



University of Portsmouth Nursery

Parents' & carers' Handbook 2019/2020

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ABOUT US

The Nursery is staffed by:

- Two part-time managers; Francesca Sherren (A.M.) & Gloria Whitney (P.M.)
- One full-time Deputy Manager; Ruth Liney
- Fifteen Nursery Practitioners

Photographs of all staff are displayed in the foyer.

The Nursery's address is *The Quadrant, Milldam, Burnaby Road, PORTSMOUTH, Hants, PO1 3AS*

The Nursery can be contacted on:

Telephone (023) 9284 2299

Email [Nursery generic email address](#)

Website [link for Nursery website](#)

You can also email the Nursery managers directly; Gloria.whitney@port.ac.uk or Francesca.sherren@port.ac.uk

The University of Portsmouth Nursery is a student facility which provides a safe, caring and stimulating environment for the children of University of Portsmouth students, with some places available to University staff. We aim to encourage growth and independence in all children registered at the Nursery.

The Nursery is divided into three age groups:

- Butterflies children aged 6 months to 2 years
- Bumblebees children aged approx. 2 to 3 years
- Ladybirds children aged approx. 3 to 4 years

Group	Max no. of children	No. of staff	Adult to child ratio
Butterflies	9	3	1:3
Bumblebees	12	3	1:4
Ladybirds	17	3	1:6

NORMAL OPENING HOURS

The Nursery opens at 8.30am and closes at 5.30pm. The day is split into 2 half-day sessions, with an hour for lunch:

- AM session 8.30am to 12.30pm
- Lunch hour 12.30pm to 1.30pm
- PM session 1.30pm to 5.30pm

You may deliver and collect your child any time during their registered sessions. Please ensure you arrive by **5.25pm, at the latest**, to collect your child so that staff can exchange information with you about your child's day before the Nursery closes at 5.30pm. Children's lunch hour is 12.30pm-1.30pm. Please check with a Nursery manager if you need to add the

lunch hour to a morning or afternoon session. Children attending full day will be given priority for the lunch hour. There is a lunch hour fee for children using a half-day session e.g. morning only with lunch hour. The lunch hour fee is not payable for children who attend a full day i.e. AM+PM in one day.

Please see page 17 for information on late opening times for 6.00pm lectures

ATTENDANCE

Your child must be registered to attend for a minimum of four half-day sessions per week, up to a maximum of ten half-day sessions per week. We are required by OFSTED to keep records of children's attendance and the reasons for any absences. Please telephone or email the Nursery to let us know if your child will not be attending any of their normal sessions for any reason.

OFSTED

The Nursery is registered with OFSTED

- Registration number **143572**
- Date of registration **06/02/1997**

The OFSTED inspection in December 2016 judged the Nursery as 'GOOD' in all areas. Comments by the inspector included:

"Children are happy, settled and confident"

"All children...make good progress. Children are confident and enthusiastic learners"

"Children's behaviour is good. They learn how to value and respect the needs of their friends"

"Staff offer good levels of support for children's emotional well-being"

"Staff are well qualified and have a good understanding of each child's needs. They plan interesting and stimulating activities that motivate children to learn."

"Effectiveness of the leadership and management is good"

The full OFSTED report can be found at [link for OFSTED reports](#). Please insert **143572** into URN search box.

EARLY YEARS FOUNDATION STAGE (EYFS)

The Nursery uses the Department for Education Early Years Foundation Stage (EYFS) framework which supports children's learning, development and welfare.

The EYFS was updated in April 2017 and is based on four themes. These are:

- every child is a unique child, who is constantly learning and can be resilient, capable, confident and self-assured
- children learn to be strong and independent through positive relationships
- 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/or carers
- children develop and learn in different ways and at different rates. The EYFS covers the education and care of all children in early years provision, including children with special educational needs and disabilities.

Staff teach the children by ensuring challenging, playful opportunities across the **Prime** and **Specific** areas of Learning and Development. They foster the characteristics of effective Early Learning

- Playing and exploring
- Active learning
- Creating and thinking critically

Prime areas of learning are

- Personal, social and emotional development
- Communication and language
- Physical development

Specific areas of learning include essential skills and knowledge

- Literacy
- Mathematics
- Understanding the world
- Expressive arts and design

The full EYFS framework can be found at [Early Years link](#)

HIGHSCOPE

We deliver the EYFS framework using the HighScope approach, which encourages children's choices and independence. The HighScope approach is based on the belief that children learn best by being actively involved with materials, ideas, people and events. Opportunity to engage with adults and other children in play is seen as fundamental. Go to [highscope website](#) for more details.

The Nursery sessions are built on the HighScope model of 'Plan Do Review'. Younger children have 'choice time' and 'work time' without the review.

For older children:

- **Plan** time is as they arrive in their room
- **Do**, is approximately an hour, which allows the children a sustained period of play
- **Review** is approximately 10 minutes for the children to reflect, with an adult, on what they have been doing. This promotes self-evaluation in the children and they learn that they can plan, change their plans and evaluate their own play.

Plan Do Review enables the children to have a positive attitude to learning, be motivated and keen to learn and communicate their learning.

Children are encouraged to listen to each other. Staff refer the children to one another for help, e.g. doing up aprons, opening packets at lunch time, which helps to raise their self-esteem.

Nursery staff use the HighScope model of encouragement. Staff give specific, positive comments to the children e.g. 'I can see you've used lots of colours' and 'You did it!' when the children have achieved something. This helps the children to make the transition from requiring an adult's affirmation to their own self-affirmation and sense of self achievement, 'I did it!' Encouraging children in this way helps to develop their self-esteem.

Staff are discouraged from using 'blanket' non-specific praise e.g. 'well done, good boy'. This avoids children requiring an adult's affirmation and praise, and discourages the thought that something is only worthy if an adult has told them it's 'good'.

With the older children, staff seek the children's views, and act upon those views e.g. suggested changes to the role play area. This ensures that children are engaged and interested in their play opportunities. The views and opinions of the Ladybird children are also sought with a simple questionnaire that you are encouraged to complete at home with your child, every year.

YOUR CHILD'S INDUCTION

You and your child are invited to attend three visits before your child starts with us. We will work with you to settle your child in. Visiting before actually leaving your child with us is essential. It allows your child to become familiar with the new surroundings and get to know the Nursery staff. Here is how you can help your child settle in....

Check your own reactions

Your child will pick up on your reactions. If your child sees you smile and relax in the company of the staff, they will take this as a cue that it is fine to stay. They will also notice and react if you appear anxious, and may respond by becoming fearful and clingy.

Take a step back

Your child needs to build a new relationship with a member of staff. If you stay and play alongside your child, you may mislead them into believing that you will always be there to play. Instead, your child needs to learn that this new place is one where they enjoy playing with other children and being with staff.

Don't just sneak off!

This might seem like a good idea if your child is happily playing, but in the longer term it can cause quite a few problems. When your child stops playing and notices that you are no longer there, they can react by becoming increasingly clingy. It also means, next time, your child keeps a watchful eye on you, instead of settling down to play.

Build a 'goodbye' routine

Hang up your child's coat, go into your child's room with them, sort out lunchboxes, smile, kiss them goodbye, hand them to a member of staff if you wish, say goodbye and leave. Your child will know that you are going, but will be confident that you will always come back.

Try not to worry

Your child may be distressed when you leave them. Some children take longer than others to settle in and need more time and support to leave you happily. Most children take 2 to 3 weeks to settle in. If you are anxious about your child during their session, please telephone the Nursery to check how they are. Staff will always be happy to speak to you. If your child is very distressed, rest assured we will always ring you.

