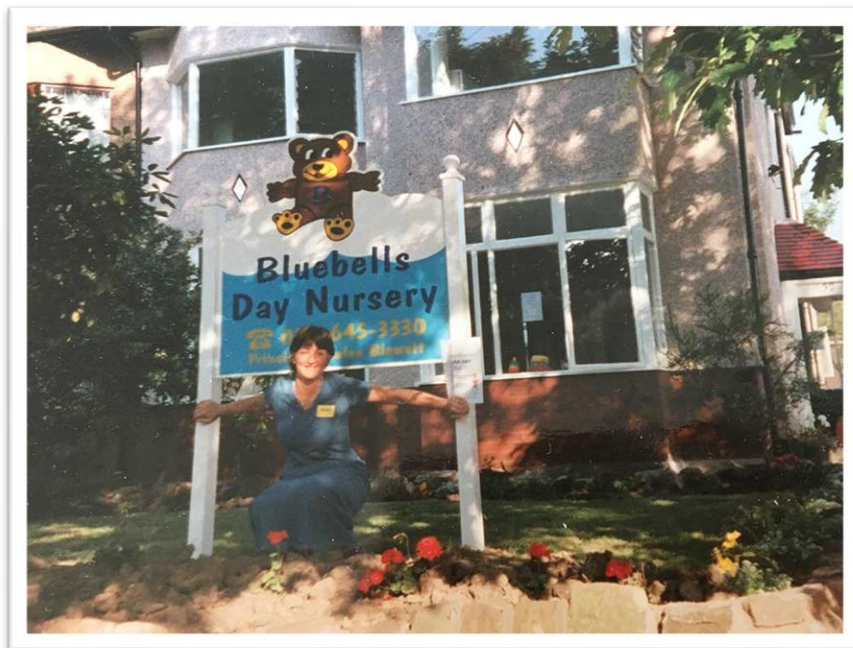


Policies and Procedures

Key Policy Copy



Policy Information

The policies included in this document provide key information for parents and visitors about our nursery's approach to safeguarding, care, learning and well-being.

This is not a complete copy of all the nursery's policies and procedures. Copies of specific policies, or access to the full policy documents, are available upon request to parents and visitors.

If you would like to view a policy that is not included in this document, please speak to a member of staff who will be happy to help!

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Safeguarding Children and Child Protection Policy

Safeguarding	Promoting the welfare of all children, preventing harm and creating a safe environment where children can thrive.
Child Protection	Protecting children who are at risk of, or experiencing, abuse or neglect and taking appropriate action to keep them safe.

Policy Statement

- Bluebells Day Nursery is committed to safeguarding and promoting the welfare of every child. Safeguarding is everyone's responsibility. All adults working in or visiting the nursery must help keep children safe, promote their wellbeing and act promptly if concerns arise.
- The nursery follows the safeguarding procedures and guidance of the Wirral Safeguarding Children Partnership (WSCP) and works with local safeguarding agencies to protect children and promote their welfare.
- Safeguarding includes preventing harm, recognising concerns early, supporting children and families, working with parents and professionals, and providing a safe environment where children can learn, develop and thrive. The welfare of the child is our priority. Child protection is part of safeguarding and focuses on protecting children who are suffering, or at risk of suffering, harm.

Legislation and Guidance

This policy is based on current safeguarding legislation and guidance, including the Children Acts 1989 and 2004, Childcare Act 2006, Data Protection Act 2018, UK GDPR, the EYFS Statutory Framework and *Working Together to Safeguard Children 2026*.

Safeguarding Principles

Bluebells Day Nursery will:

- Treat safeguarding as everyone's responsibility.
- Put the child's welfare first.
- Take all concerns seriously.
- Expect staff to remain professionally curious and act on concerns.
- Listen to children and take their views seriously.
- Share information appropriately when necessary to safeguard a child.
- Involve parents/carers wherever safe and appropriate.
- Work with children's social care, police, health professionals, LADO, Ofsted and other agencies where required.
- Recognise that children may experience more than one form of harm, including harm caused by adults or other children.
- Maintain appropriate professional boundaries.
- Regularly review and improve safeguarding practice.
- Safeguarding arrangements will be implemented in practice and not treated as a paperwork exercise.



We promote an inclusive and anti-discriminatory environment and recognise that discrimination, racism or prejudice may contribute to safeguarding concerns. Staff will follow the nursery's Inclusion and Equality Policy when responding to discriminatory behaviour or concerns.

What is Safeguarding?

Safeguarding and promoting children's welfare includes:

- Protecting children from maltreatment.
- Preventing impairment of physical or mental health or development.
- Ensuring children grow up in circumstances consistent with safe and effective care.
- Taking action to enable children to achieve the best outcomes.

Child protection forms part of safeguarding and focuses particularly on children suffering, or likely to suffer, from harm. Concerns may involve abuse, neglect, exploitation, domestic abuse, harmful behaviour between children, online harms or any other circumstance placing a child at risk. Staff receive appropriate training to recognise and respond to safeguarding concerns.

Designated Safeguarding Lead

Designated Safeguarding Lead: Ellie

Deputy Designated Safeguarding Lead: Leah / Lauren

The DSL has overall responsibility for safeguarding and child protection. A DSL or Deputy DSL will be available during nursery opening hours. A DSL will be available during all operating hours.

Responsibilities of the DSL

The DSL is responsible for:

- Implementing this policy and safeguarding procedures.
- Ensuring staff understand safeguarding requirements.
- Providing advice, support and guidance.
- Receiving and responding to concerns.
- Making referrals to children's social care, police or other agencies.
- Maintaining safeguarding records.
- Liaising with children's social care, safeguarding partners and the LADO.
- Ensuring Ofsted is notified where required.
- Monitoring safeguarding training and identifying additional training needs.
- Monitoring concerns and identifying patterns.
- Supporting early help arrangements.
- Promoting a strong safeguarding culture.
- Reviewing and updating safeguarding procedures.
- The DSL will provide ongoing support, advice and guidance to practitioners. DSL safeguarding training to be renewed every two years.

Operation Encompass

Where the nursery receives an Operation Encompass notification, the DSL will respond appropriately, record the information securely and provide appropriate support to the child and family in line with

safeguarding procedures. An Operation Encompass notification does not replace the nursery's usual safeguarding procedures. DSL will complete Operation Encompass training every two years.

Safeguarding Training and Awareness

The nursery has a separate Staff Training Policy. All staff receive safeguarding and child protection training during induction and through ongoing training and professional development. Staff are trained to recognise signs of abuse, neglect and exploitation and understand how to respond, report and record concerns. Abuse and neglect can take many forms, including physical, emotional, sexual abuse and neglect. Staff are trained to recognise possible signs and indicators and must report any concerns to the DSL.

