



University of Portsmouth Nursery

# Parents' Handbook 2021/2022

\* The word 'parent' in this document refers to all parents, carers and legal guardians

## CONTENTS

1.	About Us .....	page 4
2.	OFSTED .....	page 4
3.	Opening Hours .....	page 5
4.	Attendance .....	page 5
5.	Invoicing & payment of fees .....	page 5
6.	Early Education Funding - 15-hours Free education .....	page 8
7.	30-hours Free Education .....	page 9
8.	Two-year-old funding .....	page 9
9.	Tax-free childcare .....	page 10
10.	Early Years Foundation Stage .....	page 10
11.	HighScope .....	page 11
12.	Your child's induction .....	page 12
13.	Safeguarding children and Child Protection .....	page 12
14.	Early Help .....	page 16
15.	Health & Wellbeing .....	page 16
16.	Behaviour Management & Respect .....	page 20
17.	Partnership with parents & Tapestry .....	page 22
18.	What do I need to bring to Nursery? .....	page 24
19.	Children's lunch & snack times .....	page 25
20.	6.00pm Lectures & late collections .....	page 27
21.	Nursery closures .....	page 27
22.	Changes to your child's days .....	page 27

23.	Withdrawal of Nursery place .....	page 28
24.	Inclusion .....	page 28
25.	Key person .....	page 30
26.	Children with additional or Special Educational Needs or Disabilities .....	page 30
27.	Sleep for babies and children .....	page 31
28.	Authorisation for child collection .....	page 31
29.	Accidents and first aid .....	page 32
30.	Confidentiality and Data Protection .....	Page 33
31.	Complaints procedure .....	page 34
32.	Covid-19 Flowchart .....	page 37

## 1. ABOUT US

The Nursery is staffed by:

- Two part-time managers;  
**Francesca Sherren** (A.M.) & Manager (P.M) – *post currently vacant*
- One full-time Deputy Manager; **Ruth Liney**
- Fifteen Nursery Practitioners

Photographs and names of all Nursery 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@port.ac.uk](mailto:nursery@port.ac.uk)

Website [www.port.ac.uk/nursery](http://www.port.ac.uk/nursery)

You can also email the Nursery manager directly [Francesca.sherren@port.ac.uk](mailto:Francesca.sherren@port.ac.uk)

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

From October 2021, numbers of children and adult to child ratios are as follows:

Group	Max no. of children	No. of staff	Child to adult ratio
Butterflies	9	3	3 : 1
Bumblebees	12	3	4 : 1
Ladybirds	16	2	8 : 1

The University of Portsmouth Nursery is a primarily a student facility which provides a safe and caring learning environment for the children of University of Portsmouth students, with some places available to children of University staff.

## 2. 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"*

Word/induction/child induction/parent handbook 2021

*“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 [reports.ofsted.gov.uk](https://reports.ofsted.gov.uk). Please insert **143572** into URN search box.

### 3. OPENING HOURS from 4<sup>th</sup> October 2021,

**Arrival** - Doors open for children’s arrival at **8.30am**. Children may arrive between 8.30am and 11.00am. A one-way system is in place and parents are allowed in one at a time.

**Whole days** - All children may attend 8.30am to 5.30pm, for whole days only. For operational reasons, and to maximize learning opportunities for the children, half days are not available. Children may attend for 2, 3 or 5 whole days per week.

**Departures** - Children may collected between 3.00pm and 5.30pm. A one-way system is in place and parents are allowed in one at a time.

#### Summary

8.30am	8.30-11.00am	8.30am to 5.30pm	3.00pm to 5.30pm	5.30pm
Nursery opens	Children may arrive	Children attend whole days, 2, 3 or 5 days per week	Children may be collected	Nursery closes

### 4. ATTENDANCE

Your child must be registered to attend for 2, 3 or 5 days a 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 days for any reason.

### 5. INVOICING & PAYMENT OF FEES

#### Daily fees

The daily fees, set out below, are payable for each of your child’s registered days, regardless of how many hours your child attends each day. You may drop your child off at Nursery any time between 8.30am and 11.00am and collect them anytime between 3.00pm and 5.30pm, but the daily price remains the same.

### Academic Year

Every parent has one week at the start of the academic year to finalise their child's Nursery days, (4<sup>th</sup> 8<sup>th</sup> October 2021). From 11<sup>th</sup> October onwards, 20 working days' notice is required to reduce your child's weekly Nursery days.

