

# Little Dukes: Admissions Policy

## Monitoring and review...

This policy will be continuously monitored, refined and audited by the Marketing and Admissions Director, who will also review it annually to assess how efficiently duties have been carried out over the year. This review will take place no later than one year from the date shown below, or sooner if needed due to changes in legislation, regulatory requirements or best practice guidelines.

## Current Version:

Adopted February 2024

## Reviewed by:

Rik McShane, Director of Little Dukes Nurseries  
Ben Murray, Marketing and Admissions Director - Little Dukes Nurseries

**Next review due: January 2025**

## Please note:

This policy applies to all nursery schools within the Dukes Education Group, including:

- Hove Village Day Nurseries
- Hopes and Dreams Montessori Nurseries
- Little Dukes Day Nurseries and Preschools
- Miss Daisy's Nursery Schools
- The Kindergartens Nursery Schools
- Reflections Nursery and Forest School
- Riverside Nursery Schools
- Sancton Wood Nursery School

Any reference to 'Little Dukes', 'Dukes Education Group' or 'DEG' applies to all the nurseries named above.

## Introduction:

We know that starting nursery is an exciting, key moment in a child's life that can also feel daunting. We understand that you will have many questions about nursery processes, values and about how your child will be spending their time with us. We will always endeavour to answer your questions fully.

The aim of this policy is to help you understand our admissions process and criteria, fee payments, cancellations and notice periods.

This policy is linked to the Little Dukes set of group policies, which you can find on our website at [www.littledukesnurseries.com](http://www.littledukesnurseries.com) or on the website of the nursery you are considering.

At Little Dukes we strive to do all we reasonably can to provide a happy and secure environment in which your child can develop at their own pace and with a sense of belonging. Our curriculum and the structure and composition of our classes are designed to achieve these aims. As the nursery is a constantly developing and changing community of children, staff and parents, there will always be some variations in these elements, but we will always give as much notice as possible of any significant changes.

### **Application process:**

You can apply to one of our nurseries by telephone or email, or by filling in a contact form on the website of the nursery you are considering.

Your enquiry will be passed to an admissions' team member who will respond and advise you about our process for booking a tour and joining any waiting lists for places.

The capacity for every nursery varies depending on location and the number of places available in each of the nursery rooms.

Our nurseries are registered with Ofsted and the local authority, with care provision applying to children aged 3 months to 5 years old or 2 to 5 years old.

We generally have a larger intake to nurseries in January and September but we can offer places all year round. Our nursery opening hours vary – some operate for 51 weeks of the year, some for 48 weeks of the year, and some for term-time (38 weeks) only.

Daily opening hours will also vary. Please ask at the nursery of your choice for opening time details.

Once you have expressed your interest, we will get in touch to arrange a visit. Visits can be made individually, in small groups, or as part of an Open Day tour which also gives you the chance to meet some of the team and ask any questions about the nursery.

We will ask you for some details about your child including their date of birth and medical conditions; the month and year you would like them to start and how many days a week you would like them to attend. Once we've received these details we can begin the process of securing a place for your child.

*[Please note that the Dukes Education Group will hold the details you supply securely for up to six years. We may use them to talk to you about future school options within the Group and we may refer to them should you wish to have another join us in the future.]*

The next step will be to pay the registration fee to start the process of securing a place, and then to pay a deposit once you receive an offer of a place from us.

Details of these fees can be found on the nursery website or can be provided to you by a member of the admissions team.

Note: the registration fee is non-refundable, regardless of whether your child starts at the nursery.

Deposits are refundable after your child leaves the nursery (provided you have given the nursery appropriate notice in writing to terminate their place). You do not need to give us notice if your child is leaving to go to school in their Reception year.

### **Criteria for admissions:**

Where there are fewer applicants than the number of places, all children will be admitted. The nursery must admit all children who have an EHC plan where the provider is named.

Children with SEND who do not have an EHC plan will be treated equally to all other applicants in the admissions process. This includes children who may need extra support or reasonable adjustments to be made. The details of our nursery SEND provision can be found in our Special Educational Needs and Disabilities (SEND) Policy at [www.littledukesnurseries.com](http://www.littledukesnurseries.com) or on the individual website for the nursery you are considering.

At Little Dukes we do not unfairly disadvantage, whether directly or indirectly, any child based on a protected characteristic or economic disadvantage.

Where there are more applications than places available, the nursery will apply the following oversubscription criteria, in this order:

*Siblings:*

Siblings of children who currently attend or previously attended the nursery, or another location/setting within the Dukes Education Group. Priority extends initially to the location, then the nursery brand, and finally to other nurseries within the Little Dukes Group.

*Children who are twins, triplets or from multiple births:*

Same-age siblings who have not previously been at the nursery. In cases where we aren't able to offer a place to both/all children from multiple births, their application will take priority to ensure they can access the same nursery.

*Children of nursery employees:*

Children who live with parents who are employees of the nursery, provided they have been employed by the Dukes Education Group for a minimum of 12 months at the date of application or to fill a vacant post for which there is a demonstrable shortage and have a permanent contract. This criteria is a suggestion, and actual priority/terms applied to employees of Dukes Education Group will be made at the discretion of the Principal.

*Distance:*

Children living closest to the nursery, based on most appropriate method of transport/commute.

**Offer of a place:**

Once you have made your enquiry, visited your chosen nursery, completed the registration form and paid the relevant registration fee, we will make you an offer of a place for your child, subject to availability and our criteria for admissions.

This offer will be based on the discussions we will have had with you about the days and times that you wish your child to attend, their anticipated start date and the length of time they will be with us (if applicable). It will also include information on fees and the deposit amount you will be expected to pay to secure their place.

Returning the signed admissions policy and nursery terms and conditions, along with payment of the deposit (usually required within seven days) will constitute your acceptance of the place we offered and also of these terms and conditions.

*To accept an offer, we must receive from you:*

- Acknowledgement of this admissions policy and return of signed nursery terms and conditions.
- In cleared funds, the deposit as set out in the offer of a place letter/email.

These requirements are without prejudice to the terms set out in this policy.

Your child cannot be transferred from one location to another after an offer is accepted, except at the sole discretion of the Principal.

**Receipt of deposit and fees:**

The deposit is non-refundable once it is paid whether we have received a signed copy of these terms or not, except when your child leaves the nursery having provided the appropriate notice as set out below.

We reserve the right, at our discretion, to cancel your child's offered place at one of our nurseries if you fail to send us a signed and dated copy of these terms. Please note that in this case, the deposit is also non-refundable.

### **Deposit:**

Your offer letter will set out the deposit you need to pay in order to accept a place for your child. The deposit is non-refundable except at the sole discretion of Dukes Education Group. You may use the deposit to pay your child's last nursery fee invoice, provided the appropriate notice has been given to withdraw them from the nursery. If you don't choose to use your deposit in this way we will refund it to you shortly after your child leaves the nursery.

We may refund the deposit if a child is withdrawn at our request; and we may refund the deposit if we are unable to provide the nursery services as set out in this agreement. We will inform you in writing if we consider there is justifiable reason for refunding your deposit. There is no automatic entitlement to a refund.

We will not refund your deposit if your child does not start at the nursery or if it is cancelled by you before your child starts at the nursery.

Please note: Deposits are not required where your child is accessing fully funded Free Entitlement only hours.

### **Fees:**

Our fees cover the normal curriculum, including classes which are included within the curriculum. Any other items may be charged as extras. Our fees are subject to an annual increase. A note of our current fee structure will be provided in the offer letter to you, although it may change by the time your child joins the nursery. If you have any questions about this, please reach out to the admissions team who are happy to help.

Fees for your child's first month or term (depending on the nursery and payment schedule, which will be advised on the offer letter) are paid in advance of each month/term. We will send you an invoice for upcoming fees and we must receive payment before the date that each term or period of care starts otherwise we may refuse your child admission.

This means that fees are payable in advance of any care provided and are not refunded if you postpone or cancel your child's entry to the nursery, or if they are absent by reason of illness or otherwise (either prior to or during the relevant period).

Parents/carers are expected to set up a monthly or termly Direct Debit for ease of payment.

If you accept an offer of a place for your child, pay the required deposit and pay the fees for the upcoming period but then cancel your child's place, the deposit and fees already paid will not be refunded, even if you accept an offer of a place for the same child (or another child) in the future. In this event, you will need to pay additional fees.

Fees are non-refundable if your child is absent due to sickness whether the fees have been paid in respect of a new or already registered child.

All fees must be paid in pounds sterling. We do not accept payments in cash. We will apply a £100 administration charge to your account if your payment isn't made on its due date, plus £100 for each whole week it remains unpaid.

Children may be excluded from the nursery and the registration may be terminated, if fees remain unpaid for more than two weeks after the due date. In this case your deposit will not be refunded to you.

No compensation will be paid, or refund given if the nursery is closed due to any reason beyond the control of the nursery, such as power failures or weather conditions.

Fees will not be refunded due to holidays.

**Cancellation of an offered place:**

“Commencement Date” means the start date set out in our offer letter.

“Final Cancellation Date” means, the latest date we will accept a cancellation notice to avoid paying fees beyond that period.

If you accept a place and then cancel your acceptance on or before the last date that we can accept a cancellation notice, you will not be liable for any fees, but we will keep the deposit.

If you accept a place and then withdraw your acceptance after the last date that we can accept a cancellation notice, fees will become due for the next period (month or term) and we will retain the deposit.

**Deferral of an offered place:**

Once the offer of a place is made for your child, our nurseries will ensure everything is ready for the time they join us. This preparation involves costs such as but not limited to; staffing, supplies and consumables, as well as the fact that their place then becomes reserved.

We understand that deferring your child’s place is sometimes unavoidable. At the sole discretion of the nursery and factors such as current occupancy and demand, you can request that your child’s place be deferred for up to 2 calendar months for all year-round nurseries and 1 term for term-time only nurseries. Deferral requests are subject to the same notice periods as set out in the section below ‘Notice periods for leaving the nursery’.

Deferral of your child’s place for longer than 2 calendar months for all year-round nurseries and 1 term for term-time only nurseries will result in their place being cancelled and your deposit being retained.

**Notice periods for leaving the nursery:**

You must give us appropriate notice of your intent to leave the nursery or cancel your child’s offer. This notice is currently:

- 2 full calendar months for all year-round nurseries.
- 1 full term for term-time only nurseries.

As we have many fixed overheads (such as rent and staff costs) to account for, the notice periods set out above are necessary for us to meet these overheads.

By signing this admissions policy, you agree that the fees payable during the notice periods set out above are a fair and genuine pre-estimate of the loss that we are likely to incur for the early withdrawal of your child or your cancellation of an accepted offer.

In all cases where you withdraw your child without providing the notice required as set out above, you will forfeit your deposit.

All notices must be given in writing to the Headteacher/Nursery Manager or admissions team.

The terms of this clause do not apply if we have requested the withdrawal of your child.

*Example – Term-time only nurseries:*

If you notify us of your child’s withdrawal during the Spring term, you will be liable for all fees which accrue for the remainder of that term and to the end of the Summer term.

If you notify us of your child's withdrawal during or before the end of the Autumn term, you will be liable for all fees which accrue for the Spring term, but not the Summer term.

*Example – All year-round nurseries:*

If you notify us of your child's withdrawal on the 1<sup>st</sup> September, fees would be due in full for the full month of September and October.

If you notify us of your child's withdrawal on the 15<sup>th</sup> September, fees would be due in full for the period until the 14<sup>th</sup> November.

Please note: Where your child is accessing fully funded Free Entitlement only hours, the notice period for leaving the nursery will be 4 weeks.

*In all cases, we reserve the right, at our absolute discretion, to deduct or forfeit the deposit if you still owe the nursery money.*

**Acceptance of your child's place at one of our nurseries constitutes acceptance of this policy and the nursery terms and conditions.**

I/WE HAVE READ THIS ADMISSIONS POLICY:

Parent or Guardian 1 Print Name:

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Parent or Guardian 1 Signature:

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Date: \_\_\_\_\_

Parent or Guardian 2 Print Name:

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Parent or Guardian 2 Signature:

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Date: \_\_\_\_\_

# Little Dukes: Behaviour Policy

Policy adopted January 2024 - Version 1

Little Dukes Nursery Schools, 14-16 Waterloo Place, London, SW1Y 4AR



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# Little Dukes: Behaviour Policy

## Monitoring and review...

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## Current Version:

**Adopted: January 2024**

## Reviewed by:

Rik McShane, Director of Little Dukes Nurseries  
Nazish Usman, Principal of Hopes and Dreams Montessori Nurseries  
Ben Murray, Marketing and Admissions Director - Little Dukes Nurseries

**Next review due: December 2024**

## Please note:

This policy applies to all nursery schools within the Dukes Education Group, including:

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# Little Dukes: Behaviour Policy

## Statement of intent:

At Little Dukes, we believe that children flourish best when their personal, social and emotional needs are met and where there are clear and developmentally appropriate expectations for their behaviour.

Children need to learn to consider the views and feelings, needs and rights of others and the impact that their behaviour has on people, places and objects.

This is a developmental task that requires support, encouragement, teaching and setting the correct example. The principles that underpin how we achieve positive and considerate behaviour exist within the programme for promoting personal, social and emotional development.

## Policy aim:

The aim of this policy is to create an environment where we enable children to be strong and independent through positive relationships.

We aim to foster a sense of belonging by being sensitive and responsive to the child's needs, feelings and interests.

We strive to be consistent in setting clear boundaries of behaviour for each child's own safety and the safety of their peers. We will develop each child's sense of the significance of their own behaviour, both in their own environment and those around them.

## Key points:

### We will:

- Encourage self-discipline, consideration for each other, our surroundings and property.
- Encourage children to participate in a wide range of group activities to enable them to develop their social skills.
- Ensure that all team members act as positive role models for children.
- Encourage parents and other visitors to be positive role models and challenge any poor behaviour shown.
- Work in partnership with parents/carers by communicating openly.
- Praise children and acknowledge their positive actions and attitudes, ensuring that children see that we value and respect them.

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- Promote non-violence and encourage children to deal with conflict peacefully, such as using sand timers as a visual support tool, amongst other mechanisms for coping in challenging situations.
- Provide a Key Person system enabling team members to build a strong and positive relationship with children and their families.
- Access relevant sources of expertise where required and act as a central information source for all involved.
- Attend regular external training events and ensure all team members attend relevant in-house, central, or external training for behaviour management.

### **Procedures:**

The nursery will have a named person(s) who has overall responsibility for our programme/approach/procedures for supporting personal, social and emotional development, including issues concerning challenging behaviours in children.

### **We require the named person to:**

Keep themselves up to date with legislation, research and thinking on promoting positive behaviour and on handling children's behaviour where it may require additional support.

Access relevant sources and expertise on promoting positive behaviour within the programme for supporting personal, social and emotional development.

Support and ensure that all team members, volunteers and students provide a positive model of behaviour by treating children, parents/carers and one another with friendliness, care and courtesy.

Familiarise new team members and volunteers with the Behaviour Policy and its guidelines for behaviour.

Ensure that everyone in our nursery – children, parents/carers, team members, volunteers and students, keep to the guidelines and apply them consistently. Support staff work in partnership with each child's parents/carers, ensuring that they are regularly informed about their children's behaviour by their Key Person.

Work with parents/carers to address recurring inconsiderate behaviour, using our observation records, ABC forms, monitoring checks and audits etc., to help us understand the cause and to decide jointly how we respond appropriately.

### **Strategies to use with children who engage in behaviour that challenges:**

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**We require all team members, volunteers and students to use positive strategies for handling any misbehaviour or behaviour that challenges, by helping children find solutions in ways that are appropriate for the children's ages and stages of development...**

Such solutions might include, for example, acknowledgement of feelings, explanation as to what was not acceptable and supporting children to gain control of their feelings so that they can learn a more appropriate response.

We ensure that there are enough resources and engaging activities available so that children are meaningfully occupied without the need for unnecessary conflict.

We acknowledge and praise considerate behaviour such as kindness and willingness to share.

We support each child in developing a sense of belonging in their class or key group, so that they feel valued and welcome, which promotes positive self-esteem, confidence and feelings of competence.

When children behave in inconsiderate ways, we help them to understand the outcomes of their actions and support them in learning how to cope more appropriately.

We never punish a child or send them out of the room by themselves, nor do we use a 'naughty chair' or a 'time out' strategy that excludes children from the group. Children may need to have time to calm down or be strategically placed so that they do not disrupt other children, but this will not be used as a punishment.

We never use physical punishment, such as smacking or shaking. Children are never threatened with these.

We do not use techniques intended to single out and humiliate individual children.

We use physical restraint, such as holding, only to prevent physical injury to children or adults and/or serious damage to property. Team members have been given the relevant training on how to deal with an incident that requires the use of physical restraint.

If physical restraint is required, details (what happened, what action was taken and by whom and the names of witnesses) are recorded and in all instances of the use of restraint, the Headteacher and parents/carers will be informed.

In serious cases, the Principal and Operations Director will also be informed, and the event recorded in the child's personal file on Famly. The child's parent/carer will be informed on the same day.

A log of serious incidents will be kept on Famly and reviewed by the Headteacher. The incidents will be reviewed monthly, followed by an evaluation and action plan.

