



**Highwood  
Nursery**

# **Highwood Nursery**

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## Welcome

Welcome to Highwood Nursery, a facility based within the grounds of Brockenhurst College. Highwood Nursery is close to the village centre and railway station and has an easily accessible drop-off and collection point.

We are delighted to offer excellent nursery provision to parents living or working within the New Forest, with places for babies, toddlers and children up to the age of five years. With our building renovation funded by Hampshire County Council, the nursery is managed by the College's dedicated, trained staff whose excellent reputation has been built up over many years.

Highwood is, of course, approved by OFSTED and is an active member of local network groups, sharing "Outstanding" practice with other local providers and retaining strong links with Services for Young Children and local schools. Importantly, it also regularly seeks feedback from parents to ensure it meets their requirements and continues to provide the very best in nursery care.

It is our commitment to remain as one of our region's foremost childcare facilities, providing a safe, caring and stimulating environment for children and continuing to support our community.

I very much hope that you will enjoy learning more about what Highwood has to offer you and your children.

Di Roberts, CBE  
Principal



## Childcare at Highwood Nursery

Highwood moved from Highwood Road to Brockenhurst College in April 2015, following the support of Hampshire County Council. We provide a total of 71 places for children aged between 3 months to 5years.

Highwood offers places to members of the public as well as to children of College staff and students.

The Nursery is registered with OFSTED and is staffed by suitably qualified and experienced staff.

The Nursery provides a stimulating environment for children by ensuring a structured and varied day, suited to the age and individual needs of the children who attend.

Contact details

**Day Nursery: (01590) 625332**

**Email: [highwoodnursery@brock.ac.uk](mailto:highwoodnursery@brock.ac.uk)**

**College Reception: (01590) 625555**

**Website: <http://www.highwoodnursery.co.uk/>**

## Our Aims and Values

### Highwood aims to:

Provide a relaxed and friendly atmosphere for parents and children in an honest and open environment.

Encourage the children to work in groups, independently and to co-operate with one another, sharing ideas and feelings and listening to each other.

Provide opportunities for the children to become valued members of the nursery, promoting a strong self-image and self-esteem.

Promote enthusiasm for learning in all areas of development.

Provide the space and equipment needed to encourage the development of fine and gross motor skills.

Form a partnership with parents/carers, keeping them fully informed of their children's progress, through regular communication, learning journeys and tracking children's progress to identifying areas for further development.

Promote a healthy and safe environment and to encourage and promote good practice in childcare through being positive role models.

## The Nursery Golden Rules

We have five golden rules at Highwood Nursery, which encourage good behaviour towards others, self-control and consideration of others' feelings.

They are as follows:

- We will always walk in the Nursery.
- We will treat other people's feelings and property with care and concern.
- We will wait patiently for our turn.
- We will listen and talk quietly to one another.
- We will share and be kind and helpful to others.

These rules are included in our Behaviour Management Policy and are encouraged by staff throughout the days routine. It would be helpful if parents could help re-enforce these rules at home too, to help prepare your child for school.

## Nursery Hours and Sessions

The facilities at Highwood are open from Monday to Friday 7.45am – 6.00pm.

We are open 50 weeks of the year and are closed on Bank Holidays and for two weeks over Christmas and the New Year period, usually linked with the Hampshire school holidays.

Sessions within the Nursery are booked on an hourly or half hourly basis; however we do require that you book a minimum session of 4 hours in either the morning or afternoon for your child to make the most of the opportunities available to them.

Sessions can be booked between 8.00am – 1.00pm or 1.00pm – 6.00pm. With an earlier start time available of 7.45am for those who need to drop off a little earlier. Sessions can be amalgamated to make a minimum full day of 8 hours. For example you could choose a start time of 8am in time for Breakfast, 8.30 or 9am, with these sessions finishing at 12pm before lunch, 12.30pm in time for lunch or 1pm. Depending on your child's start time and adhering to the minimum of 4 hours required for a half day. Afternoon sessions start at 1pm 1.30pm or 2pm and can finish at 5pm, 5.30 or 6pm again abiding by the minimum 4 hour requirement. A full day can start at 8am, 8.30, 9am, 9.30am, or 10am with the minimum 8 hours requirement starting from this time. Collection times must be adhered to, to enable us to maintain the required staffing ratios. **If you need to drop off early or collect late, please let us know so we can confirm relevant staffing is in place to ensure your child's safety.**

One month's written notice is required if you no longer wish your child to attend the Nursery, or if you need to change your child's hours. Occasional minor alterations may be accommodated earlier, if staffing allows. However any amendments must be confirmed in advance by a senior member of staff.

In the event of late collection, you will be charged for any extra time at your normal rate if it is before 6.00pm. However after 6.00pm you will be charged £7.50 per child for every 15 minutes late. Please see our Policy in the event of a parent failing to collect a child.

### **Absence or Sickness**

Full payment will be required for occasional absence or sickness, or if a child is sent home due to being unwell while at Nursery.

### **Holidays**

You will be entitled to two weeks absence at half fees per year for family holidays e.g. if your child attends two days per week then you will get 4 days a year at half fees. You may use this concession at any time throughout the year but we will need at least one week's prior notification of your child's absence and need to run from Monday to Friday. Holiday entitlement runs from August to July on a pro rata basis and cannot be carried over.

Unfortunately those children claiming EYE funding through the stretched offer, will not be eligible to holiday entitlement due to the funding being accessed over the 50 week period.

We do not charge for Bank Holidays or if the Nursery should close for unforeseen circumstances.



# Early Years Education Funding

The following children are eligible for additional funding support through the Early Years Education Funding Scheme:

- All child will be eligible for **Universal Early Years Education Funding** from the beginning of the grant period following their 3<sup>rd</sup> birthday (i.e. January, April or September)
- Some children will also be entitled to **2 year funding** the term after their child turns two, if parents are eligible to certain benefits. This is only offered through the stretched offer in our setting to ensure continuity for these younger children throughout the school holidays.
- There are also an additional **extended 15 hours** available for working parents who earn less than £100,000 a year each. This must be applied for by parents independently and through the following site <http://childcare-support.tax.service.gov.uk/par/app/applynow>
- **Children with significant special educational needs** may also be able to access additional funding under the Disability Access Funding. We will work with parents to claim for additional funding at the same time as processing the Early Years Education Funding if it is deemed that they might be eligible. We will liaise with our Area Inclusion Co-ordinator and the Special Educational Needs service to ensure the child's individual needs can be met.

## Universal Early Years Education Funding for 3 year olds

All children are allocated 570 hours from the term after their third birthday. This can be taken either stretched, 11 ½ hours per week for 50 weeks or term time only which equates to approximately 15 hours per week over 38 weeks (i.e. not over the Hampshire School holidays). However, depending on how the school holidays fall, parents need to be aware that this may not cover all the weeks in the academic year. In which case, parents have the opportunity to pay for the extra hours if they still wish their child to attend. Funding can currently be claimed for any sessions between 8am - 6pm.

## Early Years Education Funding for 2 year olds

Those parents who are in receipt of welfare benefits ('economic criteria') or your child is looked after by the local authority or has additional needs ('non-economic criteria') you may be entitled to Early Years Education Funding from the term after their child's second birthday. Parents will need to check their eligibility through the following link

<https://www.hants.gov.uk/socialcareandhealth/childrenandfamilies/childcare/payingforchildcare/freechildcare/2yearoldoffer> you will then need to register with the Education Online Portal to complete the application process. Once successful you will be given a code that you will need to pass onto us to support your application. Once in place this funding will remain until the term after the child's 3<sup>rd</sup> birthday. The two year funding in our setting is only offered on a stretched basis at 11 ½ hours per week for 50 weeks to ensure continuity for the very young children who are entitled to this.

## Extended 15 hours funding

This funding is for working parents where each parents works 16 hours or more a week and earn less than £100,000. Parents will need to apply through the following link <https://www.gov.uk/help-with-childcare-costs/free-childcare-and-education-for-2-to-4-year-olds> and input the required information. Once successful parents will be given a code, which you will need to pass onto the setting. We will then need your permission to check this code remains eligible with Hampshire County Council before adjusting your fees. Parents will be required to reconfirm their eligibility every 3 months as requested by HMRC to claim each term. Once this is confirmed, parents will have up to an additional 570 hours on top of their Universal Early Years Education Funding, so double the number of hours! This can then be taken stretched at 23 hours per week or 30 hours term time only, as detailed above. **Parents who do not reconfirm their eligibility will be liable to pay for any additional fees over and above the universal offer.**

## Children with significant special educational needs

Some children with significant additional needs may be entitled to additional funding however authorisation needs to be given from the Special Educational Needs Service. Settings may also be

able to claim disability access funding if your child is 3 or 4 years old and in receipt of disability allowance. Only one provider can claim this and if a parent wishes to nominate a provider they will need to tick the box on the EYE form when they sign it.

**What we will do once you have signed the permission form to claim your EYE funding:**

- Show your EYE hours in your invoice but not charge you any further fees for these free hours. However, if you request additional hours over and above the free hours we have claimed for, you will be charge for these hours at our published rates. You will also need to pay for any meals or additional services provided such as trips or outings if you wish your child to attend.
- We will publish our fees and/or meals charges in our Brochure and keep parents informed of any changes through emails and the Nursery newsletter. We also agree to set out our invoices clearly.
- We will publish details of how the entitlement can be taken, in our Brochure.
- There is a copy of the privacy notice of how data collected will be used in our parent information pack, kept in the reception area near the office.
- We will provide education for your child according to the *Early Years Foundation Stage* document
- We will be inspected by the Office for Standards in Education (OFSTED) and the report will be available to parent on it's findings.
- We will ensure the relevant form is completed and understood by parents in order to include your child on our headcount and claim form and complete the relevant claim through the online Portal.

The Nursery will provide parents with the relevant forms required to claim the Early Years Education Funding from the Local Education Authority. On your child's first term of claiming we will also ask to take a copy of your child's birth certificate if we have not requested this on your initial induction. This will enable us to ensure we have the relevant details for the claim to be processed, giving us proof of their date of birth and eligibility. Your free hours claimed will then be input into the nursery management system and you will be charged for any additional hours or meals that have been booked at the normal hourly rate. Holidays will be charged as detailed on the nurseries current Pricing Policy. Claims will be made once per term and cannot be altered after headcount day. Funding can be shared with other settings however this must be detailed on the claim form by parents. Parents who do not notify us of a claim at another setting will be liable for their childcare fees.

Further support and advice about childcare costs can be found on the following websites:

<https://www.childcarechoices.gov.uk/>

[http://www.direct.gov.uk/en/Parents/Preschooldevelopmentandlearning/NurseriesPlaygroupsReceptionClasses/DG\\_10016103](http://www.direct.gov.uk/en/Parents/Preschooldevelopmentandlearning/NurseriesPlaygroupsReceptionClasses/DG_10016103)

## Highwood Nursery Ofsted

We were last inspected by OFSTED in July 2016 in which we were thrilled to receive an “Outstanding” grade for all areas. We will be more than happy to give you a copy of our report or alternatively, please feel free to access this via the OFSTED website. [www.ofsted.gov.uk/Ofsted-home/Inspection-reports](http://www.ofsted.gov.uk/Ofsted-home/Inspection-reports).

Our OFSTED registration number is EY477230

Below are a few statements taken from our report:

### **The overall effectiveness of the early year’s provision**

Overall the quality of the provision is Outstanding

“The manager works exceptionally well with her staff team to create an extremely positive and welcoming atmosphere within the nursery. The management team very successfully and continually reflects on its practice, and very effectively considers the views of parents, children and staff, to sharply focus on priorities for development.”

“Children show extremely high levels of engagement and enthusiasm in their learning.”

“Children play in an extremely warm and welcoming environment where resources are of very high quality and well organised.”

“Staff work extremely well with other professionals and parents to ensure the needs of children with differing abilities receive the support they need.”

# STAFFING STRUCTURE

**Vicky Bidwell**  
**CHILDCARE MANAGER**  
30 hours

**Sue Cole**  
**DEPUTY CHILDCARE MANAGER**  
20 hours (Mon –Wed)

**Megan Thomas**  
**DEPUTY CHILDCARE MANAGER**  
37hrs (split between office & rooms)

**NURSERY COOK**  
Dawn Branchett  
37 hours (Mon – Fri)

**ADMIN ASSISTANT**  
Kate Short  
37 hours (Mon –Fri)

**Bunnies**  
3 months – 18 months


Senior Nursery Nurses  
Jo McKinnon      Briony King  
18.5 hrs Wed & Fri      37 hrs Mon – Fri

Nursery Nurses  
Sue Baker      Philippa Spiers  
27hrs Mon – Fri      27hrs Mon – Fri

Sarah Davis  
37hrs Mon - Fri

Senior Nursery Apprentice  
Amy Tilbury Owen  
37 hrs Mon - Fri

Nursery Apprentice  
**Vacant**  
37hrs Mon – Fri




**Nutkins**  
18 months – 2 years

Senior Nursery Nurses  
Lisa Butler      Anne Addy  
23 hrs Tues- Thurs      37 hours Mon - Fri

Nursery Nurses  
Alex Ellis  
37 hrs Mon-Fri

Senior Apprentice  
Esme smith      Cora White  
37 hrs Mon –Fri

Nursery Apprentice  
Laura O'Hara  
37hrs Mon - Fri



**Owls**  
3 years – 5 years

Senior Nursery Nurse  
Lisa Thorne      Jo Atkinson  
27 hrs Wed – Fri      26 hrs Mon - Wed

Nursery Nurses  
Ruth Madgwick      Hannah Currie  
37 hrs Mon - Fri




**Squirrels**  
2 – 3 years

Senior Nursery Nurse  
Amanda Griffiths      Lucy Deakin  
37 hrs Mon – Fri      37 hrs Mon – Fri  
**(Mat Cover)**      **(Mat Leave)**

Nursery Nurses  
Claire Sweeting      Linda Gordon  
23 hrs Mon – Fri      37 hrs Mon – Fri

Jez Woolley  
Senior Nursery Apprentice  
37 hrs Mon – Fri

Nursery Apprentice  
Stephanie Jones  
37hrs Mon - Fri



## Nursery Staff

All our staff have a wealth of experience in the field of childcare and the majority hold specialist childcare qualifications.

