



**St Anne's College Nursery –  
Policies & Procedures**

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## **1. Introduction**

St Anne's College nursery is a day nursery that caters for up to 12 children aged 6 months – 4 years. St Anne's College nursery is one of the oldest settings within the University, it was founded to provide childcare for tutorial fellows and staff of the college.

We value the need for close communication between the nursery and our families. This handbook provides an overview of how we will work with you as parents/carers. Staff will do their utmost to value the home routines of the child as much as possible within the boundaries of the settings. There may be cases where this is not possible due to the constraints and general routine of the setting. The Policies and Procedures offer detailed information about how we run the setting. We also refer to and operate in accordance with [Early Years Foundation Stage Statutory Framework](#). We look forward to getting to know you and offering your child a safe, caring and discovery filled environment.

## **2. St. Anne's College Nursery Statement of Purpose**

St. Anne's Nursery is a part of St Anne's College and is run on behalf of the College's Governing Body. The primary aim of the Nursery is to serve working parents/carers by providing a safe, happy, and stimulating environment for the children in its care. The nursery seeks to achieve this aim in a cost-neutral manner. The Nursery's intent is to enable parents/carers to devote time and focus to their professional development and service to the College, University and broader Oxford community. In particular, the purpose of the Nursery with regard to specific stakeholders is:

- To the College and University: to support and promote the gender-equal professional success and career progression of its members, when they are also faced with the demands of raising young children.
- To the parents/carers of enrolled children: to give them confidence and peace-of-mind that their children are safe, well-cared for, and provided with appropriate stimulation and rules.
- To the enrolled children: to help them enjoy and learn through free and structured play, while encouraging them to develop socially, emotionally, physically and intellectually.

## **3. Aims and Objectives**

Our aim is to provide a happy, safe and stimulating environment for your child to gain new experiences. To enjoy and learn through unrestricted play and structured activities, while encouraging them to develop socially, emotionally, physically and intellectually. We strive to create a warm friendly environment so your child will feel secure.

## **4. Our vision**

A positive approach and a can-do attitude lie at the very heart of St Anne's College Nursery. Challenges are embraced, standards are set high. We are passionate and flexible practitioners. We understand that individual children have different needs and learn in different ways, but they are all equally important. We want children in our care to leave us with a joy and enthusiasm for learning. Parents/carers are invited to contribute to the learning process. We run the nursery as a community in partnership with parents/carers what learning takes place at home and what they would like their child to learn. We place an emphasis on developing self-confidence and independence in order to achieve 'school readiness.'

## **5. Opening times, drop off and child collection**

St Anne's College Day Nursery is open from 8:45am - 5:15pm.

Parents/carers are requested to drop off their children from 8:45am. We aim to support requests for parents/carers who would like to come into the nursery and provide a short update on the child. However, this is not always possible given staff duties at the time.

Parents/carers are requested to arrive in enough time to pick up their children and be out of the setting by the 5:15pm closing time. At pick-up times, parents and other friends and family, will be asked to wait outside, and children will be brought to the door with their belongings.

If for any reason you will be late collecting your child, please contact the nursery on 01865 274868 so the staff know how long you are going to be, this also helps to reassure your child that you are on your way.

We aim to support requests for parents/carers who would like a short update of the child's day. However, this is not always possible given staff duties at the time and the need to safely close down the facility. It must be done before 5pm. Alternatively, where possible, we recommend parents/carers request a specific meeting with the child's key person in advance.

Mobile phones or other devices should not be used, including calls and photographs, whilst inside the nursery or nursery porch at any point during drop off or collection.

The nursery requires contact details of parents/carers, and authorised adults who are able to collect their child (the home address and telephone number, place of work including telephone/mobile numbers). If a child is to be picked up by a new person, the manager or the child's key person will need to meet or be introduced to that person in advance.

Parents/carers should introduce any friends and family who may collect their child to the staff and on which days they will collect their child. If this is not possible a photograph of the person collecting should be provided, and a form will need to be completed by the parents/carers, with an arranged password.

In an emergency, a child may need to be collected by an adult that members of staff have not met. The name, address and telephone number of the authorised person is recorded, we also require some form of identity, for example, a driving licence or an official letter addressed to them. In the event of a child not being collected by an authorised person please refer to our Child Collection Policy.

## **6. Reporting an Absence**

If your child is unable to attend nursery on their scheduled day, you must notify us by 10 am on the first day of absence. You can report absences via:

- Telephone: 01865 274 868
- Email: [nursery@st-annes.ox.ac.uk](mailto:nursery@st-annes.ox.ac.uk)

## **7. Late collection**

Children remaining in our care after the agreed collection time, or after normal opening hours must be supervised by a minimum of two members of staff, one of whom must be qualified. We appreciate that sometimes there may be circumstances beyond parent/carer control affecting the prompt collection of your child.

If you expect you will be late collecting your child in our care, please call the nursery on 01865 274868 at your earliest convenience and discuss the possible arrangements with the manager/deputy manager.

Parents/carers must arrive in good time to ensure collection before the closure time. Parents/carers arriving late, after the 5:15pm closure time, will incur a late collection fine of £10 for every 5 minutes late. **Late collection will be logged by the nursery staff and any additional charges added to the monthly invoice.**

In the instance of a child not being collected from the nursery after a reasonable amount of time, for example thirty minutes, has been allowed for lateness, the following procedure will be initiated by staff:

- Inform the nursery manager that a child has not been collected.
- The manager will check for any information regarding changes to normal routines, parents' work patterns or general information. If there is no information recorded, the parents will be contacted on the numbers provided for their mobile, home or work. If this fails the emergency contacts will then be contacted as per the child's records
- The manager/staff member on duty in charge and one other member of staff must stay behind with the child.
- If the parents still have not collected the child, the manager will telephone all contact numbers available every 10 minutes until contact is made. These calls will be logged on a full incident record.
- In the event of no contact being made after one hour has lapsed, the person in charge will ring the Social Services Emergency Duty Team and Ofsted to advise them of the situation.
- The two members of staff will remain in the building until suitable arrangements have been made for the collection of the child. The child's welfare and needs will be met at all times.
- In order to provide this additional care a late fee, referenced above, will be charged to parents. This will pay for any additional operational costs that caring for a child outside their normal nursery hours may incur.

## **8. The facilities**

St Anne's nursery is a day nursery, located in a purpose-built detached building within the grounds of St Anne's College. The Nursery is comprised of a nursery office, one main room, children's bathroom with a nappy changing facility, and a kitchen; there is also an outside play area. The main room is divided into two sections: an area for the under 2's and an area for the over 2's.

The outdoor space sits to the north of the building and extends the whole length. It is rectangular in shape with a beech hedge splitting it into sections. The surface is partly of flagstones that run 3-4 deep across, and the rest is mainly laid to lawn running to the beech hedge at which a gate leads into a sensory garden with a raised bed at one end and an area for storytelling. The outside area has a large sunken sandpit with some shade, some raised flower beds for growing, a wooden play house, a storage area for the wheeled vehicles, a workshop/painting area and shelving to accommodate a variety of building blocks. The garden has an outdoor shade covering half the garden to ensure the children can play outside in all weathers.

The children have their own cube boxes to place all their belongings.

## **9. Security and access**

The Nursery has a Salto door entry system so that only members of staff are able to enter the building. There is also a second handle on the Nursery door, once children are inside the building, the door is automatically locked from the inside. This is for staff only and must not be operated by parents/carers.

To enter the nursery please ring the bell and a member of staff will greet you. Parents/carers are encouraged to wait outside to avoid overcrowding and for the safety of the children. If it is safe, and an appropriate time of the day, a member of staff will let you in.

## **10. The Staff**

There are five members of staff currently working in the Nursery, all employed by St Anne's College. All staff members are experienced and hold a recognised Level 3 childcare qualifications. New staff members will not be left unsupervised until the disclosure and Barring Service has cleared all checks. Casual and agency staff must have DBS clearance when working at our setting.

### Ratios and supervision

All the permanent staff at St –Anne's have at least a level 3 qualification and because of this we can easily change our staffing to suit the ratio of children. We have a Manager in place who works full time and two deputy managers who cover each side of the week. We follow department for education statutory guidelines which state we need a staff to adult ratio of:

- Children under 2 years require 1 member of staff for every three children
- Children 2 - 3 years require 1 member of staff for every 4 children
- Children 3 - 4 years old require of 1 member of staff for every 8 children present

Children are adequately supervised at all times including during meal times where staff will sit with the children to make meal times a social and hopefully interesting experience. Some of the younger children/babies sleep in large prams in the open air, they are checked regularly during their sleep time to ensure their safety Whilst playing outside the children have freedom. Our garden is designed so there are places to hide, play and spend time as an individual. But children are within sight or hearing at all times. The garden is approx. 13x20m so every child will be seen or heard easily. During water play activities a member of staff will directly supervise at all times. Especially when it is a large-scale water play where the children have the opportunity to stand/paddle in the water or mix it with sand. We have a free flow system that is in operation all the time. This gives children the chance to lead their own learning (play indoors or outdoors). To give children this opportunity we spread out the staff to cover all areas i.e., one inside, one outside, and one staff member floating.

There is also a Nursery Fellow — a member of the College's Governing Body. The Nursery Fellow is Chair of the Nursery Management Committee whose members support the Nursery Fellow, Manager and Deputy to manage the Nursery.

## **11. Parent/carer Partnership**

We are pleased to welcome prospective parents/carers to look around the nursery to talk to the staff and see us in action. Once a place has been allocated, we have a settling in period which comprises a series of visits before your child starts so that they can become familiar with the nursery and the staff. We also discuss your child's learning and what they enjoy doing.

On the second visit we encourage you to leave your child for a short time with their key person who will care for them. When your child starts coming to the nursery, they will have many things to learn. Firstly, coping without their parents/carers, socialising with other children of different ages and accepting other adults, then learning the nursery routine (play, mealtimes, sleep).

The Early Years Foundation Stage (EYFS) Framework requires strong links between home and nursery, and we welcome a partnership with parents/carers if they would like to spend time in the nursery with us. Every parent, guardian, grandparent and friend of a child will have a valuable skill set that we can use at the nursery to enrich the experience of every child. For example: contribute to a new topic

or an activity such as - reading a story, cooking, planting or sharing special interest or celebrations with the children.

Staff will value the home routines of the child as much as possible. However, there is an understanding that the boundaries of the settings may not always allow for us to accommodate specific request. We also encourage our children, as they get older, into the general routine of the setting.

Ongoing dialogue is encouraged, and staff will, where possible, involve the parents/carers in any changes of routine that may have occurred regarding the child.

## **12. Communication**

All communication must be directed through the main nursery channels which are operated during opening hours.