Training includes:

- Recognising abuse, neglect and exploitation.
- Responding to concerns and disclosures.
- Child-on-child abuse and harmful sexual behaviour.
- Domestic abuse, online safety and exploitation.
- FGM, honour-based abuse and forced marriage.
- Modern slavery, trafficking and criminal exploitation.
- Radicalisation, extremism and prevent duty.
- Safeguarding children with SEND and other vulnerabilities.
- Professional boundaries, information sharing and confidentiality.
- Allegations against adults and low-level concerns.
- Local safeguarding procedures and referral arrangements.

Staff are not expected to diagnose, investigate or prove abuse. They must recognise concerns, respond appropriately and report them promptly. Training records will be maintained, with ongoing safeguarding training and a team safeguarding focus each term.

Child Criminal Exploitation (CCE)

CCE occurs when a child is coerced, controlled, manipulated or deceived into criminal activity. Staff are trained to recognise possible indicators of exploitation, including changes in behaviour, unexplained items or money, concerning relationships or adults, and signs of coercion or fear, and must report any concerns to the DSL in accordance with this policy.

- **County Lines:** Staff are aware that children may be exploited by criminal groups to carry or deliver drugs, money or other items, and will report any concerns or changes in a child's behaviour to the DSL.
- **Cuckooing:** Staff are aware that children and vulnerable people may be exploited by criminals who take over or use their home or accommodation for criminal activity and will report any concerns to the DSL.
- **Child Trafficking:** Staff are aware that children may be moved, recruited or transported for exploitation, and will report any concerns to the DSL.
- **Modern Slavery:** Staff are aware that children may be subjected to exploitation, forced labour, trafficking or other forms of modern slavery, and will report any concerns to the DSL.
- **Honour-Based Abuse:** Staff are aware that children may be at risk of abuse or harmful practices linked to perceived family or community honour and will report any concerns to the DSL.

- **Child Abuse Linked to Faith or Belief (CALFB):** Staff are aware that children may be at risk of abuse linked to beliefs, including witchcraft or spirit possession, and will report any concerns to the DSL.

Induction

The nursery has a separate Safer Recruitment and Induction policy. All new staff, students, volunteers, apprentices and relevant agency staff will receive safeguarding information during induction. Please refer to the induction policy for more information.

Induction includes:

- This safeguarding policy.
- DSL and Deputy DSL details.
- Reporting procedures.
- Responding to disclosures.
- Professional boundaries and Staff Code of Conduct.
- Relevant safeguarding policies.
- Whistleblowing arrangements.
- Online safety.
- Local safeguarding procedures.

Staff must understand safeguarding procedures before working independently with children. If staff show a lack of knowledge on any of the topics included in the annex, the induction will be prolonged and further training or mentoring will be arranged.

Recognising Safeguarding Concerns

Staff must remain alert to anything causing concern about a child's safety, welfare or wellbeing. Concerns may arise from:

- Something a child says or does.
- Something observed by staff.
- Information from parents/carers or professionals.
- Changes in behaviour or presentation.
- Unexplained injuries.
- Changes in attendance.
- Information about home circumstances.
- Concerns involving another adult or child.

Proof of abuse is not required before reporting a concern. Staff should use professional judgement and report concerns whenever they believe a child may be at risk.

Responding to a Child's Disclosure

If a child discloses something concerning, staff should:

- Remain calm and listen carefully.
- Allow the child to speak.
- Take the disclosure seriously.
- Reassure the child that they did the right thing by telling someone.

- Avoid leading questions or investigation.
- Explain that information may need to be shared to keep them safe.
- Report the concern to the DSL immediately.
- Record the disclosure accurately using the child's own words wherever possible.

Responding to a Safeguarding Concern

Where a safeguarding concern arises, staff must:

1. **Report:** Tell the DSL or Deputy DSL as soon as possible.
2. **Record:** Make a factual written record promptly.
3. **Do not investigate:** Do not attempt to investigate or prove abuse.
4. **Follow advice:** Follow the DSL's guidance and safeguarding procedures.

If a child is in immediate danger, staff must contact the police or children's social care without waiting for the DSL.

Staff may make a direct referral where the DSL is unavailable, a concern has not been acted on appropriately, or they believe this is necessary to protect the child. Staff should inform the DSL of any direct referral where it is safe and appropriate to do so.

Staff will not be subject to detrimental treatment for raising a genuine safeguarding concern in accordance with the nursery's safeguarding or whistleblowing procedures.

Recording Safeguarding Concerns

Safeguarding records must be factual, accurate, dated, signed, prompt, secure and confidential. Records should distinguish between:

- What was seen.
- What was heard.
- What the child said.
- What another person reported.
- Professional opinion.
- Action taken.

Staff must avoid assumptions, speculation and personal opinions. The DSL will ensure records are maintained appropriately and information is shared where necessary.

Information Sharing, Data Protection and Confidentiality

The nursery will share safeguarding information when necessary to protect a child. Information will be shared securely and only with those who need to know, in line with the Data Protection and Confidentiality Policy.

- Safeguarding records must be accurate, factual, up to date and securely stored.
- Information may be shared with parents, carers and professionals where appropriate and safe to do so.
- Staff should ask the DSL for advice if they are unsure whether information should be shared.
- Data protection and confidentiality must not prevent necessary safeguarding information from being shared.

- Staff must not discuss safeguarding concerns with other parents, children, uninvolved colleagues or on social media.
- Staff must never promise a child or family complete confidentiality where information may need to be shared to keep a child safe.

Children Who May Require Additional Safeguarding Support

Some children may need additional safeguarding support, including those who:

- Have SEND or communication difficulties.
- Are non-verbal or have health or developmental needs.
- Are looked after or previously looked after.
- Are subject to a child protection plan or receiving early help.
- Experience domestic abuse or significant family difficulties.
- May be vulnerable to exploitation.
- Have other circumstances that may increase their vulnerability.

Each child will be considered individually, taking their needs and circumstances into account.

Child-on-Child Abuse and Harmful Behaviour

Children can sometimes behave in ways that may cause harm to another child. This may include physical aggression, bullying, intimidation, inappropriate or harmful sexualised behaviour, or other behaviour that causes concern.

Staff must report concerns to the DSL, who will consider the circumstances, the needs and welfare of all children involved, and whether further safeguarding action is required.

Low-Level Concerns

The nursery promotes an open and transparent safeguarding culture. A low-level concern is behaviour by an adult that may not meet the threshold for LADO referral but may not meet expected professional standards.

Examples include:

- Inappropriate language or behaviour.
- Poor professional boundaries.
- Inappropriate communication or physical contact.
- Behaviour that could be misunderstood.

Staff must report concerns to the DSL, including situations where their own behaviour may have been misunderstood. The DSL will assess the concern and seek LADO advice where appropriate. If a concern may meet the threshold for an allegation of harm, the appropriate safeguarding procedures will be followed.