SAFEGUARDING CHILDREN

Security of the Nursery

The Nursery staff are always aware that the physical security of the children while at Nursery is essential. You may enter the Nursery foyer but need to be given access to the Nursery itself through the secure entry door. If the reception is unmanned, please buzz the intercom. Staff will remotely open the secure door after checking that they recognise the person requesting entry, via the video entry system. We ask that you do not allow other people to enter the Nursery as you leave or enter.

You need to sign in when you deliver your child and sign out when you collect your child. The signing in / out book is on the unit inside the Nursery secure door. The children may also 'sign in' on their own clipboard, but please **do not** allow them to write on the parents' in & out book.

If the secure card swipe enter system fails, leaving the doors locked shut, children may be allowed into the Nursery if a member of staff can manually override the entry door to get in, and it is still possible to leave the building safely, leaving the Nursery secure.

If the secure card swipe system fails leaving all 4 entry point doors locked open, children will not be allowed to come into the Nursery until all the doors are secure again.

All visitors at the Nursery are asked to provide some identification and sign the visitors' book. Visitors are monitored in the Nursery and do not have unsupervised access to the children.

Use of mobile phones is not allowed in the Nursery and we ask you to complete all calls before you enter the Nursery.

Suitable person

All staff are qualified and experienced in Early Years and Childcare to level 3 or above. The Nursery does not employ unqualified staff, apprentices or newly qualified staff. Staff are only employed in the Nursery when they have two acceptable written references, one of which is from their most recent employment. All references are also verbally verified. Every staff member's suitability to work with children is verified with an Enhanced Disclosure and Barring Service (DBS) check and managers carry out annual suitability checks with staff. Occasionally, it may be necessary for a member of staff to start working at the Nursery

before a clear DBS check has been received. In this event, the staff's behaviour and working practices are closely monitored and they will not work with the children on their own or carry out intimate bodily care duties e.g. changing nappies.

Staff's behaviour and teaching is regularly observed and staff supervisions are undertaken regularly, when safeguarding and good practice are reviewed.

Supporting children's well-being

The Nursery staff work within the Nursery policies on safeguarding children to promote good health and well-being of the children. Staff talk to the children about taking acceptable risks in a safe environment e.g. being safe in the garden and using the equipment safely. Staff also talk to children about how to stay safe and what to do if they are worried. Staff aim to develop warm, trusting relationships with the children and provide protected times when they listen to the children, so children can talk to their Key Person about anything that worries them.

Risk Assessments

Daily assessments are made of the toys, equipment and indoors and outdoors play spaces to check for safety. The older children are involved in checking the playground, so they come to learn how to assess hazards and how to keep themselves safe. Action is taken immediately, if required, to maintain a safe environment, indoors and outdoors. All dangerous substances are kept out of children's reach.

Accidents

If your child has an accident while at Nursery, First Aid is administered as necessary and an accident form is completed. You will be informed verbally and asked to sign the accident form. If your child has received a bump to the head, they will wear a green sticker to show "I bumped my head today". This is a visual reminder for you and Nursery staff to watch for any deterioration in your child's condition. You will be given an information sheet on what to look for if there is a bump to the head. Accident forms are regularly reviewed by managers to ensure any trends are identified and any risks addressed and minimised. Injuries children sustain outside of Nursery hours are also noted and documented. A list of staff who are qualified paediatric First Aiders can be found in the foyer.

Outings

Occasionally, the children are taken to places of interest, e.g. the library, the park, or the harbour. Staff carry out written risk assessments for all trips. Your written permission is sought when your child first registers at the Nursery, to allow your child to be included on these educational trips. You will be informed either in the week before the trip or on the day of the planned trip. Each adult is responsible for a maximum of two children on the trip, thus maintaining a 1:2 ratio. Road Safety is practised with the children so that they learn to 'Stop, Look and Listen', and learn the dangers of traffic. We will sometimes invite you to come on outings to ensure the correct adult to child ratio.

Acceptable Use of I.T.

We have a robust policy and procedure in place for the use of IT in the Nursery. This includes the use of internet, PCs and mobile devices. Parents and staff may not use their mobile phones in the children's areas. Nursery tablets are used with *Tapestry* Online Learning

Journal in the Nursery. Their use is strictly monitored by managers.

HEALTH & WELLBEING

Healthy eating

Staff talk to the children about the importance of eating healthily and being active. The Nursery provides healthy snacks for the children at morning snack time (fruit, vegetables, cheese, breadsticks, crackers and toast) and milk or water to drink. The children help to grow salad items for snack time in the summer. The Nursery growing area is used to encourage the children to explore nature, to plant, care for and eat the home-grown salad, fruit and vegetables throughout the year. See p.17 for information on lunch and snack times.

Toothbrushing

With your permission, your Bumblebee or Ladybird child will participate in supervised toothbrushing after lunch. The Nursery provides toothbrushes and toothpaste free of charge. Staff receive training to supervise children's toothbrushing and strict hygiene procedures and standards are maintained. In 2019, we received the Gold Award in Excellence for our toothbrushing programme from the University's dental academy for the second time.

Being Active

The Ladybird children are able to choose to play outside during work time, known as 'free-flow'. The garden has three types of flooring; safe surfacing under the climbing frame, Trulawn (artificial grass) and real grass with a small hill. The play area is divided into a quiet zone, a role play zone, physical play space for trikes, a growing area and a sandpit. We have also planted a living willow tunnel. The children under 2 years have their own separate outdoor play area with safe surfacing and Trulawn. The children use the creative room on the mezzanine floor for physical play and cooking activities. Staff talk to the children about what keeps their bodies fit and strong, as well as about resting when they are hot or tired. 'Boogie Mites' music workshops are held in the creative room, twice a term. You are welcome to join in with your child's Boogie Mites session.

Hygiene

In the baby room, wet wipes are used to clean the children's hands and faces. Cloth flannels are also sometimes used. Flannels are used once and then washed at 60°C. The older children are encouraged to go to the toilet on their own and must wash their hands afterwards, with soap. The children's washroom is equipped with a hand dryer and paper towels. Wet wipes are used for Bumblebee and Ladybird children to clean their hands and faces after lunch and snack times. For sleep times, bed linen is never shared between children and is stored in separate named bags when not in use. Bedding is changed frequently and washed at 60°C.

When changing children's nappies, staff disinfect the changing mats after every change and use disposable paper towels to dry the mats. Staff wear disposable gloves and plastic aprons to protect themselves and other children from any cross-contamination. Gloves are disposed of after each child's nappy is changed and fresh gloves are worn for the next nappy change. Toys are regularly cleaned and small baby toys are sterilised daily.

When your child starts potty training they may wet or soil their pants quite often. If this

happens at Nursery we sluice the underwear and put it into a nappy sack or plastic bag. You will find the bag hanging on your child's peg in the corridor. You will need to wash the underwear separately in a washing machine, using a pre-wash cycle, on the hottest temperature possible for the item.

Child illness

If your child becomes ill at the Nursery a member of staff will care for them, while a manager tries to contact you. It is vital that the managers are given details of your University course so that we can reach you during the day. Please ensure your mobile is switched on at all times, or provide us with an alternative number, if necessary.

The Nursery has several ways of minimising the spread of any infection to keep children safe.

