



Policies & Procedures

Please feel welcome to read the enclosed
policies for Woodlands & Willow Nurseries
(Guernsey Childcare Limited)

– Thank you

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EDUCATION AND RESOURCES POLICY

Ethos:

Our nurseries are designed to be a home away from home, where your child can relax and grow, in a high quality, unique learning environment. We strongly believe children are full of amazing potential and giving them everything they need to make the most of it, is something our team takes very seriously. We aim to help children grow into unique individuals that are socially, physically, intellectually, and emotionally adept by building strong foundations for future learning and development. We understand every child needs a happy, healthy environment and at our nurseries we are dedicated to doing just that. We provide rich, stimulating environments with a wealth of learning opportunities, valuing that, children need time to be children.

Curriculum:

At our nurseries we offer an enquiry-based curriculum, where activities are 'planned in the moment' and are inspired by the Reggio Emilia Approach. Enquiry-based learning is an active learning process, where the child participates in the planning process and at the centre. Activities are developed and expanded based on children's interests/queries using techniques such as provocation and collaborative learning. This learning style provides meaningful unique development plans for children, valuing their voice and creating deep engagement.

Through the Reggio Emilia Approach we are inspired by values such as the 'hundred languages' of children. Therefore, expressive arts, music, sculpture, and dance play a significant role in our facility. Children are encouraged to explore and discover their environment through play. Children are encouraged and supported to engage in long-term projects providing the children with opportunities to embark in extensive research, self-expression, and progressive learning. We use outings and welcome artist involvement to facilitate this further.

We take reference to the Early Years Foundation Stage Curriculum (EYFS) as an informative document for quality practice and age-appropriate goals. However, we recognise that some children's skills and abilities may lay outside of the 'ages and stages' within the EYFS so we choose not to use the EYFS curriculum wholly but as a secure template for good practice and as a development guideline for children's needs and assessment.

Documentation and Assessment:

Enquiries are documented regularly to track and record the process of learning and presented throughout the setting. We conduct regular observations, informed by the Development Matters, 2012 in the Early Years Foundation Stage (EYFS), shared with guardians through the eyWorks portal. The eyWorks practitioner app also collates children's progress as per the EYFS for development tracking and formative assessment. As part of collaborative practice parent/guardians can submit their own observations of their child through the eyWorks app.

We complete summative assessments these include: the 'Age 2 Progress Check' and the 'Primary School Transition Summary' at age 3-4 years, which is shared with the child's destination school, we also conduct 'Baseline Assessments' for each child prior to a room transition and additional assessments as required to support children's developmental needs.

Information Sharing

Our eyWorks portal is our main hub for information sharing with parents/guardians which can be accessed at any time through a smart device. In addition to sharing developmental observations, parents/guardians receive daily diaries including, a daily update, photos/videos, feeds, changes, sleep times. The portal also enables guardians to send/receive message to/from the nursery including the termly newsletter, check their bookings, manage accident/medicine forms and receive invoices. A link to every child's profile form is sent to their guardian on an annual basis to be updated. A blog is also shared through the nursery social media platforms.

We feedback to parents/guardians via the portal to inform them about their child's day. This includes a 'My Day/Week' description with photos of activities and a 'Daily Diary' of any important care information. Parents/Guardians are encouraged to interact with the 'My Day/Week' posts by leaving hearts and comments. Individual child feedback about activities and well-being is shared in-person at collection times, rather than through the portal, to minimise the amount of time educators spend away from the children. For more in-depth or sensitive discussions parents/guardians should organise a private meeting with their child's keyworker.

Resources:

We believe exceptional care and education is promoted through clean, safe, and inspiring resources. We focus on natural, open-ended resources that encourage appreciation of a range of materials and the natural world. Children in our care are encouraged to explore a range of loose parts and explorative art materials including paint, wire, and clay (if age appropriate). We enable the use of technology as a research and artistic tool to enhance learning. We ensure all use of resources and materials are supervised and risk assessed thoroughly.

Procedures:

- All equipment and resources are risk-assessed regularly to ensure it is in good condition, clean and safe. Anything deemed unsuitable will be cleaned, repaired, replaced and/or disposed of. Non-toxic materials are used where possible e.g. glue and paint.
- We provide ample, variable resources based on the number of registered children.
- We ensure resources are diverse representing and supporting children of different genders, cultures, ethnicities and abilities, are non-discriminatory and avoid stereotypes.
- We provide a variety of age appropriate, open-ended resources that challenge and progress learning, representing varied materials and the natural world. We use small parts measures to assess the safety for children under 3.
- We ensure furniture and equipment is suitable for the various age ranges within our care and will adapt as necessary for different abilities.
- Any age in-appropriate or high-risk items, resources or equipment e.g. hot glue guns, scissors, kitchen tools are to be constantly supervised and kept out of reach of children.
- Children will be educated in how to use resources appropriately and safely. Children are encouraged to tidy away resources after use.
- Climbing equipment is constantly supervised when in use. Children are not permitted on climbing equipment unless it is correctly assembled and has been approved for use by a member of staff. Safety resources e.g. soft mats and helmets are provided.
- We place equal value on the outdoors as a learning space and enable children to have frequent access to the well-resourced garden and facilitate regular walks and outings.

Self-Evaluation and Quality Practice:

We recognise the importance of self-evaluation to maintain a high-quality learning environment. Self-evaluation is an important part of daily life at our nurseries. Time is set aside every day to reflect on the day's activities both at the beginning and end of the day. We use the Leuven Scales and ECERS-3 as self-assessment tools, supported by the States Early Years Team.

We value the importance of maintaining an excellent learning environment and high-quality practice as per the States Early Years Quality Standards Framework and are inspected regularly by the States Early Years Team to ensure the standards are maintained consistently. Inspection reports are available to view on request. Our nurseries are classed in the Universal category under the Quality Assurance Framework which defines our nurseries as needing the lowest level of support and inspection from SEYT due to our nurseries consistently maintaining high standards.

Daily Routines:

We understand the importance of consistency and routine for child wellbeing. Each room has a carefully planned routine which meets the needs of the children and creates a careful balance of child-led and adult initiated activities, enabling ample time for daily outdoor provision (exception of unsafe weather conditions). For under 2's we follow individual personal care routines, moving towards a set nursery routine from around 16 months onwards. Individual routines are discussed with guardians during settling in sessions so the nursery can continue with what has already been established at home, including if this is a baby-led routine. This applies to sleep times, milk/feeding patterns and nappy changing requirements. Routines are displayed clearly in the room so all staff are well informed and any covering staff can easily continue with the daily plan. We also incorporate visual routines when age appropriate for the children to use.

Room Movements:

Our nurseries are divided into different rooms/classes depending on the age of the child. The age of the child at enrolment will define which room they commence in and factor into when they will transition into the next class. Other factors that are considered when scheduling room movements are: the stage/development of the child, term dates and class availability. Although it is not always possible, we prefer to have set transition periods in the year, for minimal disruption to consistency and routine throughout the nursery – these typically run with the commencement of the terms – Autumn (September), Spring (January) and Summer (April/May).

Our nurseries rooms and class ages are as follows:

Woodlands

Seedlings – 3 to 16 months

Buds – 12-16 months to 2 years

Mini Leaves – 2 years to 3 years

Blossoms – 3 to 4 years

Willow:

Pips – 3 to 16 months

Buds – 12-16 months to 2 years

Sprouts – 2 years to 3 years

Saplings – 3 to 4 years

We support children through the room transition process to make it as smooth and enjoyable an experience as possible. We run settling in sessions before each room movement to ensure that the child is familiar with their new environment and its staff before their move-up date. We provide parents/guardians with transition booklets which outline the routine and important room information, including an 'all about me' form for parents/guardians to complete.

Each child has a baseline assessment completed before changing room as a record of the child's progress and to inform the new keyworker of the child's learning and developmental goals going forward. The former room also shares 'all about me' and any valuable information to the new keyworker. Children are not exclusively confined to their room/class and will be given opportunities to have contact with other children of different ages and stages of development.

Parent/Guardian Partnerships:

We value parent/guardian participation and active involvement in all aspects of nursery life. We promote this through social events, workshops and stay and play sessions. We encourage parents/guardians to share their skills, expertise and ideas to develop interesting resources and activities. We designate keyworkers as a main point of contact for parents/guardians, who can arrange appointments to discuss any needs, concerns, areas for support or discuss progress. We have spaces where confidential conversations can take place.

Educators and Support Workers:

Educators are dedicated to understanding and developing a strong relationship with each child. Educators are co-learners and collaborators, facilitating each child's learning by planning activities and lessons 'in the moment' based on the child's interests and enquiries. The Educator asks questions and is an active mutual participator in every activity.

Procedures:

- We designate a key worker to each child to support children to develop a bond with a primary carer, which is essential for secure attachment development. The key worker is also responsible for; updating parents/guardians on their child's wellbeing, care and development on a regular basis; for completing documentation, observations and assessments and to be a knowledgeable 'go to' person for parents/guardians to approach for discussion and consultation. We acknowledge that children may have a preference for who becomes their keyworker and this forms part of the designating process.
- The role of the keyworker is to meet the learning and care needs of every child individually, actively collaborating with parents/guardians to support them in strengthening their child's development at home. The keyworker helps to settle in children, provides consistent care and is responsive to the unique child's needs.
- Staff members are required to attend termly staff meetings, regular supervision meetings and annual appraisal meetings to ensure there are many opportunities for self-reflection, planning and discussion. We encourage staff to continue their professional development through partaking in regular professional courses and training.
- All staff members are given a job description, staff handbook and undergo an induction process before commencing employment so they are clear on their roles and responsibilities. All staff are required to read and sign the staff handbook, the policies and procedures and EYQSF on an annual basis or as required. We follow safer recruitment practices and all new staff are required to go through enhanced vetting processes to ensure their suitability for employment.
- We value the contribution and expertise that external educators can add to the curriculum by facilitating extra-curricular opportunities and activities. As well as working alongside other professionals to support children's development and wellbeing.

Last updated: 7th November 2024 - Guernsey Childcare Limited

ADDITIONAL LEARNING NEEDS (ALN) POLICY

Ethos

At our nurseries we value the unique child and empower all children to have access to a fulfilling and varied curriculum that embodies their individual rights. We are committed to ensuring all children feel included, secure, and valued and their individuality is respected. We aim to achieve this through positive, trusting relationships with the children, their parents/guardians and by working alongside other professionals. As we value that by working together we can create a positive and successful learning environment that is reflective of the unique child and works to every child's individual needs.

Definition of Additional Learning Needs

Children have additional learning needs if they have a learning difficulty or developmental delay, which calls for special educational provision to be made for them. Children have a learning difficulty if they:

- Have a significantly greater difficulty in learning than the majority of children of the same age,
- Have a disability which prevents or hinders them from making use of educational facilities of a kind generally provided for children of the same age in schools within the area of the local education authority.
- Are under the compulsory school age and fall within the definition above.
- Or would do if special educational provision was not made for them.

The cause of the learner's difficulty, or barrier to learning may include a disability or medical condition. Not all learners with a disability or medical condition will have ALN, only if the disability or medical condition prevents or hinders use of educational facilities and additional learning provision is required.

The ALNCo

The Additional Learning Needs Coordinators (ALNCo's) are:

Willow Nursery: **Rachael Mourant**
Woodlands Nursery: **Megan Wheating**

The ALNCo will have responsibility for:

- The day-to-day operation of the ALN policy, ensuring compliance with legal duties as defined by Guernsey Legislation. Keeping up to date on latest research and information.
- Undertaking an appropriate recognised qualification within three years of appointment.
- Attending termly ALNCo Network Meetings and undertaking appropriate training to support them in their role.
- Coach, mentor and support educators within the setting to deliver high quality inclusive practice. Providing in-house training or accessing training where required.

- Support educators in the identification and assessment of learners with ALN and on implementing the Graduated Approach for effective additional learning provision.
- Working in meaningful partnership with parents/guardians and other professionals with the utmost sensitivity, professionalism, maintaining clear, consistent communication and effective information sharing.
- Ensuring the voice of the child and their parents/guardians is actively sought and considered.
- Keep up to date records of learners identified as requiring targeted or specialist provision and monitor progress to ensure impact.
- Developing learner centred support plans and coordinate provision made for learners with ALN including ensuring the effective use of resources, support and training. Liaise with and access other support services where required.
- Challenge and report discrimination.

All educators and leaders within the nurseries are responsible for the care and education of children with ALN including reviewing progress and development, ensuring the delivery of high-quality inclusive practice, liaising with and seeking support from the ALNCo and working in meaningful partnership with parents/guardians and other professionals. All educators and leaders should undertake appropriate training to fulfil their responsibilities, including keeping up to date with the ALN code of practice, ALN policy and Guernsey legislation. Educators must share information both effectively and sensitively, ensuring the learner voice is present in all actions and decisions.

Identification and Support - Early Years (0-5) - The Graduated Approach

Where ALN is identified, barriers to learning are removed by the implementation of effective additional learning provision as part of a four-part cycle “Identify – Plan – Do – Review”. This is co-ordinated and led by the ALNCo alongside the child’s educators, using the Early Years Foundation Stage framework to identify areas in need of support and review progress.

Identification

A child under 5 is identified as having ALN if they are likely to have a greater difficulty in learning or a disability that prevents or hinders them from making use of educational facilities when they reach compulsory school age. It is the duty of professionals to act if a child requires additional support to achieve or maintain a reasonable standard of health or development.

ALN may be identified at birth by medical/care professionals or at any stage before they reach school age. At registration and annually the nursery requests that parents/guardians share any health or developmental information about their child to enable the nursery to fully meet the child’s care and educational needs. Previously unidentified or newly developed ALN may also be identified once a child attends nursery. This could arise from the nursery’s observation and assessment cycle and may also arise from concerns shared by a child’s parents/guardians or from information shared by other services/professionals working with the child.