- Email: [nursery@st-annes.ox.ac.uk](mailto:nursery@st-annes.ox.ac.uk)
- Telephone: **01865 274 868**

If parents/carers have the personal numbers of staff members, they should not use these to communicate about their child's nursery requirements. The dedicated nursery channels ensure that someone from the nursery will be able to help you and ensure any information is passed on in the appropriate manner.

- Emergency 24-hour contact: **01865 274 800 (St Anne's Porter's Lodge)**

In an emergency you can contact the St Anne's Porter's Lodge who will be able to help or pass on an out of hours message on your behalf.

## **13. Key Person**

We operate a key person system where your child is allotted to a particular member of staff. A key person has special responsibilities for working with a small number of children giving them the reassurance to feel safe, well cared for and for building relationships with their parents/carers. A key person will help your baby or child to become familiar with the nursery and to feel safe and confident within it.

Whilst we operate a key person policy, we are also a small nursery with a family focus. All of our staff get to know every child and will contribute to their learning journey, development and contact with parents/carers.

Where possible, your child's key person will be available at the beginning or end of a session to greet you and your child and informally share information, records of development and any concerns you may have. Alternatively, parents/carers can request a specific meeting with the child's key person.

## **14. Nutrition and Mealtimes Policy**

### Overview

At St Anne's College Nursery we believe that mealtimes should be happy, social occasions for children and staff alike. We promote shared, enjoyable positive interactions at these times. We are committed to offering children healthy, nutritious and balanced meals and snacks, which meet individual needs and requirements, following the Department for Education nutrition guidance<sup>1</sup>.

We ask parents/carers to bring a lunch into the setting with their child that the nursery staff will prepare to your specification. This should be a healthy and balanced lunch that will fuel the child for

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<sup>1</sup> [https://bit.ly/EYFS\\_nutrition\\_guidance](https://bit.ly/EYFS_nutrition_guidance)

the afternoon session at the nursery. We do advise that lunches will be served to the children as they arrive in packed lunch boxes. We hope that this will aid school readiness and allow children to develop good habits. Lunch time is around 11:45 – 12:45 with mid-morning snack (around 10:30) and mid-afternoon snack (around 15:30). The nursery will provide healthy, nutritious and balanced snacks for all children.

Parents/carers should ensure food that could be a potential choking hazard i.e., grapes or olives are cut to a manageable size for their child's individual needs. We take care not to provide food containing nuts or nut products and are especially vigilant where we have a child who has a known allergy to nuts. We also ask parents/carers **not to include nuts** in their child's packed lunch for the sake of those who may have an unknown nut allergy. Parents are also requested to bring empty water bottles to the setting, we are not able to have liquids in the nursery that haven't been prepared on site.

This policy should be read in conjunction with the Allergies and Allergic Reactions and Special Dietary Requirements policy.

#### Our approach to food and healthy eating

- A balanced and healthy morning and snacks are provided for children
- Snack menus include at least 3 servings of fresh fruit and/or vegetables per day
- We provide nutritious food at all snack and mealtimes, avoiding large quantities of fat, sugar, salt and artificial additives, preservatives and colourings
- Quantities offered take account of the ages of the children being catered for, in line with recommended portion sizes for babies and young children.

#### Mealtime environment

- No child is ever left alone when eating or drinking to minimise the risk of choking, and a qualified paediatric first aider is always present during meal and snack times
- Staff set a good example, eat with the children, and demonstrate good table manners. Meal and snack times are organised so that they are social occasions in which children and staff participate in small groups. During meal and snack times children are encouraged to use appropriate table manners and staff promote conversation to support social development
- Staff use meal and snack times to help children to develop independence through making choices, handing out drinks and feeding themselves
- Any child who shows signs of distress at being faced with a meal they do not like will have their food removed without any fuss.
- Children not on special diets are encouraged to eat a small piece of everything
- Children who refuse to eat at the mealtime are offered food later in the day
- Children are given time to eat at their own pace and are not rushed.

#### Drinks

- Only milk and water are provided as drinks to promote oral health
- Fresh drinking water is always available and accessible. It is frequently offered to children and babies, and intake is monitored
- In hot weather staff will encourage children to drink more water to keep them hydrated.

#### Baby feeding and weaning

- We follow babies' individual feeding patterns following conversations with parents. We regularly review these to ensure they continue to meet the baby's needs
- We feed babies responsively according to their needs and support mothers with breastfeeding, through providing suitable places to breastfeed in the setting and making provision for expressed breastmilk
- We prepare infant formula milk if required, following NHS guidelines

- Weaning is introduced in collaboration with parents, including discussions about the stage their baby is at, the types of foods and textures their baby is eating at home and how these are presented to the baby; no assumptions are made based on the age of the baby
- The nursery provides parents with daily verbal updates on how much their child has eaten

#### Commercial baby food and drink

- We provide fresh food for babies and do not use pre-made commercial baby food or drink. Occasionally during outings we may provide organix veggie sticks for the children

#### Management of food allergies and dietary needs

- All allergens are displayed alongside the menus to show the ingredients of each meal
- Individual dietary requirements are respected. Before a child joins the nursery, we gather information from parents regarding their children's dietary needs, including any special dietary requirements, preferences and food allergies that a child has, and any special health requirements. All information is shared with staff involved in preparing and handling food
- Where appropriate, we will carry out a risk assessment in the case of allergies and work alongside parents to put into place an individual dietary/allergy plan for their child. This will be regularly reviewed and any changes shared with all staff
- We give careful consideration to seating to avoid cross contamination of food from child to child. Where appropriate, an adult will sit with children during meals to ensure safety and minimise risks
- At each meal and snack time, we ensure a nominated practitioner is responsible for checking that the food being provided meets all the requirements for each child
- Where appropriate, discussions will also take place with children about allergies and potential risks to make them aware of the dangers of sharing certain foods
- Staff show sensitivity in providing for children's diets and allergies. They do not use a child's diet or allergy as a label for the child, or make a child feel singled out because of their diet or allergy.

#### Provision for cultural and dietary preferences

- Where possible, we provide foods from the diet of each of the children's cultural backgrounds, providing children with familiar foods and introducing them to new ones
- Cultural differences in eating habits are respected.

#### Learning about food and cooking with children

- Staff support children to make healthy choices and understand the need for healthy eating
- We promote positive attitudes to healthy eating through play, growing, shopping and cooking opportunities and discussions.

#### Celebrations and special occasions

- We will sometimes celebrate special occasions with treats such as cake, sweets or biscuits. These will be given at mealtimes to help prevent tooth decay and not spoil the child's appetite
- We welcome parents to bring in cakes for special occasions such as birthdays. To ensure all children can safely enjoy the treats, we kindly ask that parents provide a list of ingredients. This is communicated to all families. We also encourage the use of ingredients that are dairy-free, egg-free, and low in sugar to accommodate children with allergies and dietary restrictions.
- We consider celebrating with alternatives such as stickers and badges, bubbles, fruit platters, choosing a favourite story, becoming a special helper, playing a party game, dancing and/or singing their favourite song, and so on
- We ensure that all food brought in from parents meet health and safety requirements and that ingredients are listed, following the Food Information for Consumers (FIR) 2014.

### Food safety and hygiene

- All staff who prepare and handle food are competent to do so and receive training in food hygiene which is updated every three years
- All staff are trained in preparing foods safely to avoid the risk of choking, following the Foods Standards Agency guidelines
- All staff are aware of the symptoms and treatments for allergies and anaphylaxis
- All staff are aware of the differences between allergies and intolerances, including that they need to maintain vigilance as children can develop allergies at any time
- In the very unlikely event of any food poisoning affecting two or more children on the premises, whether or not this may arise from food offered at the nursery, we will inform Ofsted as soon as reasonably practical and in all cases within 14 days. We will also inform the relevant health agencies and follow any advice given.

### Food brought from home

- *To protect all children, including those with known or unknown nut allergies, our nursery is strictly nut-free. This includes peanuts and all tree nuts. No food containing nuts or nut products is permitted on the premises.*
- We do allow children to bring packed lunches into the setting. We provide parents with guidelines for nutritious content and signpost to the NHS packed lunch guidance: <https://www.nhs.uk/healthier-families/recipes/healthier-lunchboxes/>
- We share the Food Standards Agency choking hazards guidance to support parents to prepare foods to reduce choking hazards
- We provide appropriate storage in allocated fridges
- We do provide reheating services for children's packed lunches
- Children's lunch boxes are checked prior to giving the contents to the children to ensure any risks from potential allergens or choking hazards are managed.

Our policy is developed in partnership with parents, staff and children and reviewed on a regular basis.

## **15. Allergies, Allergic Reactions and Special Dietary Requirements**

At St Anne's College Nursery, we are aware that children may have or develop an allergy resulting in an allergic reaction. Our aims are to ensure allergic reactions are minimised or, where possible, prevented and that staff are fully aware of how to support a child who may be having an allergic reaction.

### **Our procedures:**

- Our staff are made aware of the signs and symptoms of a possible allergic reaction in case of an unknown or first reaction in a child. These may include a rash or hives, nausea, stomach pain, diarrhoea, itchy skin, runny eyes, shortness of breath, chest pain, swelling of the mouth or tongue, swelling to the airways to the lungs, wheezing and anaphylaxis
- We ask parents to share all information about allergic reactions and allergies on their child's enrolment form and to inform staff of any allergies discovered after registration. This gives us the opportunity to develop an Individual Health Care Plan for a child.
- We share all information with all staff and keep an allergy register in the kitchen and children's' bathroom
- Where a child has a known allergy, the nursery manager will carry out a full Allergy Risk Assessment Procedure with the parent prior to the child starting the nursery and shares this assessment with all staff
- All food prepared for a child with a specific allergy is prepared in an area where there is no chance of contamination and served on equipment that has not been in contact with this specific food type, e.g. dairy, egg or nuts

- The nursery staff and parents will work together to ensure a child with specific food allergies receives no food at nursery that may harm them. This may include designing an appropriate menu or substituting specific meals on the current nursery menu
- Seating will be monitored for children with allergies. Where deemed appropriate, staff will sit with children who have allergies and where age/stage appropriate staff will discuss food allergies and the potential risks
- The child with allergies will use a placemat to encourage them where to sit and food will be served on a tray, with the child's name, photo and detailed list of allergies on it and only using the designated plate, cup and cutlery.
- If a child has an allergic reaction to food, a bee or wasp sting, plant etc. a first-aid trained member of staff will act quickly and administer the appropriate treatment, where necessary. We will inform parents and record the information in the incident book and on the allergy register
- If an allergic reaction requires specialist treatment, e.g. an EpiPen, then at least two members of staff working directly with the child and the manager will receive specific medical training to be able to administer the treatment to each individual child. Food Information Regulations 2014 From 13 December 2014, we will incorporate additional procedures in line with the Food Information Regulations 2014 (FIR).
- We will display our two- weekly menus on the Parent Information Board and will identify when the 14 allergens are used as ingredients in any of our dishes.