- Regular disinfection and cleaning of areas and toys
- Wearing protective clothing when appropriate, (e.g. disposable gloves, aprons)
- Maintaining good hygiene practice for the cleaning of body fluid spills, (using Sanitaire clean up powder on wet spills, disinfection of surfaces, safe removal of all body fluids in yellow waste bag)
- Sending home children who become unwell at Nursery, without delay
- Ensuring a sick child is separated from other children to minimise the spread of infection until the child is collected by a parent
- Excluding children while they are ill /infectious

If your child vomits on their clothing at Nursery we sluice the clothing and put it into a nappy sack or plastic bag. You will find the bag hanging on your child's peg in the corridor. You will need to wash the clothing separately in a washing machine, using a pre-wash cycle, on the hottest temperature possible for the item.

In the event of an outbreak of a particular illness, you will be notified via a notice on the foyer door. In addition to the normal hygiene routines, managers will request targeted cleaning from the cleaning team on door handles, keyboards and other hard surfaces, and a 'deep clean' throughout the Nursery. Managers will remind staff to continue with good hygiene practices and maintain high standards of cleaning using Suma Bac D10 on tables & hard surfaces, hot soapy water or Suma Bac D10 on baby toys, daily immersion in Milton sterilising solution for small baby toys, dishwasher for food equipment and water bottles and 60° washing machine cycle for all laundry.

Illness Exclusions

This overview is based on Public Health England guidelines and 'Guidance on Infection Control in schools and other childcare settings'.

Chickenpox

If your child is diagnosed with chickenpox, they will be excluded from Nursery for 5 days after the onset of spots **and** until all the spots have crusted over.

Vomiting

If your child vomits at Nursery, we will contact you and ask you to collect your child, as soon as possible. Your child can return to Nursery **48 hours** after the last episode of vomiting.

Diarrhoea

Diarrhoea is passing looser or more frequent stools than is normal for that child. If your child has three loose bowel movements at Nursery in a short space of time, which are not normal for them, we will contact you and ask you to collect your child, as soon as possible. They can return to Nursery **48 hours** after the last episode of diarrhoea. Exceptions may be allowed at the managers' discretion, according to the child's individual needs.

Raised Temperature (above 37.5 degree C)

As a general rule, a normal temperature for a baby or child is around 37°C. If your child has a slightly raised temperature while at the Nursery, staff in charge will judge how unwell your child is and contact you to discuss it. If your child is obviously unwell and has a temperature of 37.5°C or above, you will be contacted and asked to collect your child, as soon as possible. You will be required to keep your child away from Nursery until the temperature has gone back to normal. Nursery staff cannot administer liquid paracetamol in the Nursery (Calpol) for a raised temperature.

Rashes

Children with rashes are considered infectious and need to be assessed by a medical practitioner. If your child develops a rash at Nursery, we will contact you and ask you to collect your child, as soon as possible. You will need to check the rash with a medical practitioner. Your child can return to Nursery if the medical practitioner agrees it is safe to do so.

Immunisations

Your child may attend Nursery immediately after any immunisations, if they are well enough. If staff have any concerns about your child we will contact you without delay. Nursery staff may administer liquid paracetamol in the Nursery (Calpol) for pain relief after immunisations.

Teething

Your child may attend Nursery while they are teething, if they are not too distressed. If staff have any concerns about your child we will contact you without delay. Nursery staff may administer liquid paracetamol in the Nursery (Calpol) for pain relief relating to teething.

Sticky eyes and conjunctivitis

NHS and Public Health England advise that exclusion from Nursery is not usually required. If a child develops sticky eyes at Nursery, we will contact you to let you know. It is the Nursery's policy that your child will be required to see a medical practitioner to get treatment before they can return to Nursery. Your child may return to Nursery once they have been treated, unless they seem very unwell. If there is an outbreak or cluster of cases, the Nursery will contact Health Protection Team (HPT) for advice.

Hand, foot and mouth (small blisters in those areas)

If your child has these blisters, but is well and has a normal temperature, they can remain at Nursery to the end of the day. You will be required to check the blisters with a medical practitioner. Exclusion is not usually necessary, unless your child feels unwell or is unable to eat or drink normally. If there is an outbreak or cluster of cases, the Nursery will contact Health Protection Team (HPT) and exclusion maybe considered in some circumstances.

Head lice

If live lice are seen in your child's hair, we will contact you to let you know. You are advised to treat your child with the combing method or lotion that day. Your child may then return to Nursery the following day.

Antibiotics

Children cannot attend Nursery for the first 2 days of any course of antibiotics. This does not apply to eye drops. If your child is well enough to return on the 3rd day, Nursery staff may administer doses during the day, to finish the last few days of the antibiotic course. Your written permission is required before we can administer medication. Robust procedures are in place to ensure administering medication is done safely.

Coughs and colds

Your child can usually attend Nursery with coughs and colds, but this will depend on the severity of the symptoms and how your child is able to cope with the Nursery routine. Allowing your child to stay at Nursery will be at the managers' discretion. If required, Nursery staff may administer cough medicine during the day, with your written permission. Robust procedures are in place to ensure this is done safely. Cough medicine can only be given for 7 consecutive days.

Notifiable diseases

Managers are responsible for notifying the Health Protection team for a range of notifiable conditions. Details are in the Nursery office.

BEHAVIOUR MANAGEMENT & RESPECT

The members of staff with particular responsibility for overseeing matters relating to Behaviour Management are Gloria Whitney and Ruth Liney. These staff members have received the appropriate training.

The Nursery has a set of basic 'Nursery Rules' in each area, which are discussed with the children every year. The Nursery rules are talked about in small and large group times and are displayed in photo format.

Methods of behaviour management include specific encouragement, (e.g. *Thank you for...* or *It was kind, when you...*), discussion at group times, distraction to avert unwelcome behaviour and in some circumstances, specific rewards (e.g. stickers for potty training).

Children learn to be polite and kind by example, from staff and other children. Politeness and kind behaviour is acknowledged by staff. Acknowledgment and encouragement for acceptable behaviour is given as soon as possible after the incident so that your child learns that this follows acceptable behaviour.

Clear boundaries are maintained to allow your child to develop a sense of belonging and security. All staff ensure that methods are applied consistently, so that your child has the security of knowing what to expect.

Staff help Bumblebee and Ladybird children to find solutions to social conflict using the

HighScope conflict resolution strategy:

- Staff approach calmly and stay at children's level.
- Staff acknowledge the children's feelings, 'I can see you're upset..... You seem really angry'
- If the conflict is about an object, staff will take the object in dispute and hold it *in view*, saying, 'I will look after this for a minute while we work this out together'.
- Staff gather information; ask the children what happened to cause the conflict.
- Staff restate the information, so the children know that *they* understand what happened.
- Bumblebees: Offer a solution / Ladybirds: Ask the children for a solution. Staff respect every idea, even if it's unrealistic. Staff make sure all children are happy with the solution and offer the use of sand timer, if appropriate.
- Staff support the children through the planned solution. Staff check that the conflict has been resolved, especially with children who were very upset.

Staff act as role models for the children in the way they behave and interact with others, ensuring that comments and language used are appropriate. Staff will avoid discussing a child within hearing of the children.

Isolated Incidents of Unacceptable Behaviour

Physical punishment will never be used or threatened. In cases of unacceptable behaviour, it is always made clear that it is the *behaviour*, and not the child that is unwelcome, using phrases like

- 'I don't like it when the toys get broken'
- 'It makes me sad when some-one gets hurt'

Staff will be clear about what will happen if a child behaves unacceptably. (This is usually 2 or 3 minutes time-out away from an activity). Staff will give the child a warning and if the child behaves unacceptably again, staff will apply the consequences calmly.