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We may use physical interventions to ensure that children are physically and emotionally safe. We may take a child from their carer's arms - with permission from the adult - to help the child settle in the morning.

### **Repeated incidents:**

If repeated incidents occur e.g., hitting, biting, pushing etc., team members will keep a record in a Safeguarding Disclosure Note on Famly. The record may be shared when EHCAs are being created, or with outside professionals e.g., an Educational Psychologist. The record will also be shared with parents/carers.

If the behaviour continues, we will use tools such as an ABC chart and ongoing meetings with the child's parents/carers to address this behaviour.

After two serious behaviour incidents where the code of conduct has been violated, parents/carers will be informed.

In the first meeting, the severity will be discussed and the parent/carer will be given a final warning before suspending the child's place.

A possible dismissal of a child's place (referenced in the safeguarding policy: Child on Child Abuse 2023) will be considered for repeated incidents.

In cases like biting, the ABC form will be in place with an initial two meetings and on the third occasion where a child or a group of children are targeted, additional professional help will be put in place.

### **Serious incidents:**

In cases that involve a more serious incident or behaviour, such as extremist views, racial or homophobic comments, or other abuse, we make clear immediately that this is unacceptable, with an emphasis on explanation rather than personal blame. A log of these kinds of incidents will be kept by the Headteacher. Such incidents are reportable to the local borough's Learning Educational Authorities.

Under the 'Prevent Duty', radical comments or behaviours are reported to the DSL.

Racist and homophobic behaviours will be logged on a Safeguarding Disclosures Form on Famly and returned to the LEA on an annual basis.

Any serious/urgent concerns will be referred to MASH/FDFF/SPA (as appropriate) and any other borough-specific agencies.

We do not shout or raise our voices in a threatening way to respond to children's misbehaviour. All team members will respond to common misbehaviours using a consistent script.

### **'Rough and tumble' play, hurtful behaviour, and bullying:**

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Young children often engage in play that has aggressive themes, such as superhero and weapon play. Some children appear preoccupied with these themes, but their behaviour is not necessarily a precursor to hurtful behaviour or bullying, although it may be inconsiderate at times and may need addressing using strategies as above.

We recognise that teasing and 'rough and tumble' play are normal for young children and acceptable within limits.

We regard these kinds of play as pro-social and not as problematic or aggressive.

We will develop strategies to contain play that is agreed with the children and understood by them, with acceptable behavioural boundaries to ensure children are not hurt.

We recognise that fantasy play also contains many violently dramatic strategies, such as blowing up, shooting etc., and that themes often refer to 'goodies and baddies', as such offering opportunities for us to explore concepts of right and wrong.

By tuning into the content of the play, perhaps to suggest alternative strategies for heroes and heroines, making the most of 'teachable moments' that encourage empathy and lateral thinking, and to explore alternative scenarios and strategies for conflict resolution.

We do not allow children to play with toy or symbolic guns at our nurseries. This type of play can be upsetting for some children and promotes themes that cannot be understood by such young children.

There may come a point in play when some children have had enough - the game gets out of control, or members of the group become tired and want the play to end. In these circumstances, we ask all children to stop and help them to learn to read expressions and understand what their friends are saying.

### **Hurtful behaviour:**

We take hurtful behaviour very seriously. Most children under the age of five will at some stage hurt or say something hurtful to another child, especially if their emotions are high at the time, but it is not helpful to label this behaviour as 'bullying'.

For children under five, hurtful behaviour is often momentary, spontaneous and without cognisance of the feelings of the person whom they have hurt.

We recognise that young children behave in hurtful ways towards others because they have not yet developed the means to manage intense feelings that sometimes overwhelm them. We will help them manage these feelings.

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We offer support, calming the child who is angry as well as the one who has been hurt by the behaviour. We aim to return the situation to one where feelings and hurt can be resolved and play can move forward positively.

We recognise that young children require help in understanding the range of feelings they experience. We help children recognise their feelings by naming them and helping children to express them, making a connection verbally between the event and the feeling.

“Adam took your car, didn’t he? You were enjoying playing with it, and didn’t like it when he took it, did you? Did it make you feel angry? Is that why you hit him?”

Older children may be able to verbalise their feelings better, talking through themselves the feelings that motivated the behaviour.

We help young children learn to empathise with others, understanding that they have feelings too and that their actions impact others’ feelings.

“When you hit Adam, it hurt him and he didn’t like that. It made him cry.”

We help young children develop prosocial behaviour, such as resolving conflict over who has the toy.

“I can see that you are feeling better now and Adam isn’t crying any more. Let’s see if we can be friends and find another car, so you can both play with one.”

We are aware that the same problem may happen repeatedly before skills such as sharing and turn-taking develop. In order for both the biological maturation and cognitive development to take place, children will need repeated experiences with problem solving, supported by patient adults and clear boundaries.

We support social skills through modelling behaviour, through activities, drama and stories. We help a child to understand the effect that their hurtful behaviour has had on another child and encourage them to demonstrate that they are sorry, either verbally or with gestures such as a hug or the Makaton sign.

When hurtful behaviour becomes problematic, we work with parents/carers to identify the cause and find a solution together. Where this does not work, we use the SEND Code of Practice to support the child and family, making the appropriate referrals where necessary.

### **Bullying:**

We take bullying very seriously. Bullying involves the persistent physical or verbal abuse of another child or children. It is characterised by intent to hurt, often

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planned, and accompanied by an awareness of the impact of the bullying behaviour.

A child who is bullying has reached a stage of cognitive development where they are able to plan to carry out a premeditated intent to cause distress in another.

### **If a child bullies another child or children...**

We will show the child(ren) who have been bullied, that we are able to listen to their concerns and act upon them.

We intervene to stop the child who is bullying from harming the other child/children.

We give reassurance to the child/children who have been bullied.

We help the child who has carried out the bullying to recognise the impact of their actions.

We make sure that children who bully receive positive feedback for considerate behaviour and are given opportunities to practise and reflect on considerate behaviour.

We do not label children who bully as 'bullies'.

We recognise that children who bully may be experiencing bullying themselves, or be subject to abuse or other circumstances causing them to express their anger in negative ways towards others.

We discuss what has happened with the parents/carers of the child who did the bullying and work out with them a plan for handling the child's behaviour.

We share what has happened with the parents/carers of the child who has been bullied, explaining that the child who did the bullying is being helped to adopt more acceptable ways of behaving.

### **Team members behaviour:**

Team members are expected to demonstrate the highest possible standards of personal and professional conduct and behaviour and consistently act with honesty and integrity.

Team members are expected to always honour this code of conduct, and to follow the 'Golden Rules' (see Appendix A).

We expect team members to treat each other, children, parents/carers and the wider community with dignity and respect always.

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Team members should show fairness in their treatment of children and avoid behaviours such as embarrassing or humiliating children, making jokes, discriminating against, or favouring individuals.

Team members must have regard for the ethos and values of the nursery and must not do or say anything which may bring the nursery into disrepute. Care should be taken by team members to avoid any conflict of interest between activities undertaken outside of the nursery and responsibilities within.

Team members should act in accordance with the nursery's policies and procedures at all times.



# **Little Dukes: Child Sickness and Infection Control Policy**



Policy adopted January 2024 - Version 1

Little Dukes Nursery Schools, 14-16 Waterloo Place, London, SW1Y 4AR

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# Little Dukes: Child Sickness and Infection Control Policy

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# Little Dukes: Child Sickness and Infection Control Policy

## Statement of intent:

The health and wellbeing of all the children, team members and parents/carers who attend the nursery is of paramount importance to us. We recognise it is our responsibility to ensure the health and safety of our children, team members and parents/carers by identifying and discussing health issues in an open and positive way. Doing this will allow us to achieve and maintain our high standards.

In order to maintain a clean and healthy environment we ask that parents/carers refrain from bringing their child/children into nursery if they are sick and/or displaying signs of illness.

## Policy aim:

- To ensure sick children are identified.
- To ensure sick children are cared for appropriately.
- To protect children and adults from preventable infection.
- To enable team members and parents/carers to be clear about the requirements and procedures when a child is unwell.

## Key points:

At Little Dukes, we try to minimise the risk of infection to our children and team members by:

- Asking parents to keep children at home if they are unwell. If a child is unwell, it is in their best interest to be in a home environment rather than at nursery with their peers
- Asking team members and other visitors not to attend the nursery if they are unwell
- Retaining the right to refuse admission to a child or adult who is unwell. This decision will be taken by the Headteacher and is non-negotiable
- Minimising infection through our rigorous cleaning and hand washing processes
- Helping children to keep healthy by providing balanced and nutritious snacks, meals and drinks
- Ensuring children have regular access to the outdoors and good ventilation inside

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- Sharing information with parents/carers about the importance of the vaccination programme for young children to help protect the wider community from communicable diseases
- Having areas for rest and sleep, where required, and sharing information about the importance of sleep and how many hours young children should be having.

#### **Procedure:**

##### **Too sick for Nursey school?**

To support the health of all of our children and team members, we ask that parents/carers inform us if their child is a little unwell at the start of the day. This way we can monitor them throughout the day for worsening symptoms and be aware that their general disposition may be altered due to illness or fatigue. Additionally, in the case of a confirmed infectious illness, we will take extra steps to sanitise the environment to prevent the spreading of illness to other children, team members, or visitors.

We understand the needs of working parents/carers and will not ask that children return home from the nursery school unnecessarily. It is however at the discretion of the Headteacher when deciding that a child is too sick to attend. That decision is final and will take into account the needs of the child, other children and adults within the nursery.

As a basic principle we use our 'sickness traffic light system' to decide whether a child can attend nursery.

## Sickness Traffic Light

<p><b>RED</b> No session today</p> <ul style="list-style-type: none"> <li>Any illness or infection within an exclusion period as specified by Public Health England</li> <li>Fever of 37.8 degrees or higher</li> <li>Wheezing or shortness of breath</li> <li>Continuous cough</li> <li>Constant runny nose with yellow/green tint</li> <li>Diarrhea or vomiting within the last 48 hours</li> <li>Sore throat or swollen glands</li> <li>Undiagnosed rash</li> <li>Persistent itching</li> <li>Uncovered sores</li> <li>Cannot join in daily routine</li> <li>Unable to take part in normal nursery activities inside and outside</li> </ul>	<p><b>AMBER</b> Join us if parents can collect within an hour of being contacted</p> <ul style="list-style-type: none"> <li>Minimal green/yellow runny nose</li> <li>Lethargy</li> <li>Redness or runny eyes</li> </ul>
	<p><b>GREEN</b> OK to come in</p> <ul style="list-style-type: none"> <li>Clear runny nose</li> <li>Active, playful and rested</li> </ul>

***The following signs and symptoms are indications that a child is too ill to attend.***

- Diarrhoea: Child must be kept at home. A child should be diarrhoea-free for at least 48 hours before returning to nursery. If a child has two occurrences of diarrhoea during their day, parents/carers will be notified and asked to collect their child.
- Fever: in line with NHS guidelines, we recognise a high temperature as 38 degrees and above. If a child has this temperature, they must be kept at home. If a fever occurs during their day at nursery, parents/carers will be notified and asked to collect their child. A child can return to nursery once they are fever-free and not dependent on medication to regulate their temperature.
- Vomiting: Child must be kept at home. A child should be free of symptoms for at least 48 hours before returning to nursery. If a child vomits at nursery, parents/carers will be asked to collect their child. If a child vomits due to excitement, anxiety or other behavioural reasons, these are exceptions.
- Contagious illnesses: If a child has a contagious illness such as an unexplained rash, conjunctivitis, etc., we will follow the NHS recommendations concerning attendance and periods of exclusion from nursery. Please see Appendix 1. If the nursery has three confirmations of a contagious illness, this information will be communicated to our families and we will report in line with regulatory procedures.

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- Cold/Flu: Parents/carers should use their best judgement whether their child is well enough to participate in therapy. If parents/carers do choose to bring their child to nursery, they should let the nursery know that their child has cold or flu symptoms. If symptoms worsen or a child is unable to perform at their typical level due to apparent illness, parents/carers may be called to pick up their child early.
- Antibiotics - We ask parents/carers to keep children on antibiotics at home for the first 24 hours following the first dose. This is because it is important that children are not subjected to the rigours of the nursery day, which requires socialising with other children and being part of a group setting, when they have first become ill and require a course of antibiotics.

### **Hygiene and infection control procedure:**

As young children's immunity may not have fully developed, they are often highly susceptible to infectious diseases. In a nursery school, where children are in close and frequent contact with each other, infectious diseases can spread rapidly. This is why when a child first starts in a new nursery they may initially pick up illnesses more frequently.

Fortunately, there are a number of ways to reduce the risk of infections in children. Routine immunisations can protect children against many severe and sometimes fatal infections. Providing children with a healthy diet helps to ensure that their bodies are better equipped to combat infections and minimises the risks of other health problems, such as dental decay. We also implement clear and consistent procedures to ensure that the risk of infection is minimised by:

- Reducing or eliminating sources of infection through hygiene practices
- Preventing transfer of contamination from these sources
- Educating staff on good hygiene practices and ensuring they follow relevant policies around mealtimes, intimate care and health and safety.
- Checking premises are clean and safe before children arrive each day.
- Establishing a daily cleaning routine for the premises – nappy changing facilities, play areas, toilets, kitchens.
- Ensuring that all team members involved in the preparation and serving of food receive appropriate training that includes storing, preparing, cooking and serving food safely and hygienically
- Ensuring that regulated food hygiene standard requirements in the maintenance of food preparation areas and preparation of food are followed.
- Implementing a robust and regular system for cleaning toys, resources and activity equipment
- Implementing additional cleaning following on from a confirmed case of a contagious disease
- Providing suitable hand washing and drying equipment and ensuring that children wash their hands frequently throughout the day (particularly if they

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appear dirty), before eating, after blowing their noses, if they have been playing with materials that are susceptible to cross infection of germs e.g. sand, playing outdoors or after contact with animals.

- Champion and educate team members, parents and children on the importance of immunisation as a tool against infections whilst recognising the individual's right to choose.
- Raising children's awareness of good hygiene practices by teaching them about the importance of:
  - hand washing
  - cleaning teeth
  - nose wiping and disposal of tissues.
  - the spread of infection through coughing and sneezing
  - using the toilet correctly.

**For further details on nursery hygiene practices see Appendix 2**

### **Legislative Framework:**

This policy has due regard to statutory legislation including but not limited to the following:

- Health and Safety at Work Act 1974
- Public Health (Control of Disease) Act 1984.
- The Management of Health and Safety at Work Regulations 1999

### **Appendix 1**

#### **Disease/Illness Exclusion Period**

Antibiotics – 24 hrs from first dose.

Chicken pox – Children need to be absent from the nursery for a minimum of 5 days from the onset of the rash. If the spots are scabbed over and dried up the child may return to nursery.

Conjunctivitis - conjunctivitis, suspected cases will be reported immediately to parents/carers who will be requested to take their child from the nursery to be seen by the doctor or pharmacist for advice on what treatment is required. Once the child has been treated and the conjunctivitis appears controlled, providing the child is happy they may return to nursery, again this will be at the discretion of the Headteacher and in discussion with the parent/carer to ensure the spread of the infection is reduced to a minimum.

Coughs, Colds and Sore Throats - Any child complaining of a sore throat, or having uncontrollable fits of coughing, or a severe runny nose, cannot be accepted into nursery.

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German Measles (Rubella) - From the onset of the rash we advise a MINIMUM of 4 days away from nursery, particularly as Rubella can be harmful to expectant mothers.

Hand, Foot and Mouth - Any child should not return until treatment has been given and the spots/blisters have cleared - usually after 5 days.

Head Lice - Easily transmitted from head to head. Parents/carers should use a course of treatment recommended by the pharmacist and inform the nursery, so other parents/carers can be informed. When cases are identified we ask parents/carers for treatment to be used immediately to reduce the risk of spreading. As soon as a child has been treated they may return to the nursery.

Hepatitis - The nursery is unable to accept an infectious child until declared fit by a doctor.

Impetigo (and other infectious skin disorders e.g. cold sores) - Highly infectious – a child should not return until all scabs have cleared from the infected area.

Measles - From the onset of the rash we recommend at least 7 days away from nursery.

Meningitis - The nursery is unable to accept an infectious child until declared fit by a doctor.

Mumps - A child must not return to nursery until swelling has gone and temperature is back to normal. Parents/carers should allow for 7 days away from nursery.

Plantar warts - No exclusion. Should be treated and covered.

Poliomyelitis - until declared free from infection by the appropriate public health official.

Ringworm - of body seldom necessary to exclude, provided treatment is being given. Ringworm of scalp, until cured.

Scabies - Red, itchy rash in between the fingers. Requires immediate treatment and the child can return after the treatment has-been applied.

Scarlet Fever - A child cannot be accepted until fully recovered and a course of treatment completed. (The bacteria can cause throat and ear infections, pinpoint rash and the skin becomes dry and flaky).

Slapped Cheek Disease - Because this is harmful to expectant mothers, a child cannot return to nursery until fully recovered.