Professional Boundaries and Staff Conduct

All staff must maintain appropriate professional boundaries and follow the Staff Code of Conduct. Staff must not:

- Form inappropriate relationships with children.
- Communicate with children through personal social media.
- Use personal devices to photograph children.
- Engage in inappropriate physical contact.
- Use inappropriate language.
- Share inappropriate information with children.
- Behave in a way that could reasonably be misunderstood.
- Breach confidentiality.

Staff must report concerns about their own conduct as well as concerns about others.

Supervision and Safeguarding Culture

The nursery will provide appropriate staff supervision, including opportunities to:

- Discuss children's wellbeing.
- Raise safeguarding concerns.
- Discuss professional practice.
- Identify training needs.
- Reflect on safeguarding incidents.
- Receive advice and support.

Working With Parents and Carers

The nursery values positive, respectful and supportive relationships with children and families and will work openly with parents and carers where appropriate.

Information may not be shared if doing so could:

- Put a child or another person at greater risk.
- Affect a police investigation or social care enquiry.
- Conflict with safeguarding advice.

The nursery will follow advice from safeguarding professionals and ensure children and families know who they can speak to if they have a concern about safety.

Working With Other Agencies

The nursery will work cooperatively with:

- Children's social care.
- Police.
- Health professionals.
- Local Authority Designated Officer.
- Local safeguarding partners.
- Early help services.
- Ofsted.
- Other professionals involved with the child.



The nursery will participate appropriately in safeguarding meetings, assessments and multi-agency arrangements. The nursery will follow the Prevent duty and relevant local safeguarding procedures where there are concerns about radicalisation or extremism.

Attendance and Unexplained Absence

The nursery has a separate Attendance Policy. The nursery will follow up unexplained or prolonged absences in accordance with the separate Attendance Policy. Where a child is absent without notification, appropriate attempts will be made to contact:

1. Parents/carers.
2. Emergency contacts.
3. Relevant professionals where appropriate.

Patterns of absence and individual circumstances will be considered. Where safeguarding concerns exist, children's social care and/or a police welfare check may be requested where appropriate. We will follow up absences promptly and consider patterns, vulnerabilities and home circumstances. Where a child is part of a child protection plan, or during a referral process, any absences will immediately be reported to the Local Authority children's social care team to ensure the child remains safe and well.

Mobile Phones, Cameras and Recording

Staff must follow the nursery's **Mobile Phone and Electronic Device Policy**. Unauthorised photography, recording or sharing of children's images is not permitted. Any safeguarding concerns must be reported to the DSL.

Visitors and Contractors

Visitors and contractors will be managed according to the nursery's safeguarding and visitor procedures. The nursery will take reasonable steps to prevent unauthorised access. Visitors will be appropriately supervised where required.

Banned Dog Breeds

In accordance with the EYFS requirements, banned dog breeds must not be kept or present on the nursery premises at any time.

Safeguarding Records

The DSL will maintain appropriate safeguarding records. Records will be factual, accurate, secure, confidential and appropriately retained and shared where necessary. The nursery will follow its Data Protection and Confidentiality Policy and relevant data protection legislation. Safeguarding records will be retained in accordance with the nursery's records management arrangements and applicable legal requirements.

Ofsted Notification

The nursery will notify Ofsted of incidents and other significant events where required by the EYFS and Ofsted requirements. This includes, where applicable:

- allegations of harm or abuse,
- serious accidents, injuries or illness,
- the death of a child,
- a child going missing,
- inadequate supervision,
- unauthorised access to the premises,
- and significant events affecting the safety of children, the suitability of individuals or the provision of childcare.

Notifications will be made as soon as reasonably practicable and within 14 days where required.

- We will notify Ofsted of allegations of harm or abuse by anyone living, working or looking after children at the premises. This applies whether the alleged incident occurred on the premises or elsewhere, including on an outing. Notification must be made as soon as reasonably practicable and within 14 days at the latest.
- Where appropriate, the nursery will also make referrals to children's social care, the police, the LADO or other relevant safeguarding agencies. Notifying Ofsted does not replace the requirement to take immediate action to protect a child.

Emergency Safeguarding Action

If a child is believed to be in immediate danger **Call 999**.

Inform the DSL as soon as possible, but do not delay emergency action while attempting to contact the DSL. For urgent safeguarding concerns that do not require a 999 response, contact children's social care in accordance with local procedures.

Local Safeguarding Arrangements

The nursery will follow safeguarding arrangements of the local authority in which the child resides and/or receives relevant services, including local safeguarding partnership procedures, thresholds, referral arrangements and escalation procedures.

Local authority: Wirral Council

Children's Social Care / The Wirral Integrated Front Door: 0151 606 2008

Out of Hours: 0151 677 6557

Emergency: 999



Attendance Policy

At Bluebells Day Nursery, we monitor children's attendance as part of our safeguarding responsibilities. Regular attendance helps us identify changes or patterns that may indicate that a child or family needs additional support. We will follow up unexplained or prolonged absences promptly and take appropriate action where necessary.

Planned Absences

Planned absences may include holidays, family events or other reasons.

- Parents / carers should inform the nursery in advance of any planned absence.
- Parents / carers should provide the reason for the absence where requested.
- The nursery will record planned absences appropriately.
- Parents / carers should keep the nursery informed of any changes to their contact details or emergency contacts.

Unplanned Absences

Unplanned absences may include illness or unexpected changes to childcare arrangements.

- Parents / carers should inform the nursery as soon as possible if their child will not be attending.
- The reason for the absence will be recorded where appropriate.
- If a child does not attend as expected and the nursery has not been informed, staff will make appropriate attempts to contact the parents / carers.
- If parents / carers cannot be contacted, the nursery will contact the child's emergency contacts.
- The nursery will make appropriate further attempts to establish the reason for the absence where necessary.
- Where there are concerns about a child's safety or welfare, the DSL will be informed, and safeguarding procedures will be followed.

Emergency Contacts

Parents / carers must provide appropriate emergency contact details and keep them up to date. The nursery should have at least two emergency contacts for each child wherever possible. Parents / carers must inform the nursery of any changes to their contact details or emergency contacts.

Safeguarding and Absence

Unexplained or prolonged absence may be a safeguarding concern. The nursery will consider:

- The child's individual circumstances and vulnerabilities.
- Patterns of absence.
- Previous attendance.
- Information already known about the child or family.
- Whether parents/carers or emergency contacts can be contacted.
- Whether further professional advice or support is required.

Where appropriate, the nursery may contact The Wirral Integrated Front Door Team, the police, or other relevant professionals, or request a welfare check. Where a child is already known to children's social care or is subject to a safeguarding plan, the nursery will follow the advice and procedures of the relevant professionals.

Monitoring Attendance

The nursery will monitor and review children's attendance regularly and look for patterns or changes that may indicate a safeguarding or welfare concern. Attendance information will be recorded accurately and securely. Where concerns are identified, these will be discussed with the DSL, and appropriate action will be taken.

Working With Parents and Carers

We recognise that children may be absent for a range of genuine reasons. The nursery will work supportively with parents / carers to understand and address attendance concerns. Our focus is on the child's safety, welfare and wellbeing, rather than attendance alone.