If a child is aggressive towards another child, the aggressor will be removed from the situation. Staff will comfort the injured child and then speak to the aggressor, acknowledging both their feelings, and explaining that the other child is hurt or sad, which encourages empathy and care for others. Staff then use the HighScope conflict resolution strategy.

Any behaviour issues are handled in a developmentally appropriate way, respecting individual children's understanding and maturity.

Staff complete a behaviour management form, which you will be asked to sign when you collect your child. Completed behaviour management forms are kept in your child's individual confidential file.

Persistently Unacceptable Behaviour

Nursery staff may speak to the Nursery manager at the next weekly team meeting to

highlight any issues with persistently unacceptable behaviour. The Nursery manager will liaise with you, and with the staff team, to draw up a Behaviour Management plan to promote desired behaviour and minimise unwanted behaviour. An Individual Education Plan (IEP) may also be put in place, if necessary.

The Behaviour Management plan will be reviewed with you regularly. If the behaviour of your child does not improve, Nursery management may contact other health or education professionals for support and advice, with your permission. In exceptional circumstances of persistently unacceptable behaviour a child may be excluded. This may be necessary to keep the other children and staff safe.

PARTNERSHIP WITH PARENTS AND CARERS

Parents, carers and staff working together have a positive impact on children's learning and development. A successful partnership needs a two-way flow of information.

At the University of Portsmouth Nursery we:

- Arrange for your child to have three induction visits before they start with us
- Listen to you and recognise your expert knowledge about your child, including any special requirements or allergies they may have
- Provide you with an induction pack of up-to-date information about the Nursery when your child first starts at the Nursery
- Provide an updated Parent Handbook every year, sent by email
- Provide an annual report every year, sent by email
- Provide you with regular newsletters, sent by email
- Provide a message board in the foyer, including 'Coming Soon' information. 'Coming Soon' information is also emailed to every parent
- Have an open door policy, so that you can speak to either of the two Nursery managers or deputy at any time
- Ensure your child's Key Person is available to discuss any concerns and queries
- Encourage you to sign up to *Tapestry*, which is our online Learning Journal
- Provide you with termly progress reports about your child's development through *Tapestry*
- Provide opportunities for you to meet with your child's Key Person, each term
- Invite you to participate in special events - e.g. library trips, Christmas and summer parties and our annual visit from the mobile farm
- Provide parents of younger children with a yellow daily diary to share daily information

The Nursery has a Facebook page, [UOP Nursery](#), which is used to keep you informed of news items and activities the children do. Information on individual children is *never* shared on Facebook. Children will *never* be identified in photos posted on Facebook.

To promote continuing improvement in the Nursery we:

- Give you an annual parent questionnaire (in May / June each year)

- Review the completed parent questionnaires and share with you what we did best and what we will be working on next,
- Give the Ladybird children a 'child evaluation' questionnaire, once a year, and respond to their comments as required
- Display the completed 'child evaluation' questionnaires in a folder in the foyer
- Ensure staff are kept up-to-date on current good practice through regular staff development and job related training
- Use hand-over books for the exchange of information, in each area
- Hold regular individual staff-supervisions, peer observations and annual staff professional developmental reviews (PDRs)
- Carry out regular observations of staff practice
- Provide a parent comments and suggestions box in the foyer,
- Respond to any of your comments or concerns, without unnecessary delay

WHAT DO I NEED TO BRING TO NURSERY?

For children in the Butterfly area, (children aged 6 months to approx. 2 years), please bring:

- Enough food for lunch and afternoon snack. Food for lunch may be re-heated in the Nursery microwave, *except for rice which will not be reheated.*
- You do not need to provide juice or water, as we provide water bottles or lidded cups for every child
- If your child has bottles of milk during the day, please bring empty sterilised bottles with teat, cap and retaining ring in place and marked with your child's name. These must be empty and marked with how much water to fill it with.
- Measured amounts of infant formula powder in separate, clean and dry containers, marked with your child's name. We will make up a bottle for your child each time one is needed, using our bottle preparation machine.
- A change of clothes
- Nappies and wet wipes
- Warm outdoor clothing and shoes for winter and suncream and hat for summer
- Photos of your child's family and pets to add to our families board
- You will be provided with a yellow daily diary, to take home and return each day.

For children in the Bumblebee area (children aged approx. 2 to 3 years) and Ladybird area (children aged approx. 3 to 4 years), please bring:

- A cold packed lunch and afternoon snack, in a named lunch box

- You *do not* need to provide juice or water, as we provide water bottles for every child
- A change of clothes, in case of messy or wet play
- Nappies and wet wipes, if required
- Warm outdoor clothing and shoes for winter and suncream and hat for summer
- Photos of your child's family and pets to add to our families board
- For Bumblebee children, you will be provided with a yellow daily diary, to take home and return each day.

CHILDREN'S LUNCH and SNACK TIMES

Please write your child's name on your child's lunchbox and any pots inside it and encourage your child to put their own lunchbox in the correct fridge in the kitchen. Please do not put sweets in your child's lunch.

We strive to ensure the Nursery is a NUT-FREE environment. Therefore, please do not put nuts in any form in your child's lunch, including peanut butter sandwiches or cereal nut bars, because of the risk of allergic reactions.

Lunch for Butterfly Children (6 months to 2 years)

You may provide food to be heated for your child. This will be reheated in the Nursery microwave according to the Nursery's food hygiene procedure. If you wish to provide home cooked food for your baby, you must ensure that the food is *freshly* cooked and has not been previously reheated, as it is not safe to reheat food for a second time.

Please note that due to recommendations from the Environmental Health officer, the Nursery **does not reheat rice**. Your child may bring rice for lunch but it will be served cold.

Babies and toddlers under 2 years old usually have their lunch at 12.00noon.

Lunch for Bumblebee & Ladybird Children (2 to 4 years)

Due to the lack of cooking facilities at the Nursery and the number of children, all Bumblebee children and Ladybird children need to bring cold packed lunches.

Alternatively, your child may bring hot food in an insulated food flask for lunch. It will not be refrigerated and the food will be served to your child from their flask at lunch time. Uneaten food from the flask will be discarded after lunch, and will not be kept and re-served to the child at afternoon snack time. Older children, from 2 to 4 years old, usually have their lunch at 12.30pm.

Snack times

The children have morning snack time at approximately 9.30am. The Nursery provides a variety of healthy snacks, free of charge, for the children at morning snack time which includes bread sticks, toast, raisins, a variety of fruit, cheese and biscuits. Milk and water is

offered to the children at this time. Afternoon snack time is at approximately 3.00pm.

Enjoyable & fun

The Nursery's main aim at lunch and snack times is to make food times an enjoyable experience. Staff encourage the children to socialise and enjoy their food in a relaxed and calm atmosphere. Staff encourage the children to make choices and to become more independent. Children are not pressurised to eat.

We believe that the children's pleasurable experience is more important than the amount of food or the order in which the food is eaten. Staff allow children plenty of time to finish their food without rushing or forcing children to eat faster.

Bumblebee and Ladybird children help in setting up the tables for lunchtime and choose where to sit. They are allowed to choose what to eat from their lunch box but will be encouraged to eat sandwiches or savoury first.

If a child chooses not to eat their food, it is cleared away at the end of lunchtime and is put out again at 3.00pm. By afternoon snack time the child will usually be hungry enough to eat everything in their lunch box.