Strep A: Symptoms to lookout for when Strep A in children becomes invasive group A streptococcal infection (GAS) are, high temperature for days, sore throat, severe

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muscle pains and joint aches, a rash prominently developing on the tummy which is like sandpaper. Children should stay at home until they start the course of antibiotics and can return after 24 hours.

Temperature - If sent home ill, child must be off at least for 24 hours.

Threadworms - No need for exclusion but prompt treatment necessary for the whole family. Parents/carers should inform the nursery.

Tonsillitis - Tonsils swell, become red and inflamed and may show white spots. A child cannot be accepted until fully recovered and a course of treatment completed.

Tuberculosis - A child may not come back to nursery until fully recovered. Parents/carers should liaise with the local Health Authority.

Typhoid Fever - until declared free from infection by the appropriate public health official.

Whooping Cough - A child may not return to nursery until fully recovered and a course of treatment completed – usually 21 days from onset.

### ***Request for parents/carers:***

Should you or any other member of your immediate family have any of the above illnesses, please remember that your child, while not necessarily showing any symptoms, may be incubating the illness and therefore infecting other nursery users and team members.

We will report to OFSTED and PHE following these guidelines:

- Chickenpox 5 cases or more in one space OFSTED
- Strep A one case or more to OFSTED and PHE
- Polio case one report to OFSTED and PHE
- Typhoid one case Ofsted
- Measles, mumps and Rubella outbreak 5 or more OFSTED
- Tuberculosis one case to OFSTED.

### **Appendix 2:**

#### **Infection control routines:**

##### **Hand washing**

Hand washing is essential to ensure that contamination and infection carried on hands through activities such as toileting, nappy changing and general play is eliminated.

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*Team members should ensure that:*

- All children are taught how to wash their hands properly and educated as to the importance of why we wash our hands
- They are a good role model
- Children wash their hands frequently throughout the day, particularly if they appear dirty, before eating, after blowing their noses, if they have been playing with materials that are susceptible to cross infection of germs e.g. sand, playing outdoors or after contact with animals.
- They supervise children's hand washing on a regular basis to ensure that they are observing good practice.

## **Toilet hygiene**

Team members should enable children to understand the importance of good toilet hygiene in the elimination of cross-infection. The toilets will be cleaned each evening by the domestic support staff and by team members throughout the day and soap and paper towels replenished when required.

Team members should:

- Check toilets in the morning before children arrive and regularly throughout the day to ensure that they are clean. If toilets have become soiled, team members should use the appropriate protective clothing (plastic apron and gloves) before cleaning. A separate mop and cloth should be used for the toilet area. The mop should be rinsed thoroughly and the cloth should be washed at a temperature of 60 degrees or more
- Ensure that there is an adequate supply of soap and paper towels
- Ensure that children are supported in implementing good toilet hygiene procedures including using the toilet, flushing and hand washing and that team members are aware of which children require support within their room
- Discuss with children the importance of good hygiene in the toilet area and ask them to report to team members if the toilets need to be cleaned. This will encourage children to consider toilet hygiene on an ongoing basis.

*Nappy-changing team members should:*

- Ensure changing facilities are kept in good order and to a high level of cleanliness with all of the appropriate equipment at hand
- Ensure that they have access to all of the equipment they need (including running water) to change a child's nappy before beginning this process
- Wash hands thoroughly before and after each nappy change (including after disposal of nappy)
- Wear a disposable apron and gloves (double gloves if soiled)
- Use a waterproof changing mat
- Clean any surface that is soiled during changing with a detergent solution followed by a disinfectant and then dry the surface
- Dispose of nappies safely by putting them in an individual nappy sack before placing them in a nappy bin that is also lined with a plastic liner.

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## **Toys and resource hygiene**

Toys and play equipment are a source of fun and learning for children but toys that are inappropriate for the child's age and stage of development or resources in poor repair can lead to injury. Further to this, toys that are frequently shared between children can become a source of infection. Every nursery will have a resource cleaning schedule that ensures that all toys and equipment are maintained to minimise the spread of infections. Team members should also:

- Ensure that any resources purchased are age and stage appropriate and carry the safety mark (CE, BS or BSI)
- Ensure that resources purchased are able to be cleaned.
- Check toys regularly for broken bits and rough edges. Discard any toys that are unsafe.
- Clean toys according to the resource cleaning rota and whenever they appear dirty or soiled.
- Clean hard, plastic toys by washing them with detergent and drying thoroughly.
- Disinfect hard plastic toys that cannot be washed.
- Clean dirty soft toys in a washing machine
- Store toys in a clean container or cupboard
- Rake and check sandpits before use outdoors and change the sand regularly.
- Carry out appropriate risk assessments on activities and the environment in which they take place.
- Clean and disinfect toys during an outbreak of illness.
- Immediately clean and disinfect toys that are contaminated with bodily fluids (e.g. blood, saliva, mucus)
- Destroy contaminated soft toys.
- Wash their hands after handling contaminated toys.
- Ensure that children wash their hands after playing outdoors, in the sand or water or in the ball pool.
- Replace soft modelling materials and dough regularly.
- Discourage children from putting toys into their mouths.

## **Pets/Animals hygiene practices**

Animals and/or pets within the nursery can add a great dimension to children's learning, as can trips out to visit animals in a variety of settings but animals can pose a risk of infection.

*Team members should:*


- Ensure that animals in the nursery have been declared healthy by a vet and have received all of the appropriate vaccinations.
- Ensure that pets in the nursery who become ill are treated immediately by a vet.

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- Ensure that the pet is fed, watered and housed appropriately and safe from harm, exercised regularly, groomed and examined for signs of injury or illness on a regular basis.
- Ensure that children wash their hands after touching animals and/or their equipment.
- Discuss with children the conditions necessary to keep their pet safe and healthy and to keep themselves safe and healthy when handling the pet.
- Clean pet living quarters daily
- Keep animal feeding utensils clean and ensure that they are cleaned separately from all other utensils.
- Keep pet food separate from all other food.
- Discourage children from “kissing” pets/animals or allowing the animals to lick them.
- Have a member of staff nominated to be responsible for the animal.
- Ensure that hygiene and hand washing procedures are implemented on trips out of the nursery to animal enclosures.



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# Little Dukes: Complaints Policy

Policy adopted January 2024 - Version 1

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# Little Dukes: Complaints Policy

## Monitoring and review...

This policy will be continuously monitored, refined and audited by the Headteacher who will also review it annually to assess how efficiently duties have been carried out over the year. This review will take place no later than one year from the date shown below, or sooner if needed due to changes in legislation, regulatory requirements or best practice guidelines.

## Current Version:

**Adopted: January 2024**

## Reviewed by:

Rik McShane, Director of Little Dukes Nurseries  
Nazish Usman, Principal of Hopes and Dreams Montessori Nurseries  
Ben Murray, Marketing and Admissions Director - Little Dukes Nurseries

**Next review due: December 2024**

## Please note:

This policy applies to all nursery schools within the Dukes Education Group, including:

- Hove Village Day Nurseries
- Hopes and Dreams Montessori Nurseries
- Little Dukes Day Nurseries and Preschools
- Miss Daisy's Nursery Schools
- The Kindergartens Nursery Schools
- Reflections Nursery and Forest School
- Riverside Nursery Schools

Any reference to 'Little Dukes' or 'Dukes Education Group' applies to all the nurseries named above.

Policy adopted January 2024 - Version 1

Little Dukes Nursery Schools, 14-16 Waterloo Place, London, SW1Y 4AR

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# Little Dukes: Complaints Policy

## Statement of intent:

At Little Dukes, we believe that parents/carers are entitled to expect courtesy and prompt, careful attention to their individual needs and wishes. We want to make sure that parents/carers are happy with the service we provide. We encourage parents/carers to share their appreciation of team members with us.

## Policy aims:

We value input from parents/carers and will give prompt and serious attention to any concerns that they may have.

Parents'/carers' concerns will always be dealt with professionally and handled effectively to ensure the ongoing wellbeing of all children. We believe that working in collaboration with parents/carers is best for everyone and will help us continually improve the quality of the nursery.

## Key points:

- We aim to work together with parents/carers to create the best environment for their child/children to thrive.
- We have a formal procedure for dealing with complaints we aren't able to resolve.
- Where any concern or complaint relates to child protection, we follow our Safeguarding Policy.
- We have an open-door policy where parents/carers can call, email or pop in to see the Headteacher or any member of the team to discuss any worries or concerns or give positive feedback.
- Where possible we deal with concerns when they are made, if that's not possible (we will always prioritise care of the children) we will agree to a meeting where we can be available to listen.
- We have daily communication with parents/carers at drop off and collection times and on our Family app where parents/carers can message the nursery team directly. Team members are responsible for responding to messages as soon as they can.
- We hold formal and informal events where team members will be available to talk about any concerns.

## Compliments from parents/carers:

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We record all written compliments and share them with team members. We will always pass on verbal compliments.

We may also, with permission, share them in our newsletters, wider communications and on the testimonial page of our website.

The nursery encourages all parents/carers to leave us reviews so that we can continually monitor how they are feeling about their child's/children's nursery experience. This can be done on social media, Google, or through platforms such as [daynurseries.co.uk](http://daynurseries.co.uk).

### **Internal complaints procedure:**

#### **Stage 1 - Informal:**

If any parent has cause for concern or questions about the care or early learning we provide, they should first take it up with the child's Key Person or a senior team member/ Room Leader. If this is not possible then the Headteacher should be informed. We aim to resolve complaints amicably and informally at this stage, but we may still record the issue, how it was resolved and keep it in the child's personal folder.

#### **Stage 2 - Formal:**

If an issue remains unresolved or parents/carers are unsatisfied with the outcome, then they should present their concerns in writing as a formal complaint to the Headteacher, or to the Principal if the complaint involves the Headteacher. The investigating individual will then look into the complaint and report back to the parent/carer within 28 days as required by the EYFS. If the complaint refers to a child with SEND, we will respond to the complaint within 24 hours as required by the EYFS and SEND code of practice 2015.

The investigating individual will document the complaint and the actions taken in relation to it fully in the compliments and concerns file.

Most complaints are usually resolved informally at stage 1 or 2.

#### **Stage 3 - Panel:**

If the parent/carer still feels that the matter is unresolved, which is unusual, they can escalate it to a Dukes Education panel. This panel will consist of the Principal (if not previously involved), or a member of the Dukes Senior team (usually the Director of Little Dukes, Rik McShane) and an independent panel member. The panel will investigate further and then hold a formal meeting with the parent (who can have a friend or partner present) to ensure that it is dealt with comprehensively.

Dukes Education will make a record of the meeting and document any actions. Everyone present at the meeting will be asked to review and sign the report showing their agreement that it is accurate. Each person present at the meeting will receive a copy. This will signify the conclusion of the procedure. A Stage 3 complaint will be completed within a 28-day timeframe as required by the EYFS.

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#### **Stage 4:**

If a matter cannot be resolved to their satisfaction, then parents/carers have the right to raise the matter with Ofsted. Ofsted is the Office for Standards in Education, Children's Services and Skills for nurseries in England and investigates all complaints that suggest a provider may not be meeting the requirements of its Ofsted registration. It risk-assesses all complaints made and may visit the nursery to carry out a full inspection where it believes requirements are not met.

A record of complaints will be kept in the nursery. The record must include: the name of the complainant, the nature of the complaint, the date and time the complaint was received, the action(s) taken, the result of any investigations and any information given to the complainant including a dated response.

Parents/carers will be able to access this record if they wish to, but all personal details relating to any complaint are stored confidentially and can only be accessed by the parties involved. Ofsted inspectors will have access to this record at any time during visits to ensure actions have been met appropriately. We inform parents/carers that they can address complaints directly to Ofsted at any time including at any stage of the complaints process, but we strongly encourage going through all the stages of the complaints procedure first to resolve issues in a positive way.

We will inform parents/carers if we learn about an upcoming Ofsted inspection. After an inspection we will provide a copy of Ofsted's report to parents/carers of children who regularly attend the nursery.

#### **Legislative Framework:**

**EYFS 2023: 3.74, 3.75**

#### **Other guidance:**

##### **Contact details for Ofsted:**

Email: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)  
Telephone: 0300 123 4666

Ofsted,  
Piccadilly Gate,  
Store Street,  
Manchester  
M1 2WD

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## Little Dukes: Nursery Golden Rules

1. Always put the child first, they are more important than any colleague, any visitor, or any urgent task.
2. Always put respect at the forefront of everything you do: Respect your children, respect your colleagues, respect your working environment. Never talk about a child and their needs or concerns in front of them, a colleague or a parent unless it's in a private meeting.
3. Always ask the child's permission before providing intimate care - "Can I wipe your nose? Can I check your nappy?". Never grab a child's nappy to check.
4. Always use a gentle voice and manner when speaking or acting in the nursery: never shout across the classroom, never shout at a child, never push or pull a child to get them to do something.
5. Always get down to a child's height when you enter a room or talk to a child. Make eye contact at their level, give them your attention and listen.
6. Always use language appropriate for the child's age, don't talk down to them, don't confuse them with overly complicated words or explanations but do stretch their vocabulary and inspire them to learn.
7. Always use positive language around children, motivate them to try and try again. Never use negative labels for a child e.g., shy, cheeky, naughty.
8. Always give children time to think and answer when you ask them questions – count to 10 - and try to ask open-ended questions where possible. Never interrupt.
9. Always allow children to try to be as independent as possible, helping children to help themselves rather than doing everything for them – even if it takes longer!
10. Always ask for help when you need it, we are a team!

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# Little Dukes: Intimate Care Policy



Policy adopted January - Version 1

Little Dukes Nursery Schools, 14-16 Waterloo Place, London, SW1Y 4AR

# Little Dukes: Intimate Care Policy

## Monitoring and review...

This policy will be continuously monitored, refined and audited by the Headteacher who will also review it annually to assess how efficiently duties have been carried out over the year. This review will take place no later than one year from the date shown below, or sooner if needed due to changes in legislation, regulatory requirements or best practice guidelines.

## Current Version:

**Adopted: January 2024**

## Reviewed by:

Rik McShane, Director of Little Dukes Nurseries  
Nazish Usman, Principal of Hopes and Dreams Montessori Nurseries  
Ben Murray, Marketing and Admissions Director - Little Dukes Nurseries

**Next review due: December 2024**

## Please note:

This policy applies to all nursery schools within the Dukes Education Group, including:

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- Riverside Nursery Schools

Any reference to 'Little Dukes' or 'Dukes Education Group' applies to all the nurseries named above.

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# Little Dukes: Intimate Care Policy

## Statement of intent:

At Little Dukes, we understand the importance of our responsibility to safeguard and promote the welfare of children. Children may require assistance with intimate care as a result of their age or due to having special educational needs and disabilities (SEND). In all instances, effective safeguarding procedures are of paramount importance.

We have developed this policy in order to ensure that all staff responsible for providing intimate care undertake their duties in a professional manner at all times and always treat children with sensitivity and respect without exception.

## Policy aims:

The aim of this policy is to ensure that Little Dukes provides intimate care for children in ways that:

- Maintain their dignity
- Are sensitive to their needs and preferences
- Maximise their safety and comfort
- Protects them against intrusion and abuse
- Respects their right to give or withdraw their consent
- Encourage them to care for themselves as much as they are able to
- Protect the rights of all others involved.

## What is intimate care?

For the purpose of this policy, 'intimate care' is the hands-on, physical care in personal hygiene, as well as any presence or observation during such activities. Intimate care includes, but is not limited to, the following:

- Body bathing other than to the arms, face and legs below the knee.
- Application of medical treatment other than to the arms, face and legs below the knee.
- Toileting, wiping and care in the genital and anal areas.
- Dressing and undressing.

## Responsibilities:

The intimate care of a child is everyone's responsibility, including Headteachers, SENCO, any team member responsible for the care of that child and parents/carers.

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It is the Headteacher and/or SENCO's responsibility to:

- Ensure that intimate care is conducted professionally and sensitively by all appropriate team members.
- Ensure that intimate care of all children is carefully planned, including individual plans following discussions with the parent/carer and the child.
- Collaborate effectively with parents/carers when providing intimate care to children.
- Handle any complaints about the provision of intimate care in line with the Little Dukes Complaints Policy.

***All team members who provide intimate care, are responsible for:***

Undergoing training for the provision of intimate care.

Undertaking intimate care practice respectfully, sensitively and in line with the guidelines outlined in this policy.

***Parents/carers are responsible for:***

Communicating their wishes about their child's intimate care to the nursery.

Giving their consent to the nursery's provision of their child's intimate care.

Adhering to their duties and contributions to their child's intimate care plan, as outlined in this policy.

**Procedures for intimate care:**

Team members providing intimate care will have allocated changing times for the children in their care. These times will be followed and shared with parents/carers.

Team members will provide intimate care outside of the agreed changing times if it is necessary: no child will be left in wet/soiled clothing or nappies.

If the team member responsible for a child's intimate care is absent, a secondary designated team member will change the child in the agreed times for that child (for nurseries who follow the key person changing the key children procedures).

Where parents provide their own intimate care products, each child using nappies will have a clearly labelled bag/box allocated to them in which there will be clean nappies, wipes and any other individual changing equipment necessary.

Before changing a child's nappy, team members will put on disposable gloves and the changing area will be cleaned appropriately using appropriate cleaning products.