When ALN or possible ALN is identified, the ALNCo alongside the child's educators and parents/guardians, will complete a comprehensive holistic assessment of the child. This will determine whether additional learning provision is required and the ALNCo may seek support from other professionals, where deemed appropriate and with parental consent.

Support

High Quality Inclusive Practice

High quality inclusive practice applies to all learners and is in line with the Early Years Quality Standards Framework. This includes a cycle of observation, planning, teaching and assessments to deliver a curriculum that centres around the unique needs and interests of every child with the aim to support each unique child to reach their full potential. Reasonable adjustments alongside a child-centred curriculum are implemented to overcome any barriers to learning and participation. This includes adjustments to learning resources and the environment.

Targeted Support

Additional learning provision is to enable a child to access the curriculum and enable them to be as independent as possible. Where the learner requires additional targeted support that is different or additional to High Quality inclusive practice, a plan for additional learning provision (Individual Development Plan – IDP) will be developed in collaboration with the educators, ALNCo and parents/guardians. Key outcomes will be identified with clear interventions/provisions to be implemented. The voice of the child must be present in any plans and plans are reviewed/updated on a regular basis to ensure the child is making suitable progress.

Training or development needs may be required to skill educators to deliver any interventions or provisions that are identified. Targeted support may involve – strategies, scripts, adaptation that goes beyond high quality inclusive practice, different learning materials, skilled educator support. Educators have the responsibility for the daily care and education of the child whilst in attendance at nursery, therefore, will predominately be delivering any additional provision, interventions or strategies. In most cases, there will be suitable progress however if there is a lack of suitable progress or concerns grow, further action will be necessary.

Specialist Support

Where there are significant concerns that a child is not meeting age-related expectations in more than one area of development, concerns will be reviewed by a multi-disciplinary child development team. Where considered required, the relevant services will conduct appropriate assessments to understand the learner's needs and may identify the need for involvement from support services outside of the nursery. A child at Specialist/Determination Level will have 'learner-centred planning' which must be reviewed at least twice a year.

Determination

If it appears that significant additional learning provision will be required beyond school age, resources beyond those ordinarily available are required to meet the child's needs or the child is not making progress despite the implementation of strategies and interventions, the ALNCo may submit a request for Formal Assessment by the Education Office through the Educational Psychology Service. Parents/guardians are able to request a formal assessment directly.

Formal assessment gathers information to form an opinion whether a child has needs that require it to 'determine' the provision that should be made for them. If formal assessment is required a 'determination' may or may not be subsequently issued, this is a legal document that specifies plans for high-level support and additional learning provision. In addition to the bi-annual review of the learner-centred plan by the ALNCo, any child with a 'determination' should have a formal review including all parties conducted annually.

Learner-Centred Planning and Reviews

Learner-Centred planning is undertaken for learners whose needs sit at specialist and determination points of the continuum. Learner-Centred plans are made in collaboration with the child, their parents/carers and any key professionals involved through a review meeting. The purpose of the plan is to identify strengths and goals with SMART targets.

Information Sharing

Parents/Guardians – Partnership with parents/guardians plays a key role in enabling children and young people with ALN to be the best they can be. The nurseries recognise that parents hold key information and have knowledge and experience to contribute to the shared view of a child's needs and the best way of supporting them. All parents of children with ALN will be treated as partners and supported to play an active role in their child's education/learning and development. Any plans implemented should be made in collaboration with the child's parents/guardians to enable them to share useful information and to reinforce or contribute to progress at home.

Educators – Any educators working alongside the child should be made aware of the child's needs, outcomes and support measures. This should be a continual process to ensure information is regularly updated and follows the child ahead of any room transitions.

Other professionals – Where relevant and appropriate, with parental consent, information sharing may need to extend to other professionals who are involved with the child e.g. The States Early Years Team, support services, extra-curricular activity leads, if the child attends another setting, to ensure a consistent joined up approach to our support and guidance.

Transitions – It is essential that information about the individual needs of the child is made known when a child transitions between classes or to another setting. A learner-centred transition plan should be put in place and shared with those involved with the child to support the child through the transition process ahead of their transition.

Complaints about our ALN provision or Policy – please see Complaints Policy

The nurseries follow relevant legislation: the ALN Code of Practice (Guernsey and Alderney) 2024; the Early Years Quality Standards Framework (EYQSF) and The Children (Guernsey and Alderney) Law 2008.

Last updated: Monday 14th July 2025
Guernsey Childcare Limited

INCLUSION & EQUAL OPPORTUNITIES POLICY

Our Nursery is committed to providing equality of opportunity and anti-discriminatory practice for all our children, employees, volunteers and parents/guardians. We take reference from The Prevention of Discrimination (Guernsey) Ordinance, 2022. Our environment is welcoming with resources and staff that promote diversity, in a non-stereotypical way. All religions, cultures, sexualities, genders and differently abled are valued and respected by the nursery regarding caring and catering for children and their families. No child will be excluded from our care for their or their families' beliefs and normality true to them.

We believe any differences make each child and their families unique and differences are worth celebrating, acknowledging and understanding. We value the voice of all children at our setting with a child centred curriculum that fully values 'children with individual rights.' We advertise widely to any applicants to ensure our staff team reflects a rich, diverse community. Please do not feel afraid or ashamed to talk to any member of staff about issues regarding pronouns, accessibility, religious observances etc.

Cultural and Religious Practices –

We value and respect different practices that are important to the different families at our nurseries. We encourage parents/guardians to inform us of any important events or ways that the nursery can support their cultural/religious practices and accommodate these as part of the nursery provision. However, the nursery will not support any cultural or religious practices that are not lawful or place a child at risk of harm. If the nursery is aware of any such practices e.g. FGM, the relevant authorities will be informed and/or safeguarding procedures will be actioned.

Children with Individual Rights –

We welcome 'Children with Individual Rights' at the Nurseries. We ensure that the resources and staff can fully support their needs in a manageable way which does not impede on everyday practice. Children with Individual Rights are supported by the ALNCo who will develop an individual development plan alongside the parents/guardians and any relevant professionals.

Children with English as an Additional Language (EAL) –

We recognise the benefits of having a rich, strong first language has on development and on learning a second language, as well as for a child's sense of identity, self-esteem, community, relationships and belonging. We believe a home language needs to be respected and visible within the nursery environment. We provide opportunities for children with EAL to develop and use their home language at nursery, where appropriate and encourage parents/guardians to continue predominantly speaking their first language at home. We assess children with EAL in English and working in partnership with guardians if the child does not have a strong grasp of English to determine whether there is language delay.

WHEELCHAIR ACCESS POLICY

Wheelchair Access at Willow Nursery

A notice with directions for wheelchair access is at the front entrance. If any further assistance is required, please phone the office on 07781161430 and an appointed member of staff will come out to assist.

Wheelchair Users Policy and Procedure

For Wheelchair users wishing to gain access to the building please phone the main number: 07781161430 (Willow Nursery) and a member of staff will meet you and assist you if you wish.

In case of a fire if you are in the building, wheelchair users are advised to evacuate via the Saplings Room door or main entrance, with staff members and children to the appointed fire evacuation point. Staff will assist if asked for assistance by the disabled person but will not assume assistance is required.

As well as the usual daily risk assessments, an assessment will be conducted to ensure that there are no obstacles in the way to impede both accessing and exiting the property by a wheelchair user.

Wheelchair Access at Woodlands Nursery

A notice with directions for wheelchair access will be at the front entrance and at the entrance to the Seedlings room. If any further assistance is required, please phone the office on 07781156110 and an appointed member of staff will come out to assist.

Wheelchair Users Policy and Procedure

Seedlings Room

For Wheelchair users wishing to gain access to the Seedlings and Buds rooms please phone the main number: 07781156110 and a member of staff will meet you and assist you if you wish. In case of a fire if you are in the Seedlings or Buds room please evacuate via the room door, with staff members and children to the appointed fire evacuation point. Staff will assist you with doing so if asked.

Mini Leaves, Leaves and Blossoms Rooms – Hall

For Wheelchair users wishing to gain access to the main hall please phone the main number: 07781156110 a member of staff will meet you and assist you if you wish. In case of a fire if you are in the main hall please evacuate via the back door which is sign posted with staff members and children to the appointed fire evacuation point. Staff can assist if asked.

There is a ramp in the back garden for outdoor access. The ramp is a suitable gradient and finish to ensure both the effort required by the disabled person & the risk of wheelchair slippage is kept to a minimum.

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BEHAVIOUR MANAGEMENT POLICY

Our Nurseries believe that children flourish when their individual rights are respected, in a calm welcoming environment, without the fear of being hurt or unfairly treated. We educate children in how to use resources, to be respectful towards their environment and towards others. We ensure our expectations for children's behaviour is appropriate for their age and stage of development, focusing on; educating children to process and understand their emotions and building social and communication skills, rather than enforcing desirable behaviour through discipline strategies.

We recognise that by educating rather than using discipline strategies to manage behaviour, we are building skills and creating positive behaviour change through the joy of achievement, rather than fear of punishment or a lowered self-esteem. We acknowledge when managing behaviour that all learning is a process that requires patience, repetition and consistency. *"When our little people are overwhelmed by big emotions, it is our job to share our calm, not join their chaos – LR Knost."*

Procedures:

- We treat children with compassion, with the understanding that desirable behaviour is a learning process and pushing boundaries is a normal part of children's development.
- We role model positive behaviour by treating others and the environment with kindness and by managing behaviour in a calm, compassionate way. We role-model empathy towards children and particularly those experiencing big emotions.
- We use praise when considered appropriate to reward when age and stage appropriate behaviour goals are met. We support children to find internal reward, rather than relying on external rewards such as, stickers. We never use food as a reward or punishment.
- Behaviour management and expectations for behaviour vary depending on the age and stage of development of the individual child. Examples of techniques used to manage behaviour include prevention, distraction and intervention.
- When managing behaviour, we use calm concise language to set out behaviour expectations/boundaries and where age appropriate, have discussions to help children to understand what went wrong and find suitable solutions.
- We follow the three R's approach to managing emotions – 'Regulate, Relate and Reason.' We ensure when children are experiencing heightened emotions, they have time to process any big emotions before education occurs. This may require taking the child to a 'safe space' to prevent risk to themselves or others. We name and acknowledge any big feelings, ensuring the child feels listened to and can express themselves. When the child is ready, we then set the boundary and teach a coping skill.
- Staff remain aware of the way in which they respond and interact with children when managing behaviour, they role model positive interactions, remaining calm and proactive. We avoid shouting or raising our voices in ways that could appear threatening in response to behaviour and avoid discipline techniques such as threats, humiliation or isolation that trigger children's fright or flight responses.
- When considered appropriate, children are given opportunities to manage their own conflicts, enabling them to problem-solve and gain social experience.

Corporal Punishment and Physical Intervention –

- Corporal punishment e.g. smacking, shaking or threatening of corporal punishment is **strictly forbidden** by any staff members, visitors, volunteers or students. Failure to comply will result in disciplinary action. This includes any technique to single out, frighten, humiliate or adversely affect a child's wellbeing.
- Physical intervention is only used in immediate danger or extreme circumstances and to prevent physical injury to children, adults, or serious damage to property. This is not deemed corporal punishment and any use of physical intervention will be recorded on the same day in the incident log, the Manager and guardian will be informed. Guardians will be required to read and sign the incident log through the eyWorks portal.

Working in Partnership –

We work in partnership with parents/guardians to manage and support behaviour. The keyworker is a source of support and advice to parents/guardians. Together strategies will be identified, using observations to understand the trigger and needs, this will then be formed into an individual development plan. The nursery may also work in partnership with other professionals to seek advice and guidance in how to best support a child's individual needs. The nursery asks for consent from parents/guardians before referral is made and keep parents/guardians well informed, valuing the importance of transparency and consistency.

Prevention, Distraction, and Intervention –

Prevention – creating an environment/atmosphere where children feel comfortable, confident, appreciated, loved and safe in their environment, setting clear expectations/boundaries, establishing routine, creating consistency with excellent communication between home and nursery, using praise appropriately to highlight desirable behaviour, teaching children the skills to manage their emotions and behaviour. Ensuring the child's voice is sought, valued and well embedded into practice. For non-verbal children this is done through observation, sign and pictorially.

Distraction – diverting behaviour before injury or 'negative' situations/interactions occur or distracting away from a low or heightened mood before it escalates through adult-led support in a calm and compassionate way. With the aim to turn negative into positive.

Intervention – Adult-led support to guide the child through their actions or emotions in a calm, compassionate way as a teaching and learning experience. This may involve finding a 'safe space' for the child to work through heightened emotions. Intervention may require seeking advice and support from outside professionals or agencies who may implement behavioural strategies at nursery and home or offer parental support, such as an invitation to 'The Incredible Years' group.

Behaviour Causing Significant Risk or Harm –

Should we feel that a child's ongoing behaviour is causing a significant risk to themselves, the staff, other children in attendance and/or is causing serious damage to property, Guernsey Childcare Ltd. holds the right to request the child to be immediately removed from the Nursery and the contract will be terminated, as per section 4(v) of the terms and conditions:

(v) If in the reasonable opinion of the nursery manager, director or person of similar standing or authority, it is considered that the continued presence of the child referred to herein is detrimental to the health, safety or wellbeing of the child, other children in attendance at the nursery or teachers/staff employed by the nursery. The nursery may serve notice to the parent/guardian or if necessary, request for the child to be immediately removed from the nursery and the provision of 12 weeks' notice, as referred to, shall not apply.

Biting –

Biting can be a normal developmental phase for young children as they are starting to learn how to process big emotions, are impulsive and are developing communication skills, which requires practice. Teething is also a common cause of biting behaviour common in young children.

We manage biting through prevention where possible but also by supporting children to find appropriate ways to cope with biting triggering emotions such as frustration or teething pain. Preventative techniques such as providing teething toys for teething children, distraction, intervening negative interactions or taking children to a 'safe space' when they have become angry or frustrated, to intercept before biting can occur. Children are also supported to understand that biting is not a desirable behaviour with calm but clear, concise communication such as 'no biting, biting hurts' and through role modelling empathy towards the injured child. We also give empathy and support to the child who has bitten to guide them through the big emotion and to help them understand it.