When your child's days have been finalised, you must pay for those days during the whole of the Academic Year (October 2021 to May 2022), whether or not your child attends every day or every week. During the Academic Year, fees are still payable for your child's normal days that fall on a Bank Holiday, when the Nursery is closed.

If your child cannot attend Nursery because they, or a member of the family is ill, you will still be required to pay the Nursery fees for that absence.

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.). Student parents will receive notification that an invoice is waiting for them on the Student Finance system (SITS). Staff parents will receive their invoice by email via the e5 Finance system.

### Vacation weeks

Your child's usual pattern of attendance is suspended during vacations and you will need to book days in advance if you wish your child to attend. The Nursery is 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 days you need. For the vacation periods you will be given a booking form and you need to book days, in advance.

You must pay for the days you choose to book in the vacation, whether or not your child attends every booked day. You will not be charged for days 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 days as you wish in advance and must pay for those booked days. You will receive three invoices for the booked vacation days in December (for Christmas vacation), April (for Easter vacation), and June (for June, July and August). If you do not book any vacation days, you will not be charged for any.

### Nursery fee prices

From 4<sup>th</sup> October 2021, fees are charged per day, per child as follows.

		<b>Student daily rate</b>	<b>Staff daily rate</b>
Butterflies	6 months to approx. 2 years	£33.21	£48.10
Bumblebees	Approx. 2 to 3 years	£32.17	£46.91
Ladybirds	Approx. 3 to 4 years	£36.37	£45.71

The Nursery is subsidised by the University. There is no additional reduction in fees for a full-time place or for more than one child attending.

You are required to sign a Users' Agreement to undertake responsibility for the payment of Nursery fees. You need to contact the Income team on (023) 9284 5533 or email

[income@port.ac.uk](mailto:income@port.ac.uk) to set up a **Payment Plan**, within one week of receiving your first invoice.

### Payment Choices

There are five options for paying your Nursery fees:

**1.) Pay the invoice in full, immediately.** Please note, you will not be able to pay any Nursery fees until you have received notification that an invoice is waiting for you.

### **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 4<sup>th</sup> or 20<sup>th</sup> 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. Please contact the Nursery for our account number for those voucher schemes.

If you use childcare vouchers as partial payment of your Nursery fees, please provide details to the Income team so that this can be taken into consideration when your payments are collected. Please ensure your voucher provider quotes your own **staff Nursery account number** or **Student ID** when making any payments to the University on your behalf.

### **5.) Child Care Grant (CCG)**

The Nursery's childcare grant payment service number is **CCG7945449**. If you are claiming child care grant through Student Finance England, please provide details to the Income team so that this can be taken into consideration when your payments are collected.

### **How Childcare Grant (CCG) works**

- You can sign up for CCG payments on [www.ccgpay.co.uk](http://www.ccgpay.co.uk)
- The Nursery's registration number is **CCG 7945449**
- The Nursery manager will raise a payment request for each week in arrears, which is the whole cost of your child's care that week
- You will get an automated email from CCG telling you a request has been made
- You must confirm the amount requested is correct
- You will then be sent notification that CCG will pay a certain amount and that you are liable for paying the remainder

Your Nursery invoice will cover a period of 12 or 13 weeks. **You must pay your share of this whole invoice, in advance.** CCG will eventually pay their part of the invoice only ONE WEEK at a time, **in arrears.**

When you are notified by CCG how much you are liable to pay each week, please multiply that by 12 or 13 weeks and pay that amount, **in advance**.

**For example:**

Childcare costs £200 per week

Parent receives a Nursery invoice for 12 weeks = £2,400

Weekly payments from CCG may be £170, made in arrears, one week at a time

Parent may be liable to pay £30 per week

Parent must work out how much of the invoice to pay themselves (12 x £30 = £360) and pay that amount, in advance

By the end of the term, the balance of that invoice would be cleared by the CCG payments

Please email [income@port.ac.uk](mailto:income@port.ac.uk) to let them know that CCG payments will cover some of your Nursery invoice.

The Nursery managers cannot receive any payment of fees directly.

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

## 6. EARLY EDUCATION FUNDING EEF (15 universal hours)

All children aged 3 years and 4 years are entitled to free education from the start of term *after* they become 3 years old.