Role	Name	Qualifications	Experience
<b>Childcare Manager</b>	Vicky Bidwell <ul style="list-style-type: none"> <li>• <b>Senco</b></li> <li>• <b>CP Officer</b></li> <li>• <b>Behaviour Management Officer</b></li> <li>• <b>Equal opportunities Rep</b></li> </ul>	<ul style="list-style-type: none"> <li>• NNEB Diploma,</li> <li>• First Aider &amp; First Aid at Work</li> <li>• NVQ 4</li> <li>• Play work Diploma</li> <li>• Level 5 leadership and Management</li> <li>• Safeguarding level 4</li> </ul>	Vicky was promoted to Childcare Manager in October 2003, having joined Highwood in June 1996 as Deputy Childcare Manager. Prior to that Vicky worked as a Specialist Early Years Nursery Nurse for 5 years in a local school.
<b>Deputy Childcare Managers</b>	Sue Cole <ul style="list-style-type: none"> <li>• <b>Training Co-ordinator</b></li> </ul>	<ul style="list-style-type: none"> <li>• NNEB Diploma,</li> <li>• First Aider &amp; First Aid at Work</li> <li>• A award – assessing</li> <li>• Safeguarding level 4</li> </ul>	Sue joined us in Jan 1997 following many year's experience of working with children in various settings.
	Megan Thomas <ul style="list-style-type: none"> <li>• <b>Planning Co-ordinator</b></li> </ul>	<ul style="list-style-type: none"> <li>• NVQ 2 &amp; 3</li> <li>• First Aider</li> <li>• Play work Diploma</li> <li>• Safeguarding level 4</li> </ul>	Megan joined us in April 2007 and after being promoted to SNN in Jan 2013 was further promoted to Deputy Childcare Manager in January 2016.
<b>Senior Nursery Nurses</b>	Jo Atkinson	<ul style="list-style-type: none"> <li>• NNEB Diploma</li> <li>• First Aider</li> <li>• Safeguarding level 3</li> </ul>	Jo joined us in July 2006 after taking 5 years out to care to look after her family. Prior to this she had several years of experience of working in a supervisory role in a Children's Centre in London.
	Joanne McKinnon	<ul style="list-style-type: none"> <li>• NAMCW</li> <li>• NVQ 3</li> <li>• First Aider</li> <li>• Safeguarding level 3</li> </ul>	Jo joined us in April 2000, having gained 12 year's experience of working with children in various childcare settings.
	Lisa Butler	<ul style="list-style-type: none"> <li>• BTEC National Diploma in Childcare</li> <li>• First Aider</li> <li>• Safeguarding level 3</li> </ul>	Lisa was promoted to SNN in April 2007, after doing her student placement with us and joining the permanent staff in August 2003.
	Lucy Deakin	<ul style="list-style-type: none"> <li>• Health &amp; Social Care Double award</li> <li>• NVQ 3</li> <li>• First Aider</li> <li>• Safeguarding level 3</li> </ul>	Lucy joined us in Oct 2007 after several months experience working for a nursery agency. Lucy gained her level 3 qualification in Nov 2009 and was promoted to SNN in Jan 2013.
	Lisa Thorne	<ul style="list-style-type: none"> <li>• Early Years Teacher</li> <li>• First Aider</li> <li>• Safeguarding level 3</li> </ul>	Lisa joined the team in November 2017. Lisa has an Early Years Teaching qualification and has a wealth of knowledge in promoting children's learning and Development.
	Briony King	<ul style="list-style-type: none"> <li>• PLA</li> <li>• First Aider</li> <li>• Safeguarding level 3</li> </ul>	Briony has worked in a variety of childcare settings and gained a huge amount of experience before joining us in August 2015
	Anne Rooker	<ul style="list-style-type: none"> <li>• NVQ2</li> <li>• CYPW 3</li> <li>• First Aider</li> <li>• Safeguarding level 2</li> </ul>	Anne joined us in January 2013 as an apprentice, after completing her level 3 qualification she worked as a NN and was promoted to SNN in May 2017

<b>Senior Nursery Nurses</b>	Amanda Griffiths (Mat Cover for Lucy Deakin)	<ul style="list-style-type: none"> <li>• CACHE Level 3</li> <li>• Safeguarding Level 3</li> <li>• First Aid</li> </ul>	Amanda joined us in March 2018 as SNN to cover Lucy's maternity leave. Amanda has a number of years' experience, some of which were in a senior role in a local setting before it closed down.
<b>Nursery Nurses</b>	Philippa Spiers	<ul style="list-style-type: none"> <li>• NNEB Diploma</li> <li>• APEL Award</li> <li>• First Aider</li> <li>• Safeguarding level 2</li> </ul>	Philippa has had many years of experience working with children and joined the staff team in July 2002.
	Claire Sweeting	<ul style="list-style-type: none"> <li>• NVQ 2 &amp; 3</li> <li>• First Aider</li> <li>• Safeguarding level 2</li> </ul>	Claire joined us in May 2004 after opting for a career change into childcare and in 2007 completed her level 3 childcare qualification.
	Linda Gordon	<ul style="list-style-type: none"> <li>• NVQ 3 CCLD</li> <li>• NVQ 3 Early Years</li> <li>• First Aider</li> <li>• Safeguarding level 2</li> </ul>	Linda joined us in April 2012 as a casual member of staff and joined the permanent staff team in October 2012. Linda has many years of experience working in the childcare sector even up to management level but is now keen to work hands on with the children again.
	Alex Ellis	<ul style="list-style-type: none"> <li>• CYPW Level 2</li> <li>• Currently working towards CYPW 3</li> <li>• First Aider</li> <li>• Safeguarding level 2</li> </ul>	Alex joined us in June 2015 having always been interested in Childcare, she decided the hands on learning approach of the apprenticeship scheme was the best way of gaining the qualification she need to continue her passions and is now working as a NN.
	Ruth Madgwick	<ul style="list-style-type: none"> <li>• NVQ 2</li> <li>• NVQ 3</li> <li>• First Aider</li> <li>• Safeguarding level 2</li> </ul>	Ruth has supported various settings over the years whilst completing her training thus providing her with a vast amount of experience, she joined our team in Jan 2014.
	Hannah Currie	<ul style="list-style-type: none"> <li>• BTEC level 3 Diploma</li> <li>• First Aider</li> <li>• Safeguarding level 2</li> </ul>	Hannah joined us in October 2015 after gaining experience at Highwood as one of her childcare course placements.
	Sue Baker	<ul style="list-style-type: none"> <li>• CYPW L3</li> <li>• NAMCW</li> <li>• First Aid</li> <li>• Safeguarding level 2</li> </ul>	Sue joined us in April 2015 after many years working in another local nursery before it unfortunately closed down. Prior to that Sue worked with children with additional needs and as a Nurse.
	Romy Lee	<ul style="list-style-type: none"> <li>• CYPW level 2 &amp; 3</li> <li>• First Aider</li> <li>• Safeguarding level 2</li> </ul>	Romy joined us in January 2013 to start her training in childcare. Now Romy has since achieved her CYPW level 3 qualification and was promoted to NN in Sept 2015.
	Sarah Davis	<ul style="list-style-type: none"> <li>• CYPW L3</li> <li>• Safeguarding level 2</li> </ul>	Sarah Joined us in Jan 2018, after gaining her childcare qualification in a local childcare setting.

<b>Senior Nursery Apprentice</b>	Amy Tillbury-Owen	<ul style="list-style-type: none"> <li>• CYPW Level 2</li> <li>• Currently working towards CYPW 3</li> <li>• First Aider</li> <li>• Safeguarding level 2</li> </ul>	After having spent a year as a casual member of staff, Amy decided she wanted to gain a fully recognised childcare qualification so started the apprenticeship scheme with us.
	Esme Smith	<ul style="list-style-type: none"> <li>• CYPW Level 2</li> <li>• Currently working towards CYPW 3</li> <li>• First Aider</li> <li>• Safeguarding level 2</li> </ul>	After having spent a year as a casual member of staff, Esme decided she wanted to gain a fully recognised childcare qualification so started an apprenticeship with us.
	Cora White	<ul style="list-style-type: none"> <li>• CYPW Level 2</li> <li>• Currently working towards CYPW 3</li> <li>• First Aider</li> <li>• Safeguarding level 2</li> </ul>	Cora started Highwood Nursery as a volunteer while attending Brockenhurst College but once graduated she applied to join the staffing team officially as a Nursery Apprentice in the Squirrel group in July 2016.
	Jesamine Woolley	<ul style="list-style-type: none"> <li>• CYPW Level 2</li> <li>• Currently working towards CYPW 3</li> <li>• First Aider</li> <li>• Safeguarding level 2</li> </ul>	After attending an Apprentice open evening Jez applied to become a Nursery Apprentice and joined our Baby Unit team in April 2016.
<b>Nursery Assistant Apprentice</b>	Stephanie Jones	<ul style="list-style-type: none"> <li>• Currently working towards CYPW level 2</li> </ul>	Steph joined us in May 2017 after completing a level 2 Teaching assistant course however she decided she would rather work with younger children and is looking forward to working in a nursery environment.
	Laura O'hara	<ul style="list-style-type: none"> <li>• Currently working towards CYPW level 2</li> <li>• First Aider</li> </ul>	Laura joined us in June 2017 after completing her Btec level 3 music and dance qualification, she is looking forward to extending her skills and sharing her passion with young children.
<b>Admin Assistant</b>	Kate short	<ul style="list-style-type: none"> <li>•</li> </ul>	Kate joined the team in Nov 2017, having worked in various admin roles included sales and recruitment.
<b>Nursery Cook</b>	Dawn Branchett	<ul style="list-style-type: none"> <li>• Level 3 food Hyg</li> <li>• Level 2 Catering qualification</li> </ul>	Dawn joined the team in Oct 2017 having provided meals in a local school and hospice. Dawn is looking forward to sharing her skills and working with the team at Highwood
<b>H&amp;S Advisor/ Trainer</b>	Andrea Fisher	Andrea works for Brockenhurst College as the H&S Partner, she is available to offer and provide relevant support, advice, guidance and training on all H&S issues within the College and Out Centres.	
We also have various casual staff that cover staff holidays and sickness; these staff are all vetted through the strict HR procedures of Brockenhurst College and requirements of OFSTED.			

## Use of space and grouping of children

Within the Nursery the children are divided into different age groups as follows:

### **Bunnies**

We can accommodate up to 14 children between 3 months and 18 months in the Baby section. There is a separate room that contains cots where the children can sleep. The staffing ratios in the baby unit are 1:3. When your child is developmentally ready usually around 18 months of age, they will begin to spend short periods of time settling in the Nutkins section. Transition is handled sensitively and slowly giving the child the opportunity to move gradually between groups, building positive relationships with their new key carers, therefore the time spent will vary with each individual child. Staff will liaise with parents as and when this time comes to ensure a smooth transition between groups.

### **Nutkins**

We can accommodate around 16 children between 18 months – 2.5 years in the Nutkins room, depending on the age of the cohort attending. The children will have access to a range of resources and creative play opportunities that will help to stimulate and meet their exploratory needs. The staffing ratios for this group is 1:3 – 1:4 ratio depending on the child's age. These children have the opportunity to sleep within the room after lunch when a quiet time is created and sleep mats put out for the children to sleep and rest on.

### **Squirrels**

We can accommodate up to 20 children between 2 – 3.5 years in the Squirrel room. The children have access to a range of resources and creative play opportunities both inside and out that will help to stimulate and meet their exploratory needs. The staffing ratios for this group is 1:4 – 1:8 depending on the children's ages. The children will move up to our preschool group generally a year before they are due to go to school. Staff will encourage them to settle and spend time in the room during the term before they are due to move up, so that it is familiar and they are ready for transition.

### **Owls**

We can accommodate up to 21 children in this area. The Owls are aged between 3 and 5 years of age by utilising both indoor and outdoor space, we are able to provide a variety of exciting activities to support the 7 areas of learning. The staffing ratio for this group is 1:8. Staff in this room are focused on ensuring the children have the skills they need to support them in moving onto school and being school ready.

**Liaison between Groups:** At Highwood there are times throughout the day especially in the outside area when children get the chance to mix with others of different ages and abilities. The children really enjoy these times as it gives them the opportunity to meet siblings and build relationships with children of differing age groups, enhancing play and communication skills.



## Our Baby Unit

The Bunny room can cater for 14 children between 3 months and 18 months. Staff are allocated on a 1:3 ratio and are all encouraged to undertake specific training for the under twos. As with all areas there are specific staff who work with the babies and where necessary we will try to use regular casual staff to cover staff sickness and annual leave to ensure continuity of care.

### **Feeding**

All feeding matters will be discussed with parents at the child's first settling session. We recommend that young babies are able to accept a cup or bottle prior to starting Nursery to aid settling and help maintain their feeding routine. To ensure safety we are unable to accept bottles already made up at home, so we ask parents to provide clearly labelled bottles and powdered milk. The staff will make up a bottle when it is required on a daily basis in our milk kitchen. Empty bottles will be kept in individual labelled baskets in our milk kitchen. We are happy for breast milk to be provided but this must be frozen or freshly expressed on the day the baby is attending the nursery. It will then be kept in our milk fridge and used on that day. Mothers who wish to come in and breast feed will be offered a quiet area to do so. All bottles, dummies and feeding equipment will be sterilised until the child is a year old.

### **Weaning**

Weaning is started with full discussion and advice from parents. If necessary baby rice and dried packet foods can be provided until the child is ready to try fresh foods. When the child is ready, small amounts of pureed vegetables and fruit will be prepared by the cook to support and promote the relevant stages of weaning. As weaning progresses and in consultation with parents, new foods will be introduced to the baby's diet. All dietary requirements will be adhered to and new consistencies will be introduced as requested by parents. All babies will be fed on demand and where possible by the same carer until they are ready to join in with the routine of the group. All our produce is purchased from our local Fruit and veg store or Tesco's and freshly cooked by our onsite chef.

### **Sleep**

We encourage young babies to sleep on their backs, feet to foot in cots in the nursery's quiet relaxing sleep room. Sleeping babies are regularly checked and their sleep times recorded. Each baby/child will have separate bed linen which will be washed at the end of their week or earlier if necessary. The sleep room temperature is maintained at a comfortable temperature and this is also recorded on the daily room risk assessment.

### **Nappy Changing**

All babies will be changed as and when needed and always before they go home. Strict nappy changing procedures are followed by all staff to ensure appropriate hygiene. All nappy changing times are recorded. We ask that nappies, cream, wipes etc are provided by parents and a good stock maintained at Nursery in their child's bag. Staff will ensure they inform parents when their supply is getting low.

### **Their Day at Highwood**

The staff plan around The Early Years Foundation Stage, enabling the babies to explore a variety of different sensory experiences including musical instruments, sand, water and other malleable play, various art activities, outdoor play and story time sessions etc. The role play area and a selection of books and toys are assessable to the babies at all times. All toys are cleaned on a regular basis to maintain good hygiene standards and prevent cross infection.

### **Transfer to Next Group**

The babies move into the Nutkin group when they are approximately 18 months old. They will start to settle about a month before they move up if they are developmentally ready. Parents are informed of their settling sessions and new key carer in person if possible or alternatively by letter or email. You are welcome to be involved in any of these sessions and will have an opportunity to speak to the new key carer. Staff will support transition to ensure the next group are aware of specific children's likes, dislikes, sleeping habits etc.

## How you can support your child settling in the Baby Unit

Before your child starts nursery there are a few things that you could do at home that will prepare your child for the baby unit and help them settle in more successfully.

### **To help with settling:**

If your child has never been left before, it would be helpful if you could leave your child with a variety of family or friends for short periods of time, at least 3 or 4 times before they start nursery. Each time you leave your child it is good to ensure you say good bye and a huge hello when you come back. This helps them get used to you leaving them but reassures them you will always return. This will not only prepare your child but also reassure you that they have been left before and that they will be fine when you leave.

### **Feeding:**

On your child's first settling session your child's key carer will discuss their individual feeding needs, however there are a few things you can do at home prior to starting nursery that will help them adapt to nursery life.

- We suggest that you encourage your child to accept a cup or bottle prior to starting Nursery to aid settling and help them maintain their feeding routine. Children can become very distressed and will go several hours without fluids, if they are left for the first time and are not used to taking fluids from a cup or bottle. So it's really important they are comfortable taking fluids from other means if being breast fed.
- If your child is still having breast milk then we request that:  
Breast milk is provided in a bottle that is either expressed on the day the baby is attending or is frozen in a specific express bag/bottle with the date that the milk was expressed. All bottles must be clearly labelled with the child's name on it.
- All products will be stored in our milk fridge and only used on the day supplied.