**Transporting children to hospital procedures The nursery manager/senior staff member must:**

- Call for an ambulance immediately if the allergic reaction is severe.
- Whilst waiting for the ambulance, contact the parent(s) and arrange to meet them at the hospital
- Arrange for the most appropriate member of staff to accompany the child, taking with them any relevant information such as registration forms, relevant medication sheets, medication and the child's comforter
- Redeploy staff if necessary to ensure there is adequate staff deployment to care for the remaining children. This may mean temporarily grouping the children together or asking parents to collect their child early
- Inform a member of the management team immediately
- Remain calm at all times. Children who witness an incident may well be affected by it and may need lots of cuddles and reassurance. Staff may also require additional support following the accident.

More information can be found in the Early Years Foundation Stage Statutory Framework.

**16. Equality and Diversity**

The nursery is committed to valuing and respecting the differing backgrounds of the children we care for so that each child is valued as an individual. As children's learning is largely influenced by the ideas, attitudes, and practices of those in close contact with them staff are aware of the importance of developing ways of working and talking to the children which provide positive attitudes and images towards all individuals regardless of race, culture, religion, language, disability or sex/gender. We strive to ensure that the nursery environment is free from racist or sexist influences, and that the class, cultural and religious backgrounds of the children are respected.

**17. Safeguarding children**

## St Anne's College Nursery – Safeguarding Policy

We recognise that all staff and the management team have a full and active part to play in protecting our children, and their welfare is our paramount concern. The management committee takes seriously its responsibility under Section 11 of the Children Act and duties under Working Together to Safeguard Children (2018, updated 2023) to work together with other agencies to ensure adequate arrangements exist within our setting to identify and support those children who are suffering harm or are likely to suffer harm.

We provide a safe, caring and stimulating environment that promotes the social and physical development of each individual child. Ensuring that the children are free from discrimination or bullying where they can learn and develop into well rounded individuals.

The safeguarding leads for the nursery are listed below. We have two leads because of our part time staff members:

- Charie Jones, Nursery Manager
- Pippa Wells, Deputy Nursery Manager
- Fiona Woods, Deputy Nursery Manager

This policy has been developed in accordance with the principles established by the Children Act 1989, and in line with the following:

- Working Together to Safeguard Children (2018, updated 2023)
- Keeping Children Safe in Education (September 2025)
- The Early Years Foundation Stage Statutory Framework
- Oxfordshire Safeguarding Children Board (OSCB) guidance
- Oxfordshire Local Authority Designated Officer

What does Safeguarding and promoting the welfare of children mean?

Safeguarding and promoting the welfare of children refers to the process of protecting children from abuse or neglect, preventing the impairment of their health or development, ensuring that children grow up in circumstances consistent with the provision of safe and effective and nurturing care and undertaking that role so as to enable those children to have optimum life chances and to enter adulthood.

Child Protection:

Child protection refers to the processes undertaken to meet Statutory obligations laid out in the children Act 1989 and associated guidance (see working together to Safeguard and promote the welfare of children) in respect of those children who have identified of suffering harm.

Our Environment and Safeguarding

We ensure that we provide an environment, so the children feel safe, valued and respected, are able to talk to a member of staff if they have worries or difficulties.

We make sure to:

- Support all children's development, so they feel confident and promote resilience.
- Have a robust procedure in place which is followed by all members of staff in cases of suspected abuse.
- Ensure staff are aware of the possible indications of abuse and neglect and of their responsibilities in dealing with suspected cases.

- Achieve positive working relationships with the appropriate agencies, involving in safeguarding children.
- Ensure all adults within our setting have been checked as to their suitability (plus agency and bank staff.)

Our setting procedures for safeguarding children are in line with Oxfordshire Local Authority and Oxfordshire Safeguarding children Board Child Protection Procedures, and Working Together to Safeguard Children 2015.

We ensure that:

- The Designated members of staff have undertaken the relevant training, which will be updated annually. Our Designated Lead staff members are: Charie Jones, Pippa Wells and Fiona Woods.
- There is a Designated Lead member of staff available at all times, so people can discuss any concerns.
- The management Committee/Fellow of the nursery understand and fulfils its Safeguarding responsibilities.
- Policies are updated and shared annually with staff making sure they are understood as well as ongoing refresher courses held in house.
- Comprehensive induction for all new staff on Safeguarding including code of conduct, whistle blowing, allegations management policy, how to report a concern, and who to contact with a concern.
- All members of staff attend the generalist training (level2) every year.
- All staff know what to do if a child tells them he/she is being abused or neglected. Staff understand how to maintain an appropriate level of confidentiality. Whilst at the same time to understand the requirement around sharing information appropriately with the designated safeguarding lead and other relevant professionals.
- Staff members are advised to maintain an attitude at all times “it could happen here” where Safeguarding is concerned.
- When concerned about the welfare of a child, staff members should always act in the best interests of the child.
- Knowing what to look for is vital to the early identification of abuse and neglect. If staff members are unsure they should always speak to the designated safeguarding lead.
- If staff members have any concerns about a child (as opposed to a child being in immediate danger) they will need to decide what action to take. Where possible, there should be a conversation with the DSL to agree a course of action, although any staff member can make a referral to children’s social care.

All staff follow the Oxfordshire Safeguarding Children’s Board Procedures/ Local Authority guidance in all cases of abuse, or suspected abuse. Most injuries to children are accidental and can be simply explained. Bruises, scrapes and cuts are part of the normal rough and tumble of a young child’s life. There are, however, some children who suffer injuries that are not accidental. It’s essential that we take responsibility to safeguard children. This requires us to have a duty to identify early signs and symptoms of possible abuse to Oxfordshire Multi-Agency Safeguarding Hub (MASH).

We will therefore:

- Ensure that we refer a child if there are possible indicators of abuse or neglect to social care.
- Ensure that a detailed and accurate written record of concern about a child are kept separate from children’s individual records even if there is no need to make an immediate referral.
- Ensure that the Designated Lead attends case conferences, family support meetings, or other multi agency planning meetings, and provides a report which has been shared with parents.

- Ensure staff are aware of our child protection policy and procedures, and understand their responsibilities and know how to recognise and refer any concerns.
- Keep ourselves up to date with knowledge to enable us to fulfil our role. This training should include child sexual exploitation and radicalisation, as well as generalist and Designated Lead training.
- Ensure we have staff on interview panels who are Safer Recruited trained.
- Ensure that all staff and volunteers are expected to disclose to the Manager any circumstances which indicate that a member of staff or volunteer could be barred from working with children under the terms of the childcare Regulations 2006.
- If, a child is in immediate danger or is at risk of harm a referral should be made to children's social care and/or the police immediately. Anyone can make a referral.

### Categories of abuse:

Listed below are the four main categories of abuse as defined by the department of health's Working Together to Safeguard Children 2010 document. All staff should be aware that abuse, neglect and safeguarding issues are rarely standalone events that can be covered by one definition or label. In most cases multiple issues will overlap with one another.

- Abuse

A form of maltreatment of a child by inflicting harm or by failing to act to prevent harm. Children may be abused in a family or in an institutional or community setting by those known to them, or more rarely, by others (e.g. via the internet). They may be abused by an adult/s or another child or children.

- Neglect

The persistent failure to meet a child's basic physical and psychological needs, likely to result in the serious impairments of the child's health or development. Neglect may occur during pregnancy as a result of maternal substance abuse.

Once a child is born, neglect may involve a parent or carer failing to:

- Provide food, clothing and shelter.
- Protect a child from physical and emotional harm or danger.
- Ensure adequate supervision.
- Ensure access to appropriate medical care or treatment.

*Possible Indicators and obvious signs of lack of care include:*

- Problems with personal hygiene.
- Constant hunger.
- Inadequate clothing.
- Emaciation.
- Lateness or non-attendance at the setting.
- Poor relationships with peers.
- Untreated medical problems.
- Compulsive stealing and scavenging.
- Rocking, hair, twisting, thumb sucking.

- Physical abuse

May involve hitting, shaking, throwing, poisoning, burning/scalding, drowning, suffocating or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces illness in a child.

*Possible indicators of Physical abuse include:*

- Physical signs that do not tally with the given account or occurrence.
- Conflicting or unrealistic explanations of the cause.  
Repeated injuries.
- Delay in reporting or seeking medical advice
- Sexual abuse

Forcing or enticing a child to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child is aware of what is happening. The activities may involve physical contact, penetrative or non-penetrative acts and also includes involving children in watching pornographic material or watching sexual acts. Encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse (including via the internet). Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children.

*Possible indicators of Sexual Abuse include:*

- Sudden changes in behaviour.
- Displays of affection which are sexual and age inappropriate.
- Tendency to cling or need
- Regression to younger behaviour- e.g. thumb sucking, acting like a baby.
- Tendency to cry easily.
- Wetting/soiling day or night.
- Emotional abuse

The persistence emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It may involve conveying to children that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person.

*Signs of emotional abuse include:*

- Rejection.
- Isolation.
- Child being blamed for actions of adults.
- Child being used as carer for younger siblings.
- Affection and basic emotional care giving/warmth, persistently absent or withheld.

Other areas we safeguard against as a College and a nursery include:

- Child sexual exploitation (CSE)
- Child Criminal Exploitation (CCE)
- Fabricated or induced illness (FII)
- Forced marriages (FM)
- Female Genital Mutilation (FGM)
- Prevent: The Counter Terrorism and Security Act

Dealing with disclosures

The key points for staff members are to: **respond, record, report.**

### **Respond**

- If a child discloses to you always stop and listen quietly, giving your undivided attention.
- Do not appear shocked or disbelieving and allow the child to feel secure and give them time.
- Reassure and stay calm, and make no judgements.

- Never promise that you will keep what they say secret. Give reassurance that only those who need to know will be told.
- React to the child only as far as is necessary for you to establish whether or not you need to refer this matter, but don't interrogate for full details.
- Do not ask leading questions it's important to allow the child to talk and not to interrupt and limit questions to avoid leading. It may be appropriate to ask further questions to clarify, rather than jumping to conclusions. (Tell me, explain to me, describe to me.)
- Never take a photo of the child's injury.

### **Record**

- Make notes about what the child is actually telling you at the time.
- Try to record what was actually said rather than your interpretation of what they are telling you. Record, date, time, place, name of staff member, signed- who was present.

### **Report**

If there are serious concerns and immediate advice is needed, the Designated Lead for Safeguarding will contact the MASH (Multi Agency Safeguarding Hub) immediately.