An incident of biting is recorded in both the accident log (for the injured child) and incident log (for the biting child) to be signed by both children's parent/guardians. The names always remain confidential but we cannot take responsibility in the circumstance where the child discloses the name of the other child. The injured child will be given first aid where required such as cleaning and dressing the wound. It is also advised that if the skin has been broken or if there are any signs of infection the parents/guardians of the injured child seek medical advice.

Inappropriate Language –

We try to minimise children's exposure to inappropriate language. Inappropriate language is strictly forbidden by; staff, visitors, volunteers or students and failure to comply could result in disciplinary action. However, we cannot take responsibility for inappropriate language learnt by children outside of the Nursery and repeated at the Nursery. We will use the positive behaviour methods to address any inappropriate language used, in collaboration with the parent/guardians and a solution will be jointly made to address the problem.

Bullying –

Bullying is the persistent physical or verbal abuse of another child or children and needs to be taken seriously. In incidences of bullying support will be given to the bullied child/children and positive behaviour management methods will be used to develop acceptable behaviour for the bullying child/children. Parents/guardians will be involved and informed throughout the process and a plan will be jointly formed to address the undesirable behaviour.

Last Updated: 26th February 2024 - Guernsey Childcare Limited

FOOD AND DRINK POLICY

Our Nurseries value the importance of healthy and nutritious snacks and meals to support children's healthy development. We educate children about healthy choices, the importance of exercise and taking care of their bodies. We aim to provide a wealth of nutritious choices, in a high-quality hygienic environment and support children's individual dietary needs.

Our food and drink provision complies with the EYQSF guidelines and legal standards regulated by the Island Environmental Health Department. Our menus follow the Eat Better Start Better and 5532-a-day guidelines.

Drink Provision –

We ensure children have access to fresh water at all times of the day. Parents/guardians are required to provide a named water bottle or cup, containing water only, to be replenished each day. Water bottles/cups are stored in the designated drinks tray in reach of the children, who are encouraged and reminded to drink water frequently, they are supported to do so independently. The drinks tray is taken outdoors during garden times.

We are **water only** settings, any bottles/cups found to have anything other than water e.g., juice, cordial, flavoured water, will be poured out and replaced with fresh water. Water bottles/cups will be refilled as required with fresh water throughout the session. Jugs of fresh water are put in the fridge each morning for use to top up bottles/cups throughout the day and cooled boiled water is prepared for children under 6 months.

Food Provision –

We aim to provide balanced and nutritious meals/snacks, using fresh produce as much as possible. We avoid large quantities of fat, sugar, salt, additives, preservatives, and colourings. Children are encouraged to try a variety of foods and to make healthy choices. However, they are never forced to eat or drink.

The nurseries provide the following meals:

- Breakfast (for children who attend from 7.30am) – cereal with milk (red milk for under age 2 years), toast (white or wholegrain bread), fruit.
- Morning snack – carbohydrate e.g., bread stick, cracker, fruit or vegetable, dairy product e.g., cheese and we include a pulse once a week e.g., hummus.
- Afternoon snack: fruit or vegetables.

Food from Home -

Parents/guardians are required to provide a packed lunch for their child. We encourage parents/guardians to provide healthy choices in lunchboxes, following nutrition guidelines. Parents are provided with lunchbox guidance through our Parent Handbook which is shared with all new starters and re-sent annually to all parents. This includes the link to the lunchbox lowdown: [Lunchbox Lowdown | Health Improvement Commission](#)

If the nursery observes that a child is frequently not receiving nutritious choices and/or portion control is too high or low, support and guidance will be given to the parent/guardians. If support has been given and the child continuously is not provided with nutritious choices it may be treated as a safeguarding concern. Parents/guardians are required to inform the nursery if they are introducing an allergen e.g., egg, nuts for the first time in the child's lunchbox.

Food brought in from home is stored in a fridge, we have several located throughout the nurseries. The fridge temperatures are checked and recorded each morning as part of the daily risk assessment. If children are having lunch on an outing parents/guardians are asked to provide an ice pack in an insulated bag.

Parents/guardians are required to prepare certain foods in a particular way due to choking hazards. These include halving/quartering grapes lengthways and crushing whole nuts/peanuts. We request that food items are not brought in from home to share with other children e.g. birthday cakes. We want to make sure that every child and their beliefs/cultures are celebrated equally, which isn't always possible with food items due to parental preferences, allergies or dietary needs. We have lots of other ways we celebrate, such as our birthday crown. We do however welcome recipe sharing from home of nutritious recipes we can follow and make with the children, particularly any that have importance to our families' beliefs and cultures.

Dietary needs –

We will ensure each child's individual dietary requirements are catered for. We collect information regarding children's dietary needs before a child begins at the Nursery, including any allergies or intolerances via a child record form, which is stored in the Child Record File and in the child's eyWorks profile.

Parents/guardians are required to inform the nursery if there are any necessary exclusions to their child's diet e.g., an allergy or intolerance. Children with specific dietary needs, a 'care plan' will be created with the child's parents/guardians with the special requirements and medical needs listed. The care plan will be discussed with all staff to ensure there is a clear understanding between parents/guardians and staff. The dietary requirements will be clearly displayed with a list of their needs in eating areas within the rooms and in the food preparation area. Staff will be required to refer to this when preparing food.

Fussy eating and fear of new foods can be a common developmental phase. The nursery uses positive role modelling, exposure through offering repeated/regular opportunities to have small tastes of new food and praise to manage fussy eating.

Milk and Weaning

The child's individual needs will be discussed with parents/guardians to ensure that they are met. Feeds will be prepared as and when they are required as per the child's individual routine. Bottles should be given within 1 hour of being prepared and any unconsumed milk disposed of. Parents can provide formula or expressed milk. Parents/guardians are required to provide their child's individual routine, including milk preferences, timings, milk quantities and frequency. All staff must ensure that they wash their hands thoroughly prior to making or giving a feed.

Breastfeeding -

Breastfeeding parents are welcome to come into the nursery to feed their child and every effort will be made to accommodate their needs. We accept expressed breastmilk and will store as advised by the parent e.g. fridge or freezer. Expressed milk will be stored in the fridge between 4-10 degrees for a maximum of 3 days or up to 6 months in the freezer. We heat breastmilk using a bottle warmer. Staff will record the amount of milk consumed.

Formula Feed Method -

- A sterilised bottle provided by the parent/guardian will be used for a feed, which should be clearly labelled with the child's name. Staff will record the amount of formula consumed.
- Parents/guardians should provide the formula to the nursery in a purpose-made container, which allows the staff to measure out each feed individually or is pre-measured by the parent/guardian. This should be clearly labelled with the child's name.
- Water for formula feeds will be boiled and cooled for a fresh feed as required or prepared using the "Perfect Prep" machine depending on parent/guardians' preferences.
- All formula feeds must be used within the hour and temperature checked before use.

Weaning –

- First steps in weaning

Weaning guidance recommends commencing when a baby is over 6 months old. Often guidance recommends vegetable led weaning introducing pureed vegetables, followed by fruit purees. Baby rice and porridge are also first introduction options mixed with breast milk or formula. This is complementary feeding alongside milk as the main source of nutrition.

- 6-9 months

Babies aged between 6-9 months can start to be introduced to most foods. The foods can progressively become more textured, helping them learn to chew and swallow. Harder fruits/vegetables e.g. carrots and apples are softened for snack provision to minimise choking risk. Finger foods can be offered to promote chewing and to support development of their pincer grasp. It is important to develop this action - it helps the baby learn fine motor skills and allows them to experience different textures. Water can also be introduced from a cup or beaker. Meals can gradually be increased to three a day in addition to milk, including a variety of food groups.

- 9-12 months

Babies aged between 9-12 months are usually ready to sit at a table and we can help them develop self-help skills, as they try to feed themselves. By 12 months, children may be ready to begin weaning off milk bottles. We also encourage children to have full fat cow's milk as their main drink from the age of 1 year. Honey should be avoided until a child is over 1 year old.

Foods that should be avoided include foods high in salt, sugar and saturated fat, honey (under 1 year), unpasteurised or mould-ripened cheeses, raw or lightly cooked eggs, rice drinks, high mercury fish and raw foods e.g. jelly cubes, shellfish.

EAT WELL POLICY

At our Nurseries we aim to create an environment in which children have a positive experience of eating, are given opportunities to experience different foods and have nutritious meal provision. The staff aim to be positive role models, supporting children to have positive attitudes towards food and teaching how to make healthy food choices.

Eating Well

We recognise the importance of a healthy, balanced diet alongside regular physical activity to support children's overall health and wellbeing. Children need exercise and essential nutrients to support their growth and development and need education in making positive health choices to prevent unhealthy weight.

Food and Drink Policy

We have a clear food and drink policy to ensure parents are kept well informed about our approach to eating and weaning. We also have an information sheet in the parent handbook giving nutrition information and lunchbox ideas. Nursery food provision is shared with parents regularly through the parent portal daily diaries and opportunities are given for parent feedback.

We are **water only** settings and we ensure children always have access to clean drinking water.

Menus

The menus have been created as a staff team using the EAT BETTER - START BETTER Guidelines by the Children's Food Trust, the 5532 a day Guidance by the British Nutrition Foundation and the Guernsey Health Commission Early Years Snack Guide to create a balanced nutritious menu, following the recommended portion sizes. Our menus are rotated termly and are reviewed twice a year. Staff are also given in-house training on portion control and Early Years Nutrition.

All snacks are made in-house using local suppliers in a high-quality hygienic environment by staff with Level 2 food hygiene certificates. We individually select supplies based on nutritious value to ensure salt and sugar quantities are kept to a minimum. We take into consideration seasonal offerings, taste, texture, and colour when making menu choices to expose children to a wide variety of food. This includes the role of food in important occasions, cultures and religions using these as important opportunities to teach children. Our menus have been evaluated by the Health Improvement Commission team to ensure they meet nutrition standards.

Positive Eating Environment

We aim to create a positive and welcoming eating environment to encourage children to eat well, develop good eating habits and social skills. Mealtimes at nursery are a relaxed and social time between children and staff, in a "home away from home" environment. Children are encouraged to eat together at tables, with Staff who; act as positive role models, talk positively about new food, leading by example, demonstrate good manners, giving praise and encourage (not force) children to eat their meals. Children are discouraged from walking around with food and drinks.

Food is never used as a reward or punishment, but children will be praised for trying new foods. Children are given the opportunity to have conversations and are supported to be independent, enabling them to open their own packaging, then tidying away their own lunch boxes.

When age appropriate, children are supported to be an active part of the preparation of food, including helping to chop/prepare snacks and cooking/baking activities. Children are provided with age-appropriate utensils and crockery.

Mealtimes at Nursery take place at:

Willow Nursery

Breakfast - 7.30am

Morning Snack time - 9.30am - 10am

Lunch time -

Pips and Buds - 11.30am

Sprouts - 11.45am

Saplings - 12pm

Afternoon Snack Time - 2pm - 3pm

Woodlands Nursery

Breakfast - 7.30am

Morning Snack time - 9.30am - 10am

Lunch time -

Seedlings and Buds - 11.30am

Mini Leaves & Leaves - 11.45am

Blossoms - 12pm

Afternoon Snack Time - 2pm - 3pm

Learning About and Through Food

We recognise that food is an important part of children's overall learning and development and the importance of learning about healthy choices. We run regular projects to teach the children about positive food choices and to give children plenty of opportunities to try different foods including being involved in the growing, preparing and process.

Dietary Requirements

Children with special dietary requirements are kept inclusive within meal provision. Alternative 'like' options are made available to children to cater for their special dietary needs where possible, taking into consideration any religious or cultural diets in the provision and preparation of food and drink. Children with special dietary needs are enabled to sit alongside other children, where possible and children are taught the importance of not sharing food with others, where age appropriate.

In the case of severe allergies, a no allergen zone e.g., no nuts, may be enforced across the whole nursery but will be reviewed on a case-by-case basis. For allergies and intolerances, the Nursery may request a dietician plan to ensure the Nursery has all the information required to provide a risk-free environment. Any child with a severe allergy has an allergy action plan which is displayed in the kitchen and child's room. Lists of children with special dietary requirements are displayed in each room and the kitchen to ensure all staff handling food are aware of dietary needs across the Nursery.

Being Active

We value the importance of keeping active to support healthy development. All children are supported to have at least one hour in the garden every day. During this time children will be encouraged to use their gross motor skills. Where garden time is not possible due to severe weather conditions, opportunities for gross motor play will be arranged indoors. The Nursery asks parents to provide suitable protective outdoor clothing and sun cream to enable children to use the garden as much as possible.

FOOD HYGIENE POLICY

We understand the importance of preparing and serving food in a safe and hygienic environment. We comply with the legal standards regulated by the Island Environmental Health Department and follow the HACCP Principles for managing Food Safety.

The nurseries implement the following measure to ensure what we provide is safe to consume:

Procedures

- We complete daily Food Hygiene Risk Assessments
- Only staff with a Level 2 Food Hygiene Qualification, prepare food and are regularly trained to understand and be responsible for ensuring they maintain a high-quality environment, are responsible for personal hygiene and keep records.
- Food Handlers are not permitted to handle food if they are unwell, have a wound or other condition that could put food and/or drink at risk of contamination. Staff with eczema affecting their hands should wear gloves when affected.
- Food is stored appropriately within larder cupboards and fridges, which are cleaned and checked frequently for out-of-date or spoilt items, any items found are disposed of appropriately. Items are ordered by date, so foods with the shortest shelf life are first in reach.
- The environment is kept clean, tidy and free of pests. Surfaces are wiped before and after each use and the kitchen is cleaned thoroughly and mopped at the end of each day. All crockery and utensils are cleaned after each use in a dishwasher or in hot soapy water using fairy liquid.
- Fridges are kept at a temperature below 5°C and freezers are below -18°C.
- Cooked food is probed and temperature recorded to ensure any frozen foods are below -18°C before being stored and any cooked foods reach 75-80°C for two minutes.
- Precautions are taken to prevent cross-contamination such as colour coded chopping boards and knives are used to prepare food with particular attention to allergens.
- Records of deliveries are kept. Deliveries are unboxed outside the kitchen and washed before being stored appropriately, operating a first in - first out system.
- If a food related outbreak of illness is suspected the OEHPR will be contacted.