If you would prefer to provide formula milk then we ask that:

- This is provided in a new unopened box with instructions and with the date clearly identifiable on it. We are unable to take pre-measured containers or bottles that are already made up at home due to restrictions and guidelines from the EHO and Health visitors.
- As part of the OFSTED regulations we must ask you to provide a clearly labelled bottle that can be kept at nursery. We will then sterilise this and make up the feeds as and when required. For more detailed information please talk to the nursery staff on your settling sessions.

### **Staff will:**

- Make up all feeds when they are required on a daily basis in our milk kitchen and inform you verbally and through the white board each day what your child had eaten and drunk during the day.
- Remind you when your child's formula needs replacing and keep the formula you provide specifically for your child only.
- Keep empty bottles in individual labelled baskets in our milk kitchen.
- Provide a quiet area for Mothers to come in and breast feed if they wish to do so.
- Sterilise all bottles, dummies and feeding equipment until the child is a year old or longer if the parent requests.

### **Sleeping:**

- We have a sleep room separate for the Bunny play area which is a darkened, quiet area where children can have their sleeps in cots during the day. It would be helpful if you would encourage your child to have their daytime sleeps in a cot rather than a push chair/buggy so that they can continue with their normal sleep routine with us and not get over tired.

### **Additional requests:**

- We are very limited on space in the nursery so we kindly ask that you do not leave any buggies or car seats inside the nursery, we have a buggy park outside but we must let you know that items left here, are left at your own risk.

# The Structure of the Nursery Planning

The Nursery plans alongside the Early Years Foundation Stage. This guidance came into place September 2008 and enables us to focus on the most important aspects of your child's care and learning.

**The EYFS (Early Years Foundation Stage) has four Themes and Principals:**

## **A Unique Child**

**Every child is a unique child who is constantly learning and can be resilient, capable, confident and self assured.**

## **Positive relationships**

**Children learn to be strong and independent through positive relationships**

## **Enabling environments**

**Children learn and develop well in enabling environments, in which their experiences respond to their individual needs and there is a strong partnership between practitioners and parents and carers.**

## **Learning and Development**

**Children develop and learn in different ways. The framework covers the education and care of all children in early years provision, including children with special educational needs and disabilities.**

We believe very strongly that every child is unique, an individual and different, and deserves the best possible start in life. By building strong positive relationships with parents and carers, professionals and key staff within the setting, we will be able to create an exciting and enabling environment, where your child will learn and develop naturally enabling them to fulfil their full potential.

Our learning journey will help create a record of your child's individual development that will be reviewed, assessed and shared with you on a regular basis, through liaison with your child's key carer.

A variety of activities will be provided through our continuous provision each day that will encourage your child to learn and develop, supporting their individual needs. These will include planned purposeful play opportunities, both adult led and child initiated as well as ad hock activities stimulated by a child's interest. Staff will be guided by the different ways in which children learn when planning activities:

**Playing and exploring** – children will investigate and explore things.

**Active learning** – children keep on trying if they encounter difficulties and enjoy achievements.

**Creating and thinking critically** – children have and develop their own ideas, making links between ideas and develop strategies for doing things.

**There are 7 areas of learning in total that shape our planning:**

**3 prime areas:**

1. Personal, social and emotional Development – PSE
2. Physical Development – PHY
3. Communication and Language – CL

**Plus 4 specific areas of learning:**

1. Literacy – LIT
2. Mathematics – MATHS
3. Understanding the world – UW
4. Expressive arts and Design – EAaD

For the younger children there will be more emphasis on the 3 primary areas moving towards a more balanced mix of the 7 areas as they get older. At the end of the learning journey we have detailed the level of progress children should have attained by the end of the EYFS. These are called the Early Learning Goals and each child will be assessed against these at the end of the academic year of which they reach 5 (normally the end of the reception class)

With the support of our planning co-ordinator, staff will plan for children's individual needs utilising familiar topics that are of interest to the children. These topics help create a basic focus for the children's learning and development, giving us the opportunity to enhance resources and equipment and creating a stimulating and varied theme. Each topic lasts approximately 6 weeks and creates an effective, exciting varied theme that works alongside our continuous provision.

Staff will utilise the role of the key carer and partnerships with parents to ensure they are knowledgeable about their key child's abilities, interests and development before planning for their individual needs. Staff will use the child's learning journey and Parentzone to gather observations and assessments, ensuring this is shared with this parents on a regular basis so they are aware of how they can support their child's development at home. This will be further supported by parent's information evenings and 1-1 sessions.

## Example of a typical day's activities

<b>8.00 - 8.30am</b>	Breakfast		
<b>8.00 – 12.00pm</b>	Free play and planned enhanced activities, incorporating both the indoors and outside environment, including:		
	Creative Play	Sand/water play	Small world
	Construction	Malleable play	Mark making
	Role play	Stories and singing	I.T, Cooking
<b>10.00 – 10.30am</b>	Snack bar open		
<b>12 - 12.30pm</b>	Lunch time		
<b>12.30 – 4.00pm</b>	Free play and planned enhanced activities, incorporating both the indoors and outside environment, including:		
	Creative Play	Sand/water play	Small world
	Construction	Malleable play	Mark making
	Role play	Stories and singing	I.T, Cooking
<b>12.30 – 2.00pm</b>	Sleeps if required		
<b>2.00 – 2.30pm</b>	Snack bar open		
<b>4 - 4.30pm</b>	Afternoon tea		
<b>4.30 – 6pm</b>	Free play and planned enhanced activities, incorporating both the indoor and outdoor environment:		
	Creative Play	Sand/water play	Small world
	Construction	Malleable play	Mark making
	Role play	Stories and singing	I.T. Cooking



## Clothing

In the Nursery we encourage the children to explore and experience the environment we live in. Although we do provide protective clothing for painting and gluing, some children may still get dirty, so please ensure that your child is wearing easily-washable clothes, which they do not have to worry about soiling.

We try to encourage all those who can, to dress and undress themselves. So the sort of clothes you give them to wear will either help or hinder this. Toggles, large zips or press studs are much easier than fiddly buttons. When children are toilet training please consider their clothing and ensure it is easy to remove, so as to support quick and easy access to the toilet.

The weather rarely keeps us in, unless it is very bad, so it is essential that you send your child with suitable clothing. Warm and waterproofs coats when cold and a sun hat when it is really warm and sunny and of course the all essential sun cream for protection!

### **All clothing must be marked with the child's name.**

We do have some forms from a company who make name labels should you wish to order name tapes or labels.

Children's clothing items required in the Nursery

- Coat
- Hat
- Gloves or mittens –on elastic if possible (less chance of a lost pair)
- Shoes –suitable for indoor and outdoor play
- Change of clothes if soiled – more if potty training
- Sun hat
- Wellingtons

All items must be marked with your child's name please



To help in the rainy weather we often have all in one waterproof suits for sale at a reasonable price, so please ask in the office if you are interested in purchasing one.

**Please always ensure your child is provided with a new sealed and in date labelled tub of sun cream, just in case the sun decides to shine when we least expect it too!**



## Collecting your child

Children must be collected by an adult or sibling ideally over 16 years of age. If any person other than you is collecting your child, please inform the Childcare Manager or her Deputies via phone, email or in person, telling them who that person will be. We will then ask you several security questions including a password that has been discussed and agreed between yourselves and the Nursery, the person collecting your child must provide proof of identity when they arrive.

### **We have your child's safety at heart.**

If you are going to be late picking your child up, again please ring and let the staff know. We have a direct telephone line, and this will help the staff reassure the child that you are coming.

If possible, please let the staff know in advance if you know you will be working late or attending a meeting etc. We do understand that cars break down and that traffic delays can occur but we need to ensure our OFSTED ratios are maintained. If you are likely to arrive after our closing time we need to ensure we have time to arrange for two members of staff to stay behind with your child until someone arrives to collect them, so advanced notice would be appreciated. There is an additional charge as detailed in your contract and on the Nursery fees Policy. This will be applied per child per every 15 minutes you are running late.

### **Contacting the Nursery**

The Nursery is open from 7.45am - 6.00pm and parents can contact us on 01590 625332 or email [highwoodnursery@brock.ac.uk](mailto:highwoodnursery@brock.ac.uk) (if you need to contact us after 5pm, please can we ask you to use the phone as a preference)

Someone can normally be contacted at the Nursery between 7.30 am - 6.00pm. If we are unable to get to the telephone, please leave a message on the answer machine, and we will listen to it as soon as we are free.

### **Unforeseen Closures**

If we have to close due to unforeseen circumstances or bad weather we will use a text messaging and email system to notify parents, we will also try to remotely update our telephone answering system. Further updates will be found on Brockenhurst College's website and we will endeavour to keep parents as informed as possible of relevant changes/future outcomes.

Parents will not be charged in these circumstances.

# Partnership with Parents Policy

## Aim

Our aim is to support parents as their children's first and most important educators by involving them in their children's education and in the full life of the setting. As part of Brockenhurst College, we also aim to support parents in their own continuing education and personal development.

## Method

In order to fulfil our aims, we operate the following partnership with parent's policy.

We understand that becoming a parent is the most difficult role we ever undertake and we have little or no training for it! We hope that working together, and talking over the big or small problems which may arise in everyday situations such as toilet training, will give us a chance to offer you practical support and advice. We know that no matter how hard we work and care for your child, you spend far longer with them, and it is you who are their first 'teacher'. We would like to feel that in some way we can work with you to help shoulder some of the responsibility.

The settings welcomes parental involvement, so if you have any particular skills or you can access materials you feel the nursery would benefit from then please speak to your child's key carer. We are always looking for new ideas and suggestions that can help further develop the setting and any additional parental support, be that through time or suggestions will be greatly appreciated.

You can share in your child's day through informal chats with your child's Key carer and through their learning journey which is available in the nursery. Your child's learning journey is an important document that forms part of your child's individual planning and shows various observations and assessments that have been carried out within the setting. Staff will ask you to complete an "All about me" sheet when your child first starts to ensure we have an understanding of your child's interests and abilities before we start planning for their individual needs. These will be shared with parents on a regular basis and we welcome parental comments, particularly if they support the targets set and observation recorded. However it is also useful for us to know about things your child has particularly enjoyed or told you about, or something special you may have done over the weekend as this help us ensure planning is relevant and specific to your child. Please can we ask that if the learning journey is taken home, it is returned to the setting as soon as possible, so that further observations and assessments can be recorded for future planning. We also utilise an online portal called ParentZone that works alongside our Learning Journeys. Parents are welcome to upload photo's to Parentzone to support staff in their observations and assessments.

Monthly Nursery Newsletters and other relevant paperwork is sent home to all parents via email or via your child's key carer, if you have specifically requested a paper copy. Please check your emails on a regular basis as we will often pass on important up to date details of events or issues via this method. Staff may also utilise relevant notice boards or areas within their room to display relevant information which may be of interest, with additional posters displayed on the nursery doors.

## Parent volunteers

Parents are always welcome to volunteer and support the nursery in whatever way they can. In the past parents have come in to take story time or talk to the children when we have been doing topics such as staying safe. So if you have a job role that you think the children would enjoy hearing about, please speak to a member of staff who would be more than happy to involve you in current activities.

We are also strong believers in many hands make light work!! So if you have a few spare minutes and would be willing to help out at events such as the Nursery fete or Christmas party please let us know, there is often stapling etc. that needs to be done!

The office door is always open to parents so should you have any queries, complaints or suggestions, please feel free to pop in and see us, telephone or send an email and we will be more than happy to help.



# Admissions Policy

## Aim

We aim to ensure that Highwood is accessible to all children and families from all sections of the local community, by providing open, fair and clearly communicated procedures.

## Method

In order to achieve our aim, we operate the following admissions policy:

We ensure information about our setting is accessible, in written and spoken form and where required in more than one language through the support of Brockenhurst College language department and other outside agencies. Where necessary we will try to provide information in Braille or any other methods requested by the parent/carer.

To request information about the setting the parent/carer can make an enquiry by email, telephone or in person at the Nursery.

The Manager, her Deputies or the parent will be asked to complete a reservation slip, which will be kept in the relevant section of the enquiry file, appropriate for the age of the child. If requested a brochure will be sent by post or given to parents prior to being shown around the nursery. This gives the parents an opportunity to look through the brochure in their own time and raise any further questions they may have.

It is requested that an appointment be made to look around the Nursery at a mutually convenient time, so the Manager or Deputy may show parents around and answer any questions they may have without being distracted.

The Manager or Deputy will be able to confirm with parents at this time any forthcoming availability within the nursery. If availability is limited parents can request a place to be held until an appointment is available. If requested, the management team will hold a place for a maximum of 2 weeks without a deposit. At the end of this period, a deposit must be paid to continue to hold the place open or the place will be lost.

If a place is not available for the sessions required, Parents will be offered the closest available date to the one requested. However if places are limited, we may have to ask parents to pay half fees to keep this place open if they do not want to take it up immediately. Alternatively, parents can request that the child's name is placed on a waiting list and the parent/carer will be contacted as soon as their required sessions become available. All bookings will be reviewed regularly to enable us to give parents as much notice as possible to take up their required places.

Unfortunately the nursery is no longer able to offer any term time only places. All sessions will be booked all year round and a months notice in writing is required to terminate your place.

## Deposits

**All sessions will require a deposit equivalent to one week's fees to secure the place.** This deposit will be held until the notice period and deducted from the child's final weeks fees. Should the place secured not be taken, then any deposits paid for that session will be lost; refunds will only be made in exceptional circumstances under the Manager's discretion.

All deposits held will be inputted onto the nursery management system with the information given on the reservation slip including a start date. This will then be updated following the first settling session when the parent will be asked to complete the full registration form.

Should a parent wish to delay the start date, we will do our best to accommodate this. If the delay is for more than 3 weeks from the date originally requested then the nursery will require half fees to be paid until the place commences.

Those parents who are only taking up the universal EYE hours will not be required to pay a deposit unless they are taking additional hours. In which case they will be asked to pay a deposit for any hours over and above the universal funded hours. Those parents wishing to claim for the extended EYE hours will be required to pay a deposit to secure the place until they are able to prove their eligibility. Once this has been received their deposit for these additional hours will be refunded, unless the parent is happy for this to be refunded in the child's final invoice as with a standard deposit.

All deposits will be refunded in the final invoice, once the child has started nursery and parents have given the appropriate notice to terminate their child's place. However should the appropriate notice not be given or the place is not taken up the deposit for those sessions will be lost.

### **Settling**

The management team requests that the parents contact the nursery approximately 3 weeks prior to the arranged start date, so that settling sessions can be confirmed.

Settling dates are generally arranged for the week prior to the child's start date to support familiarity. Once confirmed these will then be recorded on the management system and given to senior staff in the area the child will be attending.

All children will be offered two or three free settling sessions, however if a child is not settled after these, then the situation will be discussed with parents and shorter first sessions booked.

Settling sessions will normally be for a maximum of two hours between 9.30-11.30am or 1.30-3.30pm. These times are recommended as they are the quieter periods within the nursery with the least disruption for a settling child. If these timings are not convenient, please speak to the manager or deputy about a more suitable time for yourself and your child. There will be no charge for the first three settling sessions.

### **Key Carer**

All children will be allocated a Key carer prior to their first settling session. The key carer will be responsible for establishing a trusting relationship with the child, parents and carers through our induction/settling in procedure and maintain close, ongoing communications through clear professional boundaries, which are detailed in the front of your child's learning journey.

Key carers will be encouraged to ensure regular information is discussed with parents/carers regarding their child's day to make sure the parents feel involved in the child's day and nursery life. This will be carried out through daily communication, learning journeys, iconnect – parent zone (please refer to separate policy), photographs and on occasions via the telephone.