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Hot water, liquid soap and paper towels are available for team members to wash their hands before and after changing a nappy. The changing area will also be cleaned appropriately afterwards.

Any soiled clothing will be placed in a tied plastic bag in the child's personal space/locker/pegs to be returned to parents/carers at the end of the day.

Any used reusable nappies will be placed in a tied plastic bag and disposed of in accordance with the nursery hygiene procedures.

Any bodily fluids that transfer onto the changing area will be cleaned appropriately in accordance with the nursery hygiene procedures.

If children require cream or other medicine, such as for a nappy rash, this will be provided in accordance with the Medication Policy. We will get full parental consent/permission to do this first via the Famly app.

Older and more able children will be encouraged to use the toilet facilities and reminded at regular intervals to go to the toilet. This will not be recorded on Famly. Team members will use the Toilet Introduction Procedures outlined in this policy to get children used to using the toilet and to encourage them to be as independent as possible.

Children will be reminded and encouraged to wash their hands after using the toilet, following the correct procedures for using soap and drying their hands.

### **Collaborating with parents and carers:**

The nursery will liaise closely with parents/carers to establish individual intimate care programmes during the settling in sessions for each child which will set out the following:

- What care is required
- Any extra equipment needed
- How the child prefers to communicate, e.g. visual/verbal, and the words they prefer for parts of the body and bodily functions.
- The child's level of ability, i.e., what procedures of intimate care the child is able to do themselves.
- Any adjustments necessary in respect to cultural or religious views.

The parents/carers of the child are required to sign/acknowledge the Intimate Care Parental Permission form on the Famly app, which will give their agreement to the plan. No intimate care will be carried out without prior parental consent. We will contact parents/carers by phone to gain consent if necessary.

If changes need to be made to a child's intimate care plan this will always be discussed with parents/carers first to gain consent. The change will then be recorded in the written intimate care plan in the notes section on Famly.

Policy adopted January - Version 1

Parents/carers will be asked to supply the following items for their child:

- Spare clothes clearly labelled with the child's name
- Spare underwear.

### **Safeguarding procedures:**

The nursery adopts rigorous safeguarding procedures in accordance with the Safeguarding Policy and will apply these requirements to all intimate care procedures.

This ensures that all adults providing intimate care have undergone an enhanced Disclosure and Barring Service (DBS) check enabling them to work with children.

All members of staff are instructed to report any concerns about the safety and welfare of children with regards to intimate care, including any unusual marks, bruises or injuries, to the Designated Safeguarding Lead (DSL), in accordance with the Whistleblowing Policy.

All members of staff are required to familiarise themselves with this policy as part of their induction programme.

### **Toilet introduction procedures:**

In all of our nurseries, our aim is to help children develop independent toileting skills. While children are learning to do this a key person will work closely with parents/carers to support a shared approach.

As children develop bladder control, they will pass through the following three stages:

1. Aware of having wet and/or soiled pants
2. Knows that urination/defecation is taking place and is able to alert a member of staff
3. Realises that they need to urinate/defecate and alerts a member of staff in advance.
4. During these stages, team members will assess the child over a period of time to learn:
  - If there is a pattern to when the child is soiled/wet
  - The indicators that the child shows when they need the toilet, e.g., facial expressions.

Team members will use these strategies to get children used to using the toilet and being independent:

- Help them get to know about the toilet, washing their hands, flushing the toilet and reference other children as good role-models for this practice.

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- Encourage them to use the toilet when they are using their personal indicators to show that they may need the toilet.
- Take them to the toilet at a time when monitoring has shown that this is when they would usually need the toilet.
- Ensure that the child is able to reach the toilet and is comfortable doing so.
- Stay with the child and talk to them to make them more relaxed about using the toilet.
- NEVER force the child to use the toilet if they don't want to, but encourage them to do so using positive language and praise
- Deal with any accidents discreetly, sensitively and without any unnecessary attention
- Be patient with children when they are using the toilet, and use positive language and praise to encourage them
- Ensure they understand their soiled clothes are about to be removed before removing them.

### **Legislative Framework:**

This policy has due regard to statutory legislation including but not limited to the following:

**Equality Act 2010**

**Safeguarding Vulnerable Groups Act 2006**

**Childcare Act 2006**

**Education Act 2002**

**Education Act 2011**


**Control of Substances Hazardous to Health  
Regulations 2002 (as amended in 2004)**

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# Little Dukes: Late Collection of Children Policy



Policy adopted January 2024 - Version 1

Little Dukes Nursery Schools, 14-16 Waterloo Place, London, SW1Y 4AR

# Little Dukes: Late Collection of Children Policy

## Monitoring and review...

This policy will be continuously monitored, refined and audited by the Headteacher who will also review it annually to assess how efficiently duties have been carried out over the year. This review will take place no later than one year from the date shown below, or sooner if needed due to changes in legislation, regulatory requirements or best practice guidelines.

## Current Version:

**Adopted: January 2024**

## Reviewed by:

Rik McShane, Director of Little Dukes Nurseries  
Nazish Usman, Principal of Hopes and Dreams Montessori Nurseries  
Ben Murray, Marketing and Admissions Director - Little Dukes Nurseries

**Next review due: December 2024**

## Please note:

This policy applies to all nursery schools within the Dukes Education Group, including:

- Hove Village Day Nurseries
- Hopes and Dreams Montessori Nurseries
- Little Dukes Day Nurseries and Preschools
- Miss Daisy's Nursery Schools
- The Kindergartens Nursery Schools
- Reflections Nursery and Forest School
- Riverside Nursery Schools

Any reference to 'Little Dukes' or 'Dukes Education Group' applies to all the nurseries named above.

Policy adopted January 2024 - Version 1

Little Dukes Nursery Schools, 14-16 Waterloo Place, London, SW1Y 4AR



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## Little Dukes: Late Collection of Children Policy

### Statement of intent:

At Little Dukes, we expect all parents to agree to collect their child from the nursery at the end of their booked session.

If a child is not collected by an authorised adult at the end of a session/day, the nursery will follow agreed procedures. These ensure the child is cared for safely by an experienced and qualified team member who the child knows.

We will ensure that the child receives a high standard of care to cause as little distress as possible.

We inform parents/carers of our procedures so that, if they are unavoidably delayed, they will be reassured that their children will be appropriately cared for.

### Responsibilities:

We ask parents/carers of children starting the nursery to provide the following specific information which we record in the child's file:

- Home address and telephone number
- Place of work, address and telephone number (if applicable)
- Mobile telephone number (if applicable)
- Who has parental responsibility for the child
- Names and telephone numbers of at least two other adults (emergency contacts) who are authorised by the parents/carers to collect their child from the nursery e.g., a childminder or grandparent
- An agreed safe password to be used by these individuals if they do collect.

We give parents information about the procedures to follow if they expect to be late. These include:

- Agreeing a safety password with the nursery in advance to be used by anyone collecting a child who is not the parent (emergency contact).
- Calling the nursery as soon as possible to let us know what is happening.
- Asking an emergency contact to collect their child wherever possible, and informing the nursery of this person's identity, so the nursery can talk to the child, if appropriate.

If parents/carers or the child's listed emergency contacts are not able to collect:

- The parents/carers must email us with a detailed description of an authorised adult who can collect, including their name, address, telephone number and date of birth of that person.

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A decorative light green swirl graphic in the bottom left corner of the page.

- We will agree with the parents/carers how we will verify the identity of the person who is to collect their child. We will usually ask for a photograph to be emailed to us (where possible).
- This authorised person must know the individual child's safety password for the nursery to release the child into their care. This is the responsibility of the parent.
- No-one under the age of 16 is allowed to pick up a child. If the Management Team believes it necessary, the person collecting may be asked to show identification (regardless of whether the parents/carers have informed us or not).

On occasions when parents/carers won't be reachable as usual they must let us know in writing how we can reach them instead.

We operate a strict policy on collection time so your child/children must be collected promptly by the end of their booked session (e.g., for a session ending at 6:00pm, 6:01pm would constitute a 'late' collection) otherwise parents/carers will be invoiced the relevant late fee as listed on their nursery fee sheet.

If parents/carers have more than one child to collect from the nursery, they must arrive with enough time to collect all children before the end of their booked session or they will be invoiced the relevant late fee as listed below.

#### **Process for late and uncollected children:**

If a child has not been collected from the nursery after 5 minutes has been allowed for lateness, we will initiate the following procedure:

1. If we have had no previous confirmation from the parents that they are running late, then at five minutes past the end of the booked session, we will phone the home, work and mobile numbers of each parent/carer. If this fails, we will phone every emergency contact given by the parent until we make contact.
2. We will leave a clear message, stating the parent's/carer's name and the phone number of the nursery, on all numbers for parents/carers and emergency contacts.
3. If this late collection is outside normal operating hours, the team member in charge and one other member of staff must stay behind with the child in the building until suitable arrangements have been made for the collection of the child.
4. If the parents/carers have still not been in contact or collected the child 10 minutes after these initial calls, the Headteacher or a team member will telephone all contact numbers available again and then every 10 minutes until contact is made.
5. All calls will be logged on a full incident record, logging times of calls and any discussions that were had with parents/carers, emergency contacts, or other professionals.

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6. If contact is made, the child will remain safe at the nursery with two staff members until collection, and parents/carers will be invoiced the relevant late fee as listed on the nursery fee sheet.
7. If no contact can be made after half an hour has passed, we will treat this as an uncollected child.
8. At this point, the person in charge will ring the Local Authority Children's Social Services emergency duty team.
9. Children's Social Care will advise on what further action to take. They will ask if any members of staff are able to continue caring for the child, either at the nursery or at another safe place, to minimise distress to the child, and discuss how likely it is that staff members will be able to stay with the child. If this isn't possible, the team members may be requested to take the uncollected child to an identified police station. The child's welfare and needs will be always met and to minimise distress, staff will distract, comfort and reassure the child during the process
10. If the child is moved from the nursery premises, a message will be left on all contact phone numbers Informing parents/carers of the address and contact number where the child has been taken. A notice will be left on the door of the building stating who should be contacted to find out what has happened. A similar note will be left at the child's address if possible.
11. In such cases, once the child is safe, parents will be invoiced the relevant late fee.
12. Ofsted will be notified within 48 hours of the incident as this is a significant event.

### **Late fees:**

After the first late collection, parents will be given a gentle reminder about our policy.

After the second late collection, parents will receive a letter and a copy of this policy as a reminder. For and after the third late collection, late fees will be charged.


These fees will be charged for any further late collections while the child/children are at the nursery, even if there has been a substantial period of time between instances.

### **The fees are:**

- £15.00 for any part of the first 15 minutes after the end of a booked session (e.g. 6.01pm – 6.15pm)
- £15.00 for every additional 10 minutes (or part thereof) after that
- If there is persistent lateness, the Headteacher will review the situation. This could result in the family losing their place at the nursery.

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# Little Dukes: Lost or Missing Child Policy



Policy adopted January 2024 - Version 1

Little Dukes Nursery Schools, 14-16 Waterloo Place, London, SW1Y 4AR



# Little Dukes: Lost or Missing Child Policy

## Monitoring and review...

This policy will be continuously monitored, refined and audited by the Headteacher who will also review it annually to assess how efficiently duties have been carried out over the year. This review will take place no later than one year from the date shown below, or sooner if needed due to changes in legislation, regulatory requirements or best practice guidelines.

## Current Version:

**Adopted: January 2024**

## Reviewed by:

Rik McShane, Director of Little Dukes Nurseries  
Nazish Usman, Principal of Hopes and Dreams Montessori Nurseries  
Ben Murray, Marketing and Admissions Director - Little Dukes Nurseries

**Next review due: December 2024**

## Please note:

This policy applies to all nursery schools within the Dukes Education Group, including:

- Hove Village Day Nurseries
- Hopes and Dreams Montessori Nurseries
- Little Dukes Day Nurseries and Preschools
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Any reference to 'Little Dukes' or 'Dukes Education Group' applies to all the nurseries named above.

Policy adopted January 2024 - Version 1

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## Little Dukes: Lost or Missing Child Policy

### Statement of intent:

At Little Dukes, we take all reasonable steps to ensure the safety of children on the premises. We only release children into the care of individuals who parents/carers have formally approved, and we have safety systems in place to ensure that children do not leave the premises unsupervised. These include but are not limited to, attendance being registered on our nursery Family app, secure doors and strict headcount and supervision procedures in line with policy.

### Policy aims:

This policy outlines the procedures we have to keep children safe and accounted for at all times on the nursery premises and to set out the actions we will take in the unlikely event that a child goes missing.

We only release children into the care of individuals who parents/carers have formally approved and we have safety systems in place to ensure that children do not leave the premises unsupervised. These include but are not limited to, attendance being registered on our nursery Family app, secure doors and strict headcount and supervision procedures in line with policy.

We take all reasonable steps to ensure children are kept safe while away from the nursery. For all outings a designated team member will have a fully charged nursery mobile phone and all relevant contact details. On any outing we assess the risks or hazards that may arise for children and identify steps to remove, minimise and manage those risks and hazards.

### ***This includes:***

- Careful consideration of adult to child ratios
- Carrying out regular head counts of children throughout any outing or visit
- Children wearing high-visibility jackets in accordance with our Trips Policy and Supervision Policy and Procedure.
- Team members should wear high-visibility jackets or similar in order for the children to be able to clearly and easily spot them.

However, in the unlikely event of a child going missing in or from the nursery or on an outing, we have procedures which will be implemented immediately.

### Missing child procedure:

If a child is noted as missing either following a regular headcount or noticed as missing, the Headteacher will be informed immediately and all team members present will also be informed.

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If on an outing the designated person in charge of the trip will be informed.

If on an outing, the outing will pause, all children will be gathered together, a headcount will be done and the team member in charge will discuss the best approach.

In either case (whether on outing or in the nursery), team members will be deployed to start an immediate, thorough search of the nursery or outing area, followed by a search of the surrounding area. Some team members will remain with the other children so they are supervised, calmed and supported.

During this search, if in the setting and where available, a team member will review any CCTV, to see if the child can be located or their last location found.

If on an outing and if appropriate, on-site security will also be informed and given a description of the child.

If on an outing the child is not found after 5 minutes, the designated person in charge will then inform the Headteacher.

In either case, if the child cannot be found after 10 minutes the Headteacher will call the police and follow police guidance.

At this point, the parents/carers of the missing child will also be contacted by the Headteacher.

During this period, some team members will continue to search for the missing child, while other team members look after the remaining children.

If on an outing, it will be the responsibility of the designated person in charge to ensure that there are enough team members to care for the children and get them back safely to the nursery. This may mean contacting the nursery to ask for additional/relief team members.

The Headteacher (or designated person in charge if on an outing) will meet the police.

In the unlikely event that the child is not found, the nursery will follow the local authority and police procedure.

The Headteacher will inform their line manager (usually the Principal) who will take over procedures from the Headteacher in turn informing the Safeguarding Governor at Dukes Education, Libby Nicholas, and Operations Director, Rik McShane.

Any incidents must be recorded in writing as soon as practicably possible including: the outcome, who was lost, time identified, notification to police and findings. Nurseries will use the Missing child procedure form in the first instance to do this.

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In any case involving media attention, staff will not speak to any media representatives. They will hand this responsibility over to a designated Dukes Education representative.

A post-incident investigation and risk assessment will be conducted by the Headteacher and Principal following any incident of this nature to reduce the chance of it happening again.


Ofsted will be contacted and informed of any reportable incident as soon as possible, but always within 14 days.

**Legislative Framework:**

**EYFS: The Safeguarding and Welfare Requirements 3.63, 3.65 & 3.66**

**Little Dukes: Early Years Policies November 2023 - Version 1**

# Little Dukes: Medication Policy



Policy adopted January 2024 - Version 1

Little Dukes Nursery Schools, 14-16 Waterloo Place, London, SW1Y 4AR

# Little Dukes: Medication Policy

## Monitoring and review...

This policy will be continuously monitored, refined and audited by the Headteacher who will also review it annually to assess how efficiently duties have been carried out over the year. This review will take place no later than one year from the date shown below, or sooner if needed due to changes in legislation, regulatory requirements or best practice guidelines.

## Current Version:

**Adopted: January 2024**

## Reviewed by:

Rik McShane, Director of Little Dukes Nurseries  
Nazish Usman, Principal of Hopes and Dreams Montessori Nurseries  
Ben Murray, Marketing and Admissions Director - Little Dukes Nurseries

**Next review due: December 2024**

## Please note:

This policy applies to all nursery schools within the Dukes Education Group, including:

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Policy adopted January 2024 - Version 1

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# Little Dukes: Medication Policy

## Statement of intent:

At Little Dukes nurseries, we promote the good health of every child and take all necessary steps to prevent the spread of infection (see Sickness and Illness policy). We will obtain all the information we need to about a child's medicine needs and will keep all information up to date on Famly.

We follow strict guidelines when dealing with medication of any kind at Little Dukes which are set out below. It is the responsibility of every team member to make sure they understand all the details of this policy so they can safely administer medication or the application of topical creams to the children in their care.

## Policy aims:

To implement and maintain an effective management system for administering and storing medicines to ensure that the nursery provides safe and consistent support to individual children with medical needs.