Internal Attendance Procedure

The nursery will maintain an internal attendance procedure for staff which sets out the practical steps to follow when a child is absent without notification. This will include:

- Checking expected attendance.
- Contacting parents / carers.
- Contacting emergency contacts where necessary.
- Informing the manager or DSL where concerns remain.
- Recording actions taken.
- Escalating concerns to appropriate safeguarding professionals where necessary.

Staff must follow the internal procedure alongside this policy and must not delay safeguarding action where a child may be at risk.

Settling In Policy

At Bluebells Day Nursery, we recognise that starting nursery is a significant change for children and their families. We provide a warm, welcoming and flexible settling-in process that is tailored to each child and family. We work closely with parents and the child's key person to build secure relationships and help children develop a sense of belonging.

Settling In

- Parents are encouraged to attend a settling-in session before their child starts nursery.
- During the initial visit, the room supervisor or key person will welcome the child and family, introduce the environment and discuss the child's individual needs, routines, interests and preferences.
- Parents will be introduced to their child's key person. If the key person is not available, parents will be introduced to another familiar member of the team and provided with information about their key person.
- Parents are encouraged to complete an 'All About Me' to help staff understand the child and their needs.
- Families are encouraged to share photographs, comforters and other familiar items that may help their child feel secure.
- Our settling-in arrangements are flexible. Children may have more than two settling-in sessions where this is considered beneficial.
- Parents may remain with their child during the initial session and will be supported to gradually separate when the child is ready.
- We recognise that children settle at different rates and will adapt the approach according to the individual child rather than following a fixed timetable.
- Staff will keep parents informed about how their child is settling and will work with them if additional support or a different approach is needed.
- We will maintain a consistent and nurturing approach to help children develop secure relationships with their key person and the wider staff team.

Communication with Parents

- For babies and younger children, My Day records are used to share information about the child's day, including food, bottles, sleep, toileting and nappy changes where applicable.
- For older children, staff will provide parents with a verbal update at the end of the day. Children's learning and development information is shared with parents through Tapestry and other appropriate communication.
- Parents can discuss their child's progress, wellbeing or any concerns with their child's key person or the nursery manager at any time.

Supporting a Sense of Belonging

- We promote our home-from-home ethos by getting to know each child and their family, valuing their experiences, interests, routines and culture.
- We provide familiar experiences and opportunities for children to develop relationships, explore their environment and feel safe, secure and valued.
- The settling-in process will be reviewed with the family as necessary and adapted to meet the child's changing needs.



Key Person, Assessment and Planning Policy

Key Person

Each child will be allocated a named key person who will take responsibility for supporting the child's care, development, learning and well-being. The key person will:

- Build a positive and secure relationship with the child.
- Get to know the child's individual needs, interests, routines and development.
- Oversee the child's development and contribute to assessment and planning.
- Work in partnership with parents/carers.
- Support the child's settling-in process and transitions.
- Liaise with the SENCO or other professionals where appropriate.

The nursery cannot guarantee that a child's named key person will be present at every session due to staff shifts, annual leave, sickness and other staffing requirements. Where the key person is absent, another suitable member of staff will be assigned to support the child. All staff will be familiar with the children in their care to ensure continuity and consistency.

Assessment

Assessment will be ongoing and based on practitioners' knowledge of each child through:

- Observation and interaction.
- Children's play and experiences.
- Information shared by parents/carers.
- Practitioners' professional knowledge and judgement.

Assessment will be used to understand children's development and identify appropriate support, challenge and next steps.

Two-Year Progress Check

- For children aged between two and three years, the nursery will complete the statutory two-year progress check in partnership with parents/carers.
- The child's key person will contribute to the assessment and ensure that relevant information is shared with parents/carers. Where appropriate, the nursery will work with the SENCO, health professionals or other agencies to identify any additional support the child may need.

Planning

- Planning will be based on children's individual interests, needs, development and experiences and will cover the EYFS areas of learning.
- Practitioners will use their professional judgement to extend children's learning through interactions and experiences.
- The nursery does not require excessive paperwork or written planning where it does not add value. Planning and assessment should never take practitioners away unnecessarily from interacting with and supporting children.
- Practitioners will respond to children's interests and learning in the moment and adapt provision where appropriate.

Promoting Positive Behaviour Policy

At Bluebells Day Nursery we believe children flourish when they feel safe, secure, respected and understood. We support positive behaviour through warm relationships, co-regulation, consistent routines, clear boundaries and age-appropriate expectations. We aim to:

- Recognise each child as an individual and consider their age, stage of development, communication and individual needs.
- Help children understand and express their feelings and develop self-regulation, empathy and positive relationships.
- Praise and encourage positive behaviour and respectful interactions.
- Use co-regulation, distraction and redirection to support children when they are upset or displaying behaviour that challenges.
- Provide consistent, age-appropriate boundaries and expectations.
- Work in partnership with parents and carers to support children.
- Work with the SENCO and other professionals where additional support may be required.
- Never use physical punishment, humiliation, shouting as a behaviour management technique, or isolation as a punishment.

Supporting Behaviour

- Staff respond calmly and consistently to behaviour that challenges. We acknowledge children's feelings while helping them understand that certain behaviours may be unsafe or unkind.
- We comfort children who have been hurt or upset and support children to understand the impact of their actions. Children will not be shamed, labelled or singled out because of their behaviour.
- Where appropriate, staff will identify possible triggers and use positive strategies to help prevent repeated behaviour. An individual support plan or risk assessment may be put in place where additional support is needed.

Physical Intervention

- Physical intervention will only be used when necessary to prevent immediate danger or injury to a child or another person, or serious damage to property. It will always be reasonable, proportionate and the least restrictive option.
- Any physical intervention will be recorded and parents informed on the same day, or as soon as reasonably practicable. The manager will review the incident and consider whether further support or changes are required.
- Where necessary, staff may move other children away from an unsafe situation or support a child to access a quieter area with an adult. This will not be used as a punishment or isolation.

Bullying

- We recognise that conflict and physical behaviours can be part of young children's development. Repeated behaviour that causes another child to feel unsafe or distressed will be addressed sensitively. We will support all children involved and work with parents to agree appropriate strategies.



Inclusion and Equality Policy

Bluebells Day Nursery is committed to providing an inclusive and respectful environment where every child, family and staff member is valued and treated fairly. We promote equality, prevent discrimination and celebrate diversity, ensuring every child can participate fully in nursery life regardless of their background, culture, beliefs, gender, disability, language or family circumstances.