Key carers will establish close bonds with their key children to ensure they feel valued, and experience an affectionate and trustworthy relationship.

After firm initial relationships have been made, the Key carers will also encourage all children to establish relationships with other staff within the team, encouraging them to experience a wider variety of relationships.

### **Fees**

The Pricing Policy can be found within the nursery brochure alternatively you may obtain a copy from the office. The Pricing Policy states: Fees can be paid monthly or weekly but **must** be paid in advance. All outstanding fees will be chased but if not paid these will be passed to the College Finance team for collection and your child's place could be in jeopardy and could result in debt collection fees and court action.

### **Nursery Contract and Registration forms**

A contract and registration form will be given to the parent before the child is due to start usually on their first settling session. A child cannot be left at Highwood until these forms have been completed and returned to the office. It is essential that you raise any relevant information with your child's key carer on their settling sessions, so staff are clear about any comments made.

Parents must also ensure all emergency contact numbers are completed and any changes given to the office immediately.

Policy reviewed: 19/03/18

## Settling in Policy

### **Aim**

We aim to ensure that Highwood is a welcoming place where children feel comfortable, safe, secure, and stimulated, which will enable them to settle quickly and easily and reassure parents in their care.

### **Method**

In order to achieve our aim we operate a key carer approach, which enables parents and children to build positive and effective relationships with all staff within the setting.

The following procedure will support parents and children when settling into our Nursery.

Before your child starts Highwood, we will provide you with details about the setting and our admissions procedure. We encourage you and your child to visit two or three times prior to your start date for settling sessions. These sessions need to be pre-booked with the Childcare Manager or her Deputies. We normally arrange settling sessions between 9.30 – 11.30am or 1.30 – 3.30pm as these are the quieter times of the day and less disruptive to new children. There is no charge for these sessions.

On your first visit we suggest you stay with your child for one to two hours depending on the child's age and previous nursery experience. During the first visit you will be introduced to your child's key carer. Part of the role of the key carer is to welcome your child and you

# HIGHWOOD NURSERY

## Pricing policy from August 2018

### Standard rates

3 months – 2 years	£5.10 per hour
2 years – 3 years	£4.90 per hour
3 years plus	£4.65 per hour

We offer a 10% discount for the oldest child, where we have 2 or more children attending from the same family in the Nursery until either child starts to claim EYE funding.

### College staff and self-paying students

3 months – 2 years	£4.85 per hour
2 years – 3 years	£4.75 per hour
3 years plus	£4.65 per hour

Students may be entitled to support with their childcare costs if on a low income via a bursary, please contact Debbie Griffiths through the main college reception 01590 625555 for more information. Please note unfortunately we are not able to offer a fee reduction for college staff or students for children who are 3 years plus.

### Sessions

Due to a high demand in places, we now operate a strict minimum requirement of a 4 hour session in the morning and afternoon for all sections of the nursery. Please see our Baby unit and Nursery Sessions Policy, Early Years Education and Funding, along with our Nursery Hours guidance. All of these can be found in our brochure and contain more specific information.

### ALL FEES MUST BE PAID IN ADVANCE

You will be invoiced on the first day of the month for the forthcoming month; and all fees are payable in advance and within 14 days of the invoice being issued. We send out regular reminders using emails and texts. If payment is not made within a reasonable time of an invoice being issued, the debt will be passed to the college Finance team for collection & your child's place will be in jeopardy. Non-payment in fees could result in court action.

**Term time only places** -We are no longer in a position to offer term time only places within the Nursery. A term time only place will only be considered in exceptional circumstances or if a child is in receipt of an EHCP plan. If you are eligible for a term time only place, you will not be charged during the holiday periods stated on the nursery newsletters and your child will not be expected to attend during this period. This means you will not be able to access any other holiday entitlements and full fees will apply for any absences during term time.

**Childcare Vouchers** - We accept a variety of childcare vouchers schemes including the Governments Tax Free Childcare scheme. Please speak to the Nursery Manager about paying your nursery fees using HMRC or a voucher scheme your employer may operate.

**Sickness and absence** – Due to strict staffing ratios, full fees will apply if your child is sent home due to sickness or is absent for any reason, even with prior notification. Individual circumstances may be reviewed at the manager's discretion for long term sickness or hospitalisation if in excess of 4 weeks.

**Holidays** - No charge is made for Bank Holidays or any time the Nursery is closed. Children attending all year round will be entitled to two weeks half fees (at their normal hours) for holiday with at least one full week's notice, all holiday periods run from August to July in line with our financial year. If you are claiming EYE funding over 38 weeks your holiday entitlement will only be given to holidays taken during the school holiday period. Unfortunately if you are claiming EYE funding through the "stretched offer" over 50 weeks, you will not be able to access any half fee entitlement. Holiday entitlement does not apply to term time only children.

Brookenhurst College staff and self-paying students will be entitled to up to seven weeks half fees, with at least 1 full weeks' notice.

**All holiday entitlements must be taken as full weeks Monday – Friday.**

## Nursery Meals and Snacks

**Breakfast** is served between 8.00 - 8.30am

**Cooked lunch** is served between 12.00 and 12.30pm

**Tea** is served between 4.00 - 4.30pm

**Meals are generally served at the above times unless specific dietary requirements denotes otherwise.**

### **Babies under one years of age will be fed according to their personal dietary needs**

However we do recommend that young babies are able to accept a cup or bottle prior to starting Nursery to aid settling and help maintain their feeding routine.

### **Snacks and Drinks.**

Milk & water is offered throughout the day. During the summer months when the weather is hot, the staff will encourage the children to take fluid through a variety of forms including making flavoured drinks, ice pops etc. to help ensure we maintain good hydration.

A Café style system is open for snacks and drinks mid-morning and mid-afternoon. Snacks may include fresh fruit, cheese, crackers and savoury biscuits as well as a variety of other food.

### **Dietary requirements**

All dietary requirements can be catered for as long as we are notified in writing or you have filled in the relevant section on your child's registration form. We will try our best where possible to ensure alternative foods look similar to foods eaten by the rest of the group.

If your child has a specific dietary requirement, we ask that you please request this on the dietary requirements section of your child's registration form, so that we can ensure the kitchen is notified.

### **Packed Lunches**

Children may bring in their own lunch and tea if preferred, but due to food hygiene regulations we cannot reheat any food brought in, with the exception of pre-sealed jars/packets of baby food.

We ask that you encourage a **healthy diet** in a named lunch box and that sweets and chocolate are saved for when children are at home. If any sweets or chocolates are found in a child's lunch box, we will encourage your child to save it and take it home at the end of their session.

We also ask that you do not send nut products e.g. peanut butter sandwiches or nutty biscuits in lunch boxes as we often have children within the Nursery with severe nut allergies.

If you ask staff, we will be able to put your child's lunch box in the fridge or alternatively you can add an ice pack to keep food stuffs cold, should it contain products that need to remain under a certain temperature such as yoghurts, cooked pasta or meat.

### **Meals**

Breakfast – 80p

Lunch - £2.55

Tea - £1.95

Children under one will be charged half fees for meals once they start solids and full fees when they turn one. Children who attend for 40 hours or more on a regular basis are entitled to free meals unless they are in receipt of EYE funding.

# Menus

We have a Seasonal menu, which is reviewed regularly. We try to ensure that the children are given a wide variety of foods and a well-balanced diet. If you have any suggestions for main meals or desserts they are always welcome! All foods are purchased fresh from our local fruit and vegetable shop, Village Veg and Tesco's as required and prepared daily by our onsite chef.

## This is a sample menu of the types of food we provide

		Week 1	Week 2	Week 3	Week 4
Monday	Lunch	Sausage and bean casserole with mash Rice pudding & puree fruit	Fish pie with root veg mash, peas & sweetcorn Apple pie & custard	Vegetable lasagne & garlic bread Chocolate swiss roll & fudge sauce	Sweet & sour quorn with noodles & prawn crackers Tinned pears & chocolate custard
	Tea	Cauliflower & broccoli cheese Banana cake	Spaghetti on toast Fruit jelly	Jacket potatoes with either tuna or cheese & ham Yoghurts	Butternut squash & lentil soup Winter berry mousse
Tuesday	Lunch	Vegetable pasta bake & garlic bread Milk Jelly	Minced beef & yorkshire pudding, broccoli, carrots & cabbage Jam roly poly & custard	Sausage casserole & mash Banana custard	Roast dinner with cauliflower, cabbage & carrots Winter fruit cobbler & cream
	Tea	Salmon quiche Fruit and custard	Jacket potato & cheese & beans Fruit & raisins	Carrot & coriander soup Chocolate & beetroot brownies & ice cream	Noodle & veg stir fry Gooseberry fool
Wednesday	Lunch	Shepherd's pie, carrots & cabbage Fruit crumble & custard	Chicken tikka masala, naan bread & rice Fresh fruit salad & cream	Tuna tagliatelle Chocolate bread & butter pudding with ice cream	Spanish chicken & chorizo casserole Trifle
	Tea	Cheese on toast Apple & sultana strudle with cream	Creamy vegetable soup & crusty bread Carrot cake	Vegetable risotto Tinned fruit	Toad in the hole & peas Fruit puree yoghurts
Thursday	Lunch	Mediterranean cod sweetcorn spinach & cous cous Apricot & raisin bread & butter pudding with vanilla sauce	Beef lasagne & garlic bread Berry crumble & custard	Caribbean chicken & coconut Rice Fruit salad & ice cream	Chick pea and lentil curry with naan bread Lemon roulade & Cream
	Tea	Homemade baked beans on toast Fruit & natural yogurt	Tuna & mackerel Rice salad Milk jelly	Cheesy butternut squash pasta bake Spotted dick & cream	Ratatouille & cheesy mash Fresh fruit platter
Friday	Lunch	Chicken & ham pie with sweet potato pastry & cauliflower & peas Semolina & jam	Vegetable stew & dumplings Toffee cheesecake	Meatballs & spaghetti with garlic naan Apricot & rhubarb crumble & custard	Kedgerie & curry sauce with peas & sweetcorn Stewed fruit & ice cream
	Tea	Minestrone soup & crusty bread Angel delight	Home-made salmon fishcakes, peas & sweetcorn Tinned fruit & cream	Aubergine & tomato Bake Fruit smoothie	Italian carbonara pasta Apricot & butternut squash muffins

# Healthy Food Policy

## **Aim**

Highwood aims to provide a variety of food for meals and snacks that is freshly prepared on site and that encourages and promotes a healthy, balanced and nutritious diet, suitable for each child's individual needs.

## **Method**

In order to achieve our aim, we recognise the important role diet takes in supporting the development of a child's physical and intellectual well-being.

A variety of food is served at regular intervals throughout the day, including breakfast, lunch and tea, mid-morning and afternoon snacks.

Children's individual dietary requirements are ascertained from the child's parent/carer on registration and updated through regular communication with the child's key carer or updated registration forms. If your child's dietary requirements change, please inform us in writing so that we can ensure your child's needs are met.

Dietary requirements are communicated to the nursery chef via a report from "Connect" on a daily basis to ensure the correct individual dietary needs are catered for each day.

A list of the children's dietary requirements is kept in each area of the nursery to ensure staff can check that snack and any meals are appropriate for the child's individual needs.

An allergen information file can be found in each room detailing the monthly menu and the relevant allergen contents against the 14 recognised allergens, to support the identification and adherence to specific children's dietary requirements.

Parents are informed both verbally and through a menu board the specific meals and snacks that have been provided on that day and the amount of food that has been eaten by each individual child. Staff are encouraged to sit and eat with the children at meal times, role modelling and promoting good practice.

A monthly menu plan is devised to ensure variety and cultural variation. The menu is planned to take into account the four main food groups, ensuring children attending on the same day each week have variety over a four week period and those in every day have variety over the week.

Snacks compliment the meal menu and staff ensure children are offered at least five portions of fruit and vegetables throughout the whole day.

Milk or fresh drinking water is available throughout the day. Staff will ensure that during hot weather regular drinks are encouraged and all children are monitored to ensure they are drinking adequately and hydration maintained.

All food is prepared daily on site by the nursery chef, agency chef or staff with a relevant food hygiene certificate if the normal chef is on leave. The nursery kitchen conforms to Environmental Health Procedures and is inspected by the EHO to ensure it complies with relevant legislation.

Parents are encouraged to provide a healthy diet if providing packed lunch. This must be in a suitable named container, stored safely (with a cool pack) and refrigerated if necessary. It is requested that Parents do not use peanut or nut products in lunch boxes due to some allergy sufferers within the setting and sweets and chocolates are kept for at home only.

Policy reviewed 19/03/18

# Confidentiality Policy

## Aim

Highwood aims to ensure personal information and the privacy of each family is respected, through ensuring that all parents and carers can share information in the confidence that it will only be used to enhance the welfare of their child. We aim to ensure record keeping systems are in place that will meet the legal requirements and the means of storing and sharing information is within the framework for General Data Protection Regulations (GDPR) and Human Rights Acts.

## Method

All staff, students and volunteers are made aware of the nurseries confidentiality policy through induction and are required to read and sign a copy of this policy

All employees, including casual staff and students are required to comply with the rules of confidentiality of Brockenhurst College through their contracts, which state that:

“You shall not either during your employment (except in the proper performance of your duties) nor at any time after its termination, use for your own purposes (or for any purpose other than those of the corporation) or divulge to any person, corporation, company or other organisation whatsoever any confidential information belonging to the Corporation or to any Subsidiary or relating to its or their affairs or dealings which may come to your knowledge during your employment.”

All staff will ensure that records which include personal information such as a families' address and telephone number are kept in a locked cabinet, easily accessible by other staff but not available to casual visitors or the general public, this includes the children's registration forms.

The children's learning journeys, which holds some personal details and information about your child's development will be stored in a locked cupboard, these are accessible to parents on request.

Permission will be requested from parents on registration for the use of photographs in various different forms including for use by students and the marketing department. This will be detailed on the child's registration forms and inputted onto the management system, so a report can be produced for specific events. Please note that on occasion, your child may be included in the background of a photograph of another child.

All information supplied to the Nursery will be held electronically on the nursery management system as well as in paper form in accordance with our Data Protection Policy. Our nursery management system is password protected and can only be accessed by authorised staff. All information will be stored in accordance with relevant data protection and confidentiality regulations and supervised by our Compliance Officer, Brockenhurst College IT department and Connect Management Systems who store our data offsite whilst still abiding by our terms and conditions. . Please refer to our Data Protection Policy for further information.

Parents will be informed if any information regarding them or their children is to be shared with other bodies. Written consent will be sought on registration but in most cases additional verbal permission will be obtained before this information is passed on unless it is the best interest of the child not to do this.

Staff, students and volunteers must deal with any personal information regarding a child or family, in a confidential and sensitive manner only sharing this information with other staff on a 'need to know' only basis. Without exception, information or concerns regarding the safety and well-being of a child will be shared with a nursery manager and deputies. The manager will then deal with this information in accordance with relevant Safeguarding and Child Protection Procedures.