Eligible children may attend 15 free hours per week over 2 days, from 9.00am to 4.30pm, **with no charge**, as follows:

- 9.00am to 4.30pm (7.5 hours per day)
- 2 days per weeks (15 hours)
- 38 weeks per year (October 2021 to July 2022, *excluding* vacation periods)

Full fees will be payable for additional days, for children attending more than their 15 free hours per week. There is an additional charge if your child attends Nursery **outside** their free hours on their funded days.

Additional fees only apply to 2 funded days per week for <b>15-hours free funding</b>		
Child attends any time between <b>8.30am and 9.00am</b>	Child attends <b>9.00am to 4.30pm</b> on 2 days a week	Child attends any time between <b>4.30 and 5.30pm</b>
Additional fee for Student £2.00	Free childcare and education - no charge	Additional fee for Student £4.00
<b>Additional fee for Staff £3.00</b>		<b>Additional fee for Staff £5.00</b>



## 7. 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 30 hours a week for 38 weeks or stretch the hours across the year.

Full entitlement of extended 30-hrs funding may be used as follows:

- 9.00am to 4.30pm (7.5 hours per day)
- 4 days per weeks (30 hours)
- 38 weeks per year (October 2021 to July 2022, *excluding* vacation periods)

Additional fees only apply to 4 funded days per week for <b>30-hours free funding</b>		
Child attends any time between <b>8.30am and 9.00am</b>	Child attends <b>9.00am to 4.30pm</b> on 4 days a week	Child attends any time between <b>4.30 and 5.30pm</b>
Additional fee for Student £2.00	Free childcare and education - no charge	Additional fee for Student £4.00
<b>Additional fee for Staff £3.00</b>		<b>Additional fee for Staff £5.00</b>

To see if you are eligible for 30 hours and to apply, please go to:

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

## 8. 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.

Eligible two-year-olds may attend 15 free hours per week over 2 days, from 9.00am to 4.30pm, **with no charge**, as follows:

- 9.00am to 4.30pm (7.5 hours per day)
- 2 days per weeks (15 hours)
- 38 weeks per year (October 2021 to July 2022, *excluding* vacation periods)

Full fees will be payable for additional days, for two-year-olds attending more than their 15 free hours per week. There is an additional charge if your child attends Nursery **outside** their free hours on their funded days.

Additional fees only apply to 2 funded days per week for <b>Two-year-old funding</b>		
Child attends any time between <b>8.30am and 9.00am</b>	Child attends <b>9.00am to 4.30pm</b> on 2 days a week	Child attends any time between <b>4.30 and 5.30pm</b>
Additional fee for Student £2.00	Free childcare and education - no charge	Additional fee for Student £4.00
<b>Additional fee for Staff £3.00</b>		<b>Additional fee for Staff £5.00</b>

To see if you are eligible for two-year-old funding and to apply, please go to:

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

## 9. TAX-FREE CHILDCARE

This is a tax-efficient way of paying your childcare fees. It is designed for working families with children under 12 years old (or under 17 if the child is registered disabled).

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.

The Nursery is registered to accept tax-free payments. Our user ID is **50003304922**. To get more information on tax-free childcare, please go to: <https://www.childcarechoices.gov.uk/>

## 10. EARLY YEARS FOUNDATION STAGE (EYFS)

The Nursery uses the DfE **Early Years Foundation Stage (EYFS)** framework which supports children's learning, development and welfare. The EYFS was updated in September 2021.

The EYFS is based on four overarching principles. 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.

The EYFS seeks to provide:

- Quality and consistency in all early years settings, so that every child makes good progress and no child gets left behind
- A secure foundation through planning for the learning and development of each individual child, and assessing and reviewing what they have learned regularly
- Partnership working between practitioners and with parents and/or carers
- Equality of opportunity and anti-discriminatory practice, ensuring that every child is included and supported

The EYFS specifies the requirements for **learning and development** and **safeguarding and welfare** we must take to keep children safe and promote their welfare.

**Prime** areas of learning and development are:

- Communication and language
- Physical development

- Personal, social and emotional development

**Specific** areas of learning include essential skills and knowledge

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

The new updated EYFS framework can be found at

<https://www.gov.uk/government/publications/early-years-foundation-stage-framework--2>

## 11. 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 [www.highscope.org](http://www.highscope.org) for more details.