Child Personal Hygiene

Children are taught the importance of basic hygiene. They are encouraged to wash their hands and face both before and after eating, to wash their hands after using the toilet and handling animals and are taught not to eat foods that have fallen on the floor. Children are discouraged from sharing foods and taught that some foods are not safe for everyone to eat. Children participate in the preparation and cooking of food including being shown and taking part in preparing the area to ensure it is safe to use.

CLEANING AND DISINFECTANT POLICY

We recognise the importance of a clean and healthy environment for the well-being of those in that environment and to minimise the risk of spreading illness and infections.

Procedures

- We have a daily cleaning routine as part of the daily risk assessments for each room within the Nurseries, including the kitchen, toilets and changing areas and cleaning schedules.
- Toys are checked for wear and tear and cleaned regularly by rotation and/or as required using disinfectant spray, in the dishwasher/washing machine and/or using hot soapy water. A daily toy cleaning log is kept in each room to record and track rotational cleaning. Toys that may have been in mouths or if there has been an incident of illness are cleaned more frequently. Any toys/equipment that are not fit for use are disposed of or mended as seen appropriate.
- Surfaces e.g. tables are kept clean throughout the day, with extra attention before and after mealtimes. We implement increased cleaning of surfaces or frequently touched areas (door handles, baby gate latches) if there is an incident of illness.
- Toilets are checked and cleaned regularly with a thorough clean at the end of day.
- Please see 'food hygiene' policy for kitchen cleaning procedures
- We keep a COSHH register to inform staff how to use cleaning products appropriately and what safety measures to implement when using products e.g. PPE requirements. Cleaning products are always kept out of reach of the children. Cleaning products and materials are kept in good supply for staff use.

Use of Protective Clothing

1. All staff will receive basic instruction in the theory and procedures for infection control as part of the induction training process. This will include the use of protective clothing and how it must be used.
2. Clothing worn by staff within the nursery will be as follows:
 - Staff clothing/uniform – worn daily.
 - Protective clothing to protect the wearer from infection and other health and safety hazards as required.
 - Disposable items for single use only as required: plastic aprons, gloves, etc.

CLEANING AND DISINFECTION SCHEDULES –

Room	Area	Cleaning/Disinfection Schedule
Classrooms	Surfaces	Twice daily
	Tables	Before and after used for food
	Floors	Swept/hovered daily and again after food provision, mopped minimum of once weekly or as required for accidents and spillages.
	Door handles, gate locks, light switches	Once Daily
	Toys, equipment and resources	Daily rotational cleaning to be recorded on toy cleaning log

Room	Area	Cleaning/Disinfection Schedule
Classrooms continued...	Bed and Bedding	Bedding to be stored separately. Mats to be wiped after each use. Bedding to be washed when soiled or min. of once per week
	Skirtings, windowsills, windows, shelving	Once weekly
	Carpets/Rugs	Monthly or as required
Bathroom	Sinks and Taps	Minimum of end of day but to be checked throughout the day
	Toilets / Potty / Changing Mat	Minimum of end of each day but to be checked hourly. Potty and changing mats to be cleaned after each use
	Floor	Minimum end of day but as required for accidents or spillages
	Cubicle walls and doors	Once weekly
	Door handles, light switches	Once daily
	Replenish resources	Resources such as hand towels, toilet paper and soap to be checked frequently throughout day and to be replaced as required.
	Skirtings, shelving	Once weekly
Kitchen	Surfaces	Before and after food preparation and end of day
	Floor	End of day – daily
	Cupboard fronts and appliances	Once weekly and additionally as required
	Door handles, light switches, gate locks	Once daily
	Stock check and clean of pantry	Minimum of once monthly and additional as required. Food deliveries are not to be unpacked in food preparation area, food items e.g. fruit and veg to be washed before stored
	Sinks and Taps	Minimum of end of day but to be checked throughout the day
	Utensils, Crockery, Cutlery	After each use in the dishwasher or hot soapy water with detergent
	Skirtings	Once daily
Communal Areas	Office/staff area/hallway	Surfaces and floors to be cleaned once per week including skirtings, windowsills, windows, shelving.
Outdoor Space	Garden	As per garden risk assessment, equipment to be maintained and area cleared of excess leaves, debris, or any higher risk items e.g. berries, nettles, faeces, choking hazards, broken items

HEALTH AND SAFETY POLICY

We believe that the health and safety of children is of paramount importance. We make our Nurseries a safe and healthy place to all who attend. We aim to minimise hazards as much as possible and ensure children, staff, families, and visitors are informed of any health and safety issues. Good hygiene practice is essential for a healthy environment and in the prevention of spreading illness and diseases. We comply with and are regulated by the SEYT EYQS Framework to ensure the safety and welfare of children.

Ratios

0-2 years – one member of staff per 3 children

2-3 years – one member of staff per 4 children

3-5 years – one member of staff per 8 children

Insurance Cover

We have public liability insurance and employers' liability insurance. Copies are on display at the setting. We are registered with the States Early Years and Data Protection Services.

Adults on the Premises

Our nurseries have sole use of the premises. We ensure that all staff and volunteers undergo a vetting process (please see Safer Recruitment Policy) to ensure that anyone working with children in our care are considered suitable/safe to do so and are registered with the States Early Years Team. Any visitors, staff or volunteers/work experience students that have not undergone a complete vetting process are not permitted to be left unsupervised with the children at any time and must not undertake personal care. Any new staff/volunteers are required to undergo a comprehensive induction and receive in-house training and suitability is assessed after a probationary period. All staff are required to read and sign the Nursery Policies and EYQSF on an annual basis or as deemed necessary.

We have a minimum of 2 x level 3 or above Qualified staff on the premises, at all times and follow the staffing ratios and requirements as per the EYQSF. We support staff to gain qualifications and engage in continued professional development. Staff undergo specific training to enhance their knowledge in health and safety matters including - manual handling, first aid, safeguarding, food hygiene, fire safety, operation encompass.

As per EYQSF guidelines, settings are permitted to employ one 17-year-old apprentice, who must complete a 6-month probationary period prior to enrolling on a relevant childcare course. The apprentice is not counted in ratio during this period and is to be supervised at all times. Parents/guardians will be informed if a person under the age of 18 will be caring for their child.

Children are not permitted to be left unsupervised by an adult and must always remain visible or in earshot. Where age-appropriate children will be given opportunities for independency e.g. to wash hands, attend to own toileting needs but this is decided on a child-by-child basis. The level of supervision will vary depending on the activity, with high-risk activities receiving constant supervision.

We take reasonable measures and risk assess to ensure that our premises are and continue to be, a safe place to work for our staff team. Staff undergo regular supervision meetings to support them while at work.

Entering and Exiting the Premises

Guardians are allocated drop-off collection points depending on the child's room. The external doors, except for the garden door and at collection times, are locked at all times requiring staff, visitors and parents/guardians to ring the doorbell. Internal doors are protected by safety gates, which are closed at all times. The room leader or designated team member is responsible for completing a child registration daily including time and person dropping off/collecting the child.

Collections: Staff ensure that children are only permitted to leave with an authorised collector as per the child's records. A password system is used for persons not stated on the child's profile/collection plan, which must be pre-agreed by the authorised person. In the circumstance where a person has come to collect a child who is not authorised and is unable to provide a valid password, the authorised collector will be contacted immediately to grant or refuse collection. If resolution cannot be made and/or the child is perceived to be at risk, the nursery will contact the relevant authorities. The child will remain in the care of the nursery until a resolution is made. *Please see 'Non-Collection of Children' policy for more information on non-collection.* The nursery is unable to permit collection to anyone under the age of 18 or perceived to be under the influence of drugs or alcohol. In these circumstances, the child will remain in the care of the nursery and the parent/guardian or an emergency contact will be contacted to collect the child.

Regular head counts are to be undertaken throughout the day and a member of staff is allocated with the responsibility of recording the number of children on the premises each day and informing the staff team. Visitors are required to sign in and out of the visitors' register and must provide proof of identity. Visits are by appointment only.

Indoor Environment

We take measures to ensure that our indoor environment is high quality, clean, safe and free of hazards. We ensure that children have ample space to enable access to high quality learning and our facilities meet EYQSF regulations. The indoor environments benefit from ample natural light and are well ventilated.

Risk Assessments - Daily risk assessments for each room, including the outdoor areas, are recorded and stored each day. Additional risk assessments may be conducted for specific activities, especially more high-risk activities e.g. woodwork and are conducted for walks, outings and visits.

Cleaning and Hygiene – We ensure our environment is kept clean and hygienic through regular cleaning schedules. *Please see "Hygiene and Disinfection Policy."*

Appliances and safety equipment – We have our electrical appliances PAT tested and fire safety equipment checked on annual basis to ensure they are safe to use. We provide safety equipment for more high-risk activities such as, fall mats and helmets. We undertake termly fire drills. At Willow, the landlord checks the fire alarms weekly and organises a private annual building inspection. At Woodlands, the designated Fire Safety Lead is responsible for testing the alarms weekly and checking the site for fire safety risks. The fire service undertakes three yearly inspections at both nurseries. The vents and aircon systems are serviced annually by G4S.

Harmful chemicals - We minimise the risk of harmful chemicals by keeping a COSHH register, ensuring that chemical products including medicines are stored safely out of reach of children, used as per instruction and the appropriate PPE is worn. Staff are informed as part of the induction process about safety in the workplace and COSHH information is clearly displayed in chemical storage areas. We take preventative measures to protect against water contamination e.g. Legionella, by undertaking monthly temperature testing and running taps regularly.

In the event of a harmful chemical spill, hazardous material exposure or water contamination, the nursery will contact Environmental Health for advice and further instructions to resolve the incident as quickly and safely as possible. Any other relevant authorities e.g. The States Early Years Team will be informed. Accident/Incident procedures will be followed and medical aid sought if any staff/volunteers, children or visitors are affected. If the level of incident is deemed critical the nursery will follow the corresponding policies and procedures.

Resources and Materials – Our resources and materials are accessible, stimulating, challenging, diverse and kept in excellent condition. Children are supervised continuously when using high-risk resources such as water and tools. *Please see “Education and Resources policy” and “Hygiene and Disinfection Policy” for more information.*

Fresh air and Temperature – Our buildings are fitted with a ventilation system for the continual movement of fresh air throughout the day, vents are switched on each morning and windows opened where possible. We monitor and record the room temperature daily as part of the daily risk assessment, with an increased checking system during child sleep times, with the aim of maintaining an optimum temperature of 16°-20°. However, we do recognise this is not always possible in extreme weather e.g. heat waves, so will take measures to make the temperature as comfortable as possible e.g. additional fans/heating. We manage room temperature with windows, fans and fixed radiators. Willow also has air conditioning.

Toilets - Children are permitted to access the toilet area independently, if deemed age/stage appropriate, members of staff check the area regularly to ensure children are safe and if they require assistance. For children who require support a member of staff will accompany the child. Facilities are checked and cleaned throughout the day to maintain high levels of hygiene. We ensure we have an adequate number of toilets and basins to accommodate the number of children using the facilities, with hand dryers or hand towels accessible for handwashing. For children unable to use the facilities, we provide potties and changing stations.

Kitchen

Access to the kitchen is protected with doors and gates at both entrances. Children are not permitted access to the kitchen unless a specific risk assessment is undertaken where it is required for a specific activity. Children will be enabled to undertake food preparation, baking, cooking activities within their room. Staff and children must wash their hands thoroughly before and after and abide by the food hygiene policy and regulations when handling food. Children must remain in safe distance of the cooker and hob and are not permitted to use either under any circumstance.

Staff members are not permitted to enter the kitchen or prepare food when unwell or suffering from any condition that could contaminate food and drink items. Any dangerous chemicals and equipment e.g. knives are stored out the reach of children or in locked cupboards. Domestic appliances e.g. toasters and kettles are only to be used in the kitchen by an adult. Bins all have fitted lids with pedals. The washing machine at Willow is not to be used when food preparation is taking place and washing is to be sorted outside of the kitchen.

Personal Belongings and Hot Drinks

Hot Drinks are only permitted in rooms if in a sealed, spill-proof flask and kept out of reach of children. Drinks should be given time to cool before taking into rooms. Staff members may use alternative drinking cups/mugs during breaks/lunches when in the office, kitchen or staff room. Adult personal belongings should be kept in the staff only areas unless otherwise agreed with the Nursery Manager. Exceptions will be made for special circumstances e.g. emergency medication (inhaler, Epi-Pen, Insulin) or if the person needs to be contacted for a justifiable reason but must be kept out of reach of children, devices should only be used with another staff member present when around children or preferably, away from the children.

Outdoor Environment

Garden

A minimum of one member of staff is required to supervise the outdoor areas when in use. At no time are children permitted to be left unattended outdoors. Staff members are required to ensure gates/barriers and climbing equipment are supervised at all times and should remain within ratios. The garden is risk-assessed daily to ensure the equipment and fencing is in good repair and suitable for use, it is cleared of any hazards e.g., glass, rubbish, poisonous plants or any item that could endanger a child. We ensure to use protective mats if required and leave protective fall zones around climbing equipment. Care is taken to prevent over exposure to the sun including providing suitable shade. Children are required to wear sun hats and sun cream when needed to prevent sunburn. Children are encouraged to wear weather appropriate clothing e.g., warm/waterproof clothing when needed.