- Multi-Agency Safeguarding Hub: 0345 050 7666
- Emergency Duty Team (outside office hours) 0800 833 408.

Staff can also report even if the manager/deputy isn't available. OSCB advice you to contact the locality and community support service (LCSS) on:

- Kim Costar: LCSS Worker: 07880 042655  
(Working days and times Tuesday to Thursday 08:30-17:00 and Friday 08:30-16:00)
- Central tel: 0345 2412705

LCSS provide **named** conversations for professionals to discuss Strengths & Needs, Team Around Family Meetings, and give information on other supports in the community for a particular child.

Never attempt to carry out an investigation of suspected abuse by interviewing the young person or others involved. This is a highly skilled role and attempts by yourself could affect possible criminal proceedings.

### Record keeping

Any incident or behaviour change in a child that gives cause for concern should be recorded on an incident sheet, copies of which are kept securely on the Safeguarding children's file. Records must be signed, dated and timings.

Information must be recorded:

- Child's name and date of birth.
- The incident with dates and times.
- If recording bruising/injuries indicate position, colour, size, shape and time on a body map.
- Action taken.

What support is available to you?

- There is regular staff training on Safeguarding.
- All staff receive an induction which includes an explanation of the procedures to be followed when concerned about a child but also guidance on appropriate staff behaviour around children and whistle blowing.
- Any staff that may be affected by issues arising from concerns for children's welfare or safety can seek support from their designated person for child protection.

### Use of Mobile phones and cameras.

Mobile phones and cameras are strictly prohibited within the setting indoors/outdoors.

- Staff and visitors are required to keep their bags locked in a cupboard. Visitors will not be able to use mobile phones or their own cameras when on the premises.
- Staff however are able to use the nursery's camera when on the premises to capture photographs for the children's profiles and for displays.

### Confidentiality

All matters relating to child protection are confidential and all staff are aware of this. The designated lead will only disclose personal information about a child to other members of staff if necessary.

- Staff must understand that they have a professional responsibility to share info with other agencies in order to safeguard children.
- All staff must be aware that they cannot promise a child to keep secrets which might compromise the child's safety and or well-being or that of another.
- We will take no names consultations with our local Assessment teams/MASH team to discuss concerns we may have. However, we understand that if they ask for a name we will discuss the details and it will become a referral.

### Peer on peer abuse

Children can be vulnerable to abuse should be taken as seriously as abuse by adults and should be subject to the same child protection procedures.

### Allegations against staff

All staff should take care not to place themselves in a vulnerable position with a child. We understand that a child may make an allegation against a member of staff. If such an allegation is made, the member of staff receiving the allegation will immediately inform the Manager or the Deputy. The manager will discuss the content of the allegation with the designated officer for the Local Authority (LADO), before taking any action. In our county, contact should be made with the LADO team (names below at the time of this policy):

**Jo Lloyd**, Local Authority Designated Officer

**Sophie Kendall**, Education safeguarding Advisory Team

**Becky Langstone**, Education safeguarding Advisory Team

**Telephone:** 01865 810603

**Email:** [Lado.Safeguardingchildren@oxfordshire.gov.uk](mailto:Lado.Safeguardingchildren@oxfordshire.gov.uk)

If the allegation made to a member of staff concerns the manager themselves, then it needs to be reported to the Fellow of the nursery, Edwin Drummond, and the Committee members who will consult with the LADO, without notifying the manager first.

Suspension of the member of staff against whom an allegation has been made needs careful consideration, and will consult with LADO and HR.

### Whistle Blowing

We understand that children cannot be expected to raise concerns in an environment where staff fail to do so. All staff should be aware of their duty to raise concerns about the attitude or

actions of colleagues and appropriate advice will be sought from the LADO or Safeguarding Team where necessary.

### Anti-bullying

We acknowledge that bullying is not accepted in the setting and taken very seriously. Any matters of bullying if left unresolved can become a child protection matter. We therefore ensure that any concerns will be addressed and action taken to protect pupils where appropriate.

### Supporting Children

We recognise that a child who is abused, who witnesses violence, or who lives in a violent environment, may feel helpless and humiliated, may blame themselves and may find it difficult to develop and maintain a sense of self-worth. We expect that research shows that the behaviour of a child in these circumstances may range from that which is perceived to be normal to aggressive or withdrawn.

We will support all children by:

- Encouraging the development of self-esteem and resilience in every aspect of life.
- Promoting a caring, safe and positive environment.

### Children with Special Educational Needs

At our setting we recognise that children with special educational needs (SEN) and disabilities can face additional safeguarding challenges. This policy reflects the fact that additional barriers can exist when recognising abuse and neglect in this group of children. This can include:

- Assumptions that indicators of possible abuse such as behaviour, mood and injury relate to the child's disability with further exploration.
- Children with SEN and disabilities can be disproportionately impacted by things like bullying-without outwardly showing any signs.
- Communications barriers and difficulties in overcoming these barriers.

### Supporting staff

We recognise that staff working in the setting who have become involved with a child who has suffered harm, may find the situation stressful and upsetting. We will support the staff by providing an opportunity to talk through their anxieties with the designated person and to seek further support. This could be provided from the members of the Committee or a representative of a professional body, as appropriate.

In consultation with all staff, we have adopted a code of conduct for staff at our setting. This forms part of staff induction and is in the staff handbook. We understand that staff should have access to advice on the boundaries of appropriate behaviour.

### Domestic Abuse/Domestic Violence

Domestic abuse is widespread, often escalates, and almost impacts on children in the household. From 2007 domestic abuse has been defined in legislation as harmful and abusive to children. It affects their emotional wellbeing, behaviour, attainment, and long-term life chances: the younger the child the greater the risk. Getting help:

- Oxfordshire Domestic Abuse helpline-0800 731 0055
- Open Monday-Friday 9.30am-6pm, Saturday 10am-4pm

### Children missing from nursery

We enter children’s arrival and departure on a paper copy register, and on a more formal document which includes address, names of parents and contact details. We ask the parents/carers to inform the nursery at the earliest convenience either by phone or email to let us know if their child will not be attending nursery. If we fail to make contact with the parent for 10 days then we will inform the multi-agency Safeguarding hub (MASH).

### Child collection

The nursery requires contact details of parents, and authorised adults who are able to collect their child (the home address and telephone number, place of work including telephone/mobile numbers). Parents should introduce any friends and family who may collect their child to the staff and on which days they will collect their child. If this is not possible a photograph of the person collecting should be provided, and a form will need to be completed by the parents, with an arranged password.

In an emergency, a child may need to be collected by an adult that members of staff have not met. The name, address and telephone number of the authorised person is recorded, we also require some form of identity, for example, a driving licence, passport or an official letter addressed to them.

### What to do if you suspect a child is at risk

- Immediate danger to a child call the Emergency services on 999
- Immediate danger safeguarding concerns contact:
  - o **MASH:** 0345 050 7666 during office hours. (8.30am-5pm, Monday to Thursday and 8.30am-4pm, Friday
  - o **Emergency Duty Team (EDT):** 0800 833 408 outside office hours.
- If you think a child or young person is being sexually exploited, contact the **Locality Community Support Service**, if you have concerns that do not require an immediate Safeguarding response.
- Need support or guidance with an Early Assessment or TAF wish to complete a No names Consultation contact:
  - o **LCSS central** (Oxford and surrounding areas) 03452412705  
[LCSS.central@oxfordshire.gov.uk](mailto:LCSS.central@oxfordshire.gov.uk)
- Concerns or allegations about a professional working with children: if you are a practitioner and have concerns about another practitioner or Volunteer who works with children, or you need to support them, you will need to contact
  - o **Local Authority Designated Officer (LADO)** on 01865 810603
  - o **Oxfordshire Safeguarding Children Board** on 01865 815843
  - o **Team email** [oscb@oxfordshire.gov.uk](mailto:oscb@oxfordshire.gov.uk)

### Summary of Key Contact Details

Key Personnel	Name (s)	Contact details
Designated Safeguarding Lead (DSL)	Charie Jones	01865 274868 Nursery Manager
Deputy DSL(s)	Pippa Wells / Fiona Woods	01865 274868 Deputy Nursery Manager

Chair of committee	Edwin Drummond	01865 284672
Nominated Safeguarding Committee member/ College Safeguarding Officer	Shannon McKellar	01865 274858 Senior Tutor
Education Safeguarding Advisory Team / Local Authority Designated Officers (LADOs)	<b>LADO Team</b> Jo Lloyd  Sophie Kendall (ESAT) Becky Langstone (ESAT)	01865 810603  <a href="mailto:Lado.safeguardingchildren@oxfordshire.gov.uk">Lado.safeguardingchildren@oxfordshire.gov.uk</a>
Linked Locality Community Support Service (LCSS) worker	Kim Costar	<b>07880 042 655</b> working days and times Tuesday to Thursday 08:30-17:00 and Friday 08:30-16:00  LCSS Team 0345 2412705

### 18. Behaviour (including biting)

We hope to deal with all types of undesirable behaviour in a positive way without the need for threats or punishment. We establish clear boundaries and consistency in behaviour management and expectations. We want children to feel secure and comfortable with their boundaries in place. The nursery staff are actively involved in the promoting good behaviour. This is done to the best of our ability in a way that:

- Promotes children's welfare
- Builds high levels of self-esteem
- Introduces the idea of mutual respect

Undesirable behaviours such as biting, kicking and pushing are dealt with quickly and calmly. Attention is focused on the child who has been upset or hurt, undesirable behaviour is not rewarded with lots of one to one attention. Staff will, of course, work with older children who have a greater level of language and comprehension 'emotion coaching' mostly through a mixture of real-life experience and storytelling - we hope this will develop early feelings of empathy.

Biting is not uncommon; it happens regularly in early years settings. Situations involving biting are a difficult situation for parents whether they are the parent of the biter or the child who is being bitten.

It is very important that a member of staff should only deal with situations they have seen happen with their own eyes. A staff member must never act on the word of a child, the situation might have been misunderstood. If undesirable behaviour is seen or turns into a pattern staff will start to make detailed observations to help work through the issue. Information such as:

- Time/Date
- What triggered the incident
- The nature of the incident
- Others involved

- Did a member of staff, or members of staff, see the incident, people's opinions may vary. Staff collaborating to look at an incident can be valuable and help to spot triggers or patterns in behaviour.

When dealing with any form of undesirable behaviour we are always conscious that children are actively learning to deal with a vast range of what must be overwhelming new feelings and emotions. No further reference about the incident should be made when it has been dealt with, the child should be allowed to go about their day as normal.