The Nursery day is 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 carried out in small groups or as they arrive in their room
- **Do**, is approximately an hour, which allows the children a sustained period of play with adult teaching and interaction
- **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.

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.

## 12. 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 to 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. Your child needs to learn that this new place is one where they enjoy playing with other children and being with staff.

### **Build a 'goodbye' routine**

Smile, kiss your child, hand your child to the member of staff, 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 the day, 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.

## 13. SAFEGUARDING CHILDREN & CHILD PROTECTION

Safeguarding children is **everyone's** responsibility. Please pick up a Safeguarding Children leaflet in the Nursery foyer.

Safeguarding children means:

- **Protecting** children from maltreatment (child protection)
- **Preventing impairment** of children's health or development
- **Ensuring** that children grow up in circumstances consistent with the provision of safe and effective care
- **Taking action** to enable all children to have the best outcomes

The Designated Safeguarding Leads at the Nursery are Francesca Sherren and Ruth Liney.

**Security of the Nursery:** The Nursery staff are always aware that the physical security of the children while at Nursery is essential.

From October 2021, we will continue to operate a one-in / one-out policy. Parents will not enter their child's room and handover of children will happen in the Nursery corridor with one member of staff from your child's room.

The Nursery door has a secure swipe entry system and only members of Nursery staff have access. 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.

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

**Visitors and contractors:** Visitors and contractors who require entry to the Nursery are required to follow the expectations below.

- Book their visit in advance
- Provide photo identification on arrival, sign the visitors' book and include a contact telephone number
- Will not hold the doors open for anyone. Only Nursery staff are permitted to allow adults access to the Nursery.
- Will not use their mobile phone in the Nursery
- Will not take photos inside the Nursery
- Reports any concerns to a member of staff, without delay.
- Contractors - will not leave tools and equipment accessible to children

Contractors and visitors are monitored by staff in the Nursery.

**Suitable person:** There are robust procedures in place to ensure that all Nursery staff are suitable to work with children. 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 received 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.

As part of their induction, new staff are assessed by the University Occupational Health dept to ensure they are fit to work with children.

Managers observe, record and review staff's behaviour and teaching. All staff also undergo Peer Observations. One-to-one staff supervisions are undertaken regularly by a manager, 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 Word/induction/child induction/parent handbook 2021

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.

The staff use the NSPCC's 'Talk P.A.N.T.S.' scheme to give children the skills and confidence to talk about anything that upsets them. 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.

### **Nappy changing and Intimate Care:**

The Nursery has a robust policy which specifies the behaviour and procedure required by every member of staff while undertaking nappy changing and intimate bodily care. Intimate care is any care which involves washing, touching, changing or carrying out a procedure that younger children are not developmentally able to do independently, for example

- Dressing
- Changing soiled or wet clothes
- Changing a nappy or pull up
- Toileting
- Drying and changing after water play
- Application of topical medicines (e.g. sun creams, eczema creams)
- First aid and medical assistance

Practitioners provide intimate care for babies and children who have not yet been fully toilet trained. It may also be part of the routine care for some children with a disability. Staff carry out intimate care in designated changing areas and ensure another member of staff is in the vicinity and visible or audible, while maintaining children's dignity. This is to ensure that staff are not working alone when carrying out intimate care of children, but children's privacy is maintained.

**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:** A list of staff who are qualified paediatric First Aiders can be found in the foyer. If your child has an accident while at Nursery, First Aid is administered by a qualified First Aider and an accident form is completed. You will be informed verbally and asked to sign an accident form. If your child receives a bump to the head or face, 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 or face.

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, after a discussion with the parent.

**Outings:** Occasionally, the children are taken to places of interest, e.g. the library, the park, Word/induction/child induction/parent handbook 2021

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 a planned trip or on the day of a spontaneous 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 in place for the use of I.T. 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 and Nursery laptops are used with *Tapestry* Online Learning Journal in the Nursery. Their use is strictly monitored by managers.

### **CHILD PROTECTION**

Every child 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 The Multi Agency Safeguarding Hub (MASH) and OFSTED, if appropriate.

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.

Nursery staff are vigilant at all times and are aware of any unusual changes in the children. Nursery staff ensure that you are informed of any changes noticed in behaviour or appearance of your child. Nursery staff refer any concerns to Francesca Sherren or Ruth Liney, without delay, who will liaise with Multi-Agency Safeguarding Hub (MASH) and OFSTED, as appropriate. Nursery staff are particularly vigilant with children who are less able to communicate, which makes them more vulnerable to harm. These may include very young babies, children who have English as an additional language, children with speech and language issues or children with special needs and/or a disability.