## Key points:

- If a child requires medicine, get the information about the child's needs for this from parents/carers and keep it up to date on the Famly app.
- DO NOT administer any medication unless prior written consent or records are available on Famly. In the case of prescription medicine, relevant requirements must first be met (see the following pages for those details).
- It is not our policy to care for sick children, who should be at home until they are well enough to return to the nursery. But we will administer medication as part of maintaining their health and wellbeing or when they are recovering from an illness.
- Where medicines are necessary to maintain the health of the child, we will ensure they are given correctly and in accordance with legal requirements.
- If any child is brought to the nursery in a condition in which they may require medication sometime during the day, the Headteacher or Principal will decide if the child is fit to be left at the nursery.
- For information on infection control and infectious diseases visit the Public Health England website and view their document titled 'Health protection in schools and other childcare facilities'.
- If the child is deemed well enough to stay at the nursery, the parent/carer must be asked if any kind of medication has already been given, at what time and at what dosage. This information will be recorded.
- Where it is necessary to medicate during a nursery session the parent/carer is requested to acknowledge a specific Prescribed Medication Form on Famly.

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- Medication may be oral (tablets, linctus, syrups etc.), topical (creams and ointments), or nasal-pharyngeal (pre-filled inhalers).
- We do not administer Calpol unless there is a fever present. Any child who has been given Calpol prior to the start of a session will not be allowed to attend.
- All medication administration incidents will be recorded on Famly.

### **Recording of medication:**

A permission to administer the medication must be given by the parents/carers: under general permission for non-prescribed medication or under a specific permission for prescribed medication.

A medication form will be completed before any medication is given. This will include: name of the child, dose given, units added, team member administering it, and team member witnessing it.

Using Famly, all medication forms must be:

- Signed by the team member who administered the medication
- Witnessed by an additional team member
- Acknowledged by the child's parent/carer.

### **Storing medication:**

Medicines must always be stored in their original container in accordance with its product instructions.

They must be clearly labelled with the child's full name and dosage and must be within expiry date.

Team members must ensure that medication is locked in the medication cupboard in the office out of children's reach.

If refrigeration is needed, then it should be stored in a sealed container in a fridge in the main kitchen.

### **Prescription medication:**

We will only administer prescription medication if it has been prescribed for a child by a doctor, dentist, nurse, or pharmacist.

If the prescription is not in English, a native speaker employed by the nursery will be allowed to translate and confirm that the prescription is relevant and fit to administer.

*Please note: This must first be discussed with and authorised by the Operations Director. Notes of this translation will be added to the child's Famly record.*

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Prescription medicines must be stored in their original containers, clearly labelled with the child's full name and dosage and must be within the expiration date.

Children are not permitted into the nursery for a minimum of 24 hours after their first dose of antibiotics or steroids.

DO NOT administer prescribed medication unless the child has had one dose given at home before arriving at the nursery.

If the administration of prescription medicines needs technical/medical knowledge, then individual training may be provided for the team from a qualified health professional. Training will be specific to the individual child concerned.

No child will be given medicine containing aspirin unless prescribed for that particular child by a doctor.

### **Non-prescription medication:**

The nursery will provide certain non-prescribed medicines (such as Calpol, Sudocrem), Piriton that can be given to children in line with parental permissions and the guidelines of this policy.

In cases where the nursery deems it necessary to administer Calpol and Piriton they will first phone the parent/carer for permission.

Any additional non-prescription medication provided by the parents/carers, e.g., other nappy creams/teething gel will only be administered with a completed medication form.

Homoeopathic medications can be administered, following written instructions from a parent/carer.

All medicines must be in their original containers, clearly labelled with the child's full name and the dosage and must be within the expiration date.

### **Emergency medication:**

**Emergency medications (e.g., Epi-pen or Piriton etc) must be administered in the following order:**

If there are signs of a reaction or there is serious concern for the child, administer the emergency medication in accordance with the manufacturer or medical educator's guidance. If applicable, also refer to the guidance in the child's individual care plan.

The Manager must inform the emergency services immediately.  
The Headteacher should contact the child's parents/carers as soon as possible.

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As soon as the child's wellbeing is secure, all team members involved should complete the significant incident and medication form on Famly.

The Headteacher should contact the Principal and Operations Director. Ofsted will be informed if applicable.

### **Administration of Paracetamol:**

Paracetamol/Calpol will only be administered if a child has a temperature of 38°C and above, to bring down the child's temperature. Note: Paracetamol/Calpol will not be given in the event of pain e.g., teething, stomach cramps, diarrhoea, unless prescribed for this purpose by a doctor.

Parents/carers will be contacted to confirm.

If a parent/carer can't be contacted, team members will check medicine permission on Famly and, providing the child has been in the nursery for more than 4 hours (i.e., within a safe time for the child to be given another dose if they were given a dose at home), will give the child a dose.

Team members will not administer more than 2 doses of Paracetamol during the full course of the nursery day.

If a child's temperature is over 38°C, a qualified First Aid team member will examine the child carefully, take their temperature and look for signs of pallor, weakness and skin abnormalities. They will then follow the process listed below.

After administering Paracetamol/Calpol team members will try to reduce the child's temperature until the parents/carers collect the child.

If the temperature does not reduce or the child's temperature reaches 39 then they will need to be collected.

### **Procedure for reducing a baby or child's temperature:**

If a child has a rise in temperature i.e., over 38°C, remain calm and reassure the child.

Try to reduce the child's temperature by removing top clothing and sponging the child with cool water, focusing on the pulse points.

Monitor the progress of the child every 10 minutes, keeping notes of their progress. If a child's temperature has not decreased within half an hour after giving Calpol, parents/carers will be called to discuss the situation and will most likely be asked to collect their child immediately.

If a child's temperature reaches 40°C and parents cannot be contacted, the nursery will contact the emergency services.

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Team members must ensure that the temperature is taken every 10 minutes, and the dosage of Paracetamol is recorded.

### **Administering injections, Epi-pens, pessaries, and suppositories:**

As the administration of injections, pessaries and suppositories represents intrusive nursing, we will not administer these without appropriate medical training for every team member caring for this child.

This training is specific for every child and not generic.

The nursery will do all it can to make any reasonable adjustments including working with parents and other professionals to arrange for appropriate health officials to train team members in administering the medication.

### **Team members taking medication or other substances:**

It is the responsibility of all team members to inform their line manager if they are taking any medication which may affect their ability to care for children.

If this is the case, the Headteacher must carry out an individual risk assessment to assess the suitability of the team member to fulfil their responsibilities and make any necessary adjustment.

**Team members should notify the manager if they bring any medication into the nursery. This medication should be stored securely and out of reach of children.**

### **Sun Safety**

Children at little Duke's nursery schools will have the opportunity to play in the fresh air throughout the year. We also acknowledge the importance of sun protection and want staff and children to enjoy the sun safely.

Sun safety is always considered when planning any outdoor activity. We follow guidance from the weather and UV level reports. We find the right balance to keep children safe and healthy in the sun by following the NHS guidance.

We have a daily review of shade and sun exposure in the playground for children to ensure they do not spend more than 50% of their playtime in full sun on any one day and children will not be allowed in the direct sunlight between 11.00am – 3.00pm on hot days.

Sun safety is discussed with all children in an appropriate manner when there is hot weather, parents are encouraged to provide their children a sun hat and suitable hot weather clothing. Children are encouraged to drink cooled water more frequently throughout sunny or warm days, and this will be accessible both indoors and out.

### **Application of Sun cream**

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During summer months, it is important that all children have an application of sun cream before they go outside. The sun has damaging effects on the skin and even if it is not an extremely warm day there is still a risk of being burnt, even with cloud cover. Therefore, the following approach is taken when dealing with sun cream:

Parents/carers must sign the sun cream permission on the Famly app to allow the application of Sunscreen at relevant times.

Children will always have sun cream applied before going outside in the hot weather and at frequent intervals during the day.

If a parent/carer does not sign the form, then the child must be kept inside until the Nursery can contact the parents to gain permission.

Nursery schools will provide approved factor 50 Sun cream for all children.

Should parents wish to provide their own sun cream they should fill in a medication form with the child's key person and clearly label the individual child's sun cream.

On sunny days, parents should apply sunscreen to children before coming to nursery, we will inform parents though or Famly app on such days.

### **Legislative Framework:**

**EYFS 2023**

**Little Dukes: Safeguarding Policy**

**The Human Medicines Regulations (2020) Data Protection Policy**

**Little Dukes: Outings Policy**

### **Further reading:**

**The NHS website ([www.nhs.uk](http://www.nhs.uk))**


**Prescribing over-the-counter medicines in nurseries and schools ([bma.org.uk](http://bma.org.uk))**

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# Little Dukes: Mobile Phone Policy



Policy adopted January 2024 - Version 1

Little Dukes Nursery Schools, 14-16 Waterloo Place, London, SW1Y 4AR

# Little Dukes: Mobile Phone Policy

## Monitoring and review...

This policy will be continuously monitored, refined and audited by the Headteacher who will also review it annually to assess how efficiently duties have been carried out over the year. This review will take place no later than one year from the date shown below, or sooner if needed due to changes in legislation, regulatory requirements or best practice guidelines.

## Current Version:

**Adopted: January 2024**

## Reviewed by:

Rik McShane, Director of Little Dukes Nurseries  
Nazish Usman, Principal of Hopes and Dreams Montessori Nurseries  
Ben Murray, Marketing and Admissions Director - Little Dukes Nurseries

**Next review due: December 2024**

## Please note:

This policy applies to all nursery schools within the Dukes Education Group, including:

- Hove Village Day Nurseries
- Hopes and Dreams Montessori Nurseries
- Little Dukes Day Nurseries and Preschools
- Miss Daisy's Nursery Schools
- The Kindergartens Nursery Schools
- Reflections Nursery and Forest School
- Riverside Nursery Schools

Any reference to 'Little Dukes' or 'Dukes Education Group' applies to all the nurseries named above.

Policy adopted January 2024 - Version 1

Little Dukes Nursery Schools, 14-16 Waterloo Place, London, SW1Y 4AR

# Little Dukes: Mobile Phone Policy

## Statement of intent:

At Little Dukes, we have a 'no use of mobile phones' policy. This is because we intend to provide an environment where children, parents and team members are safe from images being recorded and inappropriately used to eliminate these concerns:

- 1) Team members being distracted from their work with children.
- 2) The inappropriate use of mobile phone cameras around children.

We promote the safety and welfare of all children in our care. We believe team members should be completely attentive during working hours to ensure all children in the nursery receive good quality care and education.

The welfare, protection and safety of every child in our care is of paramount importance, we take our responsibility to safeguard children seriously.

We have procedures in place which we ask everyone to respect as they help to promote the safety of the children in our care.

## Policy aims:

Our aim is to have a clear policy on the acceptable use of mobile phones (personal and nursery) and cameras that is understood and adhered to by everyone who works at or visits the nursery, without exception.

## Key points:

### Including mobile phones and other devices that accept calls, messages and video calling:

- To ensure the safety and wellbeing of children, we do not allow team members to use personal mobile phones or any brand/type of smartwatch or Fitbit during working hours.
- We use mobile phones supplied by the nursery to provide a means of contact in certain circumstances, such as outings or evacuations.

## Team members must adhere to the following:

Mobile phones/smartwatches/Fitbits etc., are either turned off or on silent and not accessed during working hours.

Mobile phones/smartwatches/Fitbits can only be used on a designated break away from the children.

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Mobile phones/smartwatches/Fitbits must be stored safely in team lockers during working hours.

No personal device is allowed to be connected to the nursery Wi-Fi at any time, if staff wish to connect to Wi-Fi in the nursery on a personal device they should use the guest Wi-Fi.

Team members must not use personal mobile phones to communicate with parents/carers about their role or work at the nursery. If team members share their personal mobile numbers or email addresses with parents, it should be solely for non-work-related communication and is at their own risk.

Team members who bring personal mobile phones into the nursery must ensure that there is no inappropriate or illegal content on them.

The nursery is not responsible for the loss, damage or theft of any personal mobile device.

Nursery devices, like iPads, must only be used for nursery purposes.

The nursery devices will not have any social media or messaging apps on them.

Passwords/passcodes for nursery devices must not be shared or written down.

During outings, team members will use the nursery's mobile phones which do not have any recording functions on them.

Photographs must not be taken of the children on any personal phones or any other personal information storage device. Only nursery owned devices will be used to take photographs or film videos.

Except for Headteacher's laptops and emergency contact phones, Nursery devices will not be taken home with team members and will remain secure at the nursery when not in use.

The Headteacher reserves the right to check the image contents of a team member's mobile phone if there is any cause for concern over inappropriate use.

Should inappropriate material be found then our Local Authority Designated Office (LADO) will be contacted immediately, as well as the police.

Guidance will be followed with regards to the dismissal of the team member.

### **Parents/carers and visitors' use of mobile phones and smartwatches:**

Parents/carers and visitors are asked to refrain from using their mobile phones while in the nursery or when collecting or dropping off their children.

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If parents/carers and visitors are found to be using their phone inside the nursery premises, they will be asked to finish the call or take the call outside. This is to ensure all children are safeguarded.

Visitors are requested to leave their mobile phones or smartwatches in the safety of the office where they will be locked away in secure storage.

### **Photographs and videos:**

We recognise that photographs and video recordings play a part in the life of the nursery settings. Prior written permission from each child's parent/carer is required before any photographs or recordings are taken. We get this permission when each child starts as part of their registration and via the Family app, under 'Permissions' which parents/carers can access and change at any time.

We ask for individual permissions for photographs and video recordings for a range of purposes including: use in the child's learning journey, for display purposes, for promotional materials including our nursery website, brochure, the local press and the social media platforms we use.

We ensure that parents understand that where their child is also in another child's photograph, but not as the primary person, it may still be used in another child's journey book.

If a parent is not happy about one or more of these uses, we will respect their wishes and find alternative ways of recording their child's play or learning.

Team members are reminded that this policy is in line with the nursery's Safeguarding and Child Protection Policy and contravention of this policy is viewed by the company (centrally) to be gross misconduct and will be subject to disciplinary action up to and including summary dismissal (dismissal without notice).

**This policy should be used in conjunction with our E-safety Policy to ensure children are kept safe.**

### **Cameras and capturing images:**

Photographs taken for the purpose of recording a child or group of children participating in activities or learning experiences, or celebrating their achievements, is an effective way of recording their progression in the Early Years Foundation stage. However, it is essential that photographs are taken and stored appropriately to safeguard the children in our care:

Only the designated nursery camera/nursery iPads (or similar) are to be used to take any photo within the nursery or on outings.

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Images taken on this camera must be deemed suitable without putting the child/children in any compromising positions that could cause embarrassment or distress.

All team members are responsible for the location of the camera/image recording device. It should be kept in the lockable office when not in use.

The camera must be locked away at the end of every session (used separately for social media in some nurseries).

Images taken and stored on the camera must be downloaded as soon as possible, ideally once a week.

Parental/carer permission is obtained from parents/carers on joining the nursery for the use of photographs in the nursery. This can be done either as part of a permission form or by updating permissions through the Famly app.

Photos taken on nursery cameras/iPads can be uploaded to our closed Famly app that only approved relatives of that child have access to, including the individual child profiles. This will only happen when we have obtained all the parental permissions.

Any child whose parent/carer has not signed the permission form for photos on social media will not have their photo uploaded.

During outings team members can only use mobile phones belonging to the nursery. Photographs must not be taken of the children on any personal phones or any other personal information storage device.

Only nursery-owned devices can be used to take photographs or videos.

All team members should remain vigilant and report any concerns to the Headteacher or Designated Safeguarding Lead (DSL).

Parents and team members should be informed of the complaints procedure and team members made aware of the whistleblowing procedure.

### **Legislative Framework:**

**EYFS 2021**

**Little Dukes: Safeguarding Policy**

**E-Safety Policy**

**GDPR Policy**

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Data Protection Act (2018) <http://www.legislation.gov.uk/ukpga/1998/29/contents>

**Further reading:**

**Child Exploitation and Online Protection Centre (CEOP)**


**Inspecting Safeguarding in Early Years, Education and Skills, Ofsted Keeping Children Safe in Education, GOV.UK**

**Safeguarding Children and Protecting Professionals in Early Years Settings: Online Safety Considerations, GOV.UK**

**UK Council for Internet Safety**

**UK Safer Internet Centre**

**Working Together to Safeguard Children, GOV.UK**



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# Little Dukes: Outings and Trips Policy



Policy adopted January - Version 1

Little Dukes Nursery Schools, 14-16 Waterloo Place, London, SW1Y 4AR

# Little Dukes: Outings and Trips Policy

## Monitoring and review...

This policy will be continuously monitored, refined and audited by the Headteacher who will also review it annually to assess how efficiently duties have been carried out over the year. This review will take place no later than one year from the date shown below, or sooner if needed due to changes in legislation, regulatory requirements or best practice guidelines.