A daily record of food eaten is kept for Butterfly and Bumblebee children in their daily diary.

Children have their own named water bottle which they can access freely at any time, throughout the day. Children are encouraged to drink water and bottles are refilled as required during the day. Water bottles are washed in the dishwasher and refilled daily.

6.00pm LECTURES & LATE COLLECTIONS

If you have a lecture timetabled until 6.00pm, between September and March, Managers may be able to arrange extra staffing to cover the extra half an hour (5.30-6.00pm), although there is no guarantee of this. Please note, 6.00pm closures are *not* available when teaching is suspended (April to August).

A Nursery late lecture form, available in the Nursery office, must be authorised by your lecturer (University students) or line manager (University staff), and handed to the Nursery managers, in advance. If a late lecture form has been received, there is no charge for the extra ½ hour from 5.30-6.00pm. Parents, who book the 6.00pm closure and then do not need it, must notify the managers before 4.00pm on the day. Failure to do so may incur a £5.00 charge.

The Nursery is registered with OFSTED as a Day Care facility, and the normal operating hours are 8.30am-5.30pm. Therefore, children cannot be accepted on the premises before 8.30am and must be collected before 5.30pm, unless authorised as above for a 6.00pm lecture.

Please ensure you arrive by **5.25pm, at the latest**, to collect your child, so that the staff can exchange information about your child's day before the Nursery closes at 5.30pm.

You will be given one warning on the first incidence of an unauthorised late collection (e.g.

after 12.30pm, 1.30pm or 5.30pm). You will be charged the price of an extra session for each subsequent late collection. Persistent lateness when collecting your child will result in the withdrawal of your child's Nursery place.

NURSERY CLOSURES

The University of Portsmouth has an on-going commitment to staff development and job related training. Consequently, the Nursery closes at 4.00pm on five Wednesdays per year (approximately once every six weeks), throughout the academic year to facilitate staff meetings, staff development and job-related training. There is no reduction in fees for this early closure. The dates for these early closures are published in the termly newsletters, in the 'Coming Soon' on the foyer message board and on the website [Link to Nursery website](#). Reminders will also be posted on the Nursery Facebook page (UOP nursery) and emailed to parents.

If the Nursery is forced to close for a short time due to unforeseen circumstances, e.g. heavy snow, flood, power failure, heating failure or illness epidemic, you will be informed and then kept up-to-date via the University website and the Nursery Facebook page ([UOP Nursery](#)). For short term closures, a refund of Nursery fees will usually be issued.

The Nursery managers are responsible for ensuring that correct adult to child ratios are maintained at all times, as set out on page 3. Four members of staff are additional to the ratios to provide cover for staff absences through staff development, staff holidays and sickness. If the managers are unable to maintain an adequate level of staffing the Nursery will be closed to safeguard the children. A refund of Nursery fees will usually be issued.

CHANGES TO YOUR CHILD'S SESSIONS

Providing that you use the Nursery according to the conditions of the users' agreement, which you are asked to sign when your child starts with us, their place is guaranteed until:

- you cease to be a University of Portsmouth student
- you cease to be a member of University staff
- you no longer want the Nursery place
- your child starts school

You do not need to reapply for your child's place every year, but you will be asked to confirm your eligibility to continue to use the Nursery. If you are a returning parent, your allocated sessions will be based on the Nursery sessions your child attended at the end of the previous Academic Year. You will receive confirmation of your sessions for the next Academic Year by the end of May.

You have **one week** at the start of the Academic Year to request changes and confirm your child's weekly sessions, (16th to 20th September 2019). After that week, your child's sessions are set and remain the same from week to week. **PLEASE NOTE** Your child's sessions cannot be swapped from one day to another. Additional one-off sessions can be arranged, if necessary, but there will be a charge for these in addition to your normal fees.

After the first week of the academic year, four weeks' notice is required of any permanent

reduction in the number of weekly sessions or if you want to cancel your child's Nursery place and withdraw your child.

If you wish to permanently increase your child's weekly sessions at any timer, please speak to, or email a manager. If the sessions are available they will be allocated to you immediately.

INVOICING & PAYMENT OF FEES

Academic Year

When your child's sessions have been confirmed, you must pay for those sessions during the whole of the Academic Year (31 weeks; 16th September 2019 to 31st May 2020), whether or not your child attends every session or every week. During the Academic Year, fees are still payable for your child's normal sessions that fall on a Bank Holiday, when the Nursery is closed.

You will receive three invoices for the academic year, in October, January and April. Invoices are calculated and raised by Francesca Sherren, Nursery manager (A.M.) and are sent to you via email. The Nursery managers cannot receive any payment of fees directly.

Vacation weeks

The Nursery is also open throughout the Christmas, Easter and summer vacations, but the number of Nursery staff is reduced. Therefore, the number of children booked to attend is limited. You are advised to book early, to get the sessions you need. For the vacation periods you will be given a paper booking form and you need to book sessions, in advance.

You must pay for the sessions you choose to book in the vacation, whether or not your child attends every booked session. You will not be charged for sessions that fall on a Bank Holiday in the vacations, when the Nursery is closed.

During the vacation periods you may book as few or as many sessions as you wish in advance, and must pay for those booked sessions. You will receive three invoices for the booked vacation sessions in December (for Christmas vacation), April (for Easter vacation), and June (for June, July and August). If you do not book any vacation sessions, you will not be charged for any.

Nursery fee prices

From 16th September 2019, fees are charged per half-day session, as follows.

Area	Age	Student rate	Staff rate
Butterflies	6 months to approx. 2 years	£16.17	£23.42
Bumblebees	Approx. 2 to 3 years	£15.66	£22.84
Ladybirds	Approx. 3 to 4 years	£17.72	£22.26
Lunch hour	12.30-1.30pm	£3.90	£3.99

There is an additional charge for a lunch hour when it is attached to one half-day session. There is no charge for the lunch hour when AM and PM are booked together in one day as part of your child's regular registered sessions.

You are required to sign a users' agreement to undertake responsibility for the payment of Nursery fees. You need to contact the Finance team on (023) 9284 5533 or [Email address for Income team](#) to set up a Payment Plan, within one week of receiving your first invoice.

Payment Choices

There are four options for paying your Nursery fees:

1. Pay the invoice in full at [link to online payment store](#)

Please note, you will not be able to pay any Nursery fees until you have received an invoice via email. The online store page shows 'Sponsor / Employer / Sundry fees'.

2. Recurring Debit or Credit Card Payment

You can pay the invoice in monthly instalments with Recurring Card Payments. These will be collected on a day to suit your finances, (please specify when setting up your payment instruction). Monthly instalments will be taken to ensure the invoice is paid before the next term begins. A new plan must be created for each termly invoice.

3. Direct Debit

You can pay the invoice in monthly instalments by Direct Debit. These will be collected on 4th or 20th of each month. Monthly instalments will be taken to ensure the invoice is paid before the next term begins. A new plan will be created for each termly invoice.

4. Childcare Vouchers

Some employers offer childcare vouchers as a benefit to their employees e.g. Edenred, Busy Bee Benefits, Computer Share, Care-4. If you use childcare vouchers as partial payment of your Nursery fees, please provide details to the Finance team so that this can be taken into consideration when your payments are collected. Please ensure your voucher provider quotes your account number or Student ID when making any payments to the University on your behalf.

If you fail to pay the Nursery fees when requested, your child's place will be withdrawn.