### **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 and Multi-Agency Safeguarding Hub (MASH). OFSTED will also be informed, without delay.

If a member of Nursery staff wishes to report an allegation against a Nursery manager, they should follow the University's Whistleblowing procedure and immediately contact:

- University Human Resources dept
- Multi-Agency Safeguarding Hub (MASH),
- OFSTED

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 roles have been designated as a 'dry roles' under the University's "Employee Alcohol and Drugs Policy". 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 of harm, 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 Hub (M.A.S.H.), the University security (ext 3333), who will contact the police.

### 14. EARLY HELP

Nursery staff observe and record the children's development and devise activities to support children's development. If your child needs extra support, we will liaise with you to create a plan for your child. We may ask for advice from Multi-Agency Safeguarding Hub (M.A.S.H.) with your permission. M.A.S.H. can offer guidance on where to access extra support so that your child makes good progress and no child gets left behind.

### 15. 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.24 for information on lunch and snack times.

**Toothbrushing and oral health.** In 2019, we received the Gold Award in Excellence for our toothbrushing programme from the University's dental academy for the second time. We provide toothbrushes and toothpaste for the Bumblebee and Ladybird children, who brush their teeth after lunch every day. The staff have been trained to support and supervise tooth brushing. You will be asked for your written permission before your child can participate in the supervised toothbrushing programme.

With your written permission, your child may also receive dental check-ups and fluoride varnish at the Nursery from the Dental Academy students twice a year.

**Being Active.** The older 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, a sandpit and 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 were suspended during the Coronavirus pandemic but we hope to restart these termly workshop again this academic year.

**Effective Infection Protection & Control.** Nursery staff arrive at 8.15am to prepare the Nursery for children. Temperatures of every member of staff entering the Nursery are taken with a hands-free thermometer. Any member of staff with a raised temperature, a new continuous cough or loss of taste & smell will follow the guidance on the [Covid-19 Flowchart](#), on page 37. Comprehensive cleaning and disinfecting takes place during and at the end of each day.

Personal intimate care – staff wear disposable gloves and apron when changing nappies and supporting children in the bathroom. Staff record nappy changes in the nappy book and follow a robust procedure when changing nappies.

If a child becomes unwell at Nursery, staff will isolate the child from other children and will follow the procedure set out under 'child illness', below. Thorough disinfection of all resources and equipment will be undertaken after the child is collected from Nursery.

**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 only once and then washed at 60°C. The older children are encouraged to go to the toilet on their own and wash their hands afterwards, with soap for 20 seconds. The children's washroom is equipped 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. Bedding is changed daily and washed at 60°C with non-bio washing powder.

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.

When your child starts potty training, they may wet or soil their pants quite often. When this happens at Nursery we sluice the underwear and put it into a nappy sack or plastic bag. You will need to wash the underwear separately in a washing machine on the hottest temperature possible for the item. Please discuss potty training with the staff before you start the process. We have lots of experience in this and are happy to guide and support you and your child.

### **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.

If your child develops a raised temperature or a new continuous cough at Nursery, we will follow the guidance on the [Covid-19 Flowchart](#), on page 37.

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

- Temperature checks for everyone entering the Nursery
- Hand sanitiser in every area
- Daily disinfection and cleaning of areas and toys
- Wearing Personal Protective Equipment, when appropriate
- 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 and staff 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
- Thorough disinfection of all affected areas in the child's room, including resources and equipment, will be undertaken after the child is collected from Nursery. Staff will follow advice on the [Covid-19 flowchart](#) on page 37
- 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 need to wash the clothing separately in a washing machine, 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 and by email. 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 antibacterial spray on tables & hard surfaces, hot soapy water, 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'. If your child cannot attend Nursery because they, or a member of the family is ill, you will still be required to pay the Nursery fees for that absence.

### **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°C)**

As a general rule, a normal temperature for a baby or child is around 37°C. If your child 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 follow the advice on the [Covid-19 flowchart](#) on page 37.