## Current Version:

**Adopted: January 2024**

## Reviewed by:

Rik McShane, Director of Little Dukes Nurseries  
Nazish Usman, Principal of Hopes and Dreams Montessori Nurseries  
Ben Murray, Marketing and Admissions Director - Little Dukes Nurseries

**Next review due: December 2024**

## Please note:

This policy applies to all nursery schools within the Dukes Education Group, including:

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# Little Dukes: Outings and Trips Policy

## Statement of intent:

At Little Dukes, we offer children a range of local outings including walks, trips to local parks and visits to new environments off the nursery premises. We believe that planned outings and visits complement and enhance the learning opportunities inside the nursery environment and extend children's experiences.

For any outing, parents/carers will be given details about the trip and will be asked to sign a permission form for their child.

## Policy aim:

To enable the nursery to offer extensions to learning and new experiences through visits in a safe and planned manner.

To state how trips should be planned and managed.

To demonstrate how to keep children and team members safe on outings.

To demonstrate how to respond in the case of an emergency or critical incident while on an outing.

## Key points:

Visits and outings are carefully planned using the following procedures along with any local/national guidelines, whatever the length or destination of the visit:

### *Trip planning:*

- A pre-visit checklist, full risk assessment and outings plan will always be carried out by a senior team member before the outing to assess the risks or hazards which may arise for the children and to identify steps to be taken to remove, minimise and manage those risks and hazards.
- A team member should visit the venue prior to the visit. This will ensure that the chosen venue is appropriate for the age, stage and development of the children. If a visit cannot happen a phone call should be made instead.
- Permission will always be obtained from parents through the Family app before taking children on any outing off the nursery premises.
- We provide appropriate staffing levels for outings dependent on an assessment of the safety and the individual needs of the children. We always adhere to the correct adult-child ratio.
- At least one team member on the outing will hold a valid and current paediatric first aid certificate. This number should be increased where a risk assessment deems it necessary.
- We designate one team member of staff to be the outing leader. It will be their role to take the lead in the event of any emergencies/incidents.

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- There may be opportunities for parents/carers to assist on outings. The Headteacher will speak to parents/carers prior to the outing about health and safety and code of conduct.

#### ***Trip procedures:***

- A fully stocked first aid box will always be taken on all outings along with any special medication or equipment needed.
- All parent/carer and team member contact numbers will be taken on all outings. This information is available on the Family app. Where possible a 4G enabled iPad will be brought along to access Family. If this is not possible a completed paper trip register will be used instead.
- All dietary requirements must be adhered to and a full list of these requirements must be taken on the outing.
- Food and drink must be provided at similar times to those at the nursery and drinks should be offered throughout the day.
- All medical needs must be adhered to during the outing and all medication taken and managed by the person in charge of the children with any medical condition.
- Nappies, wipes, spare clothes etc., must be taken for those children who need them and the nursery nappy changing and intimate care procedures must be followed at all times.
- Regular headcounts will be carried out throughout the outing. Timings of headcounts will be discussed in full with the Headteacher prior to the outing.
- All team members and children will be easily recognisable by other members of the group; they will wear high visibility vests/jackets with the nursery name, number and mobile number clearly displayed.
- A fully charged nursery mobile phone will be taken as a means of emergency contact. Personal phones will be left at the nursery in line with our Mobile Phone Policy

#### **Emergency response on trips:**

##### **Accidents:**

In the event of an accident, team members will assess the situation. If required, the group will return to the nursery immediately and parents/carers will be contacted to collect their child. In the event of a serious accident an ambulance will be called at the scene, as well as parents/carers being contacted. One team member will accompany the child to the hospital and the rest of the group will return to the nursery.

##### **Lost children:**

In the event of a child being lost, the Lost Child Procedure will be followed.

##### **In the event of a critical incident:**

In the event of an emergency whilst out on a visit, we encourage staff to find a safe haven and remain there until the danger passes. Each outing will have a detailed risk assessment, which covers all these risks and is planned ahead.

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The risk assessment could cover other issues such as extreme weather, emergency (such as an ill or injured child) etc.

We will contact all parents/carers to let them know everything is ok as soon as it is safe to do so.

### **Risk assessment/outings plan:**

The full risk assessment and outing plan will be displayed for parents to see before giving consent. This plan will include:

- The name of the designated person in charge - the outing leader.
- The name of the place where the visit will take place.
- The estimated time of arrival at the place where they are visiting and expected time they will arrive back at the nursery.
- The number of children, age range of children, the ratio of staff to children, children's individual needs and the group size.
- The equipment needed for the trip, i.e. first aid kit, mobile phone, coats, safety reins, pushchairs, rucksack, packed lunch etc.
- Staff emergency contact numbers.
- Method of transportation and travel arrangements (including the route).
- Financial arrangements.
- Emergency procedures.
- The name of the designated first aider and the first aid provision.
- Description of the planned activity and resources needed.
- Learning intentions.

### **Use of vehicles for outings:**

- All team members shall inform parents in advance of any visits or outings involving the transportation of children away from the nursery.
- The arrangements for transporting children will always be carefully planned and where necessary additional people will be recruited to ensure the safety of the children. This is particularly important where children with disabilities are concerned.
- All vehicles used in transporting children are properly licensed, inspected and maintained.
- Regular checks are made to the nursery vehicle e.g. tyres, lights etc. and a logbook of maintenance, repairs and services is maintained.
- The nursery vehicle is to be kept in proper working order, is fully insured for business use and is protected by comprehensive breakdown cover.
- Drivers of vehicles are adequately insured.
- All vehicles used are fitted to the supplier's instructions with sufficient numbers of safety restraints appropriate to the age/weight of the children carried in the vehicle. Any minibuses/coaches are fitted with 3-point seat belts.
- When we use a minibus, we check that the driver is over 21 years of age and holds a Passenger Carrying Vehicle (PCV) driving licence. This entitles the driver to transport up to 16 passengers.
- When children are being transported, we maintain ratios.

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When planning a trip or outing using personal vehicles, records of vehicles and drivers including licenses, MOT certificates and business use insurance are checked. If a vehicle is used for outings the following procedures will be followed:


- Ensure seat belts, child seats and booster seats are used.
- Ensure the maximum seating is not exceeded.
- All children will be accompanied by a registered team member.
- No child will be left in a vehicle unattended
- Extra care will be taken when getting into or out of a vehicle.
- The vehicle will be equipped with a fire extinguisher and emergency kit containing warning triangle, torch, blankets, wheel changing equipment etc.



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# Little Dukes: Safer Recruitment Policy



Policy adopted December 2024 - Version 1

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# Little Dukes: Safer Recruitment Policy

## Monitoring and review...

This policy will be continuously monitored, refined and audited by the Headteacher who will also review it annually to assess how efficiently duties have been carried out over the year. This review will take place no later than one year from the date shown below, or sooner if needed due to changes in legislation, regulatory requirements or best practice guidelines.

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Ben Murray, Marketing and Admissions Director - Little Dukes Nurseries

**Next review due: December 2024**

## Please note:

This policy applies to all nursery schools within the Dukes Education Group, including:

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## Little Dukes: Safer Recruitment Policy

This policy has been developed to embed safer recruitment practices and procedures throughout Little Dukes nurseries and to support the creation of a safer culture by reinforcing the safeguarding and wellbeing of children and young people in our care. It includes information about line manager responsibilities, the role of the HR, job descriptions and employee specifications, assessment criteria, interviews (both remote and on-site) and equality, diversity and inclusion.

### Policy aims:

This policy complies with guidance outlined in 'Keeping Children Safe in Education July 2022' and has been ratified by the management and safeguarding lead. This policy reinforces the conduct outlined in the "The Procedures of The Safeguarding Children Board" as well as the Whistleblowing policy which all team members are expected to be familiar with.

All successful candidates for paid or voluntary employment are made aware of these documents. This policy is an essential element in creating and maintaining a safe and supportive environment for all children, team members and others within the community and aims to ensure both safe and fair recruitment and selection of all team members and volunteers by:

- Attracting the best possible candidates/volunteers to vacancies based on their merits, abilities and suitability to the position and considering each one equitably and consistently.
- Deterring prospective candidates/volunteers who are unsuitable from applying for vacancies.
- Identifying and rejecting those candidates/volunteers who are unsuitable to work with children and young people.

### Key points:

- Headteachers are responsible for recruitment, together with the central recruitment and HR teams.
- We always aim to recruit the person who is most suited to each particular job.
- Before initiating the recruitment process, the responsible line manager must ensure that there is an up-to-date job description for the role and a clear employee specification.
- It is our policy that all vacancies will be placed on the Dukes Hub and advertised internally alongside external advertising.
- Headteachers should encourage existing employees to apply for vacant posts if they have the appropriate qualifications, experience and skills.

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- We are committed to applying our equality, diversity and inclusion policy at all stages of recruitment and selection. We always carry out shortlisting, interviewing and selection without regard to an applicant's sex, gender identity, sexual orientation, marital or civil partnership status, skin colour, race, nationality, ethnic or national origins, religion or belief, age, pregnancy or maternity leave or trade union membership.
- Headteachers conducting recruitment interviews will ensure that the questions that they ask job applicants are not in any way discriminatory or unnecessarily intrusive.
- We only recruit individuals with a clear DBS, proof of qualifications, ID checks and legal right to work in the UK.
- We will refer to the Department for Education ("DfE") document, 'Keeping Children Safe in Education' and any amended version in carrying out the required DBS checks.
- We process all personal data collected during the recruitment process in accordance with our data protection policy/policy on processing special category personal data and criminal records data.
- All hiring managers will have completed safer recruitment training.

### **Hiring manager responsibilities:**

All vacancies will be recruited in line with agreed nursery budgets. Where recruitment exceeds budget allowance, the hiring manager will seek approval from the Principals/Operations Director and/or FD.

Hiring managers will recruit the person who is most suited to each role.

They will recruit solely based on the applicant's abilities, individual merit and safer recruitment criterion as measured against the predetermined criteria for the job.

Qualifications, experience and skills are assessed at the level that is relevant to the job.

It is the hiring manager's responsibility to ensure that their Safer Recruitment training is up to date and that they are applying the principles at all points during the recruitment process.

### **Inviting Applicants:**

All positions advertised will carry the following statement: "Our nursery is committed to safeguarding and promoting the welfare of children and we expect all team members to endorse this commitment."

All applicants will be able to access the following information:

- Job description and person specification.
- The Safeguarding Policy
- The Safer Recruitment Policy

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- An application form
- An equal opportunity monitoring form.

Prospective applicants must complete an online application form and declare any information about convictions, past cautions or prosecutions pending in line with the Rehabilitation of Offenders Act 1974.

Candidates unsuccessful at application stage will be notified by email.

### **Screening:**

Candidates who meet the criteria following initial application will be screened by a member of the central recruitment team.

Candidates unsuccessful at the screening stage will be notified by email.

Following a successful screening call, candidates will be introduced to the hiring manager by email and invited to a formal interview.

### **Interviews:**

Hiring managers conducting recruitment interviews will ensure that the questions they ask job applicants are not in any way discriminatory or unnecessarily intrusive.

The interview will focus on the role and the skills needed to perform it effectively. To ensure fairness, the hiring manager should ensure that questions asked are consistent in all interviews for a particular job.

Hiring managers must make a record of every recruitment interview and retain this in line with our Data Retention policy.

Interviews should be in person; however online interviews may be appropriate in exceptional circumstances and may be carried out using Zoom/Google Meet/Microsoft Teams. Following a successful online interview, a follow-up interview in person should be arranged before any job offer is made.

At least two people should conduct an interview. If this is not possible for any reason, a second interview should take place as part of the hiring process.

Hiring managers should in advance provide the interviewee with details of when and how the interview will be conducted and should also give the interviewee the opportunity to provide details of any reasonable adjustments that should be made or technological difficulties they may have.

For some roles, a monitored stay and play session may be required to assess the candidate's ability to interact and engage with children and the team. If this is the

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case, all candidates applying for the same role must complete this part of the hiring process.

**Candidate responsibilities:**

At interview selection candidates must:

- Explain any gaps in employment.
- Explain satisfactorily any anomalies or discrepancies in the information available to the panel.
- Declare any information that is likely to appear on the DBS disclosure.
- Demonstrate their ability to safeguard and protect the welfare of children and young people.
- Demonstrate their ability to perform the role advertised.
- Disclose any convictions, cautions, court orders, reprimands and warnings that may affect their suitability to work with children (whether received before or during their employment at the nursery).

**On no account should any job offer be made during or at the end of an interview.**

**Selection and References:**

Following a successful interview where the candidate has met all relevant criteria, the hiring manager will contact the applicant and make an offer pending successful receipt of the following:

- DBS Checks
- 2 x satisfactory references
- Positive completion of pre-employment checks

Unsuccessful candidates will be contacted by email explaining the reasons for rejection. Any information regarding these candidates will be retained in line with our Data Protection policy.

**Disclosure Barring Service checks and vetting:**

All nursery-based jobs are exempt from the Rehabilitation of Offenders Act as the work brings employees into contact with children who are regarded by the Act as a vulnerable group, therefore all applicants must be in possession of a current and relevant enhanced DBS check.

Little Dukes will apply and pay for the new DBS in all cases where the new employee is not registered on the update service.

Following receipt of a clear DBS, the candidate must register for the update service themselves. If the candidate does not register within 30 days, they will have to pay for a new DBS certificate each time it is required.

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If an applicant is on the update service and has a current certificate the nursery must:

- Obtain consent from the applicant to do a check on the update service.
- Confirm the certificate matches the individual's identity.
- Examine the original certificate to ensure that it is for the appropriate workforce and level of check, e.g., enhanced certificate/enhanced including barred list information, and the position applied for states 'child workforce'.

In rare cases, successful candidates may be able to start employment before receipt of a new DBS if there is a delay in receiving the DBS. In such cases, it will be the hiring manager's responsibility to make this decision, a risk assessment must be completed by the hiring manager and the candidate will not be left alone with children until the clear DBS is received.

### **References:**

For a candidate to be appointed, two references, one of which must be from the applicant's current/most recent employer, must be received. Students can have their tutors as referees.

References are sought directly from the referee and should be completed using our online form. Where necessary, referees will be contacted in person to clarify any anomalies or discrepancies. We will keep detailed written records of such exchanges.

Where necessary, previous employers who have not been named as referees may be contacted to clarify any such anomalies or discrepancies.

Referees will be asked about:

- The candidate's suitability to work with children and young people
- Any disciplinary warnings, including time-expired warnings, relating to the safeguarding of children and young people
- The candidate's suitability for the post.

Reference requests may also include request for the applicants:

- Current post and salary
- Sickness record
- Attendance record
- Disciplinary record.

### **Additional checks:**

**An offer of appointment is conditional upon satisfactory completion of the following additional checks:**

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### **Identity checks:**

All applicants who are invited to an interview must bring evidence of their identity (preferably current photographic ID) and proof of address. In exceptional cases where none is available, three forms of ID will be required. Only original documents are accepted and photocopies will be made. Copies of documents made for unsuccessful applicants will be securely destroyed at the closure of the recruitment process. Copies of documents made for successful applicants will be added to their personnel file.

### **Right to work in the UK:**

All candidates need to show proof of their right to work in the UK. If there is uncertainty about whether an individual needs permission to work in the UK, then prospective employers, or volunteer managers, should follow advice on the GOV.UK website ([Checking a job applicant's right to work - GOV.UK \(www.gov.uk\)](https://www.gov.uk/checking-job-applicant-right-to-work)).

If the candidate does not have a British/Irish passport, when taking copies of their passport document you must make sure you copy the relevant visa/endorsement page as well as the usual passport ID page.

### **Qualification checks:**

If a candidate is applying for a role linked to a specific qualification, these must be checked by the hiring manager and verified to be full and relevant. Original certificates and qualifications must be seen and copies made and filed on Hi Bob.

### **Overseas checks:**

All new appointments to our workforce who have lived outside the UK are subject to additional checks as appropriate. Further details can be found here: <https://www.gov.uk/government/publications/criminal-records-checks-for-overseas-applicants>.

### **Health checks:**

As a responsible employer, we ensure that those we employ have the mental and physical fitness to carry out their work responsibilities. Therefore, we request all prospective employees to complete a medical questionnaire once an offer of employment has been made. If necessary, we will seek further medical advice, with the written consent of the prospective employee. This also applies to those who seek to work for us either as supply staff or volunteers.

### **Existing, agency and third-party team members and volunteers:**

The Headteacher will obtain - from the organisation that they use for any agency and third-party team members and volunteers - written notification that the organisation has carried out the relevant safer recruitment checks on the individuals who will be working at the nursery.

The Headteacher will also check that the person presenting themselves for work is the same person on whom the checks have been made.

Any information disclosed as part of the DBS check will be treated confidentially. This confirmation will be used as evidence on the Single Central Record for Ofsted. If the nursery has concerns about an existing team member's suitability to work with children, all relevant checks will be carried out as if the person were a new team member.

The level of checks required on a volunteer is dependent on the type of duties they will be performing, for example a supervised volunteer is not considered to be undertaking a regulated activity, but the nursery may require an enhanced DBS check only. If they are unsupervised then they will be undertaking a regulated activity and therefore will require an enhanced DBS check with a barred list check.

It is not necessary to obtain a DBS Disclosure for secondary pupils undertaking voluntary work or work experience. However, as good practice we ensure they sign in and out and are not left unsupervised with children.

Little Dukes nurseries requires that all necessary checks and DBS checks have been satisfactorily completed for peripatetic team members.