EARLY EDUCATION FUNDING 'EEF' (15 universal hours)

All 3 and 4-year-olds are entitled to 15 hours a week of free early education. It is described as 'universal' because every 3 and 4 year old child gets the free 15 hours, starting in the term *after* they become three years old.

The universal 15 hours per week of EEF are offered as 3 hours per day, 5 days a week for 38 weeks per year.

15 universal hours are ONLY available as

- 9.30-12.30pm (for 5 days per week, 38 weeks per year) **OR**
- 1.30-4.30pm (for 5 days per week, 38 weeks per year)

The Nursery claims the universal funding for your child. You will need to show proof of your child's date of birth and your address and must complete a parent declaration form before Word/induction/child induction/parent handbook 2019 Accessible

the Nursery can claim your funding.

30 HOURS FREE CHILDCARE

If you live and work in England, your 3 or 4 year old child may be entitled to 30 hours free childcare. This is calculated as 15 universal hours (as above) + 15 additional hours free childcare per week. Nurseries in Portsmouth are allowed to offer either 30 hours a week for 38 weeks or 22.5 hours a week for 50 weeks of the year.

30 Additional hours are ONLY available at the University Nursery as a 'stretched place' (22½ hours per week for 50 weeks per year), as follows

- 5 x half days per week (8.30am to 1.00pm **OR** 1.00pm to 5.30pm)
- 2 whole days + 1 half day (8.30am to 5.30pm + 8.30am to 1.00pm / 1.00pm to 5.30pm)

To see if you are eligible for 30 hours and to apply, please go to [link for childcare choices website](#)

TWO YEAR OLD FUNDING

If your child is two years old and you are in receipt of certain benefits or are a working family on a low income you may be entitled to some free childcare.

To see if you are eligible for Two Year old funding and to apply, please go to: [link for childcare choices website](#)

Two year old funded hours are only available as

- 9.30-12.30pm (for 5 days per week, 38 weeks per year) **OR**
- 1.30-4.30pm (for 5 days per week, 38 weeks per year)

TAX-FREE CHILDCARE

This is a tax-efficient way of paying your childcare fees. It is for working families with children under 12 years old (or under 17 if disabled). For every £8 you pay in to an on-line account you set up, the government will add an extra £2, up to £2,000 per child.

You cannot use Tax-Free Childcare at the same time as childcare vouchers, Universal Credit or tax credits. You can use it with the 15 hours and 30 hours schemes. Over time, Tax-Free Childcare will replace childcare vouchers.

To get more information on tax-free childcare, please go to [link for childcare choices website](#)

WITHDRAWAL OF NURSERY PLACE

If your child does not attend the Nursery during the Academic Year for four weeks *without explanation from you*, the Nursery management will withdraw their Nursery place and allocate it to a child on the waiting list. Any Early Education funding will be cancelled and

returned to Portsmouth city council Early Years dept.

If you fail to pay the Nursery fees when requested to do so, or do not use the Nursery according to the terms of the Users' Agreement, your child's Nursery place will be withdrawn.

We may exclude a child for persistently unacceptable behaviour if the Nursery behaviour management strategies do not improve the behaviour to an acceptable level.

INCLUSION

The Nursery strives to be an inclusive environment for all. The Nursery recognises that all children and their families are unique, and the diversity of individuals and communities is valued and respected.

The Nursery includes all children, by making sure the learning environment meets the individual needs of each child, taking account of the range of abilities and learning styles.

Accessibility

Should you or your child have any accessibility requirements please contact a Nursery manager. Induction packs and other information can be provided in other formats on request, e.g. larger font or other languages. The Nursery reception is provided with a hearing loop.

We respect your right to be treated fairly, with courtesy and respect, irrespective of your ethnic origin, gender, age, religion, ability or sexual orientation.

Within the framework of the Early Years Foundation Stage, as well as tracking individual children's progress, staff track the progress of different groups of children. This enables staff to identify any areas where children are not meeting developmental expectations, and to put strategies in place to support the child's learning and development. These groups include:

- children with English as an additional language
- children with less well-developed communication skills
- children with additional needs
- children who may have behavioural, emotional and social difficulties
- 'Looked after' children.

The Managers ensure that staff include different cultural and religious festivals in the planning of activities. We respect your right to choose not to allow your child to participate in activities linked with other cultures and religions. Alternative activities will be available for your child, if you wish.

The Nursery displays positive images of children, men and women from different cultural and religious backgrounds and with different abilities, different kinds of families and varied gender roles e.g. men caring for children, women working in traditionally male jobs.

'Open-ended' dressing up materials, (materials that can be used imaginatively in lots of

different ways), puzzles, dolls, games and books are provided within a multi-cultural framework, promoting inclusive and accepting behaviour and attitudes in Nursery children. The staff promote '**Shared Values**', (also known as *Prevent*):

DEMOCRACY: making decisions together

- Children are encouraged to know that their views matter
- We value each other's views and talk about feelings
- Ladybird children vote with a show of hands, with marks or stickers on a chart, to change the theme of their role play area and decisions that children make are supported
- We provide activities that involve turn-taking, sharing and collaboration
- We give children opportunities to ask questions
- We show that we value their views

RULE OF LAW: understanding that rules matter

- Children are encouraged to understand their behaviour and its consequences
- We help children learn right from wrong
- 'Nursery rules' ensure that children understand rules apply to everyone

INDIVIDUAL LIBERTY: freedom for all

- We provide opportunities for children to develop their self-knowledge, self-esteem and increase their confidence in their own abilities, e.g. allowing children to take risks on an obstacle course, talking about their experiences and learning
- We encourage children to explore the language of feelings
- We help children to reflect on our differences and understand we are all free to have different opinions

MUTUAL RESPECT AND TOLERANCE: treat others as you want to be treated

- The Nursery has an atmosphere of inclusion and tolerance
- Views, faiths, cultures and races are valued
- We encourage parents to share their culture at Nursery (telling stories in their home language, Chinese writing, celebrating their home country national day)
- We give children opportunities to engage with the wider community, (visits from dentistry students, the fire service, gardeners and trips to the library)
- Our world map shows the places in the world where our Nursery families come from, showing that we are all different
- We display photos of different kinds of families to promote tolerance and respect

KEY PERSON

After your child has started attending Nursery they will be given a Key Person. This Key Person will be someone with whom your child has begun to build an emotional attachment. The Key Person is jointly responsible, with the other team members, for your child wellbeing on a daily basis. They will ensure that information is exchanged with you about your child.

Your child's Key Person monitors your child's progress and development through observations and assessment records, using the EYFS as a framework. We use *Tapestry*

online Learning Journal to record observations and track children's progress. When you sign up for *Tapestry*, you can look at your child's record at home. Progress and development is shared with you regularly, verbally and with termly reports on *Tapestry*.

Daily key group activities are devised and delivered by the Key Person based on development needs and the children's interest. The Key groups are small so that your child receives plenty of adult time and attention.

Butterfly and Bumblebee children are issued with a daily diary to help with the daily exchange of information with you. The diary is completed every day your child attends, usually by the Key Person. If your child's Key Person is absent on a particular day, another member of staff who has cared for your child will complete the diary.

Please write any comments or messages about your child in the daily diary, and bring the diary back to Nursery every day.

