

Nursery Policy

Purpose

This policy and procedure outlines the Nursery's practice for managing the development of children in an EKC Group Nursery and the overarching aim of achievement and progression within the setting. In doing so we will provide fair and consistent procedures with the overall aim being to underpin the mission and values that it operates under.

Mission

The mission for EKC Group's Nurseries is to provide every child with opportunity, achievement, success and progression contained within a quality and supportive learning journey. Underpinning this is the passion to provide the children in our care with a happy and secure environment which stimulates and encourages their natural development. In doing so the Nursery aims to:

- promote equality of access and the opportunity for all children to learn, progress and develop at their own pace
- build strong effective partnerships with parents/carers
- maintain and continuously improve the quality of childcare offered
- make sure our staff are selected, well trained and supervised to meet the needs of the children in our care.
- work effectively with external partners, the community and other relevant agencies
- provide continuous professional development opportunities for our staff
- provide practical training opportunities to students undertaking childcare and education related courses.

Responsibility

Overall responsibility for EKC Group's Nurseries resides with the College Principal. Each College has a Nominated Person and Nursery Manager responsible for the operational and legislative assurance within each setting. It is the responsibility of all staff at the Nursery to uphold the highest values and standards that the setting warrants. In doing so the Nursery will:

- Ensure that parents are aware of the roles of management and staff.
- Inform parents about information kept on their child; where it is kept and who has access to the information.
- Ensure that parents are aware of who their child's key person is.
- Inform parents of how they will receive regular information on the progress of their child, both formally and informally.
- Ensure that parents are aware of confidentiality in the nursery e.g. child protection.
- Ensure that parents are offered appropriate personal support if required.
- Ensure that parents are aware of how to raise concerns and complaints and that these are dealt with promptly.
- Ensure that parents are aware of the need to give consent for First Aid, medication, outings, photographs, information sharing etc.

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Page 1 of 6

Inclusion & Equality

The Nursery takes great care to treat each individual as a person in their own right, with equal rights and responsibilities to any other individual, whether they be an adult or child. The Nursery is committed to providing equality of opportunity and anti discriminatory practice for all children and families according to their individual needs. Discrimination on the grounds of gender, age, race, religion/belief, colour, creed, marital status, ethnic or national origin, or political belief, has no place within the setting. Should anyone believe that this intent is not being upheld, it is their duty to report the matter to the attention of the College Nursery Manager at the earliest opportunity.

By implementing this policy the Nursery and staff are committed to:

- recruiting, selecting, training and promoting individuals on the basis of occupational skills ensuring that no job applicant or employee will receive less favourable treatment on the grounds of age, gender, marital status, race, religion/belief, colour, cultural or national origin, or sex
- providing a childcare place, wherever possible, for children who are designated disabled or disadvantaged according to their individual circumstances, and the Nursery's ability to provide the necessary standard of care
- striving to promote equal access to services and projects by taking reasonable adjustments and practical steps, where possible, such as ensuring access to people with additional needs and by producing materials in relevant languages and media
- providing a secure environment in which all our children can flourish and all contributions are valued
- including and valuing the contribution of all families to our understanding of equality and diversity
- improving our knowledge and understanding of issues of equality and diversity
- making inclusion a thread, which runs through all of the activities of the nursery including encouraging positive role models through the use of toys, imaginary play and activities that promote non-stereotyped images

Access and Storage of Information

We believe that an open access policy is the best way of encouraging participation. Parents/carers are welcome to view policies and procedures that govern the way in which the Nursery works. These can be viewed at any time when the nursery is open, simply by asking the relevant Nursery Manager or by accessing the file on the desk in the office.

Parents are also welcome to see and contribute to all the records that are kept on their child, however the Nursery will adhere to current data protection legislation and afford such protection that such information warrants. All parent, child and staff information is stored securely according to data protection legislation including details, permissions, certificates and photographic images.

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Page 2 of 6

The Nursery's records and documentation are kept and stored in accordance with the minimum legislative archiving time. This will be reviewed annually and amended according to any change in law/legislation.

Complaints and Compliments

Our Nurseries believe that parents are entitled to expect courtesy and prompt, careful attention to their individual needs and wishes. Where a complaint is received it should be dealt with professionally and promptly to ensure that any issues arising from the complaint are handled effectively to ensure the welfare of all children. We welcome any suggestions from parents on how we can improve our services, and will give prompt and serious attention to any concerns that you may have by following our complaints procedure as outlined below:

Stage 1

If any parent should have cause for complaint or any queries regarding the care or education of their child they should in the first instance take it up with the child's key person or a Senior Member of staff/Room Leader.

Stage 2

If the issue remains unresolved and there is not a satisfactory outcome, then the College Nursery Manager should be contacted. These concerns must be presented in writing to the Nursery Manager. The manager will then investigate the complaint and report back to the parent within three working days. This will be fully documented in the complaints log book and will detail the nature of the complaint and any actions arising from it.

Stage 3

If the matter is still not resolved a formal meeting should be held between the Manager, parent and the Nominated Person to ensure that it is dealt with sufficiently. A record of the meeting should be made along with documented minutes and actions. All parties present at the meeting will sign the record and receive a copy, which will signify the conclusion of the procedure.