## **19. Special Educational Needs and Disabilities**

We are committed to ensure that all children are equally valued, welcomed and included. This includes taking steps to ensure their abilities or learning needs are catered for. At our setting we recognise that children with special educational needs and disabilities (SEND) can face additional safeguarding challenges. Our policy reflects the fact that additional barriers can exist when recognising abuse and neglect in this group of children.

We strive to provide a platform where the children's needs are met sensitively and confidently, we also aim to be a constant support to parents/carers. We value and acknowledge each child's individuality by giving them praise and encouragement, to help them feel good about themselves.

All staff understand the need for consistency and continuity of care.

## **20. Payment arrangements and notice periods**

A fee of £1,400 is required as a deposit to secure your child's place at the nursery, this will be refunded when the child takes up the place. Parents will be charged on a monthly basis for all days the nursery is scheduled to be open. For parents/carers who are paying by salary sacrifice (through University or College), payments of fees will be deducted monthly. For parents/carers who are not paying by salary sacrifice, College will raise invoices every month which are payable upon receipt. Full payment must be made in a child's absence.

St Anne's College issues monthly invoices for nursery fees payable. Full payment is due 30 days from the date of invoice, (the due date). Please advise [invoices@st-annes.ox.ac.uk](mailto:invoices@st-annes.ox.ac.uk) once you have made your payment, with the amount you have paid. If paying by voucher, or through a salary sacrifice arrangement, it is the parents/carers responsibility to ensure payments arrive by the due date. Please check with your provider about how long the payment will take to arrive in our bank account and advise [invoices@st-annes.ox.ac.uk](mailto:invoices@st-annes.ox.ac.uk) accordingly. Late payment charges will be applied to overdue invoices.

To withdraw a child from the nursery, two months, on either side, or earlier if possible must be given. Fees will be chargeable if adequate notice is not given.

## **21. Late fees**

If you anticipate difficulty of delay in paying your invoice on time, please contact [invoices@st-annes.ox.ac.uk](mailto:invoices@st-annes.ox.ac.uk) as soon as possible after the receipt of the invoice, and at the latest within 30 days of the invoice date, to discuss the matter with a member of Treasury staff, who will endeavour to assist you.

Failure to discuss late payment, or non-receipt, will mean the application of a late payment fee of £25 per month. This amount will be added to your next invoice. Ultimately, failure to discuss payment delays, agree a way forward, or continued late payments may result in the discretionary withdrawal

of childcare. Exclusion decisions will be made, as a last resort, by the Nursery Committee after three months delayed payment.

## **22. Health and Illness**

No child should be brought into nursery if they are unwell. We will not be able to accept children who are:

- Running a high temperature (38 degrees or over as stated by the NHS)
- Suffering from any kind of contagious disease see list [A2 Schools poster Oct 2022 Final.pdf \(hscni.net\)](#)
- Children suffering from sickness and diarrhoea must stay at home until 48 hours after last vomit/diarrhoea episode.

Should a child become unwell during the day the parents/carers will be contacted as soon as possible, it may be necessary for the child to be collected as soon as possible to prevent an illness spreading through the nursery, and for the child's wellbeing.

If a child has a high temperature, they will be sent home. The following day children are welcome to return to the nursery providing the parents/carers have closely monitored the temperature and it is now within the normal range. The child should also feel 'well in themselves' and exhibit their normal behaviour.

We exclude children on antibiotics for the first 24 hours of the course (unless this is part of an ongoing care plan to treat individual medical conditions) to ensure there are no adverse effects, as well as to give time for the medication to take effect.

The nursery manager may, at their discretion, ask any parent/carer to take their child home, if staff think that the child is not well enough to be at nursery. If the manager thinks it necessary, the parent/carer should produce a note from the doctor saying that the child is fit to return.

Please telephone the nursery by 10am if your child is unwell or unable to attend nursery that morning.

## **23. Medicines and immunisations**

**Medications will only be given to children if it has been prescribed by their GP.** Parents/carers must first complete a medication permission form, this will need to be signed by the parent/carer every day until the course has finished. These prescription medicines will be administered by two members of staff who will then sign the consent form to say the dose was measured, checked and then administered correctly. Medicines in other containers, such as medicines mixed in water or milk, cannot be administered by the nursery unless it is prepared on site under staff supervision.

Paracetamol will not be given by the nursery. If there are extenuating circumstances where the staff and parents deem it urgent then it may be considered. However, if the child is in a position where they need it, then the safest place for the child is at home.

The nursery asks that if a child has a 'live immunisation' such as for chicken pox, that parents/carers let the nursery manager know in advance. There may be members of staff at the nursery who have a lowered immune system and may need to be shielded from the child for up to three weeks.

## **24. Learning through play**

We strongly believe that children learn best through play. 'Every child has a right to play.' Play is vital for a child's development physically mentally and socially. It allows for interactions with others and to soak up the environment they are in. Structured play and free, unrestricted play with no adult interference will stimulate children's imagination and overall well-being. Allowing children to take

risks and challenge themselves through play is important in developing resilience and will also help foster a can-do attitude that will help them become lifelong learners.

## **25. English as Additional Language (EAL)**

As a university nursery we welcome many international children where English is an additional language. If a child starts with no knowledge of English, we monitor them carefully. Some children settle into the environment and are happy to pick up spoken English from other children and staff. We recognise that the existing nursery children are a valuable resource in this situation.

Other children may find the new language and environment more of a barrier in which case we introduce measures:

- Longer settling in period.
- Key/relevant words from native language and personal family environment, such as nicknames.
- It may be helpful to introduce a picture exchange communication system (pecs) individual to the child.
- Working with the child at their own pace is essential.
- We will be in constant communication with parents/carers to discuss progress.
- We will always respect and value the child's first language and cultural identity.

## **26. Clothing**

As the children participate in a variety of indoor and outdoor play activities each day, it is helpful if your child wears washable, comfortable clothing that is appropriate for the weather. You are advised to send your child in practical clothes rather than very smart or expensive ones. We ask that all clothing is named.

For Infant/toddlers, please provide:

- Three changes of clothes
- An adequate supply of nappies or pull ups ( cream if required)
- Warm outdoor clothes (mittens, hat, boots) in the Autumn and Winter
- Suncream, sun hats, boots and raingear in the Spring and Summer

For older children, please provide:

- Three changes of clothes
- An adequate supply of underpants
- Skid-proof, non-marking indoor shoes and wellingtons
- Warm outdoor clothing (mittens, hat, scarf) in the Autumn and Winter
- Suncream, sun hats and raingear in the Spring and Summer

## **27. Toilet training**

No one knows your children better than you. The nursery will be happy to support your decision to start toilet training. However, before starting any training that involves the nursery or the staff, we ask that you consult the nursery manager or the child's key worker so they can advise on toilet training for your child and the setting.

We strongly recommend that children who are in the process of toilet training wear clothes that are easy to remove, no jeans belts or braces this encourages self-help skills and independence. Although a member of staff will always be on hand to help. Extra spare clothes and underpants will almost certainly be needed when you feel your child is ready for toilet training.

If you wish for your child to use a potty the nursery will be able to provide one, or if you would prefer you will be able to bring in your own from home. This might make the whole experience slightly more comfortable for your child.

## **28. Nappies**

We ask you to provide nappies for your child during their time at nursery. The nursery will provide baby wipes and make sure your child is clean and comfortable throughout the day.

## **29. Sleep routine**

Staff will value the home routines of the child as much as possible within the boundaries of the settings Health and Safety constraints and while guiding the child into the general routine of the setting.

It is vital children get the sleep they need to function and grow their cognitive, physical, and emotional development. It is crucial for a child's health and wellbeing that enough sleep is had and important that we encourage restful and quiet times at the nursery.

Between 12:45pm and 2pm is our set sleep time at the setting, however we know that babies may sometimes have their own routines, specific to them which we will follow with guidance from parents/carers. Some parents/carers may not want their children to sleep, and this will be discussed during the settling in period.

We will distract and discourage sleep if a parent/carer has requested for the child not to sleep, however we will not physically keep your child awake. Similarly, if the child does not want to sleep, we will not force them.

## **30. Screen time**

We encourage a broad range of active learning activities. Screen time will not be scheduled daily but is used at times in the setting. It will only be used for music and movement activities, to support learning opportunities or to tie in with the children's current interest. It may also be used on an ad hoc basis for quiet/wind down times after a busy day or energetic activities.

The following guidelines are in place for screen time:

- The staff will vet programmes before the children view them to ensure that; they are suitable both in content and in length for the age of children that they are working with and to ensure that they have a relevant learning purpose.
- Only children over the age of 2 will have screen time.
- Screen time will be limited to a maximum of 30 minutes on any day and should not be scheduled daily.

## **31. Admission Policy**

Our admissions policy can be requested or found on our website. £50 deposit is required to join our waiting list.

## **32. Outings**

From time to time, we like to take the children out of the nursery and off the College site on different outings. The following procedures must be followed for all outings:

- Written permission is obtained from each parent/ carer before the outing
- The completed register of the children's names and parents contact details must be taken on the outing.

- Two mobile phones with an adequate charge must be taken on the outing in case staff are separated in an emergency.
- The first aid bag must be taken along with any additional prescribed medication needed for individual children.
- The children will be dressed in appropriate weather gear.
- The nursery must be informed immediately of any accident or injury that happens.
- Staffing ratios must be respected for safety reasons the ratio will be increased 1 staff member: 3 children for under 2's. 1 member of staff: 4 children for 3-5 year olds.
- When moving along beside the road Staff should walk next to the path with the children on their left hand side.
- Staff will identify toilet facilities in advance of the outing and take nappies and wipes for those children who need them.
- The children will be counted at regular intervals during the time away from the nursery the children will be ticked off against the register
- If we are away from the setting for a fairly long period of time then we will take water bottles and a carbohydrate heavy snack to maintain energy levels.
- Spare clothing should be taken in a bag just in case any clothing is soiled.

Buses will be caught from the bus stop outside the wicket gate which leads onto Banbury road. Usually we ride the bus only a few stops. It may be necessary for staff to stand while the children are seated safely. Staff are alert that if the bus stops suddenly children may be thrown forwards or sideways. Push chairs should be secured away from the children so if there is an incident a child is not thrown into the pushchair. Children are counted on and off of the bus. The driver is asked for his patience while we make sure the whole group is together.

### **33. Lost and Missing Children**

Children's safety is always maintained at the highest priority both on and off the premises. We have put into place thorough systems and procedures which are an integral part of staff training and should ensure that children do not go missing or get lost whilst in our care. To uphold this commitment, we implement the following measures:

- Ensure children are supervised at all times
- Maintain appropriate staff: child ratios
- Closely monitor children in and out of the building, including trips and outings
- Ensure that visitors to the nursery are always supervised
- Indoor and outdoor daily check is carried out in every area where children play
- If an outing is organised, a risk assessment will be carried out before leaving the premises

Very occasionally a child may become separated from the group on an outing or become lost. With careful planning and co-operative working amongst staff, children should not be out of sight of an adult at any time.