Bluebells will:

- Provide a welcoming, caring and inclusive environment for all children and families.
- Treat every child and family with equal respect, care and consideration.
- Ensure that no child is disadvantaged or prevented from accessing our provision because of their background, culture, race, religion or belief, sex, disability, language, family circumstances or other protected characteristic.
- Challenge discrimination, prejudice, stereotypes, offensive language and unacceptable behaviour.
- Promote positive attitudes towards diversity, inclusion, equality and respect.
- Help children develop an understanding of similarities and differences between people.
- Promote British values through everyday practice, including democracy, the rule of law, individual liberty, and mutual respect and tolerance for those with different faiths and beliefs.
- Ensure our environment, resources, books, toys and activities reflect the diversity of the children and wider community.
- Provide positive and non-stereotypical images and resources representing different cultures, races, religions, disabilities, family structures and roles.
- Support children to develop confidence in their own identity, culture and background.
- Make reasonable adjustments where necessary to support children with disabilities or additional needs.

Children and Families

- We will work in partnership with parents / carers to understand and respect each child's individual needs, background, culture, language, beliefs and family circumstances.
- Parents / carers are encouraged to share information that will help us provide an inclusive and appropriate experience for their child.
- Where a child's first language is not English, we will work with the family and seek appropriate advice or support where necessary to help ensure effective communication and inclusion.
- We will communicate with families in ways that are accessible and appropriate to their needs.

Resources and Activities

Our planning and provision will reflect the children and families who attend Bluebells and the wider community. We will:

- provide a range of books, toys, images and resources that reflect diversity;
- avoid stereotypical representations of people and families;
- provide opportunities for children to learn about different cultures, communities and beliefs;
- respect children's individual identities and family backgrounds;

- adapt activities and resources where necessary to enable children with additional needs or disabilities to participate; and
- ensure that equality and inclusion are considered when planning activities and experiences.
- We will avoid tokenistic celebrations of culture or religion and will aim to provide meaningful experiences throughout the year.

Challenging Discrimination

Discriminatory behaviour, language or attitudes will not be ignored. Staff will:

- challenge inappropriate language and behaviour calmly and appropriately;
- support children to understand why discriminatory behaviour is unacceptable;
- model respectful and inclusive behaviour;
- record and report significant incidents in accordance with nursery procedures; and
- inform parents /carers where appropriate.
- Any concerns involving bullying, discriminatory behaviour or safeguarding will be dealt with in accordance with the relevant nursery policy.

Staff and Recruitment

Bluebells are committed to fair and non-discriminatory recruitment and employment practices. All staff, students, and volunteers will be expected to:

- treat children, families and colleagues with respect;
- promote equality and inclusion;
- challenge discriminatory behaviour;
- follow this policy and all relevant nursery procedures.
- Staff will receive appropriate information and training to help them understand and promote equality, diversity and inclusion.

Additional Needs and Reasonable Adjustments

We will work closely with parents / carers and relevant professionals to identify and respond to children's individual needs. Where a child has a disability or additional need, we will consider reasonable adjustments to our environment, activities, communication and routines so that the child can participate as fully as possible. We will follow our SEND Policy where a child has special educational needs or disabilities.

Responsibilities

The Nursery Manager is responsible for ensuring that this policy is implemented and monitored. The manager will ensure that:

- staff understand their responsibilities;
- appropriate training is provided;
- discriminatory behaviour is challenged and dealt with appropriately;
- resources and activities promote inclusion and diversity;
- reasonable adjustments are considered where necessary; and
- the effectiveness of the policy is reviewed regularly.
- All staff have a responsibility to promote equality and inclusion in their everyday practice.



Special Educational Needs and Disabilities (SEND) Policy

At Bluebells Day Nursery, we are committed to providing an inclusive environment where every child is valued, supported and encouraged to reach their full potential. This policy has regard to the SEND Code of Practice, Children and Families Act 2014, Equality Act 2010, Working Together to Safeguard Children and the EYFS statutory framework.

Our Approach

- We will identify children's individual needs as early as possible through observations, assessments, the EYFS progress check at age two and ongoing monitoring of development.
- We will work closely with parents/carers and listen to their views and knowledge of their child.
- Where a child's progress is less than expected, we will use the graduated approach of Assess, Plan, Do and Review.
- We will make reasonable adjustments to our environment, activities and teaching approaches to enable children with SEND to participate fully.
- We will provide appropriate support, resources and strategies based on each child's individual needs.
- We will work with relevant professionals and agencies, including health, education and specialist services, where appropriate and with parental involvement.
- We will liaise with the local authority SEND team/SEND officer to access advice, support, training and resources where required.
- We will ensure that children with SEND are included in all aspects of nursery life and are not disadvantaged because of their additional needs.

SENCO

Our Special Educational Needs and Disabilities Coordinator is Eleanor Lloyd. The SENCO will:

- Support staff in identifying and meeting children's SEND.
- Work closely with parents/carers and relevant professionals.
- Coordinate the graduated approach and ensure appropriate records are maintained.
- Advise staff on strategies, resources and reasonable adjustments.
- Liaise with the local authority SEND team/SEND officer and other relevant professionals.
- Support referrals to relevant professionals where appropriate.
- Help coordinate transitions between rooms, settings and schools.
- Ensure staff understand their responsibilities towards children with SEND.
- Explore appropriate SEND funding and support with parents/carers and the local authority where required. See the nursery's Funding Policy for further information.

Graduated Approach

- Where additional support is identified, the key person and SENCO will work with parents/carers to:
- **Assess** – identify the child's strengths, needs and areas requiring additional support.
- **Plan** – agree appropriate outcomes, strategies and support.
- **Do** – provide the agreed support as part of the child's everyday learning and care.
- **Review** – review the effectiveness of the support and the child's progress with parents/carers.



- SEND support plans will normally be reviewed every 6–8 weeks, or sooner if the child's needs change.
- Where appropriate, further advice or assessment will be sought from specialist services.

Education, Health and Care Plans (EHCP)

- Where a child has or is being assessed for an Education, Health and Care Plan (EHCP), we will work with the local authority, parents/carers and relevant professionals to support the outcomes identified for the child.
- We will contribute relevant information, attend meetings where appropriate and implement agreed provision within the nursery.

Inclusion and Equality

- We will make reasonable adjustments to our environment, resources and practice to support children with disabilities and ensure equality of access and opportunity.
- We will challenge discrimination and promote positive attitudes towards disability and difference through our everyday practice, resources and learning experiences.



Safer Sleep Policy

At Bluebells Day Nursery, we are committed to providing a safe sleeping environment for all children.

Safe Sleep Arrangements

Sleep Spaces

- Babies under 12 months must sleep in a safety-approved cot with a firm, flat, well-fitting mattress.
- Babies will always be placed on their backs to sleep unless written medical advice states otherwise. Babies who can independently roll may adopt their own sleeping position once placed on their back.
Cots must be free from pillows, duvets, cot bumpers, sleep positioners, soft toys and loose bedding.
- Babies' heads must always remain uncovered.
- Children aged 12 months and over may sleep on approved low-level sleep mats.
- Children must only sleep on approved sleep surfaces. Car seats, pushchairs, swings, bouncers, beanbags, sofas and similar equipment must not be used for routine sleep.
- If a child falls asleep outside a designated sleep space, they will be moved to an appropriate sleep area as soon as it is safe and practical to do so.
- Children may not sleep in any space other than a cot or mat.