Outings and use of Field

Risk assessments must be conducted before going on an outing, including the field. This includes a plan for emergency procedures should a serious incident occur (please see critical incident management and support policy). Ratios are required to be upheld for outings with additional support where required e.g. parent helpers. A minimum of two staff must be present throughout, one of which must hold a Level 3 Childcare or above qualification and one must be trained in first aid. The nursery standards, policies and procedures must be upheld during any visit and outing. It is the requirement to take on outings - a register, first aid box, mobile phone, emergency contacts, spare clothes, nappies/wipes and drinks. Parent permission for outings is obtained when first registered at the setting and guardians able to update their records on an annual basis.

Staff members are permitted to transport children in personal vehicles but must ensure they have a valid license, regular servicing and up to date insurance with 'business use,' details of which will be kept on record at the setting. Vehicles must not be exposed to cigarette smoke, should be clean, and hygienic. Drivers must ensure children are travelling in suitable children's restraints as per the child's age/size.

First Aid and Medication

A minimum of two members of staff are qualified in paediatric first aid within the Nursery at any one time. First Aid Qualified staff members can administer first aid when required including dressing minor wounds and injuries. All staff are required to have a basic understanding of first aid and know the procedure for reporting accidents, injuries and illnesses. We maintain a comprehensive first aid kit, which is restocked and checked regularly. Additional smaller first aid kits are kept in fire and outing bags.

To administer medicine, a medicine release form must be signed by the child's parent/guardian through the eyWorks app. A record is maintained on the app by staff, with each dose of medicine logged and shared with the child's parents/guardians. We are only able to accept medication in the original labelled container, for prescribed medicine the prescription label should be present on the box/bottle. All medication is kept out of reach of children. Before accepting medication, the consideration must first be made whether the child is well enough to attend the setting.

In the event of a medical emergency, trained staff will administer first aid to a child or adult e.g. CPR and the emergency services will be called to follow care instructions and to arrange transport to hospital. We have a defibrillator available on the Oatlands/ Beaucamp sites.

Accidents, Illnesses and Infectious Diseases

If a child has an accident or injury at our settings, where required the child will be administered First Aid by a PFA trained member of staff and it will be recorded in the accident records through eyWorks. This is required to be signed by a parent/guardian on the same day as the accident. In the case of a more serious injury or illness the parent/guardian will be phoned immediately to inform them, they may be asked to collect their child or where necessary an ambulance will be called. Staff may also travel with the child in the ambulance if the parent/guardian has not arrived before the ambulance is ready to depart, the staff member will take the child's records with them. Serious accidents will be reported so it can be thoroughly investigated, and action will be taken to prevent reoccurrence. Any serious accident, illness, injury or death must be reported to SEYT within 24 hours and where required, reported to HSE under RIDDOR.

In the incident of a serious injury or sudden death of a child, visitor or member of staff when in attendance at the nursery or on an outing - the following process will be undertaken by the duty manager or most senior member of staff, who will allocate the following tasks and responsibilities:

1. Contact the emergency services and administer first aid as appropriate
2. Contact the designated emergency contact(s) as per the individual's records
3. Contact the relevant authorities e.g. the police, the states early years team, ISCP, HSE and follow any instructions given
4. Inform and debrief staff, instruct to take children to safe space and reassure them, reestablishing routine as reasonably possible. It may be necessary for children to be collected for the emotional wellbeing of those at the setting.
5. Inform the nursery insurance company and legal representatives. Compile a full factual report of the incident and review against nursery procedures to see if any lessons can be learnt from the incident for future prevention.
6. Acknowledge the ongoing impact of the incident and offer support where needed.

Unwell or injured children will be kept away from other children in a quiet area until they are collected and will remain supervised/cared for by a member of staff. Parents/guardians are requested to follow the advice of their GP for exclusion times for infectious diseases. Please see 'Illnesses and Medicines' Guidance for advised exclusion periods as per Public Health and NHS information, this is reviewed and updated on an annual basis. We request parents/guardians inform staff when their child has acquired an illness or infectious disease, so we are able to monitor and prevent spreading. We will provide information to other parents/guardians and staff to enable them to be aware of signs and symptoms, but we will uphold confidentiality. Where there is evidence of transmission within the nursery, SEYT and Public Health will be informed and the nursery will follow any advice or procedures issued, this may include a nursery closure for deep clean. Where transmission is prevalent at the nursery, enhanced cleaning schedules are to be implemented.

We prevent the spread of illness and disease by ensuring the building is well ventilated, we ensure resources/crockery is washed thoroughly and regularly in hot water. Drying and cleaning cloths are washed/replaced daily. Disposable cleaning cloths are used for the bathrooms and kitchen surfaces. We uphold excellent levels of hygiene. Spillages of bodily fluids are cleaned promptly using hot soapy water (too hot to place hands in), using disinfectant and disposable cloths. We have yellow bins for contaminated items. Staff members should wear disposable gloves and aprons when dressing or cleaning bodily fluids. Soiled clothing is returned to parents/guardians in a nappy sack in the child's home bag. Children are educated in hygiene practices e.g., the importance of hand washing, nose wiping stations and good respiratory etiquette by covering their mouths when coughing.

In the circumstance where there is a significant infectious disease, pandemic or epidemic the nursery will follow the ongoing advice and procedures issued by Public Health until the 'all clear' is given to resume operations as normal and will endeavour to keep parents/guardians informed as swiftly as possible. Should a pandemic or epidemic be declared during operational hours, a plan will be distributed for collection when it is safe to do so (please see critical incident management and support policy).

Head Lice

If a child is found to have head lice at nursery, a parent/guardian will be contacted to collect the child to prevent spreading and will be given advice on treatment. Staff members aim to preserve children's modesty and confidentiality throughout the process. The child will be able to return as soon as suitable treatment has been administered. Other parents/guardians will be notified when head lice have been identified at the setting. If head lice are identified at home, parents/guardians are required to apply treatment before bringing the child into nursery.

Handling Animals

We value the importance of children experiencing nature and life forms for a fulfilling education. Unless otherwise stated on the individual child's record form, children over 2 will be permitted to handle (where appropriate) or assist in the care of animals at the setting.

Risk-Assessment – Any interactions with animals must be thoroughly risk-assessed before the animal is permitted in the setting, to ensure the animal is safe to be in proximity of children and does not pose a health risk. At no point is a child permitted to be left unattended with an animal or allowed to travel in a vehicle with children.

Allergies – Parents/guardians are responsible for informing the nursery of any allergies their child may have. If a child has a known allergy to an animal, the visit will be arranged on a day the child does not attend or if in attendance will be kept at a safe distance from the child. The guardian will be informed to agree a plan of action. Thorough cleaning will take place after the visit.

Hygiene & Cleanliness - Children will be required to wash their hands immediately before and after handling animals or assisting in the care of animals. Animals will be cared for and their cages/bedding/tanks will be kept in a clean condition and in good repair with any waste removed to prevent risk of infection. If the animal is uncontained, they must remain on a leash and the area will be cleaned thoroughly after they have left.

Visits & Outings – Children may encounter animals on visits or outings. Risk assessments will take place to ensure the safety of the visiting animal and the safety of the people/children present. Risk assessments will also be undertaken for outings. Children will not be permitted to touch animals on outings unless otherwise individually risk assessed, and permissions gained.

Last updated: Tuesday 15th July 2025
Guernsey Childcare Limited

MISSING CHILD POLICY & PROCEDURE

We take extreme care and caution to ensure all children are safe and secure when in our care. Staff members ensure they undertake regular head counts, particularly at transition times and when on outings. Room Leaders or designated staff members are responsible for ensuring staff are aware of the number of children registered daily and for undertaking regular headcounts.

If, for any reason, a member of staff cannot account for a child's whereabouts during a session, the following procedure will be activated:

1. The member of staff alerted to the missing child will inform the Manager and the staff team that a child is missing, and a thorough search will commence. Two members will be designated to search the surrounding area.
2. The Manager will designate staff to gather the other children present at the session to a safe area, to remain calmly while the search takes place. An additional headcount should be undertaken.
3. If after 10 minutes of thorough searching the child is still missing, the manager will inform the police and then the parent/guardian.
4. While waiting for the arrival of the police the search will continue.
5. The Manager will liaise with the Police and the parents/guardians. They will then delegate any actions given by the police and attend to the well-being of the parents/guardians.
6. Once the incident has been resolved the information will be recorded in the Incident Book, a full report will be written to keep on file and will be sent to the States Early Years Team.
7. Any actions given by SEYT, or the police and any issues identified that contributed to the incident will be addressed at the earliest opportunity to prevent reoccurrence.

Last updated: Tuesday 15th July 2025 - Guernsey Childcare Limited

CRITICAL INCIDENT MANAGEMENT AND SUPPORT

At Woodlands and Willow nurseries, the safety and security of the children, staff and visitors is paramount. This policy outlines the nurseries response to a critical incident that may occur.

Definition

A critical incident is an event that The World Health Organisation (WHO) describes as: ‘an event out of the range of normal experience – one which is sudden and unexpected’. This may threaten life, cause trauma or loss. It may involve severe damage to facilities that render them not operational.

Examples of critical incidents and the nurseries’ corresponding policies include:

<u>CRITICAL INCIDENT</u>	<u>POLICY NAME</u>
Incidents on outings (e.g. a child going missing)	Missing Child Policy Health and Safety Policy - Accidents, Illnesses and Infectious Diseases
Public Health Incidents (e.g. an significant infectious disease)	Unforeseen Closure Policy Health and Safety Policy - Accidents, Illnesses and Infectious Diseases
Severe Weather (e.g. extreme, heat, flooding or snow)	Unforeseen Closure Policy
Serious accident injury or trauma to a child or member of staff (e.g. an attack or transport accident)	Health and Safety Policy - Accidents, Illnesses and Infectious Diseases
The death of a child in the setting or a child who attends the service (e.g. due to SIDS, an accident or medical condition)	Health and Safety Policy - Accidents, Illnesses and Infectious Diseases
Significant damage to property (e.g. fire accidental damage)	Unforeseen Closure Policy
Criminal activity (e.g. child abduction, bomb threat, anti-social or threatening attack, intruder, cyber, security attack)	Lockdown/Evacuation Policy and Procedures
As disaster or public order incident in the local community	Lockdown Policy and Procedures Critical incident when on an outing
Loss of water or utilities	Unforeseen Closure Policy

*List provided by ‘Critical Incidents in Early Learning Care and School Age Childcare Services’ – provided by Barnardos Children’s Charity.

During a critical incident the nursery may be required to ‘lockdown’ or ‘evacuate’ to ensure the safety of those present. The following policies and procedures outline the processes to be undertaken in these circumstances:

LOCKDOWN POLICY & PROCEDURE

This policy outlines the procedures to be followed in the event of a serious threat or emergency that requires the nursery to stay put 'lockdown' rather than evacuate the premises. The purpose of this policy is to protect and safeguard users of the nursery, ensuring there is a rapid and effective response to serious threats.

Definitions

A 'lockdown' is where the perceived risk of threat requires the nursery to stay put rather than evacuate the building. Examples of such threats include:

- In the event of a call from the police instructing a lockdown
- Whereby visitors, parents, staff, students or volunteers become a threat to the well-being and/or safety of others.
- Whereby a dangerous unauthorised person(s) has entered the nursery grounds or is within close proximity to nursery grounds.
- In the event of an attempt to abduct a child(ren), including domestic parties and attempts to gain access to a child when unauthorised to do so.
- In the event of an environmental emergency where there is potential risk of toxic fumes or extreme weather conditions.
- Any other significant external threat that puts staff, visitors and children at risk.

Procedures

1. **ALERT** – once a potential threat has been identified this should be communicated by clearly announcing 'LOCKDOWN – THIS IS NOT A DRILL'. The most senior member of staff is then responsible for ensuring that all staff have received this message and for contacting the Emergency Services immediately. Every effort will be made to keep as quiet and calm as possible.
2. **SAFE SPACE** – Staff are to immediately escort all children inside to a safe space and complete a head count using the registers. Any missing children should be reported the most senior member of staff immediately. It may be necessary to combine classes to ensure safety. No persons are permitted to be outside or to leave the safe area with the exception of the event of a fire.
3. **CLOSE** – staff should action CLOSE procedures including:
 Close all doors and windows, covering where possible.
 Lock up
 Out of sight and minimise movement, turn devices to silent mode.
 Stay quiet and avoid drawing attention, encourage the children to take part in quiet activities e.g. reading books.
 Endure until the 'all clear' has been given by the emergency services.
4. **COMMUNICATION** – Non-essential phone calls or messages are not permitted to be made during the lockdown to ensure emergency services are able to maintain communication. The duty Manager is to send the following message to inform parents/guardians via EYMan:

Due to an incident, we have been advised by the emergency services to secure the premises and stay put until we are given the 'all clear'. Please do not attempt to collect your child until it is safe to do so. We will let you know as soon as we are able when that is likely to be.

In the meantime, it is vital to keep our telephone lines clear and we would appreciate your cooperation in not calling. By following these procedures, we are keeping your children as safe as possible.

EVACUATION POLICY & PROCEDURE

This policy outlines the procedures to be followed in the event of a serious threat or emergency that requires the nursery to exit 'evacuate' rather than stay put within the premises. This can relate to an external threat posed by another person or the environment or any incident e.g. hazardous spill/fumes, fire, flood that deems the building unsafe for use. The purpose of this policy is to protect and safeguard users of the nursery, ensuring there is a rapid and effective response to serious threats and emergencies.

Procedures:

1. ALERT – once a potential threat has been identified this should be communicated by clearly announcing 'EVACUATE – THIS IS NOT A DRILL'. The most senior member of staff is then responsible for ensuring that all staff have received this message.
2. SAFE SPACE – Staff are to immediately escort all children, visitors and volunteers to the fire evacuation point or make a quick evaluation for an alternative appropriate safe space in an orderly fashion and complete a head count using the registers. Any missing children should be reported the most senior member of staff immediately. Where possible room leaders should ensure to take the nursery phone, registers, emergency contacts and fire bags if safe to do so. At no point should anyone re-enter the building until the 'all clear' signal is issued.
3. SWEEPING CHECK – during evacuation, if safe to do so, a senior member of staff should conduct a sweeping check to ensure there is no one remaining in the building. No unnecessary risks should be taken.
4. SEEK HELP – immediately after evacuation, a member of staff should contact the emergency services. Instructions issued by the emergency services to be followed until the 'all clear' is issued.
5. COMMUNICATION – Non-essential phone calls or messages are not permitted to be made to ensure emergency services are able to maintain communication. Parents/guardians to be contacted when it is safe to do so.