Policy reviewed 19/03/18



# Data Protection Policy

## Aim

Highwood will ensure that all personal data for staff, parents and children that is required in order to run the provision effectively, including information that is required by local or national governing bodies is dealt with in accordance to the General Date Protection Regulations (GDPR) and Human rights Acts

## Method

Highwood Nursery will ensure that all staff managing and handling personal information, understands that they are responsible for following relevant GDPR and practice through appropriate training and supervision

*In order to achieve this we:*

- require all visitors to sign in and out of the building
- ensure the building and outdoor areas remain secure at all times
- ensure that all written confidential information is contained in lockable cabinets
- ensure there is password protection on all computers containing information and data
- ensure additional passwords are required for authorised staff to access the management system and tablets utilised in the rooms.
- ensure that visitors and parents do not have unsupervised access to any machines holding data.
- ensure that all data is protected by antivirus and firewall systems, either on the college site or as approved by IT with an external provider.
- ensure that all written records kept on each child, are kept and stored as confidential information, shared only with the child's own parent/carers or other professional/regulatory bodies with prior consent unless it is in the best interest of the child to share this information ie child protection issue.
- ensure records are stored securely for the relevant period required and after that period they will be disposed of appropriately with sensitivity in mind.
- make staff aware that names, addresses, email addresses and telephone numbers of parents or staff cannot be divulged to others without permission from the person concerned.
- ensure that there is an awareness for the need of confidentiality to be reinforced at all times in the setting and is integral to the staff's role.
- ensure that the building is locked when the premises are not occupied.
- ensure access to the office is only available to authorised personnel with an appropriately coded lanyard.
- ensure keys are allocated to named college staff/employees
- ensure gate codes are changed at least annually and shared with only those who need to know them
- obtain written consent for the use of photographs within the nursery and for the use of advertising purposes or use in student folders etc
- ensure that all staff are aware of and agree to adhere to the confidentiality policy and data protection policy.
- ensure we have an up-to-date policy for use of iconnect and parent portal

Policy reviewed 19/03/18

# Connect and ParentZone Policy

## Aim

Highwood aims to continue to develop and grow in a society lead by technology, enabling us to encourage a two way partnership with parents and support communication through Connect and Parent zone. We aim to give parents access to their individual child's developmental records, invoices and general information stored on Connect through an online system called ParentZone. This enables us to support staff and to keep parents up to date with their child's learning and development.

## Method

Within the Nursery we use a Management system called Connect which has various strands that staff and parents can access to collate specific data to support their child within the setting. Connect is an award winning management system that includes iConnect, a tablet based observation software, which allows staff to create observations using the curriculum (EYFS) to provide an online Learning Journey. ParentZone is an online or smart phone/tablet based app that enables parents/careers the opportunity to view a timeline of their child's day at the nursery, including invoices, observations, sleeps, meals and general information we have input onto the system about their child. There is also a facility through this app to pay online.

All information stored on iConnect and ParentZone is securely held on a server by Connect, externally in accordance with the Nursery's and Brockenhurst College's Data Protection Policy.

As a setting, we aim to continue to use the paper based learning journey that is already in place within the Nursery and compliment this with inputting observations, assessments, attendance, meals and sleeps etc into iConnect for parents to view and access through ParentZone.

To ensure security, parents will need to provide an email address and request registration through the Nursery office to utilise the app. If they lock themselves out by entering the wrong password 3 times, they will need to request a member of the management team to unlock their account and send the link to reset their password. Parents must keep their log in details and passwords secure.

The management team will oversee and monitor staff who have their own individual user names and passwords ensuring appropriate access to iConnect on the Nursery ipads, which are stored securely.

Staff must abide by all Nursery and College Policies including the Data Protection and Confidentiality Policy that work alongside this Policy.

Photographs can only be taken by staff on Nursery ipads will be uploaded to iConnect and be visible to parents through ParentsZone, however parents must not share these photos through any form of social media under any circumstances. There may be some circumstances where a child is in the background of another child's photo and therefore it is imperative that any photographs are used for personal use only.

Parent Zone will give parents the opportunity to be involved and contribute to their child's development by enabling them to upload photos and notes from home of their child's experiences outside the Nursery setting. As part of our Partnership with Parents Policy, we appreciate the value and importance of working alongside parents/careers. We hope that ParentZone will further support and encourage strong positive relationships between our parents/careers and the Nursery.

Any parents failing to comply with this Policy could result in their account being withdrawn from ParentZone.

Policy reviewed 19/03/18

# Student placement Policy

## **Aim**

Highwood recognises that qualifications and training are an important contribution to the quality and care of the services we provide within our setting. As part of our commitment to quality, we offer placements to students from local schools and colleges, who are undertaking or who aim to undertake a career in childcare. Highwood aims to provide students on placement with valuable experiences that contribute to the successful completion of their studies and examples of good practise that they can role model to others.

## **Method**

Student placements are generally requested/supported by the school/college attending and a letter of request is expected from the placement supervisor.

The college/school is responsible for ensuring the student has a genuine interest in working with children.

If the student is over 16 the school/college is responsible for ensuring a list 99 and an enhanced DBS (previously CRB) are completed prior to any placement commencing. Students under 16 are not required by law to complete a DBS.

The student is required to meet with the nursery manager or deputy prior to starting their placement. At this time their interest in working with children will be discussed. They will also introduce students to staff and discuss the role students take within the setting.

Students on placement are inducted and mentored by an experienced member of staff in the area they will be working; signed copies of this induction are stored in the student placement file.

The student's mentor will liaise with the student's placement supervisor through regular meetings, feedback, evaluations & reports. Any additional support that maybe needed will be discussed equally with the student's supervisor, the student and nursery mentor.

The student mentor and other staff within the area the student is placed will ensure the student complies with all nursery policies and guidelines including Highwood's Confidentiality Policy.

Only experienced students are allowed to work with the under 18months olds in the baby unit.

Students are never left unsupervised at any time.

Students are required to partake in all areas of the nursery routine with the exception of intimate care. Students would not normally be expected to change nappies unless supervised on a one to one basis or if required as part of their placement experience.

Students on placement will not be included in our child: staff ratios.

Highwood is covered under Brockenhurst College's employer's liability insurance and public liability policy.

Policy reviewed 19/03/18

# Medication Policy

## Aim

Highwood aims maintain the health and wellbeing of individual children when they are recovering from an illness, infection, or through long term health issues, by administering the appropriate medication and ointments on the specific request of the child's parents/carers.

## Method

While it is not our policy to care for sick children, who should be at home until they are well enough to return to the setting. We will agree to administer medication as part of maintaining their health and wellbeing, when they are recovering from an illness or where there is an accepted health reason.

As a setting we must have regard to the statutory guidance set out in the EYFS which states that **“Medicines must not usually be administered unless they have been prescribed for that child by a doctor, dentist, nurse or pharmacist”**. **Medicines containing Aspirin should only be given if prescribed by a Doctor.**

**Medicine, both prescription and non- prescription must only be administered to a child where written permission for that particular medicine has been obtained from the child's parent/carer**

Should a parent wish staff to administer a prescribed medication to their child during their day at nursery the following procedure should be followed:

Please speak to a member of staff who will ask you to complete our medication book. You will need to state the exact medication required, the dosage, times to be administered and who prescribed the medicine. The staff member will ensure the medication is stored safely and administered as and when required. The staff member is required to sign the medication book following the administration of any medication or ointment and records will need to be signed by parents on request and again at the end of the day following administration of any medication by staff.

Children taking prescribed medication must be well enough to attend the setting as set out in the nurseries managing Allergies, sickness and infection policy.

We ask parents to please inform us if medication has been administered before a child comes into Nursery, so that we can keep a closer eye on them and ensure their health does not deteriorate.

All medication will be stored inaccessible to the children and must be in its original container which needs to be clearly labelled. If the medication is prescribed or dispensed by a Dr or Pharmacist, it must show the child's name, prescribed dosage and specific instructions for administering.

There may be the rare occasions when your child becomes unwell at Nursery, should this situation occur, staff will contact parents to advise them. If necessary staff may suggest parents send written permission via email to administer children's Paracetamol to ensure the child is kept comfortable until they are able to be collected. Staff will then continue to complete the medication book signing parents have given written permission via email and ask parents to sign the medication book when they collect their child. The health and well-being of the child will be paramount at all times.

Staff will never force children to take medication but will report back to parents that the medication had not been administered.

Should your child require regular or long term medication, please ensure you detail this on your child's registration forms or inform your child's key carer as soon as possible. You will then be given an Individual Health Care Plan, which will enable you to detail more specifically what you would like the setting to do to support your child's medical needs. The Individual Health Care Plan will give overall consent for the administration of any medications or ointments prescribed and will act as our risk assessment for the individual child's medical needs.

As a setting we are willing to work with parents and other professional to ensure our staff are appropriately trained to support the needs of the individual child, as set out in our Inclusion Policy where possible.

We ask that any Inhalers are clearly labelled and stored in a sealed named container i.e. an ice cream tub, along with any spacer that may be required, so that staff can store this appropriately for the age of the child concerned.

Should your child require an epipen you will need to discuss this with the nursery manager to ensure the relevant support is put in place prior to the child starting within the setting. This will include putting parents in touch with the college nurse who will then ensure all staff within the setting are trained specifically for the child's individual allergy. Any allergies will need to be detailed on the child's registration forms and an Individual Health Care Plan put in place. Parents will be asked to provide an epipen that can be kept at nursery in a sealed air tight container which shows a photograph of the child. This will also contain emergency details and the procedures that need to take place should your child come into contact with a known allergy and suffer from anaphylactic shock. A copy of these details will also be kept with the child's registration forms.

Should medication be required whilst the nursery is on a planned trip or outing, staff will ask the parents to complete the medication form prior to the trip taking place. Any medication will be kept in a relevant container and held by the staff member supervising that child on the trip or outing. This will then be administered at the appropriate time, signed and the form returned to nursery and stored in the medication file after following the normal medication procedure.

Any unused medication will be handed back to the parent for disposal.

Policy reviewed 19/3/18

# Policy for Managing Allergies, Sickness and Infections

## Aim

Highwood aims to promote good health and take necessary steps to support the identification of allergies and prevent contact with allergenic substances through close liaison with parents and carers and regular updates of individual children's records. We aim to prevent the spread of infection by taking appropriate action when children are unwell and through preventing cross infection of viruses and bacterial infections through offering support and advice to parents and carers.

## Method

The following procedures are in place to help support the identification and treatment of individual children's health needs such as allergies or long term ailments and intolerances.

Parents will be asked when a child first starts with us to complete a registration form, this will give parents the opportunity to highlight any known allergies etc.

Should an allergy be identified then the parent will be requested to complete an Individual Health Plan for their child. This will detail your child's condition, emergency contacts, GP/Consultants details, medication details and how the setting needs to deal with an emergency. A copy of this record will be kept in the medication folder and with the child's registration details & updated annually or when there is a change. The Individual Health Care Plan will give overall consent to the administration of any medications or ointments and will act as our risk assessment for the individual child's medical needs.

Nursery staff and the chef will be made aware of any food allergies through the child's registration forms, settling sessions and daily dietary requirements that are sent to the kitchen for meal preparation. As a precaution the Nursery requests that nuts and nut products are not used within the setting and we request that parents ensure that any food products supplied DO NOT contain nuts.

Should parents wish to provide birthday cakes or treats for other children in the setting, we must ask that these are provided in their original packaging, so that staff can monitor the relevant ingredients against individual children's dietary requirements

With the support of parents and other Health Professionals, staff within the setting will be trained in dealing with specific conditions and medication requirements. Any medication required will be stored appropriately & the medication policy will be followed.

In the event of a child being unwell the following guidance is recommended.

If your child has sickness or diarrhoea either at home or at Nursery, please keep him/her away from Nursery for at least 48 hours after the last bout of illness. These sorts of bugs spread very quickly within a setting and we need to limit the spread as much as possible, particularly due to the negative impact it can have on very young children and the staffing team

If your child has chicken pox or impetigo, they should be kept away from Nursery until they are completely well and all lesions have dried up and crusted over. Although they may not be contagious at this stage, we have found that when children come back too soon they cannot cope with the nursery routine and will often be more susceptible to other infections. We must also ask that any siblings who are infectious stay away from the nursery site until they are no longer contagious. We will be more than happy to help you in escorting any other children you may have to their rooms.

If your child has conjunctivitis there is no need to exclude them from the setting. However we would ask parents and staff to ensure the child's eyes are regularly bathed with clean sterile water and our usual procedures would be in place to reduce the risk of cross contamination or re-infection, such as individual face clothes for face washing and cleaning of resources etc. If it is felt that your child is particularly uncomfortable or their eyes look very sore, we may ask you to seek medical advice and suggest accessing relevant prescribed drops.

If your child has lice or nits then we would prefer they were kept away until their heads are clear. Please ask Nursery staff for advice if you are unsure how to treat this problem. Treatments often change.

If your child is unwell at Nursery, we will make every effort to contact you. If we are unable to reach you, we will try one of your emergency contacts, named on your child's registration forms.

In the event of being unable to contact anyone and your child is in need of emergency medical treatment then a senior member of staff will accompany your child to a doctor/hospital for medical advice.

If your child requires regular Calpol/medication or is generally unwell, please phone the Childcare Manager or one of her Deputies for advice on nursery attendance.

We advise that should your child require antibiotics that they do not return to Nursery until 48 hours after starting the medication as this allows enough time for the antibiotics to start working and your child to have the best chance of a quick recovery. There may be particular bugs going around that we could let you know about and if your child returns to the setting too early they may be more susceptible to other infections/bugs. Under the OFSTED guidance, we should only be administering medication that has been recommended or prescribed by a Doctor, Nurse, Dentist or Pharmacist.

**If your child requires regular pain killers or Calpol they are clearly unwell and should be at home! Can we please ask that parents inform staff if they have had to administer calpol or paracetamol in the last 12hours, so that staff are better informed to support your child's whilst at Nursery.**

Please do not assume your child is well enough to attend! They may seem bright enough at home, but it is a very tiring day for them at Nursery if they are not 100%.

It is an OFSTED requirement that we prevent the spread of infection therefore we have the right not to accept children whom we feel have something contagious; as we must do our best to avoid cross infection. We will do our best to inform you via letters/posters when there appears to be specific bugs within the local community so that you are aware of any relevant signs and symptoms and can support us in preventing the spread of such infections/bugs.

In extreme circumstances it may be necessary to review procedures within the setting to further minimise the spread of infection for example, during a 'flu pandemic' or if we become aware of the presence of a notifiable disease within the setting. If such situations should arise we have a duty to inform OFSTED and take advice from the Public Health England. However the nursery may put in place the following procedures to prevent the immediate spread of infection:-

- All visitors, parents and staff using an alcohol rub on entry to the building and moving between areas.
- All tissues and paper towels being disposed of into designated waste bins for incineration.

If a significant number of children or staff are affected it may be necessary to close certain areas of the nursery.

It will be the Manager or Deputy's decision, in collaboration with a member of the college Senior Management Team and the Health Protection Agency as to which areas are to remain operational. If staffing ratios cannot be met the entire setting may need to close to maintain the health, safety and security of the children, and to meet OFSTED requirements.

In the case of any closure the Emergency Procedures will be followed.

Policy reviewed 19/3/18

# Behaviour Management Policy

## Aim

At Highwood we aim to create a caring, happy and stimulating environment by providing regular, consistent routines and boundaries that give structure to children's lives. We aim to build their resilience, self-confidence and promote their personal, social and emotional development.

We aim to promote British Fundamental Values and teach children to behave in socially acceptable ways by promoting the following 4 values; Democracy, Rule of Law, Individual Liberty and Mutual Respect and Tolerance of those with different faiths and beliefs.

## Method

The Nursery Manager, Vicky Bidwell is the named person responsible for Behaviour Management throughout the Nursery. She is responsible for promoting Fundamental British Values and positive behaviour management practices within the setting. This Enables us to have due regard for the need to prevent people being drawn into terrorism and offer advice and support to the staff team and parents on various behaviour management strategies.