### **Inductions:**

All team members and volunteers who are new to the nursery will receive information on the mandatory policies and a copy of the employee handbook. It is every team member's responsibility to read and understand the handbook.

All new team members undergo a period of monitoring (induction period) and must meet regularly with their hiring manager in line with the guidelines laid out in their employee handbook.

All new team members must complete all mandatory online training and attend any appropriate training.

If at any point during this induction period or longer probation period there are any concerns about the employee's behaviour or suitability to work with children, these must be addressed immediately by the Headteacher in line with our safeguarding and disciplinary policies.

Ofsted and LADO must be informed immediately if any team member is 'disqualified' or is dismissed (or would have been, had they not left the nursery first) because they have harmed a child or put a child at risk of harm.

Under the Safeguarding Vulnerable Groups Act 2006, a referral will also be made to the Disclosure and Barring Service.

### **Contact details for Ofsted:**

Email: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk) Telephone: 0300 123 4666  
By post: Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD

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## **Legislative Framework:**

**Early years foundation stage (EYFS) statutory framework - GOV.UK**  
<https://www.gov.uk/government/publications/early-years-foundation-stage-framework--2> (Updated 2023)

**Safeguarding policy**

**Whistle blowing policy**

**Keeping children safe in education - GOV.UK**  
<https://www.gov.uk/government/publications/keeping-children-safe-in-education--2> (Updated 2023)

**GDPR/Confidentiality policy**

**Data protection Act 2006**

**Safeguarding Vulnerable Groups Act 2006**

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# Little Dukes: Staff Code of Conduct

Policy adopted January 2024 - Version 1

Little Dukes Nursery Schools, 14-16 Waterloo Place, London, SW1Y 4AR



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# Little Dukes: Staff Code of Conduct

## Monitoring and review...

This policy will be continuously monitored, refined and audited by the Headteacher who will also review it annually to assess how efficiently duties have been carried out over the year. This review will take place no later than one year from the date shown below, or sooner if needed due to changes in legislation, regulatory requirements or best practice guidelines.

## Current Version:

**Adopted: January 2024**

## Reviewed by:

Rik McShane, Director of Little Dukes Nurseries  
Nazish Usman, Principal of Hopes and Dreams Montessori Nurseries  
Ben Murray, Marketing and Admissions Director - Little Dukes Nurseries

**Next review due: December 2024**

## Please note:

This policy applies to all nursery schools within the Dukes Education Group, including:

- Hove Village Day Nurseries
- Hopes and Dreams Montessori Nurseries
- Little Dukes Day Nurseries and Preschools
- Miss Daisy's Nursery Schools
- The Kindergartens Nursery Schools
- Reflections Nursery and Forest School
- Riverside Nursery Schools

Any reference to 'Little Dukes' or 'Dukes Education Group' applies to all the nurseries named above.

Policy adopted January 2024 - Version 1

Little Dukes Nursery Schools, 14-16 Waterloo Place, London, SW1Y 4AR

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# Little Dukes: Staff Code of Conduct

## Statement of intent:

Under the statutory guidance document 'Keeping Children Safe in Education, 2022', all Little Dukes Nurseries are required to set out a staff code of conduct/behaviour policy for school employees. At Little Dukes we refer to all staff as team members.

At Little Dukes, we seek to provide a safe and supportive environment consistent with the aims of the school. This document will clarify what is expected in terms of professional behaviour but must also be read in conjunction with the Staff Handbook.

## Core principles:

1. The safety and welfare of children is paramount, and all team members accept individual responsibility in maintaining their knowledge, supporting the safeguarding principles and reporting any concerns.
2. We are an inclusive, diverse, friendly, caring, and professional business and team member's behaviour should always reflect this and our core values.
3. Team members are responsible for their own actions and behaviour and should avoid conduct that would lead any reasonable person to question their motivation or intentions.
4. Team members should work in an open and transparent way applying high standards of professional behaviour consistent with all the relevant Little Dukes policies.
5. Team members should be aware that failure to follow this code of conduct and the Little Dukes policies may lead to disciplinary action.

## Core values:

The four Little Dukes core values below underpin every action and decision we make. All employees should put these values at the heart of everything they do.

- We love learning.
- We are a team.
- We do it well.
- We lead with heart.

## Core areas:

Our code of conduct covers the following areas:

1. Safeguarding behaviour expectations
2. Positive interactions
3. Professional conduct
4. Security of information

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## 5. Post-employment conduct

However, it is important to note that the general principles covered here apply to all areas of your employment and are not limited to these specifics only.

### 1. Safeguarding behaviour expectations:

The safety and welfare of our children is of paramount importance to us and so every aspect of a team member's behaviour and conduct should put the child first and support a true culture of collective and individual responsibility and focus on keeping our children safe.

#### Safeguarding duty of care:

- All team members have a duty of care for our children; therefore, we are all accountable for the way in which we exercise authority, manage risk, use resources and protect children.
- All team members have a duty to keep young people safe, to protect them from harm and therefore to have a solid knowledge of child protection issues and an awareness of the definitions of harm, abuse and neglect.
- All team members, whether paid or voluntary, must follow OFSTED welfare requirements, Health and Safety regulations and all Little Dukes policies and procedure.

#### Whistleblowing:

Whistleblowing is how team members can voice their concerns made in good faith without fear of repercussion.

- Report to a Headteacher/senior team member any behaviour by another employee that causes concern, or they consider to be unethical.
- This may include behaviour that is believed to violate any law, rule or regulation or represents corrupt conduct, substantial mismanagement of resources, or is a danger to public health or safety or to the environment or causes a safeguarding concern.
- Reports of such behaviour will be protected against reprisals providing the claim is based on a reasonable belief, is reported to an appropriate person and is in no way vindictive (refer to Whistleblowing Policy).

#### Suitability declarations and criminal offences:

- Employees are required to update their Headteacher immediately should anything change regarding their suitability to work with children.
- Employees must immediately inform their Headteacher if charged with a criminal offence punishable by imprisonment or, if found guilty, would significantly affect his/her ability to perform normal duties.

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## **2. Positive interactions:**

At Little Dukes, we aim to make every interaction a positive one, we treat all individuals with respect and celebrate their unique contributions. We treat people as we would like to be treated ourselves, whether it is a child, a colleague, a parent/carer or visitor. The behaviours we expect from our team members are laid out below.

### **Building relationships with children:**

Our relationships with children are at the heart of why we do what we do. Strong bonds and close Key Person relationships are the foundation of outstanding education and a confidence in learning.

### **The Golden Rules:**

At Little Dukes, all our interactions with children are founded on strong pedagogical principles the basics of which are distilled into our Little Dukes' Golden Rules.

### **All team members must:**

- Read and understand the Golden Rules
- Apply them to all interactions with children.

### **Setting an example:**

Our children learn from us in every moment of interaction and every observed behaviour they encounter. All team members should therefore:

- Model high standards of behaviour, communication and conduct which can be copied by the children.
- Show punctuality, professional appearance, the use of appropriate language and courteous professional behaviour towards children, parents/carers and colleagues.
- In line with our core values of 'we love learning' and 'we do it well', team members must maintain the highest possible professional standards and performance and aim to continuously keep up to date and improve their professional knowledge.

### **Behaviour management:**

All children and team members have a right to be treated with respect and dignity. Team members should:

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- Not use any form of degrading treatment to punish a child. The use of sarcasm and insensitive comments towards children or colleagues is not acceptable.
- Ensure that they follow the Behaviour Policy.
- Ensure that they follow our Golden Rules.

### **Physical contact:**

There are occasions when it is appropriate for team members to have physical contact with children e.g., comforting a distressed young child. In these situations, team members should:

- Use their professional judgement at all times about the appropriateness of any physical contact; being aware that even well-intentioned physical contact may be misconstrued.
- Never touch a child in a way which may be considered indecent and be prepared to explain actions and accept that physical contact is open to scrutiny.
- In a situation where it is necessary to restrain a child for reasons of health and safety, the details of the restraint must be carefully documented and the parents/carers of the child must be informed of this on the same day in line with our Behaviour Policy.

### **Building relationships with colleagues and visitors:**

In line with our core values 'We are a team' and 'We lead with heart', how we work with our peers is intrinsic to the culture we want to create. To support this, team members must:

- Work cooperatively with colleagues, strive to be friendly, approachable, and welcoming, support and learn from each other and accept differences in personal style.
- Respect and seek, where necessary, the professional opinions of colleagues in their area of competence and acknowledge their contribution.
- Comply with all lawful and reasonable directions given. Complaints about any directions given must be discussed with the Headteacher in order to come to a successful resolution to the complaint.
- Ensure that their decision-making and professional conduct is consistent with the provisions of Equal Opportunities legislation. Employees must ensure they observe the Equal Opportunities principles, exhibit appropriate behaviours, and provide a work environment free from harassment (including sexual), bullying and discrimination.
- Not send by email or any other form of electronic communication material that is fraudulent, harassing, embarrassing, sexually explicit, profane, obscene, intimidating, defamatory or otherwise unlawful or inappropriate, or store any such data on any of the company devices.

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### **Building relationships with parents/carers:**

Any interaction is an opportunity to create a positive relationship. Great parent/carer partnerships are at the core of an outstanding nursery. In communications with parents/carers team members must:

- Strive to be friendly, approachable, transparent and professional all times.
- Listen and seek to understand the parents'/carers' perspective while putting the needs of the child first.
- Avoid defensive or negative language and body language.
- Aim to find a positive solution to any problem.
- Seek professional help and support where needed.

### **3. Professional conduct:**

At Little Dukes, we pride ourselves not only on our passion for learning and doing our jobs well but also on always presenting ourselves to the very best of our professional abilities. With this in mind, the following principles of conduct apply to all team members:

#### **Smoking, alcohol and drugs:**

- We are a smoke-free school and smoking is not allowed on the premises.
- Alcohol may not be consumed during working hours under any circumstances.
- Team members must not allow the consumption of alcohol or drugs to adversely affect their work performance or official conduct.

#### **Personal presentation:**

- In order to promote a professional image that enhances the nursery and promotes a positive business image, all team members must maintain a professional, practical and presentable standard of grooming and dress at all times.
- All team members are required to follow the dress code and wear full uniform where one is required by the nursery. For further information, see individual nursery requirements and the Employee Handbook.

#### **Mobile phones and cameras:**

- Team members should be fully aware of and adhere to, the Little Dukes Mobile Phone Policy
- All team members must store their telephones in the designated area in the nursery office.
- Parents/carers are not allowed to use their mobile phones in school and visitors must leave their mobile phone in the school office.

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### **Outside employment:**

- Team members may undertake work outside school either paid or voluntary, provided that it does not conflict with the interests of the nursery or affect their work performance. They **MUST** make their Headteacher aware and seek written permission.
- If approval is granted it is the team members' responsibility to always ensure that the additional employment does not interfere with work performance and that there is no conflict of interest.

### **Behaviour outside hours of duty:**

- Team members must conduct their personal affairs in a manner that does not affect their official duties.
- Team members must be aware that their activity or behaviour outside of working hours could bring the integrity or reputation of the nursery, their own reputation or the reputation of other members of the school community into disrepute.
- In particular, criminal offences that involve violence or possession or use of illegal drugs or sexual misconduct are likely to be regarded as unacceptable.

### **Reputation and social media:**

- Team members must be careful to ensure that nothing they say or do brings the nursery's name into disrepute.
- Team members should not gossip or speak inappropriately about the nursery, children, parents/carers, team members, or other Dukes employees including discussing incidents.
- With regards to the use of social media, team members must not post anything on social networking sites that would offend any other team member or parent/carer.
- Team members are not permitted to allow parents/carers to view their pages on social networking sites or engage parents/carers in any form of social networking.

### **Use of official resources:**

#### **Employees must:**

- Ensure that all resources within their area of responsibility are used effectively and economically.
- Take responsibility to maintain and care for the resources in their areas of responsibility.
- Use facilities and equipment including computers, email, internet access and mobile phones for official purposes only, unless the Headteacher has given permission for limited private use.

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### **Conflict of interest:**

Team members must act in the public interest and not in any manner designed to gain unfair advantage for themselves or other individuals, family, friends or business acquaintances. This particularly applies with respect to obtaining contracts or purchasing of goods and services.

### **Gifts and benefits:**

It is important that all team members' actions are able to withstand scrutiny, and not cause any embarrassment to the company, other employees, themselves or any third party, including contractors or suppliers.

### **Therefore employees must not:**

- Seek to accept favours or gifts for services performed in connection with official duties.
- Use their position to encourage or obtain a private benefit.
- Make or accept gifts or payments with ulterior motives in order to obtain favours or in return for favourable services.
- Offer, pay, solicit or accept bribes in any form, including facilitation payments.
- Open themselves up to suspicion of dishonesty or put themselves in a position of conflict between their work and their private interests.
- Give or receive gifts and entertainment as a reward, inducement or encouragement for preferential treatment or inappropriate or dishonest conduct.
- Accept invitations from parents/carers, suppliers or others to hospitality or entertainment events.

In order not to be considered a bribe, gifts and hospitality must not be used to encourage dishonest benefits; therefore, employees are not in breach if gifts/hospitality are given in festive spirit or a reward for good service.

In addition to this, the monetary value of the gifts is irrelevant as long as these are given in good faith with no ulterior motive.

### **Employees may accept:**

- Low-value token gifts produced for the purpose of being given away, if given by an existing customer or supplier
- Occasional boxes of confectionery, etc., given to a team of employees or as an individual gift.

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#### 4. Security of information

We protect not just children and ourselves but also the information that we hold. The following applies to all team members:

##### **Confidentiality:**

- Team members are expected to treat information they receive about children, parents/carers, team members and the nursery in a discreet and confidential manner.
- Children, parent/carer and employee-related information is confidential. Any information regarding parents/carers, children, employees and/or a service will not be conveyed to another person without appropriate authorisation. All team members must comply with legislative requirements in respect to policies relating to confidentiality and privacy.
- If in any doubt about sharing information they hold, or which has been requested of them, team members should seek advice from a senior member of staff. Information should only be shared on a need to know basis
- Confidentiality with respect to business/finance information and security of systems information (Information Technology) will be adhered to by all team members.

##### **Personal information:**

- Employees may collect, use and disclose any personal information that is necessary for the performance of their work or required by law.
- Consent will be obtained from individuals concerned for the use of sensitive information such as racial or ethnic origin, political views, religious beliefs, sexual preferences, or criminal record. Team members must ensure that the information is accurate, complete and up to date.
- Team members must take reasonable steps to protect personal information from misuse and loss and from unauthorised access, modification, or disclosure. Each person will be advised that they have a right to access their personal information and seek corrections to it.

For further information please refer to our IT security and GDPR policies.

#### 5. Post-employment conduct

We aim to create long-term relationships with all our employees and pride ourselves on our connectedness with current, returning, and ex-team members. We follow through on our commitments and responsibilities and expect our staff to do the same.

##### **Employment after leaving the nursery:**

- Employees commit to maintaining the reputation of the business following employment in their behaviour and communication.

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- Confidential information obtained in the course of duty will not be relayed to anyone else. Once a team member has left the nursery, confidential information obtained during employment will not be used to advantage the prospective employer or disadvantage the nursery.

**Non solicitation:**

Employees will not, for a period of six months following the termination of employment, either personally or by an agent, whether on their own account or in association with any other person, canvass, solicit or endeavour to take away from the nursery the business or custom of any customer of the nursery with whom they have personally dealt.

**Non-competition:**

Employees will not, for a period of six months after the termination of employment, either personally or by an agent, whether on their own account or in association with any other person, engage in business with or be in any way interested in any company, firm or organisation within the local area that engages in or carries on the business of Nursery provision.

# Little Dukes: Supervision Policy

Policy adopted January 2024 - Version 1

Little Dukes Nursery Schools, 14-16 Waterloo Place, London, SW1Y 4AR



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## Little Dukes: Supervision Policy

### Monitoring and review...

This policy will be continuously monitored, refined and audited by the Headteacher who will also review it annually to assess how efficiently duties have been carried out over the year. This review will take place no later than one year from the date shown below, or sooner if needed due to changes in legislation, regulatory requirements or best practice guidelines.

### Current Version:

**Adopted: January 2024**

### Reviewed by:

Rik McShane, Director of Little Dukes Nurseries  
Nazish Usman, Principal of Hopes and Dreams Montessori Nurseries  
Ben Murray, Marketing and Admissions Director - Little Dukes Nurseries

**Next review due: December 2024**

### Please note:

This policy applies to all nursery schools within the Dukes Education Group, including:

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# Little Dukes: Supervision Policy

## Statement of intent:

At Little Dukes, we aim to always protect and support the welfare of the children in our care. All staffing arrangements must meet the needs of all children and ensure their safety.

The Headteacher is responsible for ensuring that colleagues adequately supervise children in their care and understand policies and procedures to support them to ensure children's needs are always met.

## Policy aims:

We aim to ensure that:

1. All colleagues receive information on policies and procedures in the nursery to suitably support each other.
2. Parents/carers are kept informed about team member deployment.
3. Parents/carers pass the care of their child to their Key Person or Buddy Key Person.
4. Children are always supervised, whether they are in or out of the building.
5. The supervision of children and the deployment of team members always ensures the safety and welfare of the children in rooms and outside, including on outings. We aim to ensure regular headcounts, maintain child/adult ratios and risk assessments to always prioritise the safety and welfare of children in our care.