**Rashes**

All rashes are considered infectious and need to be assessed by a medical practitioner, (this may be a doctor, nurse or pharmacist). 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. With written parental permission, 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. With written parental permission, Nursery staff may administer liquid paracetamol in the Nursery (Calpol) for pain relief relating to teething. Children who are teething usually have a red face, more dribbling and will chew on toys. They may also be distressed and have a slightly raised temperature.

**Sticky eyes / 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 3<sup>rd</sup> 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.

**Colds**

Your child can usually attend Nursery with a cold, 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.

**Coughs**

Your child cannot attend Nursery if you or your child has a new continuous cough. You will be required to follow the advice on the [Covid-19 flowchart](#) on page 37.

**Notifiable diseases**

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

**16. BEHAVIOUR MANAGEMENT & RESPECT**

The member of staff with particular responsibility for overseeing matters relating to Behaviour Management is Ruth Liney. She has 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.

## 17. PARTNERSHIP WITH PARENTS & TAPESTRY

Parents 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.
- Display hints and tips for supporting your child at home
- Have an open-door policy, so that you can speak to a Nursery manager 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, our Online Learning Journal (see details below)
- 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

We ask that you:

- Log into Tapestry every week
- Acknowledge, 'like' or add a comment to any Tapestry entries we upload
- Read and add your comments to your child's termly reports
- Book a termly report meeting with your child's Key Person
- Occasionally volunteer to help on library trips
- Keep us informed of any changes in your or your child's life that affects them
- Telephone, email or speak to us in person if you have any concerns or questions

### **TAPESTRY Online Learning Journal**

Tapestry is an Online Learning Journal used to observe and track children's development. It is a secure web-based app which can be accessed on a computer, laptop, tablet or smart phone. Tapestry is a tried and tested, secure way of keeping track of child's development and has been used successfully in other Nurseries in Portsmouth since 2015. We started using it in our Nursery in the summer of 2019.

We can instantly upload photos, videos and observations of your child. You will receive an email to alert you that something new has been added to your child's Learning Journal and you will be able to log in to view what we have shared. However, please don't expect photos every day. Our main focus will always be teaching and playing with the children.

Tapestry links with the Early Years Foundation Stage (EYFS) automatically, making tracking your child's progress and development and creating termly progress reports simple for staff. We encourage you to share your own photos and add comments to anything we post on your child's account.

Safeguarding our Nursery children is very important to us. Only current Nursery staff can view what is added to University Nursery's Tapestry account. You will only be able to see your own child's Learning Journal and this cannot be seen by any other parents.

It is very important that you agree **not** to download and share photos or videos from your child's Learning Journal on any social media or through other online platforms, (e.g. Facebook, Instagram etc.) This is because Tapestry guarantees the security of their system, but we cannot ensure security if images are shared online in other ways. Any breach of confidentiality will be dealt with seriously and will result in your access to the system being withdrawn.

When you give us permission to create and maintain a Tapestry Learning Journal account:

- Staff will record observations on your child's development
- Staff will take photographs and videos of your child on a dedicated Nursery tablet
- Observations, photos and videos will be uploaded to your child's secure Tapestry Learning Journal
- You will be able to view your child's Learning Journal from home
- Your child may be included in any group photo or video
- Group photos and videos may be shared with several parents and your child's first name only may appear linked to group photos

For more information, please go to the Tapestry website <https://tapestry.info/>

### **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 management 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

#### 18. 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 and seafood 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 the family photos board in your child's room
- A yellow **daily diary** will be reintroduced after its suspension during the Coronavirus pandemic. A daily verbal handover will take place with every parent at collection time.

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 the family photos board in your child's room
- A yellow **daily diary** will be reintroduced for the younger children, (Bumblebee toddler room), after its suspension during the Coronavirus pandemic. A daily verbal handover will take place with every parent at collection time.

#### 19. CHILDREN'S LUNCH and SNACK TIMES

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.

You will need to provide food for your child for lunch and afternoon snack. Please write your child's name on your child's lunchbox and any pots inside it. Children's lunchboxes are stored in the fridge.

##### **Food choices**

For children in our Bumblebee room (2-3 years) and Ladybirds room (3-4 years) please take a copy of our 'lunchbox guide' from the foyer for ideas and suggestions on what to include for your child's food at Nursery.

Please **do not** put **sweets** in your child's lunch. We recommend that only 1 small, sweet treat is put in a child's lunch box. If the child has more than 1 we will remove the extras and send them home explaining our policy.