Supervision and Monitoring

- All sleeping children, regardless of age, will be actively supervised and physically checked at least every 10 minutes. Checks may be increased for younger babies, medical needs or individual risk assessments.
- Children under 6 months must never be left unattended while sleeping. A member of staff must always remain in the room to provide direct supervision.
- Where possible, children aged 6–12 months will also be directly supervised in the sleep room. Where this is not practicable, a baby monitor may be used for short periods only, provided that physical checks continue at least every 10 minutes.
- Children aged 12 months and over will be regularly checked through physical observation and staff supervision while sleeping in designated sleep areas.
- Physical checks will include assessment of breathing, skin colour, temperature, sleeping position and general wellbeing, appropriate to the child's age and stage of development.
- Baby monitors may be used as an additional aid only and must never replace direct observation, professional judgement or physical checks.

Sleep Environment

- Sleep rooms will be maintained at a safe temperature between 16°C and 20°C.
- Children will be dressed appropriately for room temperature to reduce the risk of overheating.
- Sleep bags may be used if correctly sized and suitable for the room temperature. Where blankets are used, only lightweight cellular blankets will be provided. These will be securely tucked in no higher than the child's chest and must not cover their face or head.
- Babies will be placed in the "feet to foot" position, with their feet at the bottom of the cot, to reduce the risk of bedding slipping over their head.

Comfort Items

- Only dummies are permitted for babies under 12 months in sleep spaces.
- Comforters, soft toys, blankets attached to toys and similar items are not permitted for babies under 12 months.
- Children aged 12 months and over may use an appropriate comfort item during sleep, subject to staff assessment that it does not present a safety risk.

Hygiene

- Cots, sleep mats and bedding will be cleaned and disinfected regularly and immediately when soiled.
- Each child will have their own bedding, which will be laundered routinely.

Partnership with Parents

Daily information regarding sleep patterns will be shared with parents and carers as part of handovers. While parental preferences will be respected wherever possible, staff must always follow current safer sleep guidance and nursery safeguarding procedures. Children will not be kept awake if this may compromise their wellbeing or safety. Parents will be informed if this is not a routine sleep. We aim to follow parents agreed sleep limits wherever possible, while recognising that on some occasions a child may need additional rest, and we will respond to their individual needs.

Arrival at Nursery

- Children must arrive at nursery awake, alert and ready for safe handover to staff.
- The nursery cannot accept responsibility for children who arrive asleep in car seats, pushchairs or other transport equipment.
- If a child arrives asleep, parents or carers will be asked to wake the child to enable a safe handover and visual wellbeing check by staff.

Recording of Sleep Monitoring

All records must be clear, accurate, dated and signed or initialled by the member of staff completing them. All sleep monitoring must be recorded for every child who sleeps at nursery. Records will include the time the child fell asleep, times of all physical checks, Observations made during checks, time the child woke, or any concerns identified and actions taken.

Individual Sleep Assessments

- Where a child has specific needs, medical conditions, or sleep-related requirements, an individual sleep assessment will be completed in partnership with parents/carers and, where appropriate, external professionals such as health visitors or medical practitioners.
- The assessment will identify any additional risks and set out clear guidance for staff to follow, which may include adjustments to sleep positioning, monitoring frequency, equipment uses, or sleep routines.
- Individual sleep plans will be reviewed regularly and updated whenever there are changes to the child's health, development, or care needs, or following any relevant incident or concern.

Nutrition and Mealtimes Policy

At Bluebells Day Nursery, we promote positive relationships with food and provide healthy, balanced and nutritious meals and snacks that meet children's individual needs. We follow the Early Years Foundation Stage (EYFS) Nutrition Guidance and relevant Food Standards Agency (FSA) guidance.

We will ensure that:

- Children attending for a full day are provided with a healthy breakfast, lunch and snack.
- Menus are planned, varied and reviewed regularly in line with the EYFS Nutrition Guidance.
- Menus reflect children's cultural, religious and dietary needs wherever possible and are available for parents to view.
- Children are offered a balanced variety of foods, including fruit and vegetables, starchy foods, protein and dairy or suitable alternatives.
- Foods high in salt, saturated fat and added sugar is limited.
- Fresh drinking water is available and accessible to children throughout the day and is offered regularly.
- Milk is provided where appropriate for the child's age and dietary needs.
- Portion sizes are appropriate for children's age and stage of development, and children's individual appetites are respected.
- Children are given sufficient time to eat and are never rushed, forced or pressured to finish their food.
- Children are encouraged to listen to their bodies and recognise when they are hungry or full.
- Children who do not wish to eat are offered food again later, where appropriate.
- Children are supported to develop independence by making choices, feeding themselves and using appropriate utensils.
- Staff provide positive role models by eating with children where appropriate and demonstrating good table manners.
- Staff promote positive attitudes towards food and healthy eating through everyday discussions, activities and experiences.
- Children are not made to feel different, embarrassed or singled out because of their food preferences or dietary requirements.

Dietary Requirements and Allergies

Before a child starts at the nursery, parents / carers will be asked to provide information about their child's:

- dietary requirements;
- food allergies or intolerances;
- cultural or religious dietary needs;
- relevant medical or health needs.

Where a child has an allergy or specific dietary requirement, we will work with parents / carers and, where appropriate, health professionals to put suitable arrangements in place.

We will:

- Ensure relevant staff are aware of children's dietary requirements and allergies.
- Check food ingredients and labels carefully.
- Take reasonable steps to prevent cross-contamination.

- Ensure children do not share food where this could present a risk.
- Keep appropriate records of dietary requirements and allergies.
- Follow the nursery's Allergy and Anaphylaxis Policy where applicable.

Celebrations

- We recognise that food can be part of celebrations and special occasions. Occasional treats such as cake may be provided.
- Parents may bring food into nursery for special occasions, if this is agreed with the nursery in advance. Ingredients and allergen information must be provided where appropriate.

Food Hygiene

All staff involved in preparing or handling food will have appropriate knowledge and training in food hygiene. The nursery will ensure that:

- Food is stored, prepared and served safely.
- Staff follow appropriate handwashing and cleaning procedures.
- Food preparation areas and equipment are kept clean.
- Allergens and ingredients are checked before food is served.
- Food is handled in accordance with current FSA guidance and the nursery's Food Hygiene and Safety procedures.

Babies and Children Under Two

- Parents / carers will provide information about their child's individual feeding routines and dietary needs.
- The nursery will work with parents to ensure that children's feeding routines are followed as closely as reasonably possible.
- Parents will receive appropriate daily information about food and drink provided for children under two.
- Safer eating, choking prevention and weaning arrangements are covered separately in the nursery's Safer Eating and Weaning Policy.