Staff, parents, students and volunteers are required to promote positive role models of behaviour by treating everyone with friendliness, care, consistency and respect.

Staff will not tolerate negative behaviour and will challenge extreme views. Staff will report any inappropriate behaviour and ask those involved to leave the area if children are present.

Staff will promote British Fundamental Values through everyday practice and encourage Democracy by encouraging children to make their own decisions and pursue their own interests with consideration, mutual respect and tolerance for different faiths and beliefs.

Staff will consider the reasons behind certain behaviours and use positive strategies for handling inappropriate behaviour. Staff will ensure children's basic needs are met before considering using an alternative distraction from an activity rather than criticism, which can destroy a child's self-confidence and help them find solutions so they can learn a more appropriate response. The strategy used will depend on the age, stage and understanding of the individual child involved.

Staff will actively encourage parental involvement. It is considered a valuable contribution to a child's development - both staff and parents can learn from each other to maximise a child's potential.

Staff will encourage children to empathise with others, enabling them to understand that their actions impact on others and so promoting mutual respect and tolerance.

Through individual and group activities, staff will actively encourage children to talk about their feelings and opinions, promoting individual liberty and reflection on their differences.

Staff will promote the Rule of Law and actively encourage positive social skills through its 5 Golden Rules for all to follow, children and staff alike.

These rules will be communicated in a variety of ways throughout the days routine:

1. We will always walk in the Nursery.
2. We will treat other people's feelings and property with care and concern.
3. We will wait patiently for our turn.
4. We will listen and talk quietly to one another.
5. We will share and be kind and helpful to others.



## **Procedure for dealing with Behavioural Issues and extreme views**

Some children may challenge boundaries and it is recognised within our setting that strategies for dealing with inappropriate behaviour, needs to be developmentally appropriate and in collaboration with parents. Others may find certain circumstances more difficult and staff will recognise that they may need more understanding and support to express their feelings, wants and needs.

1. Staff will take will the time to consider the reasons behind children's behaviour and liaise with parents to ensure they gain a full understanding and ensure the child's individual needs are met before deciding on how to manage particular behaviours. Once they have ensured the child's individual needs are met, they may decide to use some of the following strategies when dealing with unwanted behaviour and adjusting these to meet the understanding of each child and the behaviour observed. We encourage the use of distraction or ignoring certain unwanted behaviours. However on occasions, we may need to be assertive if a child is at risk of harming themselves or others.
2. We encourage children to reflect on their behaviour and challenge inappropriate views. To consider the feelings of others and show care and empathy to the hurt child.
3. We encourage children to think and talk about positive ways of resolving their differences and help them to understand the effect their behaviour has had on others
4. We will discuss any incidents that may have occurred with parents and the strategies that we have put in place.
5. Where necessary we will report concerns and gain advice and support from the Area Inclusion co-ordinator, LSCB or Channel Officer.

A confidential written record may be made for any specific concerns or regular incidences that involved another person, adult or child to enable behaviour to be monitored, addressed and supported appropriately.

The child's key carer may suggest some strategies in dealing with the issues of concern and will work in conjunction with parents so we can see how they might deal with similar incidents at home.

If the behaviour continues to be of concern, we may ask if we can seek advice and support from other professionals such as the Area Inclusion Co-ordinator, where written permission will be obtained from the parent in advance. However if this is in relation to extreme views or radicalisation this will be reported directly to the Police or local Channel Officer.

If a parent refuses to accept guidance and support in resolving any behavioural issues the Nursery has a right to ask that the child be removed from the setting.

Confidentiality will be maintained at all times. Staff are not allowed to inform parents of who got hurt or who did the hurting. Should an incident occur, they will only be able to inform parents of what their own child has done. This allows children to go through the phases often occurring in childhood without a detrimental impact on their personal, social and emotional development.

The Nursery will try its up most to support all parents through its Behaviour Management Policy, in the hope that each child will grow up with positive Fundamental British Values. We will promote their Personal, Social and Emotional development. Encourage equality and diversity and self-confidence whilst developing a feeling of belonging and respect for other people that should last throughout their lives.

Policy reviewed: 03/04/18

# Physical Handling Policy

## **Aim**

All staff within Highwood Nursery aim to help children take responsibility for their own behaviour. This will be done through a combination of approaches set out in the nurseries Behaviour Management Policy but also include:

- Providing positive role models
- Planning a range of interesting and challenging activities
- Setting and enforcing appropriate boundaries and expectations
- Providing positive feedback.

## **Method**

However, there are rare occasions when a child's behaviour presents particular challenges that may

When physical intervention is used, it is used within the principle of reasonable minimal force. This means staff will only use an amount of force that is in proportion to the circumstances. Staff will use as little restrictive force as necessary in order to maintain and restore safety. Staff will use this for as short a period as possible.

It is preferred that where possible, the child's key carer who knows the child well is involved in the restrictive physical intervention. If needed it is hoped this person is most likely to be able to use other methods to support the child and keep them safe without using physical intervention. However, in an emergency anyone can use restrictive physical intervention as long as it is consistent with this policy.

Where individual children's behaviour means that they are likely to require regular restrictive physical intervention, staff will identify members of the team who are most appropriate to be involved. These staff will receive appropriate training and support in behaviour management as well as physical intervention. A child's physical and emotional health will be considered when such plans are made and the support of the Area Inclusion Co-ordinator is sought for advice.

### **What type of restrictive physical intervention can and cannot be used?**

Where it is judged that restrictive physical intervention is necessary, staff should:

- Aim for side-by-side contact with the child. Avoid positioning themselves in front or behind a child
- Aim for no gap between the adult's and child's body, where they are side by side.
- Aim to keep the adult's back as straight as possible
- Beware in particular of head positioning, to avoid head butts from the child
- Hold children by 'long bones' i.e. avoid grasping at joints where pain and damage are most likely
- Ensure that there is no restriction to the child's ability to breath. In particular, this means avoiding holding a child around the chest cavity or stomach
- Avoid lifting children.
- Staff will receive specific training in the use of restrictive physical intervention and appropriate refresher training.

Except in an emergency situation staff are not allowed to use seclusion or restrictive physical intervention to bring children to, or hold them in, time-out.

### **Planning**

After an emergency the situation will be reviewed and plans for an appropriate future response will be made based on a risk assessment completed shortly after the incident.

The risk assessment will pay particular attention to any responsive strategies which could have been used such as humour, distraction, relocation and offering choices, i.e. direct alternatives to using restrictive physical intervention. Where it is known that an individual child's behaviour is likely to require some form of restrictive physical intervention Highwood will draw on as many different viewpoints as possible. In particular, the child's parents/carers will be involved with staff who work with the child and any visiting support staff (such as the Area Inclusion Co-ordinator, Portage etc). Any plans will be recorded and signed by the parent/carer to confirm their knowledge of the planned approach. These plans will be reviewed at least once every four to six months or more frequently if there are major changes to the child's circumstances.

Any use of restrictive physical intervention will be recorded on the relevant form within 24 hours of the incident. A copy of this form must be sent to the Local authority and a copy given to the child's parents. Any incidents may also be noted in other records, such as the accident book.

We understand it can be distressing to be involved in restrictive physical intervention, whether as the person doing the holding, the child being held, or someone observing or hearing about what has happened. After restrictive physical intervention has been used, support will be given to the child so

that they can understand why they were held. Where possible a record is kept about how the child felt. If necessary, an independent member of staff will check for injury and provide appropriate first aid.

Support may also be offered to other adults who may have been involved.

The key aim of after incident support is to repair any potential strain to the relationship between the child and the adult that restrained him or her. After a restrictive physical intervention has occurred, staff will consider reviewing individual behaviour plans to minimise the risk of needing to use restrictive physical intervention again.

### **Monitoring**

The Nursery Manager is responsible for reviewing this policy annually and more often if needed with the support from the Area Inclusion Co-ordinator, if required.

Should a child, parent, carer, staff member or visitor have a complaint regarding the use of restrictive physical intervention, this should be dealt with through Highwood's usual Complaints Procedure, found in the nursery brochure.

Policy reviewed 03/04/2018

# Safeguarding Children and Wellbeing Policy

## Aim

Highwood aims to work with children, parents and the local community to ensure and promote the safety and well-being of all children including any unborn children visiting or within the setting, helping to provide them with the very best start in life. We will also recognise our responsibility to promote Fundamental British Values and have due regard for the need to prevent people from being drawn into terrorism.

## Method

Highwood recognises that all staff working at Highwood play an important part in supporting parents and carers in caring for their children. By implementing this policy and working alongside other policies and procedures within the setting along with those of Brockenhurst College, we will promote the welfare of all children in our care, including those who are not yet born. We will promote Fundamental British Values and ensure that every child has the right to be protected and it is everyone's responsibility to work to protect them. We will work within the Local Safeguarding Children's Board guidelines and Channel to follow any relevant child protection plan as set by the Local Authority Social Care Department or other relevant support teams.

The Childcare Manager, Vicky Bidwell is the nursery's **Designated Safeguarding Lead and Single Point of Contact (SPOC)** for matters relating to Prevent. The Childcare Manager, her Deputies and all staff have attended and completed child protection training including Prevent awareness. All staff understand and recognise the signs and symptoms of possible abuse and extremism. They are familiar with procedures for recording and reporting these concerns in conjunction with Nursery policies and procedures and Brockenhurst College's Whistle Blowing Policy.

There may be occasions when staff may be concerned about a comment, the nature or frequency of an injury or a disclosure a child may make about a familiar or unfamiliar adult.

In these circumstances staff are required to record this information on a confidential incident report and bring to the immediate attention of the Childcare Manager or her Deputy. Parents will also be requested to confirm the nature of an injury and this will be noted in the same report. We appreciate that children often trip or fall however; we need to be mindful of the frequency of these incidents to ensure where relevant appropriate medical advice or support can be sought. We also have a duty and responsibility to protect an unborn child, therefore any concerns will be recorded and reported in the same way.

Staff recognise that abuse of children can take different forms- Physical, Emotional and Sexual as well as Neglect and Exploitation. Staff will be constantly observant for any of the following signs and respond appropriately:

- Significant changes in a child's or parents behaviour towards their child or unborn child;
- Deterioration in children's or pregnant mothers general well-being;
- Unexplained bruising, marks or signs of possible abuse or neglect
- Children's comments or remarks, or unexplained gifts which give cause for concern
- Any reasons to suspect neglect, abuse or exploitation from outside the setting, for example in the child's home or the product of other outside influences.
- Inappropriate behaviour displayed by any adults who come into contact with children including visitors, members of staff, or any other person working with the children. For Example, inappropriate sexual comments radicalisation or extreme views, excessive one to one attention beyond the requirements of their usual role and responsibilities; or inappropriate sharing of images.
- Inappropriate behaviour from an expectant mother towards her unborn child.

However the most important signs may not be those listed above but things that we notice about a child or pregnant mother who we know well, that makes us feel concerned and uneasy. In such cases we would feel confident in the experience we have of working closely with children and speak with parents, or contact the Professionals Helpline for advice and support or refer immediately to the Reception and

assessment team. We will endeavour to notify parents of concerns unless it is felt that the child will be at further risk of harm. To ensure the safety of all children in our care we will work with the Prevent strategy in supporting Fundamental British Values through every day practice and support the 4LSCB Protocol on Bruising in Not Independently Mobile Children, reporting our concerns to appropriate professionals immediately.

All Records relating to suspicions of Abuse are retained for the required period and kept confidentially. However to ensure the continued safety of the children in our care we have a duty to share confidential information with others involved in protecting children, in particular the local Reception & Assessment Team and Channel Team. Experienced staff will advise us and decide what action should be taken if any. The information provided by us may be part of a larger picture of abuse, neglect, radicalisation or extremism and will affect the advice or support given.

The setting will try to work closely with staff, parents and carer's to promote Safeguarding, Wellbeing and Fundamental British Values throughout our daily practice. However we will be mindful to offer support and guidance where appropriate during times of stress. Parents and carer's are also welcome to seek advice and support should they have a concern by approaching staff at any time. In some circumstances the Childcare Manager will work with parents to offer support through early intervention via a CAF (Common Assessment Framework) to ensure a multi-agency approach which will offer better support for the family and child.

If there is a concern about a child's welfare and a parent or carer's ability to care safely for their child, staff will not allow the child to leave the setting. Staff will request that another carer is called from the emergency contacts given on the child's registration form.

### **The Prevent Duty and the Promotion of British Values**

From the 1 July 2015 the Prevent Duty became law under section 26 of the Counter-Terrorism and Security act 2015. This placed a statutory duty on all education providers to have 'due regard preventing people being drawn into terrorism'. To do this staff have been trained to identify children and any adults who come into contact with children who may be vulnerable to radicalisation and know what to do when they are identified. We utilise a key carer approach and promote Fundamental British values through every day practice within the setting to build children's resilience to radicalisation. We challenge extreme views. We are aware of changes in children's behaviour and the impact social media and the internet can have on forming inappropriate views or opinions. We have assessed the risks so that staff can respond in the appropriate manner. Prevent is a part of our settings wider safeguarding duties and we work in partnership with our LSCB for guidance support and our Local Channel Officer.

The nursery recognises that it has a responsibility to refer on any concerns it may have relating to potential or actual radicalisation and extremism to the local authority partners who are leading on prevent: the police, the local Children's Safeguarding Board and the Local Channel Officer.

All staff working within the setting are employed through the Brockenhurst College Recruitment process and will be required to complete an Enhanced Disclosure Barring Service check. Staff will not be able to work unsupervised or assist with personal care until this document has been received by the setting. Staff are required through their contract to abide by the Nursery and College Policies and Procedures. This includes abiding by the staff code of conduct and college Whistle blowing policy and raising any concerns they may have about another member of staff immediately with their line manager or senior staff within the college. Staff must *not* under any circumstances have mobile phones or data receiving/smart watches on them whilst working. Staff must ensure that all mobile phones or smart watches are left in bags and kept in a locked cupboard or the staff room only to be answered during their break when they are not working directly with children. Photos must only be taken with the Nursery camera or iPad and all photos must be printed off or stored on the office computers.

Under no circumstances must staff make any reference to or use any photographs on personal social networking sites in relation to their work. Staff do not have direct access to the internet via the iPad, this is purely for connection to the iConnect nursery management system which supports the recording of Children's daily attendance, development and tracking their progress.

Should a parent raise a complaint about the behaviour or actions of any staff or volunteers within the setting (which may include an allegation of abuse) they are requested to raise these directly with the Childcare Manager. The Childcare Manager will then follow the guidance from the Designated Safeguarding Lead within Brockenhurst College, the Local Safeguarding Children's board or Channel Team where relevant. This includes recording the details of the alleged incident and referring such a complaint immediately to the Local Authority Designated Officer, Mark Blackwell or Barbara Piddington on Tel: 01962 847005 to investigate or write to The Safeguarding Unit, Children's Services Department, Clarendon House, Monarch Way, Winchester, SO22 5PW.

Children's services can also be contacted on 0300 555 1384 or Out of hours Duty Social Worker Tel: 0300 555 1373 alternatively the setting can contact the local police department on 0845 045 4545. If it is agreed to be appropriate the member of staff or volunteer involved will be suspended for the duration of the investigation. This is not an indication of admission but is to protect the staff as well as the children and their families throughout the process. Should the allegation be proven the college's disciplinary procedure will be put in place. As well as notifying the Local Safeguarding Children Board (LSCB) we have a legal requirement to notify OFSTED within 14 days of any allegations of serious harm or abuse by any person working at the premises (whether that allegation relates to harm or abuse committed on the premises or elsewhere) and of the action taken in respect of these allegations.