**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.**

We do not accept fast food meals in the Nursery, please do not bring in MacDonald's, Burger king or fast food for your child. These meals contain lot of salt and are high in fat, which is not recommended for children.

The Nursery provides cups, plates, knives, forks and spoons so there is no need to send in cutlery for your child in their lunch box. All our utensils are cleaned in the dishwasher after every meal.

### **Lunch for Butterfly Children (6 months to 2 years)**

Babies and toddlers under 2 years old usually have their lunch at 12.00noon. 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, which includes recording the food temperatures after heating. 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 or seafood**. Your child may bring rice and seafood for lunch but it will be served cold.

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

Older children, from 2 to 4 years old, usually have their lunch at 12.30pm. 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**.

Hot food from home in insulated flasks will not be accepted as we cannot take responsibility for the temperature of the food when it was packed.

### **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 may choose where to sit at lunchtime. They are allowed to choose what to eat from their lunch box but will be encouraged to eat sandwiches or savoury first.

If an older child chooses not to eat their food it is cleared away at the end of lunchtime, returned to the fridge 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! Babies' food which has been heated will be thrown away and not offered again later.

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 with fresh water as required. Water bottles are washed in the dishwasher and refilled daily.

## 20. 6.00pm LECTURES & LATE COLLECTIONS

We are currently unable to accommodate extra childcare for parents who have a lecture scheduled to finish at 6.00pm. This issue will be reviewed in January 2022.

Please ensure you collect your child before 5.30pm at the end of the day. You will be given one warning on the first incidence of a late collection. You will be charged a late collection fee for each subsequent late collection. The fee is equivalent to the price of half a day's care. Persistent lateness when collecting your child will result in the withdrawal of your child's Nursery place.

If you are unable to collect your child yourself, you may complete a written authorisation form to allow someone else to collect your child. They will need to be over 18 years old and bring photo ID with them. These forms are available in the Nursery reception. Please see 'Authorisation for child collection' on page 31 for details

## 21. NURSERY CLOSURES

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, parent emails and *Tapestry*. If the Nursery has a short-term closure, 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. 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.

## 22. CHANGES TO YOUR CHILD'S NURSERY DAYS

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 at age four

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 days will be based on the Nursery days your child attended at the end of the previous Academic Year.

You have **one week** at the start of the Academic Year to request changes and confirm your child's weekly attendance, (4<sup>th</sup> to 8<sup>th</sup> October 2021). After that week, your child's attendance is set and remains the same from week to week.

PLEASE NOTE - Your child's days **cannot be swapped** from one day to another. Additional one-off days 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, **20 working days' notice** is required of any *permanent* reduction in the number of days your child attends, 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 attendance at any time, please speak to, or email a manager. If the days are available, they may be allocated to you immediately.

### 23. 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.

### 24. INCLUSION

The Nursery is an inclusive environment. 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.

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.

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 curriculum. 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.

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 and be listened to
- 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
- Different views, faiths, cultures and ethnicities are valued
- 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

## 25. 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 the skills your child needs to learn and what they are interested in. The Key groups are small so that your child receives plenty of adult teaching and attention.

## 26. 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 a Nursery manager so that we can ensure your child's induction and integration to the Nursery is appropriate for your 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, Sabrina Woolridge.
- We 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 Nursery activities.
- 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 a Multi-Agency Safeguarding Hub (MASH) referral form with a Nursery manager and the SENCO. 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.

## 27. 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 daily, and washed at 60°C with non-biological washing powder.

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.

## 28. 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. The photo does not have to be a passport photo – it can be any small family photo.

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.

## 29. 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, however, 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.

### 30. CONFIDENTIALITY & DATA PROTECTION

All issues and information relating to the children and parents 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. 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 (LA) and the Dept. for Education (DfE).

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 50 years after the Nursery permanently closes. 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, or the timescale of disposing of information held, please contact Francesca Sherren, Nursery Manager.

If you require more information about how the LA and/or DfE store and use your data please go to the following websites [www.portsmouth.gov.uk](http://www.portsmouth.gov.uk) or [www.education.gov.uk](http://www.education.gov.uk)

### 31. COMPLAINTS

The University of Portsmouth is committed to education of the highest quality and recognises that an important part of that commitment must be the provision of clear

procedures for the registering of complaints.