In the event of a fire – The Fire Safety Policy and Evacuation Procedures should be followed.

In the Event of a Critical Incident on an Outing

Should a critical incident occur on an outing the most senior member of staff present should identify and move to the nearest safe space, seek help from the emergency services and action the nursery policies/procedures deemed most appropriate to the incident. A member of staff should contact the nursery to seek additional support where required.

Following a Critical Incident

Once the emergency services have given the 'all clear' to exit or re-enter the building safely and followed any instructions, parents/guardians will be contacted to collect their child[ren]. Every effort must be made to co-operate with and enable the emergency services to continue their work e.g. providing medical treatment, gathering statements.

The Duty Manager is responsible for recording a detailed account of the incident, cooperating with the authorities and informing any relevant authorities, such as The States Early Years Team, the ISCP, HSE. If a serious injury or death has occurred please see 'Health and Safety' Policy for more information. The nurseries understand that any critical incident can have a significant impact on those involved and is committed to following any professional recommendations given to support those affected. It may be necessary to seek support from other professionals to manage the ongoing impact of the incident e.g. seeking access to counselling services, bereavement support.

The nurseries take reference to the 'Critical Incidents in Educational Communities' 2023 guidance by the UK Trauma Council - understanding that best environment for recovery following a critical incident is one where children feel – safe, calm, connected, in control and hopeful.

BEREAVEMENT POLICY

The nurseries recognise that children, their families and staff may experience the loss of loved ones or pets whilst in attendance at nursery and the long-term emotional impact that bereavement can cause. We are committed to creating a compassionate, supportive and empathetic community where those experiencing bereavement can rely on. The following policy offers guidance on how to sensitively support those experiencing bereavement within the nursery environment. However, acknowledges that each experience is unique and should be adapted to the needs of the individual.

Effective communication – the nurseries recognise that effective communication is key for ensuring that those impacted by bereavement can be best supported. The nursery develops positive relationships with families and staff to ensure that they feel comfortable to share important information relating to significant life events e.g. death, divorce, birth of a child. Staff are trained to carefully handle sensitive information and ensure that it is shared appropriately.

The management team will acquire as much important information as possible to prevent confusion or upset through differing information, creating consistency between the nursery

and home environment. Ensuring to identify any cultural or religious beliefs and practices in relation to bereavement.

Announcing a death - Where it is required to announce a death e.g. of a child or staff member, this should be done so sensitively by the management team with the families wishes taken into consideration beforehand, including the most appropriate way to deliver the news. Before announcing to the families, the staff team including volunteers should be informed, with a clear plan for how the announcement will be made and support for coping with the impact of the announcement. The emotional impact on the staff and families should be taken into consideration with time for them to process and discuss their feelings. Some may find it difficult to cope with the loss and may require bereavement leave.

Press, Media and News Outlets – As per the staff handbook - Nursery staff, visitors and volunteers are not permitted to discuss the nursery or nursery matters with the press, media or news outlets and this applies to incidences involving death or bereavement. Any incident of this nature should be treated as strictly confidential and should not be discussed with those who are not associated with the nursery or are not acting in a professional capacity.

Temporary closures – In some events of death e.g. of a staff member or child, temporary closure may be required or a reduction in services. Reasons for this may include: to enable investigations to take place, to enable the nursery to make staffing arrangements, due to the emotional impact or to enable attendance to the funeral.

Ongoing emotional impact and support – The nursery acknowledges that the impact of a bereavement is permanent, there is no set process for grief and each person will experience grief differently. The nursery will endeavour to be a safe space, where a person can experience their grief in a patient, consistent and compassionate environment. The nursery will conduct regular well-being check ins and a return to nursery meeting will take place to support anyone who has been absent due to bereavement. Where it is deemed that additional support is required to support a bereaved individual, the nursery will seek professional support.

Local Support Services:

The Sunflower Trust – 725241 ext 5260

Guernsey Bereavement and Loss Network

The Samaritans - Tel 08009 763333

Last Updated: Tuesday 15th July 2025.

Guernsey Childcare Limited

FIRE SAFETY POLICY

We ensure to minimise fire risks and maintain appliances to prevent fires where possible.

Procedures:

- We keep heating systems maintained and portable heaters are not permitted.
- We undertake PAT testing of electrical items and appliances and monitor potential risks through the daily risk assessment.
- Soft furnishings must be fire retardant.
- Appliances should be turned off by the switch when not in use and should be kept clear from loose materials.
- Fire doors are kept clear from obstruction and clearly marked as fire doors.
- Annual fire extinguisher inspections. Staff should know their location and how to use them.
- Fire drills are held a minimum of twice a year and recorded with the dates. All staff, visitors, volunteers and students are informed of what to do in the case of a fire. Fire evacuation procedure training forms part of the induction process for staff to know what to do in the event of a fire to safely evacuate the children and themselves. All staff members are responsible for ensuring they understand the fire evacuation procedures.
- Fire safety inspections will be held every seven years by the Fire Officer and all advice will be followed.
- Alarms are tested by the designated fire safety lead at Woodlands and by Oatlands at Willow on a weekly basis.
- We have a clear escape route and keep an up-to-date attendance register which is used to account for everyone at the meeting point. The person in charge checks the register once the building has been evacuated.
- Fire drill and evacuation procedures are clearly on display in each of the rooms.
- A designated person is responsible for undertaking the role of the Fire Safety Lead including following fire prevention methods and have undergone designated fire safety officer training.
- Fire bags are located at fire exits for each room and contain useful resources such as high vis jackets, emergency contact details, foil blankets, first aid kit. Room Leaders are responsible for taking the register and fire bag to the assembly point and to undertake a registration at arrival.

Dates of most recent fire drills:

Most recent Fire Check:

Last reviewed: 15th July 2025
Guernsey Childcare Limited

FIRE EVACUATION PROCEDURES

Willow Nursery & Pre-School will complete the following procedures for evacuating the building in the event of a fire alarm sounding to ensure the children safely exit the building and adults do not take unnecessary risks.

1. When the alarm sounds or a fire is identified, the first person to be notified must shout fire to gain everyone's attention and the designated Fire Safety Lead or next designated person to issue instructions.
2. All children and adults should exit the building in an orderly fashion to the nearest designated fire exit doors (clearly marked with Fire Escape Signs) and assemble at the assembly point. Room Leaders are to bring the register and fire bag.
3. The fire lead or next equivalent will do a sweeping check of all the rooms where it is safe to do so and shout to see if anyone is there. They should gather any remaining registers including the visitor log and fire bags, mobile phone and staff emergency contact details to take to the assembly point, if it is safe to do so.
4. The room leader or next equivalent should call out the register and confirm their room number with the Fire Safety Lead who will check the head count of both adults and children.
5. During the headcount/register a member of staff should phone the emergency services.
6. At no point should any adult or child re-enter the building until it is safe to do so.
7. If the fire is at a pick-up or drop-off time a member of staff will be allocated to direct any parents/guardians or visitors to a safe location.
8. If it is not possible to return to the building, the parents/guardians will be contacted, and the children collected.
9. If parents/guardians cannot be contacted, staff will remain with the children in a safe place until the parents/guardians arrive at their normal collection time.
10. Staff ratios to be maintained until all children have been collected, with a minimum of two qualified staff members at all times.

Willow Nursery's fire evacuation assembly point is:

FIRE EVACUATION PROCEDURES

Woodlands Nursery & Pre-School will complete the following procedures for evacuating the building in the event of a fire alarm sounding to ensure the children safely exit the building and adults do not take any unnecessary risks.

1. When the alarm sounds or a fire is identified the first person to be notified must shout fire to gain everyone's attention and the Fire Safety Lead (or designated person) issues instructions.
2. All children and adults should exit the building in an orderly fashion to the nearest designated fire exit doors (clearly marked with Fire Escape Signs) and assemble at the assembly point. Room leaders are to bring the register and fire bag.
3. The fire lead or next equivalent will do a sweeping check of all the rooms where it is safe to do so and shout to see if anyone is there. They should gather any remaining registers including the visitor log and fire bags, mobile phone and staff emergency contact details to take to the assembly point, if it is safe to do so.
4. The room leader or next equivalent should call out the register and confirm their room number with the Fire Safety Lead who will check the head count of both adults and children.
5. During the headcount/register a designated member of staff should phone the emergency services and/or alarm Management Company.
6. At no point should any adult or child re-enter the building until it is safe to do so.
7. If the fire is at a pick-up or drop-off time a member of staff will be allocated to direct any parents/guardians or visitors to a safe location.
8. If it is not possible to return to the building, the parents/guardians should be contacted and children collected.
9. If parents/guardians cannot be contacted, staff will remain with the children in a safe place until the parents/guardians arrive at their normal collection time.
10. Staff ratios to be maintained until all children have been collected with a minimum of two qualified staff members at all times.

Woodlands Nursery's fire evacuation assembly point is:

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Last reviewed: 15th July 2025
Guernsey Childcare Limited

ILLNESSES AND MEDICINES POLICY

If your child is unwell or unable to attend nursery, we require a telephone call or text by 8am. The guidance for exclusion periods is as follows:

Illness or condition	Minimum period of exclusion
Vomiting and Diarrhoea	48 hours after symptoms have ended
High Temperature	May return when temperature is back down and if child well
Common Cold, Cough	Possible exclusion if child is not well enough in themselves
Influenza / Flu	Until child is well enough to return
Tonsillitis / Glandular Fever	Until well enough to return
Diphtheria	Until cleared to return
Tuberculosis	2 weeks after commencing effective treatment or on individual review when drug resistance is likely
Meningitis / Septicaemia	Until child is well enough to return
Whooping Cough	2 days after starting antibiotics or 21 days from onset of symptoms if no antibiotics.
Impetigo	Until healed/crusted over, or 48hrs after commencing antibiotic treatment
Lice (live)	Until appropriate treatment has been administered and live lice combed out.
Chickenpox	Until all spots have healed and scabbed over. Usually 5-7 days.
Measles	4 days from onset of rash and well enough
Mumps	5 days from onset of swollen glands
Rubella	5 days from onset of rash.
Hepatitis A	7 days from onset of jaundice or pale stools
Ringworm	Until treatment has started
Scabies	After treatment
Conjunctivitis	Exclusion possible until discharge stops if transmission evident
Scarlet Fever	24 hours after starting antibiotic treatment
Hand Foot and Mouth	Possible exclusion if transmission evident, until spots have cleared from hands and face
Slapped Cheek (Fifth Disease, Parvovirus B19)	Until rash has developed
Respiratory infections e.g. Coronavirus	Individuals should not attend if unwell and/or have a high temperature. Public Health recommend return 3 days after positive test.

The above is guidance as advised by public health and the NHS. However, this guidance is subject to change, and it is at the discretion of the nursery to vary exclusions times when required on a case-by-case basis, particularly if transmission is high. It is strongly advised that guardians follow any health instructions given by their GP.

The nursery advise that any unwell children remain at home to enable them to fully recover in the comfort of their home and to minimise the transmission of illness and infection to others at the nursery. Under section 1.48 of the EYQSF regulations “no child should be permitted to stay at the setting if the child appears to be ill.” We make every effort to minimise the disruption to nursery life. However, it may be necessary to temporarily close rooms to prevent the spread of infection or due to sickness related staffing shortages. Guardians are informed of any necessary closures through the eyWorks Portal. Please see ‘Unforeseen Closure Policy.’

Medicines

We usually prefer not to administer medicines unless a child has a long-term condition or is at the setting full-time, under the consideration that if they require medicine, they are not well enough to attend the setting.

- To administer, a medicine release form will need to be signed to release a trained member of staff to administer the medication. The medicine will need to be provided in the original box with the prescription label and the child’s name clearly visible.
- For high temperatures you will be contacted to inform you, we will have a 20-minute cool-down period where we will try and bring down the temperature naturally. If it has not come down in this time we will phone again and ask you to collect your child.
- For full-time students or for known medical conditions we are able to keep medicine e.g. calpol, piriton, epi-pen, asthma inhaler on-site to administer as required. However, after administering, if there is no improvement after 30 minutes, you will be contacted to collect your child. Please provide any medicines you would like stored on-site in labelled original packaging.
- If your child has a known allergen or medical condition requiring medication, please inform the nursery of their medical needs and a care plan will be created.
- Please be aware it is at the room leader’s discretion to request your child does not attend 24-48 hours after taking antibiotics in case of a reaction.

Long-term Health Conditions

Any child with a long-term health condition that requires ongoing support and/or medication e.g. asthma, parents/guardians are required to provide a Health Care Plan that has been developed with the child’s healthcare professional and is required to ensure this information is reviewed and updated regularly.

Last updated: Tuesday 21st May 2024
Guernsey Childcare Limited

THE NON-COLLECTION OF CHILDREN POLICY

In the event an authorised adult does not collect a child at the end of a session, the Nursery will follow agreed procedures. Every effort is made to minimise distress for the child and deliver high quality care in the meantime.

