. In the event that a child does not attend nursery due to illness, full payment will still be required.

Children with infectious or contagious diseases will be excluded for the periods laid down in nursery regulations, as displayed in the manager's office. Should staff suspect that a child has an infectious or contagious disease, they will request that parents consult a doctor before returning the child to the nursery.

Sick children cannot be admitted to the nursery. If a child becomes ill at nursery, staff will inform parents or an emergency contact. While waiting for the arrival of parents, the staff will ensure the comfort of the child, taking appropriate action which would include seeking medical advice if necessary.

If the child is in danger, the staff will seek medical advice immediately. Staff will report any worries about a child's health to the parents/guardians immediately and will put on note in the child's health and welfare record. Parents are responsible for keeping the nursery informed about the child's health.

Social Networking Policy

It is important that staff ensure proper practice when using the internet including social networking sites. This is to protect the children, parents and other staff in the nursery. It is also to guard the nursery and your personal reputation.



Wise Owl policy states that staff members are allowed to use any social networking site as long as they follow these guidelines regarding the impact social networking has on the nursery. Failure to comply with the above is an invasion of privacy and may infringe Confidentiality Policy. The guidelines include but are not limited to:

- Staff must not publicly mention any of the children from the nursery on their online profiles;
- Staff must avoid writing indirect suggestive comments about the nursery on their social networking sites e.g. "I've had a bad day at work";
- Staff must not publish photos of the children on their online profiles;
- Staff must not publish photos of other staff in the nursery on their online profiles; and
- Staff must not publicly write anything about other staff members on their social networking sites;
- Staff must not use their mobile phones to take photos or go on social networking sites whilst in the nursery;
- Staff must not mention any of the companies that Wise Owl works with on their social networking site; and
- In order to maintain professional boundaries staff should not accept personal invitations to be friends from parents or carers that use the nursery unless they know them in a personal capacity.

Staff members are advised to set their online profiles as private so that only friends are able to see their information. This can help to prevent any accidental breaches of this policy.

Please be aware that serious breach of the Social Networking policy could result in disciplinary action.

Special Educational Needs Policy

The Nursery follows the Health and Safety Policy and Procedures of Wise Owl Nursery.

At Wise Owl Private Day Nursery we aim to promote an inclusive environment where all children, whatever their needs, can learn and develop in a happy, caring & educational environment.

We will ensure that all children feel included, secure and valued. We aim to build positive relationships with parents/carers in order to work effectively and meet each child's individual needs.



No child will be excluded because of ethnicity, culture, religion, home language, family background, special educational need, disability, gender, or ability.

We will plan for each child's individual learning requirements; including children who need additional support or have particular needs.

Children with Special Educational Needs (SEN) have difficulties or disabilities that make it harder for them to learn than most children of the same age. They may need extra help in areas of their development such as communication, physical skills, learning or behaviour. Many children will have SEN of some kind at some time. Early identification is essential in order to support the child and help them to achieve within the nursery.

The Nursery will monitor each child's progress with regular reports and assessments allowing time to identify any areas of concern, we will take action to provide support for that child in the area in which it needs. Parent will be informed of any concerns and more information would be gathered through observations and discussions. We will talk with parents and share all information gathered, sharing concerns, and monitor and review the situation. If after a reasonable time the situation does not improve and the child's needs are not being met and progress is not seen the Nursery with parental consent will seek help from outside professionals.

We aim to adapt our routine, activities and environment to allow all children to participate and reach their full potential. Through detailed curriculum planning and organization of resources, we aim to make all activities available to all children throughout the Nursery at a level appropriate to their developmental need.

Staff members working with a child with SEN are supported by the SENCO, who liaises with parents, professionals and the Nursery Manager in planning activities and adaptations.

The SENCO has additional training to enable her to carry out her responsibilities. Where there are children with special needs in their group, we seek to provide the staff with appropriate training and support.

This policy will be reviewed regularly through nursery meetings. Parents are invited to contribute their views. The SEN CODE OF PRACTICE is available to read at the nursery.



Special Educational Needs Statement

Wise Owl Day Nursery aims to provide a high standard of care to every child in our setting regardless of the child age, stage, religion, gender or ability. We aim to make all children feel included, secure and valued. We will build positive relationships with parents/Carers to work effectively and keep them fully involved and informed with their child's progress should any need arise parents will be informed at all times. Working together will help both the child and parent/Carer.

The Wise Owl Day Nursery will plan and cater for each child's individual needs, including those children who need additional support or have particular needs or disabilities.

We have a huge role working with parents/carers to identify learning needs and develop strategies (individual action Plans) to help work on areas of particular need.

Where necessary, outside agencies will be used to help the child develop and progress further.

Staff Absence Policy

For the nursery to adhere to Ofsted staff- Child ratios we ask that you inform the nursery of an unexpected absence straight away. If you are due to start work at 8.30 or thereafter you must contact the nursery no later than 8.15

If you are due to start at 8.00 you must inform the senior member of staff who is also on at 8 no later than 7.15. All staff members should have each staff members telephone numbers to be able to contact them if necessary, both home and mobile numbers.

This is so that the senior member of staff who is on at 8 can arrange for cover for your unexpected absence. Staff Members must remember that the children's parents are not allowed to leave the nursery until 8 o'clock and there are two members of staff attending. This must be adhered to so the quicker you inform the senior member of staff the easier it will be to allow less disruptions to the children's routine and child staff ratios can still be adhered to.