CHILDREN WITH ADDITIONAL or SPECIAL EDUCATIONAL NEEDS or DISABILITIES (SEND)

Our Nursery has regard for the Equality Act 2010, the DfE SEND Code of Practice and guidelines from the Local Safeguarding Children's Board. If you or your child have any additional or special needs or disabilities, please contact the Nursery managers so that we can ensure your child's induction and integration to the Nursery is appropriate for you and their needs.

- We draw upon your knowledge and experience of your child in planning for their health, care and education.
- The Nursery's Special Educational Needs Co-ordinator, (SENCO) is Nursery Practitioner, Gloria Whitney.
- We aim to provide learning opportunities to support the developmental needs of each child within our setting. We ensure that all children are included and encouraged to participate in all activities, wherever possible and appropriate.
- Your child's Key Person will monitor your child's progress and development through observations and assessment records, using the EYFS as a framework. We use '*Tapestry*' online Learning Journal to record observations and track children's progress. When you sign up for '*Tapestry*', you can look at your child's record at home. Progress and development is shared and discussed with you regularly, verbally and through termly reports on '*Tapestry*'.
- With your agreement, we will create an Individual Education Plan (IEP) for your child, to ensure we are supporting and planning for their developmental needs. IEPs are monitored by the child's Key Person and the Nursery SENCO and are shared with you.
- If your child needs additional support, we will liaise with other health or education professionals, (with your permission) to meet your child's specific needs.

- In some circumstances, it may be helpful for you to complete an Early Help Assessment with a Nursery manager and the SENCO. With your permission, this will be shared with Portsmouth Multi-Agency Safeguarding Hub (MASH). MASH will liaise with any health or education professionals, as appropriate.
- Occasionally, it may be helpful to arrange a 'Team Around the Child' (TAC) meeting. This would provide an opportunity for you, a Nursery Manager, the Nursery SENCO, your child's Key Person, school teacher, speech therapist etc. to meet each other and plan for your child's next steps.
- Nursery staff attend relevant training for supporting children with additional needs, special educational needs or disabilities.

SLEEP FOR BABIES and CHILDREN

Cots and sleep mats are available in designated sleep areas for Butterfly and Bumblebee children who need rest. Ladybird children do not have their own designated sleep area. If a ladybird child needs an occasional nap they can rest in the Ladybird quiet area. Children are allowed to sleep when they need to and staff will conform to your child's normal routine, where possible. Sleeping children are checked at 15-minute intervals and a record is kept of these checks. Children have separate Nursery bed linen in their own designated bag/basket. Bed linen is changed frequently, and washed at 60°C.

If you wish to restrict the amount of time your child sleeps, then staff will try to accommodate your wishes, although it must be appreciated that this is not always possible.

AUTHORISATION FOR CHILD COLLECTION

In normal circumstances, only the mother and father or usual carer will be allowed to collect a child from the Nursery.

You must complete the back of your child's yellow index card (included in your induction pack) to tell us who is authorised to collect your child. Please include photos of *everyone* who may come to collect your child.

Later, if you wish to authorise an additional person to collect your child, please complete a child collection form, available from the Nursery reception and return it to a manager. Please ask your chosen person to bring photo ID with them when they collect your child. Nursery staff will check ID of the authorised person on their first collection.

Please note - anyone collecting your child must be over 18 years old. We cannot allow older brothers or sisters, aged under 18 years, to collect your child from Nursery.

If you need someone else to pick up your child at short notice, please telephone the Nursery manager. A verbal authorisation will be accepted and staff will check ID of this person.

If an unfamiliar person arrives to collect your child, the staff in charge will check your yellow index card and any authorisation forms, previously completed. If authorisation is not found

for the person, the staff member in charge will ask the person to stay in the foyer of the Nursery until their identity can be confirmed.

The staff in charge will contact you to confirm the identity of the person attempting to collect your child. If a verbal authorisation is given, your child will be allowed to leave. If you do not give permission, or cannot be contacted, the Nursery staff will keep your child at the Nursery, until you arrive or can be contacted.

In the case of separated parents who are in dispute over access to their child, the Nursery will give equal parental rights of access to both parents, unless a court order has been issued prohibiting access by either parent. The Nursery reserves the right to exclude the child from the Nursery until a court order has been issued, clarifying the legal rights of access, or until the dispute has been resolved between the parents.

If a court order has been issued preventing a parent having access to their child, and that person arrives at the Nursery, then Nursery staff will **not** allow the person access to the Nursery or allow them to remove the child from the Nursery. The staff in charge will contact the parent, who has legal access rights, by telephone to inform them that the unauthorised person has arrived at Nursery. The staff in charge will also contact University security on ext. 3333 who will then contact the Police.

ACCIDENTS and FIRST AID

If your child has an accident while at the Nursery, a member of staff qualified in First Aid will administer First Aid. A list of members of staff who are qualified in 'Paediatric First Aid' and 'First Aid at Work' is displayed in the foyer. In the event of a serious accident, you will be contacted. If the staff cannot contact you or any of the people named on your yellow index card, your child will be transferred to hospital by ambulance with a member of Nursery staff. This member of staff will stay with your child until you can be contacted or your child can be returned to the Nursery.

An 'Automated External Defibrillator' (AED), suitable for use on children and adults is available in the Nursery foyer. Nursery staff have been trained in its use. Once it has been switched on, it gives automatic verbal instructions and can be used by *anyone* in an emergency, even if they have not been trained.

All accidents that occurs at Nursery, including minor bumps, grazes and bruises, are documented on an 'Accident in Nursery' form and you will be informed verbally on the day the accident occurs and asked to sign the accident form. Accident forms are kept in your child's individual confidential file and reviewed regularly. The University Health and Safety dept, the Health & Safety Executive (RIDDOR) and OFSTED will be notified of more serious accidents, e.g. those requiring medical attention or hospitalisation.

If your child arrives at the Nursery with signs of an injury, which did not happen at the Nursery, you will be asked for information on how the injury happened. The information and the signs of injury will be documented and you will be asked to sign the entry on an accident form. 'Accident out of Nursery' forms are kept your child's individual confidential file and reviewed regularly.

CHILD PROTECTION

Every child who attends the University Nursery has the right to be protected. Protecting children from harm is *everyone's* responsibility. The University of Portsmouth Nursery staff are obliged by law (Children's Act 1989, amended 2004) to report any suspicion of abuse regarding children in their care to Social Care, tel. 023 9283 9111 and OFSTED (tel. 0300 123 1231).

The Nursery managers are responsible for the safety and well-being of the children. All Nursery staff are kept up-to-date with Safeguarding Children training.

The Nursery managers are responsible for ensuring every staff member's suitability to work with children is verified with an Enhanced Disclosure and Barring Service (DBS) check and managers carry out annual suitability checks with staff. Occasionally, it may be necessary for a member of staff to start working at the Nursery before a clear DBS check has been received. In this event, the staff's behaviour and working practices are closely monitored and they will not work with the children on their own or carry out intimate bodily care duties e.g. changing nappies.

Staff are only employed in the Nursery when they have two acceptable written references, one of which is from their most recent employment. All references are also verbally verified.

Nursery staff are vigilant at all times and are aware of any unusual changes in the children. Nursery staff will ensure that you are informed of any changes noticed in behaviour or appearance of your child. Nursery staff will refer any suspicion to Gloria, Fran or Ruth, without delay, who will liaise with Social Care and OFSTED as appropriate.