Stage 4

If the matter cannot be resolved to their satisfaction, then parents have the right to raise the matter with:

Ofsted National Business Unit,
Piccadilly gate,
Store Street,
Manchester
M1 2WD

Quoting the relevant Ofsted Registration Number for the setting.

Policy Owner: Group Deputy Principal

Approving Body: Policy Committee

Stage of approval: Approved

Date of approval: June 2018

Page 3 of 6

Recruitment

The College Nursery will strive in its recruitment to ensure that the staffing levels reflect the community it serves. Every effort will be made to ensure there is a representative balance on the selection group and all members of the Group will be committed to the equal opportunities practice, as set out in this policy, and will have received appropriate training in this regard.

Staff

It is the policy of EKC Group not to discriminate, whether directly or indirectly in the treatment of others. All staff are expected to co-operate with the implementation, monitoring and improvement of this and other policies. All staff are expected to challenge language, actions, behaviours and attitudes which are oppressive or discriminatory on the grounds specified in this policy.

Training

The College Nursery recognises the importance of training as a key factor in the implementation of an effective inclusion and equality culture. The nursery will strive towards the provision of inclusion, equality and diversity training for all staff on an annual basis.

Curriculum

The curriculum offered in each Nursery encourages children to develop positive attitudes to people who are different from them. It encourages children to empathise with others and to begin to develop the skills of critical thinking.

We do this by:

- making children feel valued and good about themselves
- ensuring that children have equality of access to learning and opportunities
- reflecting the widest possible range of communities in the choice of resources
- celebrating a wide range of appropriate festivals
- creating an environment of mutual respect and tolerance
- helping children to understand that discriminatory behaviour and remarks are unacceptable
- ensuring that the curriculum offered is inclusive of children with special educational needs and children with disabilities
- ensuring that children whose first language is not English have full access to the curriculum and are supported in their learning.

Special Educational Needs (SEND) and Disabilities

At EKC Group Nurseries we are committed to the inclusion of all children. All children have the right to be cared for and educated to achieve the best possible outcomes, to share opportunities and experiences and develop and learn alongside their peers. We provide a positive and convivial environment where children are supported according to their individual needs. We recognise that some children may have additional needs that may require particular help, intervention and support. At all times we will work alongside each child's parents and any

Policy Owner: Group Deputy Principal

Approving Body: Policy Committee

Stage of approval: Approved

Date of approval: June 2018

Page 4 of 6

relevant professionals to share information, identify needs and help the child and afford their family access to the support they need.

We are committed to providing a childcare place, wherever possible, for children who may have Special Educational Needs (SEND) and/or disabilities, thus enabling the nursery's ability to make any reasonable adjustments in order to provide the necessary standard of care. We recognise that children with disabilities may not have SEND but may need the nursery to make reasonable adjustments to enable them to make full use of the nursery's facilities.

Where we have emerging concerns about a child and/or where a child has identified additional needs or a disability, we will obtain as much as possible about the needs of the child and any support the child or family may need to ensure the child makes the best progress in their learning and development. We do this by:

- liaising with the child's parents
- observing each child's development and monitoring such observations regularly
- liaising with any other relevant professionals engaged with the child and their family
- seeking any specialist help or support
- researching relevant publications/sources of help
- reading any reports that have been prepared
- attending any assessment or review meetings with the local authority/professionals.

Food

The Nursery will work in partnership with parents to ensure that the medical, cultural and dietary needs of children are met. In doing so we will help children to learn about a range of food, cultural approaches to meal times and eating, and to respect the differences among them.

Students and Apprentices

The College Nursery is committed to sharing best practice with those wishing to pursue a career in childcare. Therefore, Students and Apprentices will be welcome to attend the setting, subject to the necessary safeguarding checks and gain Work Experience within our Nursery. Students are expected to be associated with a recognised child related course and attend a pre-visit to the nursery for an interview, followed by their student induction and nursery tour. Whilst at the setting students or Apprentices will be supervised at all times by a member of staff assigned to them and will not be left alone with the children. It is expected that during the student's placement, their Personal Tutor will visit the nursery or have verbal communication with their Mentor to receive feedback about the student's progression from the manager and the student's mentor. All students on placement must adhere to the same codes of conduct as permanent staff and this also applies to time-keeping and dress codes. Confidentiality must be upheld at all times.

Health & Safety

Our policy is to provide and maintain safe and healthy working conditions, equipment and systems of work for all our employees, and to provide such information, training and supervision as they need for this purpose. We wish to develop and promote a strong health and safety

Policy Owner: Group Deputy Principal

Approving Body: Policy Committee

Stage of approval: Approved

Date of approval: June 2018

Page 5 of 6

culture within the Nursery for the benefit of all staff, children and parents. We also accept our responsibility for the Health and Safety of other people who may be affected by our activities.

Policies to be read in conjunction with this Policy:

- EKC Group Safeguarding policy
- Suitable Persons Policy
- Equality and Diversity Policy
- Data Protection Policy
- Missing Child Policy
- Health and Safety Policy