**In the unlikely event that a child is unaccounted for on the premises, staff will immediately action the lost or missing child procedure outlined below:**

- Conduct a headcount and check signing in and out sheet to confirm the child is lost or missing and has not been collected.
- The Nursery will ensure a responsible person can help undertake a thorough search of the nursery and the immediate vicinity, whilst ensuring the other children are suitably monitored and reassured by another member of staff.
- The manager will be notified, and security called to help with the search
- The premises, including the entire Nursery, garden, and all surrounding areas will be searched, together with as many volunteers as possible.
- The signing in sheet is to be checked once again to make sure no other child is missing.

- Doors and gates to be checked to see if there has been a breach of security whereby a child could wander out.
- If, following a thorough search of the nursery and the immediate vicinity, the child cannot be found the police will be called and the child's parents will be notified without delay.

**In the unlikely event of a child being lost while on a trip or outing the following procedures will be followed:**

- As soon as it is noticed that a child is missing staff on the outing ask children to stand with their designated person and carry out a headcount to ensure no other child has gone astray.
- One staff member to immediately undertake a thorough search of the immediate vicinity whilst ensuring the other children are suitably monitored and reassured by another member of staff.
- Nursery manager to be notified as soon as possible (if not already present), and to inform venue (for example shop, library, museum etc)
- If, following a thorough search of the immediate vicinity, the child cannot be found the police will be called and the child's parents will be notified without delay.
- Nursery manager to contact parents/ child protection officer and keep them informed of what is happening
- Staff to return other children safely to the nursery when manager arrives.
- Manager/responsible person to remain with any emergency services.
- The manager will investigate the events and staff must do a written record of their accounts.
- Notify Ofsted

Missing child incidents are extremely worrying for all concerned. Part of managing the incidents is to try to keep everyone as calm as possible. The staff will feel worried about the child; especially the member of staff who was responsible for the child whilst on the outing. They may blame themselves and their feelings of anxiety and distress will rise as the length of time that the child is missing increases. The Nursery Manager should ensure that the staff feel supported while they are feeling vulnerable.

The other children are also sensitive to what is going on around them. They too may be worried. The remaining staff caring for the children need to focus on their needs and must not discuss the incident in front of them. They should answer children's questions honestly but also reassure them.

The parents may feel angry and fraught. They may want to blame staff and single out one member over others; they may direct anger at the nursery manager. No matter how understandable the parent's anger may be, aggression or threats against staff are not tolerated and security will be called if required.

### **34. Babysitting**

We do not provide a babysitting service outside of our normal operating hours. However, we understand that parents sometimes ask nursery staff to babysit for their children and as such it is important to clarify some points regarding private arrangements between staff and parents.

**The nursery is not responsible for any private arrangements or agreements that are made; this is between the staff member and family.** We have rigorous recruitment and suitability processes in place to ensure that we employ competent and professional members of staff and uphold our duty to safeguard children whilst on our premises and in the care of our staff. This procedure includes interviews, references, full employment history and DBS checks as well as several other processes.

Whilst in our employment all staff are subject to ongoing supervisions, observations and assessments to ensure that standards of work and behaviour are maintained in accordance with our policies. **We have no such control over the conduct of staff outside of their position of employment and can**

**accept no responsibility for a staff member's actions when they are outside their employment with us.**

Out of hours work arrangements must not interfere with the staff member's employment at the nursery. All staff are bound by contract of the Confidentiality Policy and Data Protection Act that they are unable to discuss any issues regarding the Nursery, other staff members, parents or other children.

The nursery has a duty to safeguard all children whilst on our premises and in the care of our staff, however, **this duty does not extend to private arrangements between staff and parents outside of school hours.**

Should a staff member in a private arrangement outside of their employment hours have concerns, they should independently report this through the usual safeguarding channels or the police.

If a staff member is to take the child at the end of that child's day the nursery manager will need to be informed in advance and will require written permission from the parent/carer.

A list of staff members who are willing to babysit in a private arrangement, and their contact details, can be requested from the nursery manager.

### **35. Complaints procedure**

We believe that our nursery provides good care and education for all our children, and that management and all staff work very hard to build positive relationships with all parents and carers. However, if you have a complaint or concern about your child's care at the setting you should be able to discuss and highlight them through an informal discussion with your child's key person.

If you feel the concern is not dealt with effectively then we encourage parents to discuss this with the nursery manager.

Our aim is to resolve any complaint through talking and mutual understanding, and, in all cases, we put the interests of the children above all other issues. We provide sufficient opportunity for any complaint to be fully discussed, and then resolved.

If we cannot resolve a problem informally then we have a formal complaints procedure which can be followed. A complaints record form will need to be filled in with attached supporting documents. This information will be passed on to John Banbrook (Domestic Bursar and the nursery line manager), the Nursery Fellow, Edwin Drummond and the Head of Human Resources who will review and prompt an investigation where required.

If the complaint relates to the nursery manager the person who has the grievance will be able to send the complaint directly via email to the fellow or members of the committee:

- Edwin Drummond (Nursery Fellow & Chair) [edwin.drummond@st-annes.ox.ac.uk](mailto:edwin.drummond@st-annes.ox.ac.uk)
- John Banbrook (Nursery Line Manager) [john.banbrook@st-annes.ox.ac.uk](mailto:john.banbrook@st-annes.ox.ac.uk)
- Julie Parkin-Morse (HR Manager and member of the committee) [hr@st-annes.ox.ac.uk](mailto:hr@st-annes.ox.ac.uk)

Incidents will be dealt with in the strictest confidence where appropriate. Documentation will include phrases such as child A or staff member B rather than using individual's actual names.

Process for recording the investigation of complaints

- Investigations surrounding the Complaint should be recorded in chronological order.

- Steps taken to investigate the incident should be fully detailed
- Who was involved in investigating the complaint
- Any referral to outside agencies (including Ofsted) should be noted and the accompanying documentation included if possible.

#### Actions and Outcomes

- Actions by nursery and the college identified and put into a clear action plan
- Actions taken by Ofsted need to be noted and their paperwork included in the report
- Any actions taken by external agencies if they have permission to do so will be included in the paperwork.
- We need to reflect, look at the outcome of the investigation and make effective and meaningful changes in recommended areas to our practice.
- An account of the findings of the investigation and the action plan will be published and shared with the nursery committee within 28 days from when the complaint was made.
- If it is deemed necessary the person leading the investigation will send a letter to the person making the complaint detailing the findings of the investigation in further detail.

### 36. Whistleblowing Policy

At St Anne's College Nursery, we expect all our colleagues, both internal and external, to be professional at all times and hold the welfare and safety of every child as their paramount objective. We recognise that there may be occasions where this may not happen and we have in place a procedure for staff to disclose any information that suggests children's welfare and safety may be at risk.

We expect all team members to talk through any concerns they may have with their line manager or HR at the earliest opportunity to enable any problems to be resolved as soon as they arise.

#### Whistleblowing definition

Whistleblowing is the term used when a worker passes on information concerning wrongdoing. [The St Anne's College whistleblowing policy can also be found here.](#)

#### Legal framework

The Public Interest Disclosure Act 1998, commonly referred to as the 'Whistleblowing Act', amended the Employment Rights Act 1996 to provide protection for employees who raise legitimate concerns about specified matters. These are called 'qualifying disclosures.'

A qualifying disclosure is one made in the public interest by an employee who has a reasonable belief that any of the following is being, has been, or is likely to be, committed:

- A criminal offence
- A miscarriage of justice
- An act creating risk to health and safety
- An act causing damage to the environment
- A breach of any other legal obligation or concealment of any of the above
- Any other unethical conduct
- An act that may be deemed as radicalised or a threat to national security.

Disclosures do not have to be made 'in good faith' but they must be made in the public interest. This is essential when assessing a disclosure made by an individual.

The Public Interest Disclosure Act has the following rules for making a protected disclosure:

- You must believe it to be substantially true
- You must not act maliciously or make false allegations
- You must not seek any personal gain.

It is not necessary for the employee to have proof that such an act is being, has been, or is likely to be, committed; a reasonable belief is sufficient.

### **Disclosure of information**

If, in the course of your employment, you become aware of information which you reasonably believe indicates that a child is, or may be, or is likely to be, in risk of danger and/or one or more of the following may be happening, you **MUST** use the nursery's disclosure procedure set out below:

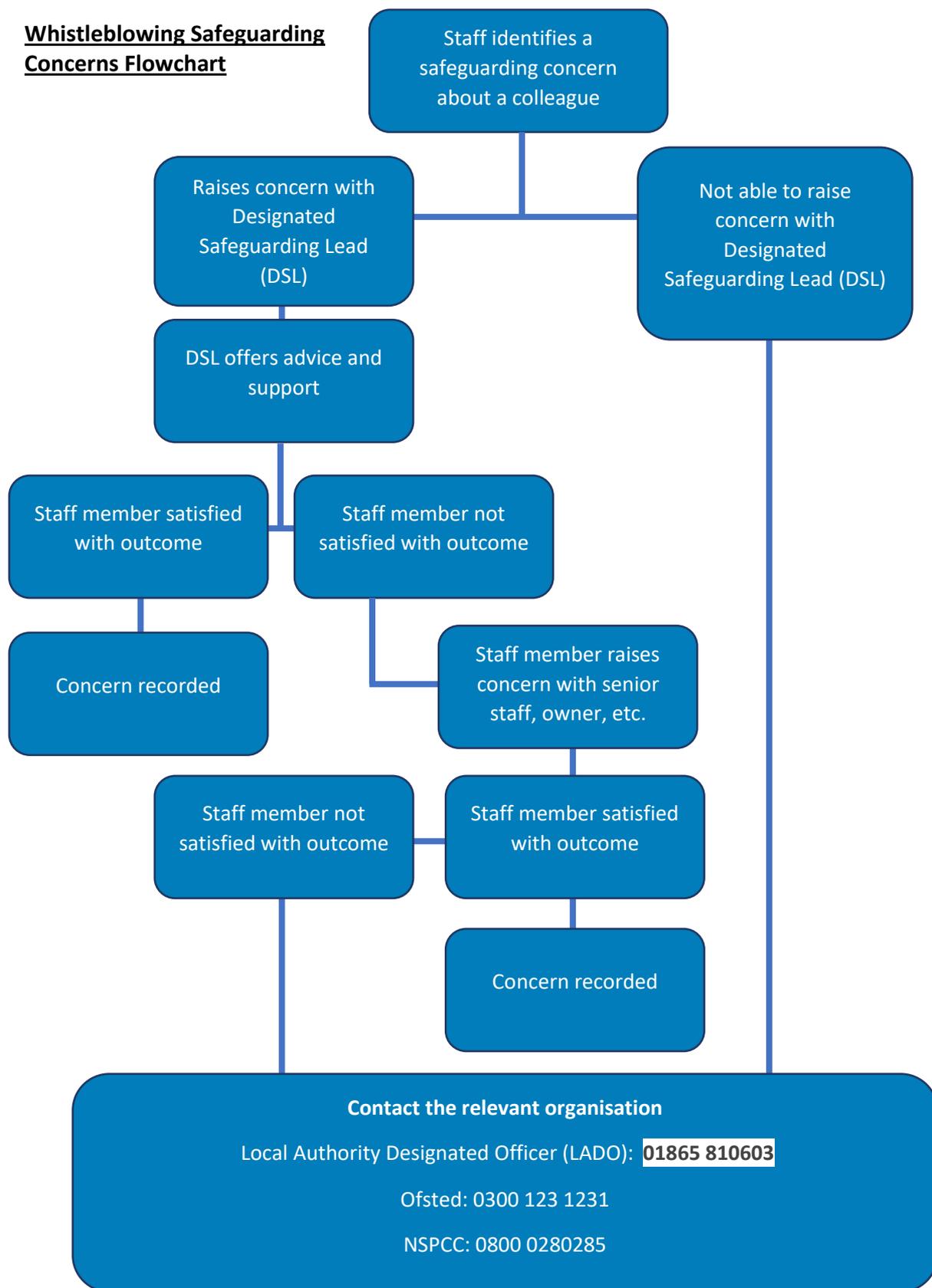
- That a criminal offence has been committed or is being committed or is likely to be committed
- That a person has failed, is failing or is likely to fail to comply with any legal obligation to which they are subject (e.g. EYFS, Equalities Act 2010)
- That a miscarriage of justice has occurred, is occurring, or is likely to occur
- That the health or safety of any individual has been, is being, or is likely to be endangered
- That the environment, has been, is being, or is likely to be damaged
- That information tending to show any of the above, has been, is being, or is likely to be deliberately concealed.

### **Disclosure procedure**

- If this information relates to child protection and safeguarding then the nursery's Safeguarding children and child protection policy should be followed, with particular reference to the staff and volunteering section. See below for the Whistleblowing safeguarding concerns flowchart
- Where you reasonably believe one or more of the above circumstances listed above has occurred, you should promptly disclose this to your manager so that any appropriate action can be taken. If it is inappropriate to make such a disclosure to your manager (i.e. because it relates to your manager) you should speak to: Dr Shannon McKellar (College DSL) 01865 274858 or John Banbrook (College Domestic Bursar 01865 274890)
- Employees will suffer no detriment of any sort for making such a disclosure in accordance with this procedure. For further guidance in the use of the disclosure procedure, employees should speak in confidence to the nursery manager or HR Manager
- Any disclosure or concerns raised will be treated seriously and will be dealt with in a consistent and confidential manner and will be followed through in a detailed and thorough manner
- Any employee who is involved in victimising employees who make a disclosure, takes any action to deter employees from disclosing information or makes malicious allegations in bad faith will be subject to potential disciplinary action which may result in dismissal
- Failure to report serious matters can also be investigated and potentially lead to disciplinary action which may result in dismissal
- Any management employee who inappropriately deals with a whistleblowing issue (e.g. failing to react appropriately by not taking action in a timely manner or disclosing confidential information) may be deemed to have engaged in gross misconduct which could lead to dismissal

We give all of our staff the telephone numbers of the Local Authority Designated Officer (LADO), the local authority children's social care team and Ofsted so all staff may contact them if they cannot talk to anyone internally about the issues or concerns observed.

**Whistleblowing Safeguarding Concerns Flowchart**



### 37. Attendance Policy

At St Anne's College Nursery we believe good attendance plays a fundamental role in supporting children's educational achievement, well-being and in keeping children safer. Establishing regular routines for young children supports the settling-in process and enhances their sense of security and belonging.

#### POLICY AIMS AND PRINCIPLES

- Encouraging parents, carers, and staff to prioritise attendance to maximise children's learning and development.
- Outlining clear procedures for parental involvement and attendance communication.
- Regular attendance is crucial for children's learning and wellbeing.
- Unjustified or unexplained absences will be marked as **unauthorised**.

As an Ofsted-registered early years provider, our attendance records are scrutinised and contribute to our overall setting evaluation. Your support in maintaining strong attendance is vital.

This policy outlines the expectations and procedures surrounding child absence from the setting.

Whilst attendance at nursery is not statutory, authorised absence will be granted in the following circumstances, where parents inform the nurse on the first day of absence or prior to the first day of absence:

#### TYPES OF ABSENCES

**Authorised Absences** may include

- Illness of the child
  - Illness of siblings or parents
  - Bereavement
  - Health services appointments
  - Holidays, including extended visits to family overseas
  - Religious observance
  - Emergency or exceptional circumstances.
- **Unauthorised Absences** include no explanation or unjustified reasons

#### PARENTAL RESPONSIBILITIES

- **Reporting An Absence**

If your child is unable to attend nursery on their scheduled day, you must notify us **by 10 am on the first day of absence**

You can report absences via:

- Telephone 01865 274 868
- Email [nursery@st-anne's.ox.ac.uk](mailto:nursery@st-anne's.ox.ac.uk)

#### STAFF RESPONSIBILITIES

- Record time of arrival and departure on the daily register.
- Follow up on unexplained absences by contacting the parent by 11:00am and recording outcome on 'notes' section
- Mark absences as **unauthorised** if no explanation is provided.
- Report persistent or concerning absences to the Manager.
- The Manager will take appropriate action and may contact Children's Services if necessary.

## UNEXPLAINED ABSENCES

- Children's attendance is monitored closely. If we do not receive an explanation for your child's absence by 11:00am, we will attempt to contact you. If we are unable to reach you within **48 hours** and still have no explanation, we may be required to notify **Children's Services**, in accordance with the **Children Act 2004**.
- This procedure reflects guidance from the local authority and is in place due to past serious incidents where the absence of a child went unnoticed following a parent's illness or emergency.
- The sole purpose of this policy is to protect the safety and welfare of the child and their family.

## Leaving the nursery

If you decide to withdraw your child from the nursery, please see our Parent Contract and Terms and Conditions for notice periods. This will ensure that we remove your child from our systems and therefore will not expect them to attend.

If your child is transitioning to another early years provider or school, please provide us with the details of the new setting so that we can transfer essential information, such as their funding eligibility code.

## 38. Safer Recruitment Policy

St Anne's College Nursery is committed to following a strict safeguarding procedure to protect all children and young people in our care and expects all staff, committee members, volunteers, students and agency staff to share this commitment. The nursery recognises that, in order to achieve this, it is of fundamental importance to attract, recruit and retain staff who share this commitment.

The aims of the nursery's recruitment policy are as follows:

- To ensure the safety and welfare of all children in our care
- To ensure compliance with all relevant Ofsted and Oxfordshire Safeguarding Children Partnership (OSCP) guidance
- To ensure that the best people are recruited for the roles following the recruitment procedures below
- All relevant and compliant pre-employment checks are carried out
- To ensure that all job applicants are considered equitably and consistently.
- To ensure that no job applicant is treated unfairly on any grounds including race, age, disability, sex, sexual orientation, gender reassignment, marriage and civil partnership, religion and belief or pregnancy and maternity

## Vacancies

All vacancies will be advertised on the College website, Conference of Colleges, and a selection of the following: Nursery World, Oxford County Council, Careers in Childcare, Daily Info and the University of Oxford Gazette. Interview candidates will be asked to complete an application to the Disclosure and Barring Service (DBS) for an enhanced disclosure. Proof of ID, address and right to work in the UK will be required. Adverts will state that we are committed to safeguarding and promoting child welfare by completing all the relevant pre-employment checks and that St Anne's is an Equal Opportunities employer.

## Recruitment Process

Through all modes of advertising, applicants will be directed to the College website which will contain details of how to apply for the role and what documents are required to be completed. Application forms **must** be completed for all vacancies, an application will not be accepted without it fully completed. Curriculum Vitae's can only accompany the application form with a covering letter of interest.

For equal opportunity monitoring there will be an optional EO form to complete which can be sent anonymously.

### **Shortlisting Process**

Applicants will be shortlisted by the interview Panel which will consist of the Nursery Manager, Nursery Fellow and HR Manager (who may be substituted by the HR Assistant). Applicants will be shortlist against the criteria set out in the job description and person specification. Depending on the role requirements, some criteria may be weighted more than others.

Applicants shortlisted for interview will be notified verbally and confirmed in writing and will be asked to provide the following documents at interview.

- A completed DBS form (sent out at the time of successful interview confirmation)
- Supporting ID documents for the DBS form (a list of acceptable documents will be enclosed with the form)
- Prove of Right to Work documentation
- Original qualification documents, relevant to the role

### **Interview process**

The interview process will consist of a formal interview with the panel and tour of the nursery which will include meeting the team. Where deemed appropriate the panel may ask the applicant to spend up to an hour working with the team so their skills can be assessed in the working environment.

The panel will agree a set of relevant interview questions which will include Safeguarding but each candidate will have different skills, abilities and experiences and will need probing on different areas. Wherever possible questions will be open-ended and will ask for examples of experiences. Hypothetical questions will be avoided wherever possible.

The panel should cover all aspects of the candidate's application in relation to the role, identifying any particularly interesting points or discrepancies and in particular addressing any gaps in their employment history.

### **Selection Process**

The interview panel will meet after all interviews have been conducted and discuss the merits of each applicant in turn, ensuring they are satisfied with all of the information they have.

Once the panel have agreed on an applicant, HR will make a formal verbal offer stating it is conditional upon satisfactory references and DBS check.

- At least two references from previous employment will be required, in the case of a newly qualified student, their tutor and a personal or professional reference. These references will be taken up BEFORE employment commences and will meet the requirements for references as set out in the EYFS under 'Suitable people'. This may be verbal initially and then followed up with a written reference which will form part of their personnel file
- The successful candidate will be asked to provide proof of their qualifications, where applicable. All qualifications will be checked and copies taken for their personnel files where applicable

*Any documentation of non-successful applicants will be discarded after the confirmation of acceptance of the role by the successful applicant.*

## **Contract of Employment**

A contract of employment will follow the verbal offer and is subject to a six month probationary period which can be extended if required. (For on permanent appointments, this may be shorter).

All new starters will be subject to an enhanced Disclosure and Barring Service (DBS) check. This will be initiated before the member of staff commences work in the nursery and they will not have unsupervised access to any child or children's records before this check comes back clear.