Procedures for complaints by students can be found at <https://www.port.ac.uk/about-us/contact-us/complaints>. In addition, we are required by OFSTED to have a complaints procedure, which is set out below.

You and your child are entitled to be treated with respect by Nursery staff and other Nursery users. Your child can expect a wide range of educational experiences, and for Nursery staff to work in accordance with Nursery policies and the staff protocol.

The Nursery Managers will ensure that all complaints are taken seriously, dealt with in accordance with the procedures set out below and without unnecessary delay.

All complaints will be documented and OFSTED will be informed as necessary. Parents may also contact OFSTED directly themselves, with any comments or complaints by telephoning 0300 123 1231 or writing to:

OFSTED  
Piccadilly Gate  
Store Street  
MANCHESTER  
M1 2WD

## COMPLAINTS PROCEDURE

### **Informal Complaint**

If a parent is dissatisfied with any aspect of the Nursery provision the complaint must in the first instance be raised informally by speaking or writing to a Nursery Manager.

At the time the complaint is raised the Manager will inform the parent of when they will receive a response to their complaint. An internal 'Parent's requests/suggestions/complaints form' will be completed, and kept in the parent complaints file in the office filing cabinet. The Nursery complaints log will also be completed and shared with the parent.

Nursery Management team will discuss the issue and decide what action, if any, will be taken to resolve the parent's complaint. A Manager will then inform the parent of the outcome of the informal discussion within the agreed timescale.

### **Formal Complaint**

If the informal discussion fails to resolve the matter to the satisfaction of the parent, 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:

- I. set out clearly the nature and origin of the complaint;
- II. detail the steps taken to resolve the complaint in accordance with the informal procedure detailed above

- III. explain why the outcome of the informal procedure is not considered to be satisfactory;
- IV. identify, as appropriate, the desired outcome of the complaint.

On receipt of a Formal Statement of Complaint, a Nursery Manager will send a written acknowledgment to the parent and send a copy of the Formal Statement of Complaint and the acknowledgment to the Executive Director of Corporate Governance and the Nursery Managers' line manager. The managers are also responsible for completing an OFSTED complaints form and for informing OFSTED, as appropriate, without delay.

A Nursery manager will investigate the complaint or will arrange for it to be investigated by an impartial senior member of staff.

**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, the parent 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, a Nursery manager will supply the parent 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 lodged with the Executive Director of Corporate Governance and the University Executive Board (UEB) and OFSTED.

#### **Review by the Executive Director of Corporate Governance**

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

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

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

Such a request must explain why the parent is not satisfied with the outcome.

The Executive Director of Corporate Governance shall decide whether a review is appropriate and shall notify the parent, the Nursery managers and UEB of the decision as to whether or not a review will be undertaken, in writing within fourteen days of receipt of the request.

The Executive 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 Executive Director of Corporate Governance shall supply the parent, Nursery managers and UEB 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 the parent of that decision in writing within fourteen days of the receipt of the Executive Director of Corporate Governance's report. A copy of that decision letter will be lodged with the Executive Director of Corporate Governance, UEB and OFSTED.

If the parent is a student and remains unhappy with the review by the Executive Director of Corporate Governance they may complain to the Office of the Independent Adjudicator for Higher Education, [www.oiahe.org.uk](http://www.oiahe.org.uk)

## COVID-19 FLOWCHART – What you need to know

### Symptoms

High temperature – New continuous cough – Loss or change to sense of smell or taste

### If you develop symptoms

If you develop symptoms at Nursery or at home, or someone else in your household develops symptoms:

- Tell the Nursery
- Arrange a test for yourself or the affected person
- Begin isolation at home. From 16<sup>th</sup> August 2021, people in your household who have received 2 vaccinations do not need to self-isolate

Manager will advise of possible case to:

- Parents & Nursery staff
- Public Health England, if appropriate
- University Health & Safety

### When you get the test results

If the test result is POSITIVE:

- Tell the Nursery straightaway
- Continue isolation
- Other people in your household begin isolation for 10 days. From 16<sup>th</sup> August 2021, people in your household who have received 2 vaccinations do not need to self-isolate
- You can return to Nursery after 10 days

If the test result is NEGATIVE

- Tell the Nursery straightaway
- You can return to Nursery, when well

Manager will update

- Parents & Nursery staff
- Public Health England, if appropriate
- University Health & Safety