## EYFS 2023:

3.29. Staffing arrangements must meet the needs of all children and ensure their safety. Providers must ensure that children are adequately supervised, including whilst eating, and decide how to deploy staff to ensure children's needs are met. Providers must inform parents and/or carers about staff deployment, and, when relevant and practical, aim to involve them in these decisions. Children must usually be within sight and hearing of staff and always within sight or hearing. Whilst eating, children must be within sight and hearing of a member of staff.

## Key points:

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- The Headteacher is responsible for making sure that all colleagues, practitioners, students, volunteers and relief cover receive information on health and safety in the nursery so that they can suitably supervise the children in their care.
- The Headteacher is responsible for making sure that all children are adequately supervised and that team members are deployed to ensure that children are safe and their needs are met.
- Team members should be aware of their own position and of those around them, to make sure that adult to child ratios are always met and that children receive high quality experiences. This will also ensure children are not left unattended while team members complete routine jobs.
- It is the responsibility of the Headteacher to read, understand and adhere to all policies and procedures and act in accordance with current legislation and good practice. They must also ensure that team members read, understand and adhere to policies and procedures and relevant parts of the staff handbook as part of their inductions.
- Headteachers must also ensure that all children are logged in and out on Famly in the morning and evening and that all room moves are logged on Famly to effectively supervise transitions and to monitor the headcounts consistently.

### **Supervision of children procedures:**

#### **Attendance records:**

Team members **MUST** correctly and punctually record the arrival and departure of all children on the daily sign in and sign out on Famly.

The Headteacher or the senior person in charge **MUST** check to ensure that the registers accurately reflect children's attendance daily. All children should be signed in or marked on holidays or sickness on Famly.

As per the absence policy, any children who have not arrived at the nursery by 10:00am **MUST** be contacted by the Duty Manager/Seniors or Room Managers.

Absent children **MUST** be logged sick/ill or on holidays as per the check-in notes received via communication with parents/carers.

#### **Headcounts:**

**Headcounts MUST be undertaken regularly and meet the following requirements:**

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MUST be actively and regularly done when a change happens, such as counting when arriving at and leaving a place and additional headcounts according to the need of each group.

The system to register the headcount MUST be set as a standard by the Headteacher for the whole nursery.

MUST be done by team members every time there is a change to the group.

MUST be done by team members when a child arrives or leaves the nursery.

MUST be done by team members when a child arrives or leaves the room on a settling-in session.

MUST be done by team members when a child arrives in or leaves the room when visiting from another room.

MUST be done by team members when the group moves e.g., between inside and outside areas where free-flow play is not possible.

MUST be done by team members when rooms join.

MUST be done by team members during bathroom routines.

A record of headcount MUST have the person's name completing it on Famly (which registers the name automatically).

### **Additional headcounts:**

In some circumstances it may be necessary to introduce additional checks to ensure that children are not left unattended in the nursery. This is at the discretion of the Headteacher/senior management. Additional headcounts will be recorded on Famly by the Room Leader or, in their absence, by a designated person in the room.

### **Supervision:**

All team members must be always vigilant and aware of the position of all children including free flow. Whether children are in or out of the building for off site visits or Forest School, they must be always supervised within sight and hearing of team members.

Even when parents/carers or peripatetic practitioners are involved in an activity or outing it is still the responsibility of the nursery team to perform the head counts and to ALWAYS have the children in their sight.

When a team member needs to complete a task which will briefly take them away from the main group of children e.g., taking a child to the toilet or fetching

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something, they must communicate this to other team members in the room who must ensure that supervision and deployment is adapted accordingly.

If a child is leaving the room with them e.g., for nappy changing, this must also be communicated to the other team members so headcounts can be adjusted accordingly.

There may be times throughout the day when a child changes rooms for a period of time (e.g., settling the child in and out of different rooms), at this point the location of the child must be changed on the Famly app.

Team members must be aware that children can drown in only a few centimetres of water; children must be fully supervised all times when using water play tables/paddling pools.

Special care must be taken when children are using large apparatus e.g., climbing frames and when walking up or down steps/stairs.

When outdoors, team members must be aware of any dangers relating to bushes, shrubs and plants, must register dangers on risk assessments and must supervise them closely.

Children must be supervised at all times when eating (see mealtime policy), toddlers and babies must be closely monitored.

Babies must never be left alone with a bottle and should always be bottle fed whilst being held by their Key Person or buddy Key Person.

No hot drinks are allowed in rooms and must not be taken inside the area where there are children under any circumstances. Team members may have personal water bottles in the rooms.

Children must be carefully supervised when using scissors.

Babies/children will be closely supervised while sleeping and regular checks must be recorded every 10 mins on Famly for all age groups. For babies, more frequent monitoring is highly recommended.

Children must be carefully supervised when using knives for cooking activities.


Babies/children must never be left unattended on high-level changing units (please refer to nappy changing policy).

During nursery trips team members ratios may be increased, depending on the context, to ensure the correct supervision and safety of the specific cohort of children (please refer to outings policy).

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The EYFS Statutory Framework does not specify different ratios for break times, but this does allow a reduction in staffing supervising when children are resting or sleeping. This is only if all relevant team members are nearby or readily available if they are needed. The setting has a risk assessment in place for the level of supervision in place at these times.

Although team member to child ratios must always be maintained, there may sometimes be situations where a team member may be required to work alone with the children. They will always have either phone contact (internal system), access to a walkie talkie, be in hearing distance or in an adjacent room that is occupied. So, while effectively alone they will not be far from other members of the team.

Team members working alone must have a competent use of English with the necessary skills and experience needed to supervise the children alone, and they must not have any medical condition that might affect their suitability to work alone. They must also be familiar with the emergency evacuation procedure - and how this can be adapted to lone working situations.

Only those aged 17 or over may be included in ratios. Team members under 17 should always be supervised. Suitable students on long term placements and volunteers (aged 17 or over) and team members working as apprentices in Early Education (aged 16 or over) may be included in the ratios, however this is at the discretion of the Headteacher who must be satisfied that they are competent and responsible.

### **Supervision at arrival and departure time:**

Team members must be particularly vigilant when parents/carers are dropping off and collecting their children.

Each arrival and departure MUST be accompanied with a handover between the parent/carer and the Key Person or Buddy Key Person. This must be inside the building with the door closed behind the parent/carer. The Key Person (or in their absence, the person receiving the child) must record his/her arrival/departure in the daily attendance register on Famly.

If more than one handover is needed at the same time, then team members must ensure that other practitioners in the room are deployed to adequately supervise and interact with the children. If this is not possible parents/carers should be politely asked to wait until someone is available for the handover.

### **Ratio requirements:**

**In line with the EYFS, the minimum adult-to-child ratio requirements for correct supervision are as follows:**

**For children aged under two:**

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- There must be at least one team member for every three children.
- At least one team member must hold a full and relevant Level 3 qualification and must be suitably experienced with children under two.
- At least half of all other team members required must hold a full and relevant Level 2 qualification.
- At least half of all team members must have received training that specifically addresses the care of babies and must be trained in Paediatric First Aid.

#### **For children aged two and under three years:**

- There must be at least one team member for every four children.
- At least one team member must hold a full and relevant Level 3 qualification.
- At least half of all other staff required must hold a full and relevant Level 2 qualification.

#### **For children aged three and over:**

- There must be at least one team member for every eight children.
- At least one team member must hold a full and relevant Level 3 qualification.
- At least half of all other team members required must hold a full and relevant Level 2 qualification.
- For team members with QTS or Level 6 qualifications, a ratio of one adult to 13 children may be considered.

#### **When on visits out of the nursery:**

The adult-to-child ratios must be considered in the context of the location and type of outing and individual children's needs. This should not be less than the ratio required within the rooms.

On outings there must never be lone working and, as a minimum, all outings should have three adults.

Headteachers must make appropriate judgements for each outing, especially if it involves the use of local public transport (see permissions on Family) without limiting children's experiences but always keeping them safe. If parents/carers are included, they will be responsible only for their child (see outing policy).

#### **Legislative Framework:**

**EYFS 2023**

**Safeguarding Policy Child Protection Policy Sleeping Policy**

**Nappy Changing Policy Outings Policy**

**Staff Handbook**

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Childcare Act 2006/2018

Keeping Children Safe in Education 2018


Further reading:

Policies and Legislation Affecting Early Years Practitioners

The Childcare Act 2006 in Early Years Education

[Early Years Foundation Stage \(EYFS\) Statutory Framework - GOV.UK](#)

[Early Education and Childcare – GOV.UK](#)



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# Little Dukes: Whistleblowing Policy

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# Little Dukes: Whistleblowing Policy

Monitoring and review...

## Localisation of Policy: Important Action for Head Teacher

It is the Head Teacher's responsibility to fill in any yellow highlighted areas with the relevant local information. Once complete, remove all highlighting, delete this paragraph and save this document as a PDF to share with your team and parents.

This policy will be continuously monitored, refined and audited by the Headteacher who will also review it annually to assess how efficiently duties have been carried out over the year. This review will take place no later than one year from the date shown below, or sooner if needed due to changes in legislation, regulatory requirements or best practice guidelines.

## Current Version:

Adopted: January 2024

## Reviewed by:

Rik McShane, Director of Little Dukes Nurseries  
Nazish Usman, Principal of Hopes and Dreams Montessori Nurseries  
Ben Murray, Marketing and Admissions Director - Little Dukes Nurseries

Next review due: December 2024

## Please note:

This policy applies to all nursery schools within the Dukes Education Group, including:

- Hove Village Day Nurseries
- Hopes and Dreams Montessori Nurseries
- Little Dukes Day Nurseries and Preschools
- Miss Daisy's Nursery Schools
- The Kindergartens Nursery Schools
- Reflections Nursery and Forest School
- Riverside Nursery Schools

Any reference to 'Little Dukes' or 'Dukes Education Group' applies to all the nurseries named above.

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# Little Dukes: Whistleblowing Policy

## Statement of intent:

At Little Dukes, we are committed to the highest possible standards and we recognise that team members, students and volunteers are often the first to realise that there may be something wrong within the nursery environment.

We also recognise they may not express their concerns because they feel that speaking up would be disloyal to their colleagues, or they may fear harassment or victimisation. In these circumstances, it can feel safer to ignore a concern rather than report what may just be a suspicion of malpractice.

The Little Dukes nurseries under The Public Interest Disclosure Act 1998 actively encourages any team members with concerns about any aspect of the nursery's practice or about any adult's, volunteer's or student's conduct, to come forward and voice those concerns, in confidence, within the nurseries rather than overlooking a problem.

## Policy aim:

The aim of this policy and associated procedures is to establish an internal procedure that will encourage and enable team members, students and volunteers to raise concerns about any aspect of the nurseries practice (which do not meet the criteria for being dealt with as a complaint or grievance) in confidence and without fear of reprisals, to ensure that Little Dukes nurseries continue to work within best practice and to safeguard children and young people.

The whistleblowing Policy and procedure aims to help and protect both team members\* and children.

By following the procedure team members are acting to:

- Prevent a problem getting worse
- Safeguard children and young people
- Reduce the potential risks to others.

**The earlier team members raise a concern, the easier and sooner it is possible for the nursery to take action.**

Concerns that should be raised via the whistleblowing policy may be in relation to the actions/behaviours of other team members, students or volunteers, or about something that is perceived as:

- Unlawful
- Failing to comply with the nursery's policy and procedures
- Poor practice
- Improper conduct.

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\* Throughout this policy the terms 'staff' or 'team member/s' includes paid staff, volunteers and students, apprentices, agency staff.

### **Key points:**

#### **This policy is based on the following fundamental principles:**

- All team members, students and volunteers have the right to raise concerns about perceived unacceptable practice or behaviour.
- The responsibility for expressing concerns about unacceptable practice or behaviour rests with all team members, students and volunteers.
- Little Dukes will not tolerate harassment or victimisation and will take action to protect workers when they raise a concern in good faith.
- Little Dukes will do its best to protect a whistleblower's identity when they raise a concern and do not want their name to be disclosed. However, if the concern raised needs to be addressed through another procedure, e.g., disciplinary procedure, the individual may be required to provide a signed statement as part of the evidence.
- In some circumstances Little Dukes may have to disclose the identity of the team member without their consent, although this will be discussed with the team member first.
- Appropriate advice and support will be made available to team members, students and volunteers who raise concerns.
- Those who raise concerns will be kept informed of the progress and outcome of any investigation.
- Little Dukes will not tolerate malicious allegations; these may be considered as a disciplinary offence.

### **Procedures:**

Procedures for reporting and investigating 'whistleblowing' concerns have been developed to ensure that:

- Team members, students and volunteers can raise concerns (no matter how small they may appear) internally as a matter of course and receive feedback on any action taken.
- Concerns are taken seriously and dealt with quickly and appropriately.
- Team members and volunteers are reassured that they will be protected from reprisals or victimisation for whistleblowing in good faith.

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- Team members and volunteers can take the matter further if they are dissatisfied with the nursery's response and seek external advice and guidance.
- Issues raised are addressed via other procedures and policies as appropriate, e.g., safeguarding policy, allegations against an adult working in a nursery, grievance, disciplinary, health and safety.
- Appropriate records are maintained for monitoring purposes.

### **Raising a concern:**

Team members, students and volunteers should raise concerns with the Headteacher. Concerns should be raised in writing and include:

- Reference to the fact that it is a whistle-blowing disclosure
- The background and history of the concerns
- Names, dates and places (where possible)
- The reasons the individual is concerned about the situation.

Team members who feel unable to put concerns in writing, can telephone or meet with either the Headteacher or Operations Director.

### **Who you should contact:**

You should contact one of the following people in confidence:

#### **Designated Safeguarding Lead:**

**Name:**

**Telephone:**

**Email:**

#### **Principal:**

**Name:**

**Telephone:**

**Email:**

#### **Director of Operations:**

**Rik McShane**

Telephone: 07385176213

Email: [Rik.mcshane@dukeseducation.com](mailto:Rik.mcshane@dukeseducation.com)

#### **Safeguarding Governor:**

**Libby Nicholas**

Telephone: 07791953552

Email: [Libby.nicholas@dukeseducation.com](mailto:Libby.nicholas@dukeseducation.com)

### **Investigation:**

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The action taken will depend on the nature of the concern. All matters raised, with the exception of allegations of abuse against a team member, or unlawful activity, will be investigated internally.

The appropriate person/s will investigate the concerns thoroughly, ensuring that a written response can be provided within ten working days.

The response should include details of how the matter was investigated, conclusions drawn from the investigation, and whom to contact should the team member be unhappy with the response and wish to raise the matter.

If the investigation cannot be completed within the timescale above, the team member should receive a response that indicates:

- Progress to date
- How the matter is being dealt with
- How long it will take to provide a final response.

In order to protect individuals, initial enquiries (usually involving a meeting with the individual raising the concern), will be made to decide whether an investigation is appropriate and if so, what form it should take.

Concerns or allegations that raise issues falling within the scope of other policies/procedures, will be addressed under those procedures.

Some concerns may be resolved at this initial stage simply, by agreed action or an explanation regarding the concern, without the need for further investigation. If it's felt that the complaint has not been dealt with effectively or the individual still has concerns even after speaking with the Safeguarding governor, they have a right to refer the concerns to Ofsted.

### **Independent advice:**

If you are unsure whether to use this policy or you want independent advice at any stage, you may contact the independent charity Protect on 020 3117 2520 or [whistle@protect-advice.org.uk](mailto:whistle@protect-advice.org.uk).

If needed, Protect will be able to advise you on the circumstances in which you may be able to contact an outside body safely.

### **Allegations of abuse against adults who work or volunteer in Little Dukes nurseries:**

If an allegation is made against a team member, agency staff or volunteer, the following action will be taken:

- The nursery will ensure the immediate safety of the children.
- The nursery will not investigate but immediately contact the DSL (the Local Authority Designated Officer (LADO) should be contacted directly in case of no contact with DSL and DDSL).
- The nursery will notify Ofsted of a significant incident.
- The DSL will notify the LADO, who will decide if it could be a child protection concern.

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- If the LADO decides that there is a child protection concern, external/internal agencies (e.g., police) will be informed by the LADO and the nursery will act upon the advice given to ensure that any investigation is not jeopardised.
- It may be necessary to suspend the alleged perpetrator. Suspension is a neutral act to allow a thorough and fair investigation.
- If it is agreed that there is not a child protection concern, the nursery will investigate further and report the outcome of the investigation to the DSL and Ofsted.

#### **Legislative Framework:**

**EYFS 2023**

**The Public Interest Disclosure Act 1998 (PIDA) The Care Act 2014**

**Safeguarding Vulnerable Groups Act 2006 Protection of Freedoms Bill**

**Keeping Children Safe in Education 2023**

**Further reading:**

**Whistleblowing video:**

<https://www.scie.org.uk/contact/concerns/whistleblowingvideo/>

**Whistleblowing website:**

<https://www.hse.gov.uk/contact/whistleblowers.htm>

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