In the absence of the Childcare Manager or if the concern involves the Childcare Manager, parents may raise their concerns with Dominic Chapman, the Director of Learners on who will then start the appropriate procedures as set out in the college's Safeguarding policy.

- Dominic Chapman, Director of Learners – DESIGNATED SAFEGUARDING LEAD  
[dchapman@brock.ac.uk](mailto:dchapman@brock.ac.uk), 01590 625577, mobile 07930 209832
- Maggie Hussey, Pastoral and Welfare manager, DEPUTY DESIGNATED SAFEGUARDING LEAD and PREVENT CO-ORDINATOR  
[mhussey@brock.ac.uk](mailto:mhussey@brock.ac.uk) 01590 625470

Parents can also contact Ofsted to report any allegation against staff either by telephone on 0300 123 1231 or in writing to: Ofsted Early Years, The National Business Unit, Ofsted, The Royal Exchange Buildings, St Ann's Square, Manchester, M2 7LA

If you would like more information about Ofsted's role as the regulator of childcare you can visit their website: [www.ofsted.gov.uk/parents](http://www.ofsted.gov.uk/parents)

Policy updated 03/04/18

# Bereavement Policy

## **Aim**

We aim to support Children, Parents and Staff in the event that they should experience the loss of a close family member or friend. We aim to provide opportunities and support within the settings for children, parents and staff to be able to deal with the range of emotional, spiritual and intellectual responses and manage these experiences within a caring and supportive environment.

## **Method**

We hope that by building positive relationships and creating an environment where children, parents and staff can talk comfortably about their experiences. We will be able to provide a planned and considered approach that will enable us to offer appropriate advice and better support the emotional wellbeing of everyone involved.

A member of the management team will liaise closely between with the bereaved family and any members of staff who may need support. Ensuring continuity and any communication is accurate and contact from the family's perspective is manageable and their cultural/religious beliefs are taken into account.

Children, parents and staff will be offered opportunities to tell their stories, express their feelings, share their memories and develop coping strategies in a safe and supportive environment.

We will liaise with the family to identify their preferred use of terminology for the circumstances that have occurred to ensure consistency in communication for everyone involved. The family's wishes will be paramount at all times and we will liaise closely with the family to determine who the family would like informed and how this should take place.

We will help families and staff gain access to specialist support if necessary. This may include accessing the College Counselling team or charities such as "Simon Says"

Where necessary we will access external and peer support and training for staff, so they can better support children, parents and other team members within the setting.

If the bereavement affects several children within the setting, children will be informed in small groups by someone known to them and appropriate opportunities provided for them to talk about their feelings.

We will liaise with the bereaved family to discuss opportunities and appropriateness for staff or other persons wanting to attend the funeral or any other form of remembrance service. (If the setting needs to close this will be discussed with the College Senior Management team and SFYC)

Where necessary a press statement will be prepared by the Nursery Management Team in conjunction with Brockenhurst College Principal and the Marketing Department.

If required an action plan will be developed to support staff and families affected.

The Nursery team is very aware that the impact of bereavement can follow a child throughout their childhood. Therefore with the family's consent; information will be recorded and shared with relevant people, particularly at transition points throughout the setting and on to School.

As a setting, we will continue to provide ongoing support to ensure the anniversary of death is remembered and opportunities are provided to enable the family to express their feelings and emotions and to share their memories. We will continue to create opportunities for children to develop their own appropriate range of emotional, spiritual and intellectual responses to manage their experiences throughout their time with us. Ensuring their personal, social and emotional wellbeing is supported as much as possible.



# Babysitting Policy

## **Aim:**

Our aim is to ensure parents and staff are clear on their role should they make personal arrangements for childcare outside of the Nursery's operational hours. Highwood does not operate a babysitting service outside our normal operating hours. However we do understand that parents may sometimes ask Nursery staff to babysit for their child in their own homes. This is a personal arrangement between staff who may work at Highwood and the child's parents.

## **Method:**

Highwood recognises that all staff working at Highwood play an important role in supporting parents and carers in caring for their children. By implementing this policy and working alongside other policies and procedures within the setting as well as those of Brockenhurst College, we will ensure that every child has the right to be protected and it is everyone's responsibility to work together to protect them.

Staff must adhere to and respect the Nursery's Confidentiality Policy and Data Protection Policy at all times. Staff must not discuss any issues regarding Highwood Nursery, any children, parents or staff members outside of the setting. Any staff member found to be in breach of Nursery policies will be disciplined through the normal College procedures and this could be deemed as gross misconduct and lead to instant dismissal.

Any out of hours work arrangements must not interfere with a staff member's employment at the Nursery. Staff are obliged to inform the Nursery Manager of any work undertaken outside of the Nurseries operational hours.

All nursery staff are checked for their suitability to complete their role within the setting, however this is not transferable for duties carried out outside of the setting.

The Nursery takes no responsibility for the staff members conduct outside of their employment. Parents should make their own checks as to the suitability of the member of staff and any other adults that may accompany staff. The Nursery's insurance and DBS checks do not cover staff outside of the Nursery premises.

As childcare professionals, staff have a duty of care to safeguard all children whether this is inside or outside of the setting. Therefore if a staff member has a concern they are obliged to report this to the Professionals Helpline or the Safeguarding Officer within the Nursery as part of our Safeguarding Policy.

Parents and staff must be aware of our Safeguarding Children and Wellbeing Policy which can found within our Nursery brochure and our staff induction pack. The setting will not take responsibility for any health and safety issues, conduct, grievances or any other claims arising out of the staff member's private arrangements outside of nursery hours.

If a staff member is to take the child at the end of that child's nursery session, the manager will require permission from the parent/carer as per our collection policy. It is the responsibility of parents to ensure staff have appropriate insurance, mot and child restraints or child safety seats if they are transporting children home in a car.

Policy created 3/04/18

# Equal Opportunities Policy

## **Aim**

We aim to treat all children and their families with respect and provide a happy secure environment. Free from discrimination, where everyone can flourish and feel their contributions and diverse backgrounds are considered and valued.

## **Method**

We will ensure Highwood is accessible to all children and families from all sections of the local community by providing relevant materials about the setting in clear concise manner relevant to the family.

The Nursery staff will treat all children equally and fairly and respect them as individuals, so they feel valued and supported regardless of their colour, race, nationality, religious beliefs, abilities and disabilities or social background.

The Nursery Management team will not tolerate any form of discriminatory behaviour or inappropriate attitudes. They will challenge and take action against any member of staff or parents who are seen to be behaving in an inappropriate way on, or around the nursery premises.

Staff have been trained to identify children and any adults who come into contact with who may be vulnerable to radicalisation and recognises that they have a responsibility to refer on any concerns they may have to the local authority partners who are leading on prevent: the police, the local Children's Safeguarding Board and the Local Channel Officer.

Through our Safeguarding and Wellbeing Policy we will work closely with staff, parents and carer's to promote Safeguarding, Wellbeing and Fundamental British Values throughout our daily practice.

Our Behaviour Management Policy promotes positive behaviour, through positive role models and good practice. Children are introduced to and reminded regularly about our Nursery Golden Rules. Staff help children to understand that discriminatory behaviour and remarks are hurtful and unacceptable and positive behaviour, is always encouraged and rewarded with praise

Through our Inclusion Policy every effort will be made to provide access to all necessary facilities within the Nursery. Where children are unable to use facilities independently, staff will work with parents and outside agencies to find the relevant resources required. All children within the setting will have access to a wide variety of resources and activities through the curriculum and will receive the relevant support they need to participate.

Our displays and resources will reflect positive images, non-stereotypical roles, racial, cultural and religious diversity and disability.

Our admissions procedure gives parents the opportunity to share any information they want to about family customs, beliefs and dietary requirements. This is further supported through settling sessions when the parent has an opportunity to discuss this in more detail with their child's key carer.

It is the Childcare Manager's responsibility to ensure that the Equal Opportunity Policy, promoting & valuing diversity is understood and implemented by all Nursery staff. Also that effective practice is evaluated and monitored during staff meetings. The Nursery's Manager also sits on the College's Equality and Diversity operational group to ensure relevant information is shared and up to date.

Policy reviewed 3/4/18

# Inclusion Policy

## **Aim**

Highwood aims to value and include all children equally whatever their ability and aptitude, we hope that children will develop to their full potential through planning, support and guidance appropriate to their individual needs.

## **Method**

Staff will introduce all children to a broad range of planned educational activities and the majority will learn and progress through the EYFS in various stages. However some children will have difficulties at time to time in achieving the targets set and may require additional support. By working closely with parents and implementing this policy, we hope to ensure Highwood is an inclusive setting.

Vicky Bidwell the Childcare Manager is responsible within our setting for co-ordinating day to day provision of education for pupils with additional needs.

Staff within the setting will attend relevant training to help them identify, assess and meet the needs of individual children. On occasions this may be training alongside a parent or carer to enable better support for the child within the setting.

All children will have equal access to a range of experiences, which will be adapted to the child's individual needs.

Our admissions procedures give the parents the opportunity to provide the Nursery with any information about their children including their abilities, their home language and any medical or dietary needs they may have.

Our SEND local offer, details the services and expertise available at Highwood and this document available for parents to view at: [http://www.hantslocaloffer.info/en/Main\\_Page](http://www.hantslocaloffer.info/en/Main_Page) Just pop in our name in the search bar.

Through our partnership with parent's policy we hope to work closely with parents to overcome any boundaries and support their child's individual needs within the setting. This may be through utilising the Common Assessment Framework (CAF) which is a voluntary supportive tool to ensure individual children's needs are recorded and met in collaboration with the parent, child and multi-agency partnerships.

No child will be refused admission before the level of support required and the Nursery's ability to provide the support needed has been assessed and discussed with the nursery manager and our Area Inclusion Co-ordinator

If it is decided that the Nursery is unable to meet the needs of a particular child, then all reasons for that decision will be discussed with the parents and written records will be kept.

If such a decision is made, the Nursery will need to assess why it cannot support the needs of that particular child and consider whether any changes are necessary.

## **The Nursery will follow the stages in the Special Educational Needs Code of Practice:**

All children are observed and assessed regularly with individual key targets set for each child through their personal learning journeys, We utilise Connect to track children's progress and this system helps us to identify areas of strengths and weaknesses and monitor children's progress. All concerns are discussed with parents and with their permission support can be requested from outside agencies. Learning journeys are shared with parents on a regular basis highlighting key targets and areas where support may be required.

If relevant, the Nursery manager and key carer may decide to put in place a Personal Support Plan (previously IEP) This will highlight specific strengths and weaknesses in a particular area of

development. It will provide more detailed targets that will support the child and will be shared with the parents and the child if appropriate, before it is implemented. The Key carer will use the Personal Support Plan (PSP) to provide specific support in the area's identified on a weekly basis, this will then be evaluated at the end of each term. When sharing our evaluation with the parents and child, we will discuss whether new targets are needed. The Personal Support Plans and evaluations will continue in partnership with parents until the child's learning journey is able to provide the relevant support and planning needed to ensure the child is achieving good progress towards the EYFS.

If after consultation with parents we feel we need additional support, then we will contact either our Area Inclusion Co-ordinator or Portage to ask for support. This will not be done without the parent's written consent.

Highwood is committed to working other agencies, including the Area Inclusion co-ordinator, partner schools, carers, Specialist Schools, Health Visitors and other health professionals to provide continuity of care and to help support the child's individual needs in every way we can, ensuring they are able to reach their full potential.

Policy reviewed 3/4/18

# Trip and Outing Policy

## **Aim**

Highwood aims to keep children safe on trips and outings, whilst encouraging them to explore the local environment. Through visiting local venues, the nursery aims to broaden the children's knowledge and experiences, thus enhancing their development and widening their learning alongside the national curriculum.

## **Method**

By implementing the following procedures, we aim to ensure parents are informed of regular planned trips to the local area and pending trips to the wider community, ensuring children remain well cared for and safe at all times.

Through the registration procedure all parents are requested to give general consent for local planned trips and outings. This will cover trips around the College site or trips organised at short notice in and around the local area on foot.

Additional & more formal consent will be gained for organised trips using alternative transport or outings further afield for specific activities.

Any organised outing that involves using alternative transport will generally incur a preliminary visit and a full risk assessment, which will be carried out initially by a member of the management team and completed on the day by the staff taking part in the specific outing.

Brockenhurst College Health and Safety Officer will be informed of any planned trips using alternative transport or those further afield. The Nursery Manager will be required to complete a Hampshire County Council activity request form, along with a full itinerary and risk assessment will be completed and approved by the director of Finance and Customer Services before the trip.

Whenever children are taken off site for any trip or outing, their names along with any staff accompanying them will be recorded on the daily register. Correct ratios will be maintained at all times as identified on the risk assessment relevant to that trip. Staff will then complete an evaluation following the trip.

Staff will take the nursery mobile or identified personal mobile for use in the event of an emergency and at least a minimum of 1 member of staff will be a first aid trained and a first aid kit will be carried at all times.

Senior staff on the trip will be required to carry emergency contact numbers of individual children attending. Due to Data Protection regulations individual registration forms will remain on site for the duty manager to access in the event of an emergency. The nursery will remain manned until all staff and children have returned safely from any trip or outing.

Policy reviewed 3/4/18

## **Our Policy in the event of a parent failing to collect a child**

### **Aim**

To ensure that the children in our care are collected by an authorized adult and parents are reassured that appropriate care and procedures are in place should a parent be unavoidably delayed.

### **Method**

By following the procedures described in this policy, staff will ensure that any child uncollected at their designated time will continue to receive a high standard of care in order to cause as little distress as possible for both the child and the parents.

The Senior person present will attempt to contact parents on all phone numbers available, if they failed to contact the parents on the numbers given they would then;

Attempt to call other contacts (as named in their registration forms) and arrange for the named contact to collect the child.

If staff are unable to contact anyone and the nursery is due to close then two members of staff both of whom must be DBS cleared and one of which must be a senior member of staff will stay with the child until the child is collected.

One of the staff members will continue to try and reach a parent or a named contact, whilst the other member of staff entertains and reassures the child. This will ideally be within sight and hearing of the second member of staff but if this is not possible then definitely within hearing of other staff with the doors open.

In the unlikely event of being unable to contact anyone with responsibility for the child within half an hour of closing time, the child would have to be considered to be abandoned and contact made with children's services department or police.

Parents are regularly requested to ensure contact details are kept up to date and maintained through the nursery newsletter and an updated registration form issued every 6 months.

Policy reviewed 3/4/18

# Policy in the Event of a Child Being Lost

## **Aim**

Highwood aims to ensure a child's safety is maintained as the highest priority both on and off the premises whilst in the care of Highwood staff. Through the implementation of various procedures and notices including those for trips and outings and collecting your child, we aim to ensure your child's security is maintained at all times. However in the unlikely event that a child has been lost, we aim to ensure they are identified and found promptly.

## **Method**

In the unlikely event of a child going missing the following procedures will be implemented.

As soon as a child is identified as missing the manager or deputy must be notified. A further headcount will take place, whilst all available staff search the Nursery premises and grounds or if on a trip, the immediate vicinity. Doors and gates will be checked to see if there has been a breach of security.

Any other children present will be grouped together and kept calm and occupied by staff until the situation is resolved or alternative arrangements made. This will enable further staff to be freed up to search the local area.