Abuse allegations against Nursery staff

If a member of staff is accused of any form of abuse, they will be suspended from duty and interviewed immediately by the staff member in charge at the Nursery. The person in charge will immediately inform the University Human Resources department, the University Chief Operating Officer, Multi-Agency Safeguarding children Hub (MASH), Social Care on tel. 023 9283 9111 (or emergency out of hours no. 0845 600 4555) and OFSTED tel. 0300 123 1231 will also be informed, without delay.

If a member of Nursery staff wishes to report an allegation against a Nursery manager, they should immediately contact:

- University Human Resources (HR) dept on ext. 3141
- University Chief Operating Officer ext. 3388
- Multi-Agency Safeguarding children Hub (MASH),
- Social Care on tel. 023 9283 9111 or emergency out of hours no. 0845 600 4555
- OFSTED tel. 0300 123 1231

The person against whom the accusation is made will immediately be suspended from duty while an investigation is carried out.

Alcohol / Drug abuse

All Nursery staff have been designated as a 'dry roles' under the University's "Employee Alcohol and Drugs Policy 2012". This means that Nursery staff do not drink alcohol whilst working, including during breaks. Alcohol will not be served, and is not consumed, on the Nursery premises or during staff's working hours. Practitioners who appear to be under the influence of alcohol or drugs will not be allowed to work in the Nursery.

Nursery staff are also obliged to ensure you are fit to collect your child at the end of the day. If a staff member suspects that you are under the influence of drugs or alcohol, which may put your child at risk, the staff member will ask you to wait until a relative or friend can be contacted to collect your child instead.

If you refuse to wait, and leave with your child thus putting your child at risk, the person in charge will contact the Multi-Agency Safeguarding children Hub (MASH), Social Care on tel. 023 9283 9111 and the University security (ext 3333), who will contact the police.

CONFIDENTIALITY & DATA PROTECTION

All issues and information relating to the children, parents and carers who use the Nursery is treated in confidence.

Staff avoid discussing your child within hearing of the children. Staff speaking to you about your child will hold the discussion in the first floor office, whenever possible. You may request to have your child in meetings. This will be allowed at the discretion of the Key Person.

Nursery managers may need to share confidential information with appropriate outside professionals e.g. Social Care, OFSTED, Health Visitor and Multi-Agency Safeguarding Hub, without your permission, if we consider it necessary in order to keep your child safe from harm.

As part of our work in the University Nursery, we collect information from you and use it to support your child's teaching and learning, monitor and report on your child's progress, provide appropriate pastoral care for you and your child and assess how well the setting as a whole is doing. We therefore act as the Data Controller of this information for the purposes of the General Data Protection Regulations (GDPR) 2018. The Nursery GDPR privacy statement for parents is on display on the noticeboard in the foyer.

The information we collect includes your contact details, your child's attendance information, ethnicity, special educational needs and disabilities, and any relevant medical information. We will not give information about you or your child to anyone outside the University without your consent, unless required to do so by law or in the interests of safeguarding your child. We are required by law to pass some information about you and your child to the Local Authority and the Department for Education.

Your name and contact details are shared with the University of Portsmouth Finance dept. for the purposes of invoicing.

All the information you provide is stored securely, electronically or in a locked filing cabinet. We are required to keep some information for up to 20 years. Other information you provide is held securely while your child attends the Nursery and is then disposed of securely. If you want to see the information we hold and keep about you and your child, please contact Francesca Sherren or Gloria Whitney, Nursery Managers.

If you require more information about how the Local Authority and the Department for Education store and use your data please go to the following websites [link for Portsmouth city council](#) or [link for government education](#)

COMPLAINTS PROCEDURE

The University of Portsmouth is committed to care and education of the highest quality and recognises that an important part of that commitment is the provision of clear procedures for the registering of complaints.

Procedures for complaints by students can be found at [link for My Port](#) . In addition, the University Nursery is required by OFSTED to have a complaints procedure.

The Nursery managers will ensure that all complaints are taken seriously, dealt with in accordance with the procedure, without unnecessary delay. All complaints will be documented and OFSTED will be informed as appropriate, without delay.

You may also contact OFSTED directly yourself, with any comments or complaints by telephoning 0300 123 1231 or writing to OFSTED, Piccadilly Gate, Store Street, Manchester M1 2WD

Informal Complaint

If you are dissatisfied with any aspect of the Nursery provision a complaint can be raised informally by speaking or writing to a Nursery manager. At the time the complaint is raised, the manager will inform you of when you will receive a response to your complaint.

Both Nursery managers will then discuss the issue and decide what action will be taken to address your complaint. A Nursery manager will complete a Nursery requests/suggestions/complaints form with details of the complaint and action necessary to address the issue, within the agreed timescale. You will be asked to sign this record.

Managers will ensure that all actions to be taken have actually been carried out, within the agreed timescale.

Formal Complaint

If the informal discussion fails to resolve the matter to your satisfaction, a formal written complaint may be lodged.

The formal written complaint must be headed 'Formal Statement of Complaint' and be submitted to a Nursery Manager. The Formal Statement of Complaint must

- set out clearly the nature and origin of the complaint;

- detail the steps taken so far to resolve the complaint in accordance with the informal procedure detailed above;
- explain why the outcome of the informal procedure is not considered to be satisfactory;
- identify, as appropriate, the desired outcome of the complaint

On receipt of a Formal Statement of Complaint, the Nursery managers will send you a written acknowledgment and send a copy of the Formal Statement of Complaint and the acknowledgment to Bernie Topham (Chief Operating Officer), the University Directorate and OFSTED, if appropriate.

The Nursery Managers will then investigate the complaint or will arrange for it to be investigated by an impartial senior member of University staff and will be guided by any requirements from OFSTED. Managers will complete an OFSTED 'Provider complaints record' and share it with you, as necessary.

The investigation will be carried out as rapidly as possible and should normally be completed within one calendar month of the date of receipt of the Formal Statement of Complaint. If the investigation cannot be completed within one calendar month, you will be notified of the fact, of the reasons why more time is required and of the intended date of completion.

Once the investigation has been completed, the Nursery managers will supply you with a written report of the findings and conclusions including, if appropriate, proposals for action to remedy the complaint. A copy of the written report will be sent to Bernie Topham (Chief Operating Officer), the University Directorate and OFSTED, if appropriate.

Review by Director of Corporate Governance

If you are not satisfied with the report or the investigation is not completed within the normal time period, you may request a review by the Director of Corporate Governance.

Such a request must be made in writing to the Director of Corporate Governance within fourteen days of:

- either the date of issue of the report of findings and conclusions;
- or the date by which the report should have been issued according to the timescale set out above.

Such a request must explain why you are not satisfied with the outcome. The Director of Corporate Governance will decide whether a review is appropriate and will notify you, the Nursery managers and Bernie Topham of the decision as to whether or not a review will be undertaken, in writing within fourteen days of receipt of the request.

The Director of Corporate Governance will undertake the review, normally by commissioning a senior member of staff of the University to undertake it on his/her behalf, but reporting directly to him/her. The review will normally be completed within one month of the date of the request. Once the review has been completed, the Director of Corporate Governance will supply you, the Nursery managers and Bernie Topham with a written report of finding, conclusions and any recommendations for action to remedy the complaint.

Where the report contains recommendations for action, the Nursery managers will decide

whether to follow them or take any other action to remedy the complaint. The Nursery managers will notify you of that decision in writing within fourteen days of the receipt of the Director of Corporate Governance's report. A copy of that decision letter will be lodged with the Director of Corporate Governance, Bernie Topham and OFSTED.

Once the Director of Corporate Governance has issued the report and the Nursery managers have issued the decision letter, the matter is closed.