Procedures:

1. All parents/guardians are requested to provide contact details for themselves and a minimum of two emergency contacts on the child's record form. The approved contacts and emergency contacts should be telephoned at first instance. The staff member should also take reference if there is a stated person who does not have legal access to the child. The Manager or Deputy Manager should be informed.
2. If an authorised person is not able to collect the child and an unauthorised person comes to collect the child, the unauthorised person must state to nursery staff at the door the agreed password provided by the authorised person. The password should be a unique password given to the nursery and to the person collecting. Guardians are also able to update their child's profile to authorise new people to collect. They will need to ask the bookings manager to send them a link to their child's profile to be able to do this.
3. If no one comes to collect the child every effort will be made to contact an authorised person. The child is not permitted to leave the setting with anyone that is not authorised or has not provided a valid password.
4. If the nursery is unable to get hold of an authorised person after a reasonable amount of time - the relevant local authorities will be contacted including the States Early Years Team. This particularly applies if there is an insufficient number of staff to continue caring for the child within ratio and the nursery is unable to get hold of an authorised person.
5. Where authorities are required to attend, the nursery will conduct any actions advised by the authorities, a staff member will remain with the child until the incident is resolved and/or until dismissed by the local authorities.
6. The incident will be logged in the Incident Log and will be documented by the designated Safeguarding Lead. Where required, the nursery will follow any actions going forward as advised by the safeguarding team, authorities or regulators. A meeting will be held with the child's guardians to discuss the event and agree on an action plan to prevent further incidents.
7. Depending on the circumstances we reserve the right to charge parents for the additional hours worked by staff.

CHILD SAFEGUARDING POLICY

Willow and Woodlands Nurseries are dedicated to working with children, parents/guardians and the community to protect children and give them the best start in life. We aim to:

- Help children develop a positive sense of self and to embrace diversity.
- Promote welfare and educate others in child safeguarding practices.
- Establish trusting, friendly relationships with children and their families.
- Enable children to have a voice and give their voice respect in all aspects.

We comply with the following frameworks:

- The Children (Guernsey and Alderney) Law 2008
- States Early Years Quality Standards Framework
- The Data Protection (Bailiwick of Guernsey) Law 2017
- Islands Safeguarding Children Partnership (ISCP) Guidelines

We work alongside other professionals to support the welfare of children including:

- Health Visitors, Medical Professionals or specialist support services,
- States Early Years Team
- Health and Social Care
- ISCP Multi-Agency Support Hub (MASH)
- Police and local authorities

We maintain a secure, safe environment to safeguard children by:

- Keeping the premises locked and secured with extra supervision at drop-off/collection times. Carefully monitoring who can enter the building or access the children. Ensuring unauthorised persons are not able to collect a child.
- Maintaining regulatory adult/child ratios in accordance with the EYQSF.
- Undertaking regular risk assessments and taking additional precautions for higher risk activities and outings. Ensuring equipment and resources are clean and safe to use.
- Ensuring excellent health and hygiene practices are in place and clear records kept including infection prevention and food hygiene.
- Staff, volunteers and students have the appropriate experience, skills and ability to do their work and are mentally and physically capable of caring for children (1.22 EYQSF).
- The company has an established safe recruitment policy, implemented before permitting someone to work. Those without a complete vetting process are not left unsupervised with children and are not permitted to undertake personal care. These conditions also apply to Volunteers and Visitors, as well as not being counted in adult/child ratios.
- Allocating a designated Safeguarding Lead and Deputy Lead who maintain up to date Level 2 and 3 Safeguarding training and are responsible for acting when a child is perceived to be at risk of harm and for liaising with other professionals to support the child, including completing MARF's, attending TAF Meetings and/or Tribunals.
- Setting clear expectations for conduct of staff members towards children with disciplinary procedures in place to respond to breaches of conduct.
- Ensuring all staff understand their safeguarding responsibilities and procedures and have undertaken Level 1 training, followed by Level 2 after their probation.
- Teaching children safeguarding practices e.g. 'Now Clever Never Goes,' 'Pantysaurus.'

CHILD SAFEGUARDING PROCEDURES

We acknowledge that abuse can take different forms including emotional, physical, sexual and neglect. When children are exposed to abuse this can be demonstrated through changes in their development, behaviour or play, including failure to thrive. We recognise some children may also be able to tell us and/or show physical signs such as malnutrition, poor hygiene, bruising. Where signs or indicators give cause for concern or if a child reveals abuse, the nursery will refer to safeguarding authorities in the most sensitive and ethical way possible.

We undertake the following procedure when a child is suspected to be at risk:

1. When a child reveals abuse or harm, a written record will be kept and shared with the Safeguarding Lead. If the child has given a verbal disclosure, the member of staff will ensure to listen carefully and respond sensitively.
2. The Safeguarding Lead will keep chronological records whenever concerns are identified including the child's details, the date and time of the observation, a detailed account of the observed signs/symptoms or disclosure, using as many actual words spoken by the child as possible and should be signed and dated by the observer and any other witnesses. The records should be kept in a confidential location.
3. Other staff members, if safe to do so, should be reminded of the signs and symptoms and the procedures for recording and reporting. Suspicions and investigations should only be shared with others on a need-to-know basis or as per ISCP guidance on information sharing [Information Sharing Guidance - Child Protection Guidelines \(iscp.gg\)](https://www.iscp.gg)
4. If safe to do so, an open dialogue with parents/guardians should occur and consent should be obtained before sharing information with other professionals, which the Safeguarding Lead is responsible for undertaking. In the circumstance where it is considered to place the child at a further risk to inform the parent/guardian it will be the duty of MASH/Law Enforcement to inform them.
5. If a justifiable explanation cannot be given by the parent/guardian, the signs/symptoms show no improvement, concerns remain serious and/or the child is believed to be at risk of harm, action must be taken. The Safeguarding Lead will report to the MASH team (preferably with parental knowledge and consent) or if deemed the child is in immediate danger, the police will be contacted. Staff Members can proceed with a MASH referral if they feel the Safeguarding Lead is not fulfilling their duty or acting in the best interests of the child. Confidential advice can also be sought from MASH where there is uncertainty of need for referral.
6. The Safeguarding Lead should assist in the investigation by sharing information, attending required meetings or hearings and liaising with parents/guardians.
7. Throughout the process, continued observation will take place. Additional support and supervision will be given to the child. Support will be given to the child's family and every effort made to uphold trusting and supportive relationships, to make the child and their parents/guardians feel welcome, safe, and secure.

Should you have concerns about a child's welfare it is important to share this information with the ISCP Multi-Agency Support Hub (MASH) or if it is felt the child is in immediate danger the Police. MASH can be contacted on 223182 during office hours or for urgent out of hours support the Emergency Duty Team / Guernsey Police on 222222. Please visit www.iscp.gg for more information.

Allegations of Child Abuse Made Against a Member of Staff/Volunteer

We expect the highest standards of behaviour from adults who enter our settings. In the circumstance, where a grievance, suspicion or allegation is made against a member of staff, it will be investigated thoroughly by the HR Manager or Director, in liaison with the appropriate authority, in the strictest confidence. For safeguarding, investigation and operational reasons it may be necessary to share information relating to the investigation with relevant parties. Any parties involved will be informed of their responsibilities under data protection, safeguarding and confidentiality. For serious allegations or suspicions, the staff member/volunteer will be suspended throughout the investigation, only authorised persons will be informed of the reasons for suspension. When the investigation is complete, appropriate disciplinary proceedings will take place to determine their future and suitable action will be taken. False allegations could also lead to disciplinary action. Any dismissal or discipline conducted due to misconduct relating to a child will be reported to relevant authorities e.g. SEYT, MASH, the barring service and Law Enforcement. ***Any suspicions, grievances or allegations should be reported to the HR Manager or the Director. Direct contact details are: HR Manager - bookings@woodlandsquernsey.co.uk, Director – accounts@guernseychildcare.com***

Whistleblowing

We encourage all individuals to raise any concerns that they may have about the conduct of others as part of their safeguarding duty. Misconduct or matters of concern should be reported to the safeguarding lead or if not possible, to the duty manager or director. The issue will be dealt with swiftly and with the utmost confidentiality to protect the identity of the whistle-blower. Whistleblowing is considered a safeguarding duty and there will be no prejudice towards the whistle-blower for raising legitimate concerns.

Operation Encompass

Our Nurseries are part of Operation Encompass, a collaboration with the Guernsey Police, to share information effectively around domestic incidents. The Safeguarding Lead and Deputy Safeguarding Lead have taken on the key adult role. They have received Key Adult training in Operation Encompass and have responsibility for recording any information shared and using this information appropriately to best support the child and their family. The key adults are also responsible for incorporating an ongoing education around healthy relationships and consent within the Nursery.

Smart Devices and Photographic Equipment

Personal smart devices and photographic equipment are not permitted to be in use at the setting unless given exemption by the Nursery Management Team. Staff may be granted exemption for a device during a certain period in circumstances where a member of staff needs to be contacted for an important reason. A suitable location, out of reach of the children, will be agreed between the staff member involved and the Nursery Management team and the other members of staff will be informed of the presence of the device. Where possible, the staff member should be enabled to leave the room to use the device and at no point is the device permitted to be on the staff member when they are undertaking the personal care of a child.

Last updated: 19th February 2025 - Guernsey Childcare Limited

INTIMATE CARE POLICY

Intimate Care

Intimate care can be defined as care tasks of an intimate nature, associated with bodily functions, body products and personal hygiene, which demand direct or indirect contact with, or exposure of the genitals. Examples include care associated with continence. Children's dignity will be preserved, and a high level of privacy, choice and control will be provided to them.

Staff who provide intimate care to children have a high awareness of child safeguarding issues. Staff behaviour is open to scrutiny and staff must work in partnership with parents/guardians to provide continuity of care to children/young people wherever possible.

Staff deliver a full personal safety curriculum, as part of Personal, Social and Health Education, to all children as appropriate to their development level and degree of understanding. This work is shared with parents who are encouraged to reinforce the personal safety messages within the home.

The setting is committed to ensuring that all staff responsible for the intimate care of children will always undertake their duties in a professional manner. The setting recognises that there is a need to treat all children with respect when intimate care is given. No child should be attended to in a way that causes distress or pain.

Procedures for best practice

- All children who require intimate care are always treated respectfully; the child's welfare and dignity are of paramount importance. Staff who provide intimate care are fully aware of best practice.
- Changing facilities are positioned to provide privacy and dignity.
- Apparatus will be provided to assist with children who need special arrangements following assessment from physiotherapist/occupational therapist as required. Staff will be supported to adapt their practice in relation to the needs of individual children, considering developmental changes.
- There is careful communication with each child who needs help with intimate care, in line with their preferred means of communication (verbal, symbolic, etc) to discuss the child's needs and preferences.
- The child is aware of each procedure that is conducted and the reasons for it. As a basic principle, children will be supported to achieve the highest level of autonomy that is possible, given their age and abilities:
- Staff will encourage each child to do as much for themselves as they can.
- Each child's right to privacy will be respected.
- Careful consideration will be given to each child's situation and needs to determine how many carers might need to be present to help with intimate care.
- Where possible, one child will be cared for by one adult, unless there is a sound reason for having two adults present. If this is the case, the reasons should be clearly documented.
- Wherever possible, the same child will not be cared for by the same adult on a regular basis. This will ensure, as far as possible, that over-familiar relationships are discouraged from developing.
- If a member of staff has any concerns about physical changes in a child's presentation, e.g. marks, bruises, soreness etc she/he will immediately report concerns to the

Safeguarding Lead. A clear record of the concern will be completed and referred on if necessary. (See Child Safeguarding policy)

- If a child becomes distressed or unhappy about being cared for by a particular member of staff, the matter will be investigated by the Safeguarding Lead, and outcomes recorded. Parents/guardians will be contacted at the earliest opportunity as part of this process, to reach a resolution. The child's needs will remain paramount.

NAPPY CHANGING AND POTTY-TRAINING

We aim to provide quality care and uphold good hygiene when nappy changing and potty training. We try to preserve a child's modesty/privacy and ensure children feel relaxed and confident when being cared for.

Nappy changing –

- Nappy changes take place in accordance with the individual needs of the child, not as part of routine and all changes will be recorded on the child's eyWorks profile.
- All nappy changing supplies including nappies, wipes, and cream, should be provided by the parents/guardians and resupplied as informed by the child's keyworker. We keep spare supplies for when a child runs out of supplies unexpectedly.
- Nappy changing supplies are stored in the changing area in separate named containers.
- Good levels of hygiene are always maintained, disposable gloves will be used and disposable aprons if required. The changing mat will be wiped clean after every use.
- Staff are permitted to apply nappy creams if granted permission on eyWorks by the guardian and provided in the original labelled container.
- We respect parents/guardians' choice to use reusable/cloth nappies or wipes but request that parents/guardians provide the correct resources to be able to store and return them hygienically. The parent/guardian should discuss requirements with their keyworker.

Potty Training –

- When potty training has been introduced at home, we will continue to support and encourage potty training at Nursery. We require all children to have commenced potty training before they enter a 1:8 ratio room, unless there is a known developmental reason, they are unable to do so.
- Parents/guardians should liaise regularly with their keyworker to form a plan and review progress. We believe the process is more effective when working together and continuity is created between home and nursery.
- When children are potty training, parents/guardians are required to provide plenty of spare clothing including pants, socks, outfits and a spare pair of shoes. Suitable clothing should be worn which is easy for the child to manage e.g. no belts, popper vests or dungarees.
- Children will be put back into a nappy for the following reasons: sleep time if they have had more than three accidents in one session or if the child has run out of spare clothing.
- Accidents will be dealt with in a calm, understanding way, which preserves the child's modesty and self-esteem. Accidents will not be treated as negative behaviour.

SLEEPING AND NAP POLICY

Safe Sleeping Guidance and Procedures –

- In rooms with sleeping children, room leaders are responsible for keeping a room temperature log during sleep times, recording room temperature in 10-minute intervals.
- A member of staff is always present when children are sleeping.
- All rooms are ventilated, and every effort is made to maintain an optimum room temperature of 16°-20°.
- Children under 2: sleep in cots or on sleep mats, as discussed with the parents/guardians. Swing chairs are also available for short naps. Children over 2: sleep on sleep mats.
- Babies are placed on their back with their feet towards the bottom of the mat/cot, as per safe sleep guidelines.
- Mattresses are regularly checked for any signs of damage and are replaced/maintained as required.
- The bedding is changed a minimum of once a week and a minimum of twice per week for full-time children or when necessary and mats/mattresses disinfected after each use.