If you are unexpectedly away from the nursery you must telephone the nursery no later than 3.0clock to advise us of your intentions for the following day, this



gives the senior member of staff time to arrange cover for that following day or days you may not be able to attend.

The needs of the children are paramount so if this policy is not adhered to then the nursery manager reserves the right to address each individual circumstance on its own. This may result in a disciplinary action being taken against you.

I have read and agreed to the staff absence policy

Staff Changes Policy

When a new staff member starts at Wise Owl Day nursery then they will need to complete an Enhanced disclosure form which will be checked by the manager along with checking the identity documents for proof of identity. This will then be sent to:

TMGCRB
3 Wilford Business Park
Ruddington Lane
Nottingham
NG11 7EP

A copy of the applicant's disclosure will be forwarded to each applicant and to TMGCRB. If the disclosure outcome is 'clear' a letter will be sent to the employer stating the disclosure number, issue date and 'clear disclosure' if the disclosure contains information then a copy will be sent to the employer.

Having a criminal record will not necessarily bar you from working with us. This will depend on the nature of the position and the circumstances and backgrounds of your offences.

When a new member of staff starts at wise owl then the nursery manager will inform Ofsted through a letter telling them of the changes.

Staff Incident Policy

Wise Owl Nursery states that all members of staff must adhere to the Following:

- Nursery Policies
- Nursery Procedures
- Job Descriptions



At Wise Owl Nursery we pride and promote ourselves as offering an "Exceptional standard of care". Our mission statement boasts that we provide "Quality care and a safe, secure, friendly and fun environment for children aged 0-5 years".

If any of the above is breached the nursery Manager will adhere to the Following:

- An Informal warning will be given to the member of staff involved.
- If the same or similar incident occurs again this will be deemed as misconduct, please refer to the consequences of misconduct in the nurseries "Employment Policies and Procedures".

The Nursery Manager will decide which form of disciplinary action is needed, this will take into account the stages set out in the Nursery Employment Policies and Procedures and the circumstances/ severity of the incident.

Toilet Policy

At Wise Owl we adhere to each child having the right to privacy. A member of staff will always supervise the children and will encourage the children to use the toilet themselves. There are two cubicles with locks on (which if necessary can be reached by the staff member over the top).

These are to encourage the children to be independent. Children will be encouraged to wash their hands after visiting the toilet to keep germs away.

There is a toilet which is easily accessible to a child with special needs; this will be used only if lots of space is required for manoeuvring around i.e. if a child has a wheelchair. If it is necessary for two people to be involved in helping the child, the manager will be called to help.

We also have an infant toilet in the changing area in the baby suite upstairs. This will be used for older babies in the process of toilet training.

Uncollected Child Policy

The nursery operates a time system of sessions which are mornings 8-1, afternoons 1-6 and full days 8-6. children who are in for a morning session must be collected by 1 o'clock so that the nursery does not run over numbers for



staff-child ratios set by Ofsted. When children are due to be collected at 6 o'clock we ask parents to come before 6 o'clock or as near to this as possible if parents are going to be late by 5 minutes we would be grateful if the nursery knows about this to stop undue telephone calls. If the parents are not here by this time the nursery manager or deputy will allow 5 minutes more before contacting the parent to see why they are late. This will be discussed on the phone as to what is happening and how much the parent will be charged for the length of time added onto the usual nursery day. If the parent is unobtainable the person in charge will try all of the contacts on the child's registration forms until someone is contacted. If after trying these contacts and no one is contacted by 6.45 then the Emergency Duty Suite will be called who will advise the nursery on what will happen.

Child Protection Statement

To help us protect your child and any child in need we ask you to make yourself aware of our child protection policy.

WORKING SEN FILE

CONTENT LIST

1. Initial Concern
2. SEN Register
3. Request for advice by SENCO Support
4. Individual Initial concern Records & Records of Communication
5. Early Years Action IEP'S & Records of Communication
6. Early Years Action Plus IEP'S & Records of Communication
7. Overview of Graduated response
8. List of SEN Documents
9. Blank sets of SEN documents
10. Spare Language and Communication Profiles
11. Master copies of SEN documents
12. SEN Policy

Visitors Policy



It is vitally important to ensure children's safety and security within Wise Owl Nurseries. This policy sets out the procedure that must be followed when people visit the nursery.

All doors to the nursery should be locked at all times. Therefore, visitors to the nursery will have to ring the bell to alert a staff member to their arrival and to let them in. Before allowing any visitor to enter the nursery staff should identify them using the intercom/ password facility. If the visitor is known they can be let in. If the visitor is unknown staff need to ask who they are and the reason they are visiting. Only once staff can confirm the identity of the visitor and are assured the visitor has reason to enter the nursery are they allowed to enter the building. If you are unsure of a visitors identity or you have reason to be suspicious of the person please do not let them enter.

Staff should open the door and greet visitors with a smile and speak in a friendly, enthusiastic and polite manner. The door should then be locked behind the visitor. Staff must sign every visitor in to the nursery using the visitor's book provided in the manager's office. To sign visitors in staff must include the visitor's name, the date and time of the visit and visitor's registration number.

One staff member should then escort the visitor to their destination i.e. to collect their child. Visitors must not be left alone as they are not CRB checked and may pose a risk to children in the nursery. Once the visitor is ready to leave the premises staff should escort them to the door, sign them out and lock the door behind them.