If the child is not found, the most senior member of staff present will contact the College security and Site team then search the immediate area surrounding the locality where the child was last seen, ensuring they observe and record any unusual characters and vehicles which may be in the vicinity.

The security and Site team will support the search of local areas and have access to view relevant CCTV footage surrounding the Nursery.

If the child is still not found, the parents and Police will be contacted immediately.

In the event that parents cannot be contacted straight away, we will not delay and contact the Police, ensuring relevant details are passed on immediately.

Available staff will continue to search the area surrounding where the child was last seen with the manager or deputy co-ordinating the search until more professional support arrives.

Once the Police arrive, we will take advice from them and offer support to the parents and ensure they are kept informed of any progress.

Following an incident a full written report will be given to the parents, a copy will be kept on the child's personal file and another sent to OFSTED and the relevant departments within the college. The college Health and Safety Department will be involved in ensuring a full review of all policies and procedures is carried out immediately should such an event occur. Support will be encouraged and offered to staff involved through the college HR support program.

Policy reviewed: 3/4/18

# Health and Safety Policy

(Including the coverage of Risk Assessment procedures within the setting)

## **Aim**

Highwood aims to make children, parents and staff aware of health and safety issues and to minimize the hazards and risks to enable the children to thrive in a healthy and safe environment.

## **Method**

In order to achieve our aim we operate the following Health and Safety Policy and procedures.

Brockenhurst College will ensure the management team are competent to oversee health and safety within the setting and that they undertake specific health and safety training where relevant.

The management team will have the support of the college Health and Safety Officer and a health and safety poster will be displayed in the main entrance of the nursery. This poster will clearly identify contact numbers within the college for the Health and Safety Officer and Representative.

The whole staff team will have clear guidelines and a responsibility towards health and safety this will be communicated through nursery and college policies and procedures, staff's job descriptions, their contracts, on induction and at staff meetings.

The management team will ensure that all staff employed have been checked for criminal records through an enhanced disclosure from the Disclosure and Barring Service (DBS) or are supervised through a risk assessment if this has not yet come through.

Staff are required to maintain appropriate group sizes and maintain staff: child ratios. Staff will not normally supervise children on their own and whenever children are on the premises at least two adults will be present as detailed in our Lone Working Policy given to staff on induction.

There is a clear system in place for the safe collection of children and security measures prevent unauthorized access to our premises.

There is a clear procedure to follow in the event of an emergency or accidental injury or fire.

There is a clear Medication Policy which details the procedure for administering medication.

There is written guidance in place for all to follow to manage allergies, prevent the spread of infection and contagious illnesses by means of the nurseries Policy for Managing Allergies, Sickness and Infections.

PPE will be provided for those dealing with contaminated materials and appropriate disposal facilities are in place.

There is at least one or more members of staff on site with a current first aid certificate which includes specific training for children.

There is an accessible first aid kit in the corridors between rooms and another in the office, which is monitored and regularly checked for stock.

There is a clear procedure for reporting accidents and monitoring records these are regularly reviewed and evaluated in order to reduce accidents.

Due to safety reasons, jewellery must not be worn by children unless there are cultural/religious reasons to do so. If children have their ears pierced it is strongly recommended that they wear small stud earrings whilst in the setting.

The nursery operates a No Smoking Policy throughout the whole nursery and College site, which applies to parents, carers and staff and students.



The staff team will work together to create a zero tolerance atmosphere for negative behaviour. People who insist on promoting negative behaviour will be asked to talk in a constructive way in the privacy of the office or asked to leave the building until they are able to discuss their concerns in a quiet and calm manner.

There are detailed risk assessments, which include the building, its contents and the outdoor area. These are updated regularly and stored in the Nursery's Health and Safety File. They will identify any hazards and minimize the risks through specific measures, which are clearly communicated and available to staff and parents. All Risk assessments will state who has carried out the risk assessment, when they should be reviewed, any action to be taken and when they were completed.

There is a daily risk assessment carried out, which is checked prior to each session and signed by staff to assist in recording and identifying hazards.

There is a specific Fire risk assessment which identifies its own hazards and minimizes the risks through specific measures, this is also clearly communicated to staff and available to parents. This is updated on a regular basis by a competent person.

There is a clear fire procedure in the event of evacuation, this is displayed and communicated to all staff and regular drills ensure the procedure is understood.

All fire equipment within the setting is regularly inspected and conforms to relevant safety standards.

Staff that prepare and handle food, receive appropriate training and comply with Food Safety and Hygiene Regulations.

The nursery maintains a hazard analysis specific to food handling called Safer Food Better Business which is monitored by the nursery chef, the management team and the Environmental Health Officer.

The management team ensures that the children's registration forms are updated regularly and any changes are recorded appropriately, in particular children's dietary requirements and emergency contact numbers.

There are specific procedures for outings and trips and they are recorded appropriately, a copy is maintained in the Health and Safety file within the office.

There are specific procedures to follow in the event of a child being lost or missing.

When animals visit the nursery staff will ensure wherever possible they are free from disease and are safe to be with children and will not pose a health risk. Children are required to wash their hands thoroughly following contact with any animals on site.

Policy reviewed 3/4/18

# Smoke Free Policy

## Aim

Highwood aims to protect all employees, customers, visitors and children from exposure to second hand smoke and vapours and to comply with the Health Act 2006 and the Health and Safety regulations and Welfare requirements of the EYFS.

## Method

By implementing this policy we aim to reduce the exposure to second hand smoke and vapours, which increases the risk of lung cancer, heart disease and other serious illnesses and promote a healthy well-being.

The whole College site, nursery buildings and gardens are all smoke free areas, this includes the use of vapour cigarettes. **Smoking and vapour cigarettes are prohibited in and around the Nursery and anywhere on the Brockenhurst College site. This policy applies to all employees, students, consultants, contractors, customers and visitors.**

All employees have a responsibility to ensure this policy is implemented with the overall responsibility to implement and review resting with the Childcare Manager and senior staff. All employees, students, consultants and contractors will be informed of this policy through induction and our signing in procedure.

College disciplinary procedures will be followed if a member of staff does not comply with this policy. Those who do not comply with the smoke free law may also be liable to a fixed penalty fine and possible criminal prosecution.

The nursery supports those staff or parents who need help to stop smoking or vapouring, giving them the opportunity to access free services from the NHS to help smokers give up. Visit [gosmokefree.co.uk](http://gosmokefree.co.uk) or call the NHS Free Smoking Helpline: on 0800 022 4 332 7 Days a week, 7am to 11pm.

Further information is available on the following website <https://www.nhs.uk/smokefree>

Policy reviewed 3/4/18

# Waste Management Policy

## **Aim**

Highwood aims to encourage recycling where practicable and ensure the proper and safe storage, handling, transportation and management of the waste we produce as required by the Environmental protection Act 1991 Duty of care.

## **Method**

In order to achieve our aim we operate the following waste management policy:

The staff at Highwood encourage good waste management and recycling where practicable. We have specific recycling bins in the nursery office for general paper waste. There are specific clinical waste bins in each room for nappy changing, which staff empty daily. As well as general rubbish bins that are removed by the cleaners each night.

We have a cleaning contract and work closely with the site team who in turn liaise with the cleaning supervisors to ensure recycling is monitored and waste disposed of appropriately across the College site.

The College has a contract in place with Veolia who dispose of all college normal daily and recycling waste.

The Nursery handles hazardous waste through nappy changing and sanitary disposal units.

Staff have a nappy changing procedures which is displayed in each changing area alongside an appropriate disposal bin containing a yellow sack. This bin is emptied daily and taken to an appropriate outside storage bin.

The College have placed sanitary disposal units in staff toilets in the nursery building as well as on the College site. These are emptied by professional contractors employed through a specific waste disposal contract.

The College also has a contract with Clinical Waste Solutions who deal with the Nursery's clinical waste on a weekly basis and dispose of our nappy waste appropriately under the Duty of Care Waste Transfer Note.

By Law the College holds a copy of all transfer notes and registered disposal companies on site.

Policy reviewed: 3/4/18

# Brockenhurst College Staff Childcare Subsidy Policy and Procedures

## Aim

As an integral part of Brockenhurst College, Highwood aims to provide staff with subsidised childcare places and priority on the waiting list

## Method

Any member of Brockenhurst College Staff requiring a childcare place in the Day Nursery should:

Contact the Nursery to make an appointment and inform them of your employment with Brockenhurst College. The management staff will then follow the Admissions Policy, taking your child's details and confirm availability. On paying a deposit to secure your child's place a reduced fee will be charged as set out in the pricing policy under College staff and self-paying students. A deposit will be charged equivalent to your first week's fees and in the event of non-arrival or cancellation, your deposit will be forfeited. As with all fees, payment will be required in advance at the relevant fee level. However should you take up the Nursery place, your deposit will be refunded in your child's final invoice should you give the required one months notice.

There is a small discount for certain age groups as stated on the current Fee Policy for College staff and self-paying students, as part of the college's commitment to their workforce and registered students.

Brockenhurst College also support working parents by offering staff an employer-supported childcare scheme through a salary sacrifice childcare voucher scheme available from the HR department. For further information please speak to the Human Resources department at Wess.

Full payment will still be required by College staff for any occasional absences or sickness. No charge is made for Bank Holidays or anytime the nursery is closed.

If the sessions required are not available, priority will be given to any college staff and students on the waiting list.

As an additional benefit all Brockenhurst College staff and self-paying students will be entitled to up to seven weeks at half fees with at least 1 full weeks' notice for holidays. However **All holiday entitlements must be taken as full weeks Monday – Friday.**

If you have any queries on the above, or require further information please contact the Childcare Manager Vicky Bidwell on 01590 625332

Policy reviewed 3/4/18

# Student Childcare Subsidy Policy and Procedure

## Aim

Brockenhurst College aims to ensure that every student has the opportunity to pursue a full or part-time course, by giving priority to staff and students and by providing reduced rates or financial assistance towards childcare costs for those on a low income.

## Method

A student requiring a place in the Nursery for their child should:

- Contact the Childcare Manager or her Deputies and inform them of their expected attendance on a college course. Contact needs to be made as early as possible so that a place can be reserved and especially once the student knows that they have a definite place at college. If spaces at Highwood Nursery are not available, fees can be paid for childcare at a different location until a place becomes available.

For Full information and guidance regarding College bursaries and bursary application forms for the 2018/19 academic year please see the college website [www.brock.ac.uk](http://www.brock.ac.uk) and select the heading 'bursaries '.

Alternatively please contact the Student Finance Team [financialsupport@brock.ac.uk](mailto:financialsupport@brock.ac.uk) 01590 625328

All relevant forms will need to be completed and returned to the Student Finance and Welfare Administer for assessment before a funded place can be confirmed and sessions reserved.

Any payment of Nursery fees by the College is handled internally between the Student Finance and Welfare Administrator and the College's Finance Department and the specified Nursery. We will be required to submit monthly attendance records for payment to be authorised. Students who fail to attend college or whose child does not regularly attend the sessions booked could forfeit their childcare fund allocation and the funding will cease.

Policy reviewed 3/4/18

# Emergency Procedures

## **Aim**

Highwood aims to provide specific policies, procedures and guidance to ensure there is relevant care and response to parents, children and staff in the event of an emergency. Ensuring safety is paramount and maintained at all times. Further procedures will be detailed under our Health and Safety, Emergency Procedures and Evacuation policies and Brockenhurst College's Critical Incident Policy.

## **Method**

**In the event of a child needing emergency medical care the following procedures will be followed:**

Staff will raise awareness with a senior member of staff who will take charge of the situation.

The senior staff will administer any necessary first aid and if relevant an ambulance will be called immediately. Followed by a call to reception on the Emergency number to ensure the ambulance is directed to the correct place. The child's registration forms will go with the member of staff accompanying the child in case information is required by the medical practitioner.

Parents will be contacted via all emergency contacts provided by a member of staff from the nursery site. A member of staff will stay with the child at all times until a parent arrives and takes over their care. Following an incident which requires emergency care a full written report will be given to the parents, a copy will be kept on the child's personal file and another sent to the relevant department within the college. The nursery has a duty to report all serious incidents to OFSTED and if relevant the college will forward information to RIDDOR or the Health and Safety Executive for investigation.

**In the event of the setting needing to close during operational hours** e.g. Because of power failure, loss of essential services or deteriorating weather conditions the following procedures will be put in place:

The decision to close will be that of the manager or deputy in collaboration with a member of the college Senior Management Team. The Manager or deputy will contact parents or emergency contacts via phone, email or text service to arrange collection of the children as soon as possible. Staff: child ratios will be maintained at all times until all the children have been collected. However groups of children may be joined together in the interest of health and safety and to ensure ratios are maintained, enabling those staff who live furthest from the setting to arrive home safely.

In the event of a fire the Fire Evacuation Procedure will be put in place first followed by the procedure detailed above.

**If for any reason the setting is unable to be opened for business on arrival:**

Staff opening up the building at 7.30am will raise their concerns with a member of the nursery management team, the College Senior Management team and the Site office. A decision will be made to contact parents in priority of their expected arrival time. If staff are unable to contact parents prior to arrival, a member of senior staff will remain at the setting to explain the situation, notices will be placed in prominent positions on main doors, on the nursery answer phone, nursery website and Brockenhurst College website.

In the event we are unable to access or enter the premises updates will be sent to parents via, text messaging service and email, a message will be placed on the nursery answer phone, and updates posted on the nursery/college website with information broadcast through local media where possible. The management team will do their utmost to keep parents up to date of any proposed re-opening times through the methods mentioned above.

Policy reviewed 3/4/18

# Nursery Complaints Procedure

## Aim

Highwood aims to ensure all parents and children are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how we can improve our setting and will give prompt and serious attention to any concerns which may be raised. **All providers must investigate complaints to ensure their fulfilment of the EYFS Requirements.** By following the method statement below we aim to ensure any concerns are resolved quickly with courtesy, to ensure there is a satisfactory conclusion for all parties involved.

## Method

Parents are always welcome to raise any concerns however small with a member of the management team. We hope that any concern or complaint can be resolved quickly, amicably and informally. However in the absence of the Childcare Manager and the Duty Manager feels that the complaint needs to be dealt with by the Manager specifically, an appointment will be made for her urgent attention.

If you feel your complaint has not been resolved through discussion with the Management team, you should make a formal complaint to the nursery in writing or by email.

The nursery is required by law to fully investigate any formal complaint and provide an account of the findings within 28 days of receiving your initial concern in writing.

In the event of a formal complaint and the Childcare Manager being unavailable for more than five days, your complaint will be forwarded to a member of the Senior Management team.

Following any investigation a written report will be forwarded to the complainant detailing any actions which may need to take place and a copy kept with the original complaint in the Nursery's complaints file.

If you are not satisfied with the outcome of the internal investigation, please refer your complaint in writing to Limor Feingold Deputy Principal of Brockenhurst College, the Registered person for the Nursery. You will find further information regarding this process in the Brockenhurst College Complaints Policy and Procedure. A copy of which can be found on the Brockenhurst College website or obtained from the main reception in the College alternatively please phone reception on 01590 625555 and they will transfer you to the relevant department..

## Alternatively you may contact OFSTED

Ofsted Early Years  
National Business Unit  
Royal Exchange Building  
St Anne's Square  
Manchester M2 7LA  
Helpline: 0300 123 1231  
Website: [www.ofsted.gov.uk/parents](http://www.ofsted.gov.uk/parents)

Policy reviewed 3/4/18





Should you require this brochure in another format  
please do not hesitate to ask a member of the Nursery  
Management Team