Food Poisoning

If the nursery becomes aware of a food poisoning incident affecting two or more children, we will notify Ofsted as soon as reasonably practicable and within the required timescale. We will also notify the relevant health protection authority and follow any advice given.



Medication Policy

At Bluebells Day Nursery, medication will be managed safely and appropriately.

Non-Prescribed Medication

Bluebells Day Nursery does not routinely administer non-prescribed medication. The nursery may administer:

- **Emergency infant paracetamol**, where the requirements of this policy are met; and
- **Antihistamine for a child with a known allergy**, where appropriate written consent and medical or allergy management information are available.

Emergency Paracetamol

- Emergency infant paracetamol may only be considered where a child develops a temperature of 38°C or above while attending nursery.
- Parents/carers will be contacted and asked to collect their child immediately. Permission to administer paracetamol will be sought from the parent/carer or, where necessary, the child's nominated emergency contact.
- Where the nursery is unable to contact the parent/carer or nominated emergency contacts, and the child has been in the care of the nursery for at least four hours, emergency paracetamol may be administered at the discretion of nursery management where considered appropriate providing that written permission has been previously obtained.
- Where the child has been at nursery for less than four hours and contact cannot be made, paracetamol will not be administered due to the risk that the child may already have received paracetamol before attending nursery.
- Paracetamol will not be administered routinely, for teething, for pain relief, or simply to enable a child to remain at nursery.
- Children must not return to nursery until they have been free from a fever for at least 24 hours without the use of fever-reducing medication.
- Staff will never exceed the recommended dosage.
- Children will not be permitted to attend nursery if they have been given paracetamol to manage a fever at home prior to attending. This is to prevent the spread of infection to other children in line with current guidance and to ensure children are well enough to attend. Staff will never exceed the recommended dosage.

Antihistamine

- The nursery will only administer antihistamine for a known allergy when advised by an appropriate healthcare professional and where written parental consent and clear instructions for its use have been provided.
- Antihistamine must be prescribed for and clearly labelled with the individual child's name. The nursery will not administer antihistamine solely at the request of a parent/carer or provide it for general use.
- Staff will never exceed the recommended dosage.
- Where applicable, the child's allergy action plan or IHCP will be followed.
- Staff will not diagnose an allergy or independently decide that a child requires antihistamine.
- The nursery does not keep a general supply of antihistamine for emergency use and will not administer medication belonging to another child.

- Any suspected severe allergic reaction will be managed in accordance with the child's individual allergy action plan and the nursery's Allergies and Allergic Reactions Policy.

Prescribed Medication

- Prescription medication will only be administered where it has been prescribed for the individual child by a doctor, dentist, nurse or pharmacist.
- Prescription medication will only be given to the child named on the prescription, at the stated dosage.
- Staff will not give the first dose of a new medication or antibiotic. The first dose of any antibiotic must be given at home. Children may return to nursery after at least **48 hours** from the first antibiotic dose and when they are well enough to attend.
- The nursery reserves the right to refuse entry if a child is unwell or not fit to attend.
- Parents must inform nursery of any changes or doses given at home. The last dose given must be recorded.
- Staff will never exceed the recommended dosage.
- All medication given will be recorded, and parents will receive written details of the medication and dosage administered, with signatures obtained.

Medication must:

- be provided in its original container;
- be clearly labelled with the child's name;
- include the dosage and instructions for administration; and
- be within its expiry date.

Written permission must be obtained for the medication before it is administered.

- The first dose of medication must be given by the parent/carer before the child attends nursery, unless specific arrangements have been agreed as part of the child's healthcare plan.
- Parents/carers must inform the nursery of any medication given at home and of any changes to medication, dosage, instructions or the child's medical circumstances.

Long-Term Medical Conditions and Individual Healthcare Plans

Where a child has a long-term medical condition requiring ongoing medication or specific medical support, an **Individual Healthcare Plan (IHCP)** will be agreed with the child's parent/carer and, where appropriate, relevant healthcare professionals. See IHCP policy.

Injections, Pessaries and Suppositories

The nursery will only administer injections, pessaries or suppositories where staff have received appropriate, child-specific training from a healthcare professional. We will work with parents/carers and relevant professionals to make reasonable adjustments and arrange training where required.

Staff Medication

- Staff must be fit to work and must inform their line manager if illness or medication affects their ability to safely care for children. The Senior Nursery Manager will determine fitness to work, taking medical advice into account where appropriate.

- Staff medication must be labelled, stored securely and kept out of children's reach.

Administering Medication

- Medication will only be administered by staff qualified to Level 3 or above, with a second staff member acting as a witness. All medication must be recorded and signed by both staff members.
- Medication will only be administered by an authorised member of staff who understands the child's medication and instructions.
- Where administration requires specific medical or technical knowledge, the staff member must receive appropriate training before administering the medication.
- Each administration of medication must be recorded on the medication form and signed by the staff member administering it.
- Children will never be forced to take medication, and medication will not be disguised in food or drink.
- If medication is refused, spat out, vomited or cannot be administered as instructed, this will be recorded and parents/carers informed. Staff will not repeat a dose unless they have clear instructions to do so.
- Parents/carers will be informed on the same day that medication has been administered, or as soon as reasonably practicable.

Storage of Medication

- Medication will be stored securely, out of children's reach and in accordance with the manufacturer's instructions.
- Medication requiring refrigeration will be stored on the designated medicine shelf in the fridge. All other medication, such as infant paracetamol, will be stored in the locked medicine cupboard, out of children's reach.
- Medication will be kept separately for each child and clearly identified.
- Emergency medication, such as inhalers or adrenaline auto-injectors, will remain readily accessible to authorised staff and will not be locked away where this could delay treatment.

Medication on Outings

- Any medication required during an outing will be taken with the child and stored safely and accessibly.
- Emergency medication must remain readily accessible where it may be required.
- Medication will be administered and recorded in accordance with this policy and the child's IHCP or other individual healthcare arrangements.
- Parents/carers must inform the nursery promptly of any changes to their child's medication or medical needs.
- Any medication error, adverse reaction or significant medical incident will be managed appropriately, recorded and reported to parents/carers and relevant healthcare professionals where required.

Online Safety and Acceptable Internet Use Policy

At Bluebells Day Nursery, we recognise that digital technology is part of children's everyday lives and can support learning and development when used appropriately. We are committed to ensuring that children, families and staff are protected from the risks associated with the internet, digital technology and electronic devices. Online safety forms part of our wider safeguarding arrangements.

Use of Technology and the Internet

Nursery computers, tablets, internet access and other digital devices must be used safely, responsibly and for appropriate nursery purposes.