## **Students and Volunteers**

All students and volunteers will be invited for an informal interview prior to being offered any placement. If over the age of 16, DBS checks must be completed prior to any placement commencing. Students and volunteers must not be left unsupervised at any time during the placement.

## **Induction**

We provide an induction for all the staff in order to fully brief them about our setting, the families we serve, our policies and procedures, curriculum and daily practice. Introductions to all staff, parents and carers including the Nursery Fellow.

Further information will include:-

- Details of the tasks and daily routines to be completed
- Safeguarding policy
- Nursery Handbook
- Safeguarding, Staff Allegation policy
- Collection Policy
- Nursery Equal Opportunities policy
- Staff Handbook (sent with employment contract)
- Fire Evacuation
- Health and Safety
- Child information (allergies, medicines, feeding etc)
- Familiarising with the building

## **Records**

The Nursery Manager will keep all Nursery staff records for disclosure on a central register (where applicable) which will be maintained and available for Ofsted inspection.

### **39. Respectful Intimate Care Policy**

At St Anne's College Nursery we believe that all children need contact with familiar, consistent carers to ensure they can grow and develop socially and emotionally. Children need to feel safe, secure and happy so we expect nursery staff to be responsive to children's needs, whilst maintaining professionalism. We accept that children need to be cuddled, encouraged, held and offered physical reassurance, and ensure intimate care routines are undertaken in a safe, respectful and child-centred way.

Intimate care routines may include nappy changing, supporting children with toileting, changing clothes, and giving first aid treatment and specialist medical support, where required. In order to maintain the child's privacy, we will carry out the majority of these actions on a one-to-one basis and, wherever possible, by the child's key person. First aid treatment will be carried out by a qualified paediatric first aider.

Providing intimate care involves working with children when they are particularly vulnerable, which can provide heightened opportunities for abuse. Therefore, to promote good practice and minimise

the risk of allegations we have the following guidelines to ensure staff are fully supported and able to perform their duties safely and confidently.

### Management

- Promote consistent and caring relationships through the key person system in the nursery and ensure all parents understand how this works
- Ensure all staff undertaking intimate care routines have suitable enhanced DBS checks
- Conduct thorough inductions for all new staff to ensure they are fully aware of all nursery procedures and arrange specialist training where required, i.e. paediatric first aid training, specialist medical support
- Follow up procedures through supervision meetings and appraisals to identify any areas for development or further training
- Ensure all staff have an up-to-date understanding of the Safeguarding children and child protection policy, including how to protect children from harm. This will include identifying signs and symptoms of abuse and how to raise concerns
- Operate a Whistleblowing policy to help staff raise any concerns about their peers or managers and help staff develop confidence in raising worries as they arise in order to safeguard the children in the nursery
- Conduct working practice observations on all aspects of nursery operations to ensure that procedures are working in practice and all children are supported fully by the staff including intimate care routines
- Conduct regular risk assessments on all aspects of the nursery operation, including intimate care, and review the safeguards in place. The nursery assesses all the risks relating to intimate care routines and uses appropriate safeguards to ensure the safety of all involved.

### Environment

- Facilities will be clean, safe, and appropriately equipped for intimate care tasks.
- The children's bathroom, where nappy changing takes place, requires the door to remain open for safety and supervision. As this area is located in the hallway where parents could potentially pass during drop-off and pick-up times, and further to our safeguarding risk assessments, we will ensure the handover of children at the door at the beginning and end of the day to protect the privacy and dignity of children receiving care.
- Soiled clothing will be bagged and sent home.
- Ensure children are afforded privacy and dignity during intimate care routines, whilst balancing this with the need to safeguard children and staff.

### Parents

- Work closely with parents on all aspects of the child's care and education as laid out in the Parents handbook.
- If a child requires specific support the nursery will arrange a meeting with the parent to discover all the relevant information relating to this to enable the staff to care for the child fully and meet their individual needs.

### Relationships

- Although we recognise it is appropriate to cuddle children, we give cuddles only when sought by children needing comfort to support their emotional development. Staff are advised to do this in view of other children and practitioners, whenever possible. We recognise that there may be occasions where it is appropriate for this to happen away from others, such as when a child is ill. In these circumstances, staff are advised to leave the door open. It is the duty of all staff and the manager to ensure that children are appropriately comforted and to monitor practice
- Staff are respectful of each other and the children and families in the nursery and do not use inappropriate language or behaviour, including during breaks.

If a parent or member of staff has concerns or questions about intimate care procedures or individual routines, practice procedures or behaviour they consider as inappropriate, including between staff members, they are urged to see the manager or follow the complaints procedure at the earliest opportunity.

If the concern relates to the manager and/or the College in a way that cannot be resolved by the complaints procedure then parents should contact Ofsted **0300 123 1231** or the Oxfordshire Safeguarding Children Partnership (OSCP) **01865 815843**

#### **40. Fire Safety & Emergency Procedures Policy**

##### **Purpose**

To safeguard children, staff and visitors by preparing for and responding effectively to fire, lockdown, or critical incidents.

##### **Scope**

Covers all emergency situations that require evacuation or shelter.

##### **Legal Framework**

- EYFS Statutory Framework (2025)
- Regulatory Reform (Fire Safety) Order 2005

##### **Fire Safety Procedures**

- Fire alarms tested weekly and recorded.
- Fire drills carried out at least *once per term*.
- Evacuation routes displayed in every room; staff know nearest exits.
- Children are calmly escorted to the designated assembly point in St Anne's College Claire Palley Lawn.
- Registers, emergency contacts, and first aid kit are taken outside.

##### **Lockdown / Critical Incident Procedure**

In the unlikely event of a critical incident (e.g. intruder, violent incident in the vicinity, or other serious threat), the nursery will implement a **lockdown procedure** to protect the children and staff.

- **Securing the setting:** All external doors and windows will be locked immediately to prevent unauthorised entry.
- **Movement to safety:** Children and staff will move to predetermined safe areas away from sightlines, windows, and external doors.
- **Calm and reassurance:** Staff will remain calm and reassure children, engaging them in quiet activities to reduce distress.
- **Communication:** The manager (or designated deputy) will contact the police and follow all guidance provided by emergency services and the local authority. Parents/carers will be informed of the situation as soon as it is safe and appropriate to do so.
- **All-clear:** The lockdown will remain in place until emergency services advise that it is safe to resume normal operations.
- **Aftercare and review:** Following the incident, children, staff, and families will be offered appropriate support. A debrief and policy review will take place to ensure learning and improvements are made.

##### **Monitoring**

The Nursery Manager, St Anne's College Health and Safety Officer review procedures and evacuation records termly and reports to the Nursery Committee in order to identify and take actions to reduce risks.

## **41. First Aid Policy**

### **Purpose**

To ensure children, staff and visitors receive prompt, safe and effective first aid in the event of illness or accident, in compliance with EYFS and Ofsted regulations.

### **Scope**

Applies to all staff, children, visitors, volunteers and students on site or during outings.

### **Legal Framework**

- EYFS Statutory Framework (2025)
- Health and Safety (First Aid) Regulations 1981
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 2013

### **Procedures**

- A minimum of one qualified *Paediatric First Aider* is present at all times on site and during outings.
- First aid boxes are stocked and checked monthly by the Manager/Deputy.
- All accidents and injuries are recorded in the *Accident/Incident Book* and signed by staff and parents.
- Parents are notified as soon as possible if first aid is administered.
- Serious accidents, injuries, or infectious diseases are reported to Ofsted and/or RIDDOR within 14 days.
- Staff receive paediatric first aid training renewed every 3 years.

### **Monitoring**

The Nursery Manager audits accident records termly and reports to the Nursery Committee in order to identify patterns and takes action to reduce risks.

## **42. Health & Safety & Risk Assessment Policy**

### **Purpose**

To maintain a safe, secure environment and minimise risks to children, staff and visitors.

### **Scope**

Applies to all daily activities, premises, equipment, outings and special events.

### **Legal Framework**

- EYFS Statutory Framework (2025)
- Health and Safety at Work Act 1974
- Control of Substances Hazardous to Health (COSHH) 2002

### **Procedures**

- Daily risk checks of indoor and outdoor areas before children arrive.
- Written risk assessments carried out annually and reviewed after incidents.
- All outings require a written risk assessment including ratios, transport, weather, medical needs, and emergency contacts.
- Hazardous substances (cleaning products, medication) stored securely, out of children's reach.
- Sleep areas checked regularly, ensuring safe sleeping practices.
- Staff report hazards immediately to the Manager.

### **Monitoring**

The Nursery Manager, St Anne's College Health and Safety Officer reviews risk assessments termly and report to the Nursery Committee in order to identify and take actions to reduce risks.

### **43. Data Protection & Confidentiality Policy**

#### **Purpose**

To protect personal information and ensure compliance with GDPR and EYFS record-keeping requirements.

#### **Scope**

Applies to all staff handling child, parent, or staff data in written or digital form.

#### **Legal Framework**

- Data Protection Act 2018 (GDPR)
- EYFS Statutory Framework (2025)

#### **Procedures**

- Children's records stored securely in locked cabinets or encrypted systems.
- Only authorised staff may access records.
- Parents have the right to access their child's records upon request.
- Information is only shared with outside agencies when legally required (e.g. safeguarding referrals).
- Accident, medical, and safeguarding records kept separate and confidential.
- Records retained in line with legal requirements (usually until child is 21 years, 3 months).
- Staff and committee members sign a confidentiality agreement during induction.

#### **Monitoring**

The Nursery Manager working alongside College Officers, Nursery Committee and the College Data Protection Officer (DPO), reviews compliance at termly Nursery Committee meetings.

### **44. Staff Supervision, Training & Development Policy**

#### **Purpose**

To ensure staff are well supported, trained and supervised to provide the best care and safeguarding for children.

#### **Scope**

Applies to all permanent, temporary, and voluntary staff.

#### **Legal Framework**

- EYFS Statutory Framework (2025)
- Keeping Children Safe in Education (2023)

#### **Procedures**

- Induction for all new staff includes safeguarding, health & safety, behaviour management, intimate care, and whistleblowing.
- Supervision meetings held at least *once per term* to reflect on practice, wellbeing, and safeguarding concerns.
- Annual appraisals identify CPD (continuous professional development) needs.
- Mandatory training includes safeguarding (every 3 years), paediatric first aid (every 3 years), food hygiene (every 3 years), Prevent duty, and equality/diversity.
- Training logs maintained by the Manager and available for inspection.
- Underperformance supported through coaching, mentoring and action plans.

#### **Monitoring**

Human Resources reviews staff training records on a termly basis and report to the Nursery Committee.