Staff must:

- Use nursery technology appropriately and only for legitimate nursery purposes.
- Not access, download, store or share illegal, inappropriate, offensive or harmful material.
- Keep passwords secure and devices locked when not in use.
- Not attempt to bypass internet filters or other security measures.
- Report inappropriate content, online safety concerns or suspected misuse of nursery technology to the manager or DSL immediately.
- Nursery devices will be password protected and appropriate security and filtering measures will be used.
- Internet access and applications used with children will be age-appropriate and reviewed regularly. Children will be closely supervised.
- Follow the nursery's separate policies regarding personal devices, social networking, screen time, and data protection

Children's Use of Technology

Digital technology will only be used where it provides a clear benefit to children's learning, development or wellbeing. The nursery has a separate screen use policy.

Screen use will:

- Be appropriate to children's age and stage of development.
- Be limited and balanced with physical activity, outdoor play, social interaction, books, creative experiences and other learning opportunities.
- Have a clear purpose and be actively supported by an adult.
- Follow the Department for Education's guidance on screen use in early years settings.
- Children will not be left unsupervised to access the internet or digital devices.
- Staff will use their professional judgement when introducing new websites, applications or digital resources and will consider any safeguarding or privacy risks.

Supporting Children to Stay Safe Online

Children will be supported through everyday experiences, conversations and age-appropriate activities to develop an understanding of online safety. Children will be encouraged to:

- Understand that some things online may not be suitable for children.
- Recognise when something makes them feel worried, upset or uncomfortable.
- Tell a trusted adult if something concerns them.

- Begin to understand that people and information online may not always be what they appear to be.
- Staff will model safe, respectful and responsible use of technology.

Photographs and Digital Images

Only nursery-approved devices will be used to take photographs and videos of children. The nursery's Mobile Phone and Smart Devices Policy provide further guidance regarding cameras and personal devices.

The nursery will:

- Obtain appropriate parental consent for the use of images.
- Store and share images securely using approved nursery systems.
- Ensure images are only accessed by authorised individuals.
- Delete or securely dispose of images when they are no longer required in accordance with the nursery's retention arrangements.

Safeguarding and Reporting Concerns

- Any concern that a child has been exposed to harmful or inappropriate online content, contact or behaviour will be treated as a safeguarding concern where appropriate.
- Staff must report concerns promptly to the Designated Safeguarding Lead (DSL) or manager.
- Concerns may include inappropriate online content, contact, images, online bullying, exploitation or inappropriate use of technology by an adult.
- The nursery will follow its Safeguarding and Child Protection Policy and make referrals to the appropriate agencies where necessary.
- Staff must not investigate safeguarding concerns themselves or delete potential evidence unless instructed to do so by the DSL or an appropriate authority.

Working with Parents and Carers

We will work in partnership with parents/carers to promote children's online safety by:

- Sharing appropriate advice and information.
- Encouraging parents/carers to talk to their children about online safety.
- Discussing relevant concerns where appropriate and where this does not place a child at greater risk.
- Signposting families to reliable online safety resources where appropriate.



Complaints and Compliments Policy

At Bluebells Day Nursery, we aim to provide high-quality care, learning and support for children and their families. We value positive relationships with parents/carers and welcome feedback, suggestions, compliments and complaints. We use feedback to reflect on our practice and make improvements where appropriate.

Raising a Concern

- We encourage parents/carers to raise concerns as soon as possible so that they can be addressed promptly.
- In the first instance, parents/carers can speak to their child's key person, room leader, senior member of staff or manager.
- Where a concern cannot be resolved informally, or where a parent/carer wishes to make a formal complaint, this should be made in writing to the nursery manager.
- Complaints relating to safeguarding or child protection will be dealt with immediately in accordance with the Safeguarding and Child Protection Policy.

Formal Complaints

When a written complaint is received, the manager will:

- Acknowledge the complaint and ensure it is appropriately investigated.
- Establish the facts and speak to relevant staff where necessary.
- Consider whether the nursery is meeting the requirements of the EYFS and its own policies and procedures.
- Take appropriate action where improvements are identified.
- Provide the person making the complaint with the outcome of the investigation within 28 days of receiving the complaint.
- Keep a written record of the complaint, investigation, outcome and any action taken.
- Where a complaint relates to the manager, the complaint will be investigated by another appropriate member of management or the provider.
- All complaints will be handled fairly, respectfully and as confidentially as possible. Information will only be shared with those who need it to investigate or manage the complaint, subject to safeguarding and legal requirements.

Complaints Record

The nursery will maintain a written record of complaints. This will include:

- The date the complaint was received.
- The nature of the complaint.
- The investigation undertaken.
- The outcome.
- Any action taken.
- The date and method of the response to the complainant.

Contacting Ofsted

The record will be kept securely and made available to Ofsted on request.



Parents/carers have the right to contact Ofsted if they have concerns that the nursery may not be meeting the EYFS requirements. Parents do not have to complete the nursery's complaints procedure before contacting Ofsted.

Ofsted

Telephone: **0300 123 1231**

Parents/carers can find information about contacting Ofsted on the Ofsted website and the nursery will make the relevant contact information available to parents.

Ofsted Inspections

- If the nursery is notified that an Ofsted inspection is taking place, parents/carers will be informed as required.
- Following an Ofsted inspection, the nursery will provide parents/carers of children attending the setting on a regular basis with a copy of the inspection report, in accordance with EYFS requirements.

Compliments and Suggestions

- We welcome compliments and suggestions from parents/carers.

Positive feedback may be recorded and shared with staff to recognise good practice. Suggestions will be considered as part of the nursery's ongoing review and improvement.



GDPR Privacy Notice

To ensure that children's, parents' and staff's personal information is collected, stored and used appropriately, securely and confidentially, in accordance with the EYFS statutory framework, UK GDPR and the Data Protection Act 2018.

Procedures

- All records relating to children will be kept confidential and securely, in line with current EYFS requirements and legislation.
- Paper records will be stored in a locked cupboard, and electronic records will be stored on password-protected devices and systems. Access will be restricted to authorised persons.
- Parents/carers can request access to records held about their child, subject to data protection requirements. We will regularly share appropriate information with parents as part of our partnership with families.
- Children's and staff's registration details will be collected before they join the setting and kept up to date.
- We will keep records for the period required by current legislation and will securely dispose of them when they are no longer required.
- Parents, carers and staff are asked to inform the nursery of any changes to their personal details.
- We will provide clear and accessible privacy information explaining how personal information is collected, used and shared.
- Information may be shared without consent where there is a lawful basis to do so, including where this is necessary for safeguarding or to protect a child from harm.
- We will notify Ofsted of changes, incidents and other matters where required by the EYFS statutory framework and current Ofsted requirements.

Records Kept for Each Child

We are required to keep appropriate records including:

- The child's full name, home address and date of birth, together with appropriate evidence of identity.
- The names and contact details of parents/carers.
- Which parent/carer the child normally lives with.
- Emergency contact details.
- Information relating to the child's health, care, learning, development and any special educational needs and/or disabilities where applicable.
- Attendance records.
- Information required for funded early education and statutory data returns.

We will only collect and share information that is necessary for the safe care and education of children and to meet our legal responsibilities. You have the right to complain if you believe there is a problem with the way we handle your personal information.