Safe sleeping checks while sleeping –

- Staff will check the sleeping children to ensure they are sleeping in a safe position.
- The child's breathing will be checked by placing a hand on the child's chest or using the back of a hand near the child's mouth to feel for breath.
- Staff will ensure they are not too hot or cold.
- Children may be propped up at their head if they have a cough or cold to support breathing.
- If any concerns are identified with a sleeping baby or child e.g. difficulty breathing, change of colour, SIDS - emergency procedures should be actioned as per the Health and Safety Policy - Accidents, Illnesses and Infectious Diseases.

Rest times –

- Children under 12 months can sleep anytime during the day; we continue the routine established at home as much as possible, this includes baby led sleep times.
- Children around 12-16 months will gradually transition into a nursery routine of a 10am and 2pm sleep pattern or a sleep after lunch up to around 2.30pm
- Children aged 2 and up can have a nap after lunch up to 2.30pm but are not required to have a nap. A sleep plan should be agreed between the child's keyworker and the parent/guardian regarding whether they would like their child to have a nap and for how long.
- Children aged 3 and up are not designated a rest time but may be allowed to nap in certain circumstances e.g. have fallen asleep due to illness, or bad night's sleep.

eyWorks

Children's sleep schedules will be shared with parents/guardians via the child's eyWorks Profile or alternative information sharing methods will be used if the parent does not have online access.

Last updated: Thursday 17th July 2025
Guernsey Childcare Limited

INDUCTION OF NEW CHILDREN POLICY

At Guernsey Childcare we aim for all the children to feel safe, secure and at home within our settings. We aim for children to build strong bonds and relationships with staff members and for guardians to have confidence in our staff to take excellent care of their child. We try to make all children feel welcome at our setting and support them to make a quick, easy transition into Nursery Life.

Procedures:

- Following an enquiry parents/guardians are sent pricing/timing information and are invited to visit the setting before completing a registration form.
- We keep our website up to date with information for parents/guardians to access easily.
- We make our policies and procedures easily accessible to parents/guardians and provide each parent/guardian with a parent handbook. This ensures parents/guardians are well informed before commencing.
- We organise settling in sessions for children and their parents/guardians commencing at the setting. The initial offer is three sessions for an hour each, the guardian is asked to stay for the full hour on the first session, half the second and leave for the third but additional sessions will be organised dependent on the child's needs.
- We allocate a key worker to each child to help children form healthy bonds and as a consistent point of communication for parents/guardians.
- The registering parent/guardian is considered the 'Primary Contact' and is responsible for keeping information up to date and accurate, this information is considered binding unless evidence is provided to define otherwise e.g. birth certificate, court order. If family circumstances change, the Primary Contact will be considered a person with 'parental responsibility' whom the child/children reside with and is cared for by. We sent child profile forms on an annual basis to guardians to review and update.
- In addition to important health, wellbeing and dietary information the child's individual needs and preferences will be discussed at the first settling in session. A discussion will take place to agree on the best way to support the child's settling in process.
- Guardians are encouraged to bring a written routine and write down any valuable information that could help the setting with the settling in process e.g. child's likes/dislikes, preferred soothing technique.
- For babies we continue with the routine that has been established at home to maintain consistency between home and nursery until the child transitions into a nursery routine from around 16 months onward. For children over 16 months, we support the child to transition into a nursery routine, taking their home routine into account.
- Parents/guardians are required to bring proof of identity for the child/children to be verified by the room leader at the first settling in session. ID is also required for funding applications. *When a child is enrolled the child's ID must be seen by the provider (EYQSF – 2.31)*

Last updated: Monday 26th February 2024
Guernsey Childcare Limited

DATA PROTECTION POLICY

Guernsey Childcare Limited collects personal data in relation to persons who work for the company and the children and families registered to the setting to effectively deliver services to its staff and clients. Personal data is defined as details relating to an identifiable individual. This policy outlines Guernsey Childcare Limited's procedures for collecting, recording and disposing of personal data, in accordance with the Data Protection (Bailiwick of Guernsey) Law, 2017. Guernsey Childcare Limited is registered with the ODPa, registration no: DPA2795.

Data Protection Principles:

- Personal data will be processed fairly and lawfully.
- Personal data will only be obtained for lawful purposes.
- Personal data will be concise and relevant.
- Personal data will be kept accurately and up to date.
- Personal data will not be kept longer than necessary.
- Personal data will be stored in accordance with the data subject's rights.
- Personal data will be kept secure and safe.
- Personal data will only be shared only with consent and will not be shared outside of the Bailiwick of Guernsey unless there is a duty to disclose.

Data Subjects –

A data subject is an individual whom personal data is regarding. At Guernsey Childcare Limited, data subjects include employees, directors, clients - children and parents, volunteers, work experience students, visitors, and job applicants. When any information is being collected Guernsey Childcare Limited will inform the Data Subjects of their rights in accordance with Law. Data Subjects are responsible for ensuring any information provided is accurate and kept up to date.

Data subjects have **individual rights** under the law but specifically and of relevance, data subjects have the right to:

- Know what information Guernsey Childcare Limited holds, processes, why and what we are doing with their data.
- Request to access any information held on them and request to rectify, erase, restrict or transfer it as required.
- The right to withdraw consent and request that any consent-based processing is stopped after consent is withdrawn.
- Know what Guernsey Childcare Limited is doing to comply with the Data Protection Law.

For more information on individual rights under the law please visit the ODPa information hub on the ODPa website www.odpa.gg/information-hub/information-rights.

Data Handlers –

Guernsey Childcare Limited staff members are required to handle and sometimes share personal data to deliver an effective service. Those who handle personal information are instructed in how to do so appropriately and must follow the outlined principles. Should they not follow the principles, breach data protection or breach confidentiality this will be a disciplinary matter and will be raised as a formal grievance.

All measures will be taken to prevent a breach in protection but should this occur, appropriate action would be taken in accordance with the Law and in collaboration with the ODP. This process will include detecting the breach - investigating to define how the breach occurred - proceeding disciplinary procedure - informing and collaborating with the relevant authorities - putting in measures to prevent any risk of the breach reoccurring.

Sharing Information –

Sometimes it may be necessary, or it may be required to share information with other professionals or organisations. Guernsey Childcare Limited will gain consent from the individual or their parent/guardian to share personal information unless otherwise specified by legislation e.g. for safeguarding purposes.

Staff will not discuss any information given in confidence by parents/guardians unless to support the needs of a child or to protect their welfare for safeguarding purposes. Any concerns/evidence relating to a child's personal safety are kept in a secure place in a confidential file and shared on a 'need to know' basis. We have a safeguarding lead who is responsible for safely handling information of this nature. Any records relating to staff members at Guernsey Childcare Limited remain confidential to those involved in making the personnel decisions. Staff are not permitted to discuss children or their families outside of the setting and are strictly forbidden from passing on personal or contact information without consent.

Personal Information Held –

To effectively deliver its services, Guernsey Childcare Limited holds the following personal information: registration forms; record forms; forms of consent; photographs (only with consent); observation/assessment documents; Nursery Management Software (eyWorks) Records – Parent and child information on child profile, daily diary, observation/assessment records, accident/incident forms, medicine forms, parent messages, invoices, registers, staff records; account records and staff recruitment records, tax, and social security information. Other records held include fire drills, risk assessments, documentation, curriculums, and planning.

Special category data – To deliver our service effectively, meet regulatory requirements and adhere to safer recruitment practices, the company is required to gather Special Category Data. This is defined under the law as: *"Personal data revealing an individual's racial or ethnic origin, political opinion, religious or philosophical belief, trade union membership, genetic data, biometric data, health data, data concerning an individual's sex life or orientation & criminal data."*

The law requires special category data to be processed with additional protection. Guernsey Childcare Limited collects this information through the child registration form and through employee records including the staff records form and recruitment paperwork. The information provided within these documents is stored on our EYworks platform and a paper copy of the documents is stored individually in a fire-proof, locked cabinet, with restricted access. The signatory of these documents is giving their explicit consent for any data provided, including special category data, to be processed and stored by Guernsey Childcare Limited. This consent remains, including to any information updates, unless consent is formally withdrawn in writing.

All personal information will be kept securely via password protected computers, laptops or tablets; in locked filing cabinets/cupboards within a locked premises; on the password protected nursery phone, which is locked in a cupboard when not in use. Personal information may also be stored on our social media site and website but only with parental permission. It is the

responsibility of the Manager and Deputy Manager to ensure personal information is stored securely at the setting. Sensitive information e.g. safeguarding information will be stored securely in a locked cabinet with restricted access on a 'need to know' basis.

Keyworkers may take tablets to access eyWorks developmental profiles home, with approval from the Manager or Deputy Manager to complete observations and assessments. Key Workers must abide by the principles and be responsible for ensuring this personal data is protected whilst it is in their care. Failure to do so will result in a disciplinary procedure.

Key holders –

Key holders are assigned, and keys are not to be given to third parties, records of key holders are kept locked on the premises.

Retention and Disposal of Personal Data -

Personal data will not be held for longer than necessary. Records will be kept for as long as required to provide a quality service and meet legislative requirements. The average amount of time records will be held is 7 years. However, some information is required to be stored for 3 years past a child's eighteen birthday e.g. accident forms.

The data subject has the right to request personal information be deleted. Photographs of the children, learning journeys and any other learning-based documentation will be disposed of or given to the individual's parents/guardians once the child is no longer attending nursery unless otherwise specified and permission given. Children's profiles on eyWorks are deactivated once the child has left the setting and guardians are given a period stipulated by eyWorks in which they are able to download or purchase 'learning journey books' from the parent portal app once their child has left, before the information is permanently deleted by eyWorks.

Safer Recruitment Practices –

For the purpose of processing and obtaining DBS Certificates for employees or volunteers it may be necessary to hold the DBS Check applications and certificates for a brief period. This information will be securely locked in a privately marked file for the individual's discretion. The applications and certificates will be returned to the relevant person promptly, but the certificate number and issue date will need to be obtained for Guernsey Childcare Limited's records for the duration of the individual's employment.

Any personal data which is being posted to the individual or a professional will be in an envelope clearly marked confidential and with recorded delivery, or if possible, will be delivered by hand. All personal data when it is no longer necessary to be held, will be disposed of by means of shredding.

The nursery will hold records in relation to safe recruitment and vetting procedures to risk assess and document a candidate's suitability to work at the setting such information includes; a personal declaration form, an up to date CV, a copy of the contract, offer letter and job description, payroll information, induction form, references, copy of the candidate's health check. Employee information is stored in password protected devices, through eyWorks and in locked filing cabinets only accessible to the nursery management team. Firewall and virus protections are in place.

Last updated: Wednesday 28th March 2024 - Guernsey Childcare Limited

PRIVACY NOTICE

This is the data processing notice (also known as Privacy Notice) of Guernsey Childcare Limited in compliance with the Data Protection (Bailiwick of Guernsey) Law, 2017. This notice and our Data Protection Policy sets out how and why we process your data and our legal basis for doing so. At Guernsey Childcare Limited we take your privacy and that of your children seriously and we are committed to protecting it.

We are a registered Nursery in pursuance of the Child Protection (Guernsey) Law, 1972, are registered with the Guernsey Registry, registration no: 56624 and are registered with The Office of the Data Protection Authority, registration no. DPA2795.

Guernsey Childcare Limited will only record your Personal Information as set out in this policy and our Data Protection Policy. We will not give, rent or sell any of your Personal Information without your consent or transfer your personal data outside the Bailiwick of Guernsey, unless we are required to do so by law.

We may need to collect and process certain Personal Information about you and your child/ren for whom we provide care. We may collect your Personal Information from a previous provider, through our website, through email, by completion of our Registration/Child Profile Forms, through our EYworks platform, through communications with our employees and through day-to-day care for your child/ren.

Data we collect from you will only be used for the purposes of maintaining contact with you, to meet regulatory requirements, to support your child/ren's teaching and learning, to monitor and report on your child/ren's progress, to provide appropriate pastoral care and to assess our own performance.

The Personal Information that we will collect includes your contact details, attendance information, billing information, learning journeys and personal characteristics such as ethnic group, religion, additional learning needs and any relevant medical information. Some of this information is considered 'special category data' under the law e.g. medical information which requires the data to be processed with additional protection. Special category data is processed and stored with your explicit consent; your consent is obtained through signature of the registration agreement. For a more information please see our Data Protection Policy.

Your Personal Information is not stored on our website. All Personal Information held electronically is stored on our secure server, EYworks platform and on password protected PCs/Tablets/nursery devices. Certain Personal Information is also held in hard copy in files stored in locked filing cabinets. We place a great emphasis on security of all Personally Identifiable Information and we have measures in place to protect against its loss. Firewall and virus protections are in place.

By submitting your personal information, you consent to our storing and processing your data in this way. You have the right to withdraw consent at any time but please be aware that by withdrawing consent, we may not be able to continue to provide you with our services.

We will only keep your data for the periods required to enable us to provide your children with the best possible care and to meet legislative requirements. You have the right at any time to request that your Personal Information be permanently deleted. Such requests should be made

in writing or electronically. If you would like to review any of your Personal Information that we hold, you may do so at any time. This includes a right to have any errors in that information corrected.

We will not disclose your Personal Information to third parties unless we have your consent, or we are required to do so by law or legislation e.g. for safeguarding purposes. We are required to pass some Personal Information, The States Early Years Team, The Health and Safety Executive and the Nursery Insurance Company.

Cookies are not required to view our website. This notice does not cover any third-party websites or social media sites used in conjunction with Guernsey Childcare Limited. We are not responsible for the actions or activities of such outlets and we advise you read the privacy and data collection statements of any third-party online outlet you visit.

Guernsey Childcare Limited reviews the data it maintains to ensure that it is accurate and not held for longer than necessary. You are required to inform us of any changes to your circumstances that may give rise to a need to change the data we hold, such as changes of address and telephone numbers and email addresses. We send out your EYworks child profile form on an annual basis for you to review your personal information.

Data subjects have individual rights under the law but specifically and of relevance, you have the right to:

- Request to know what information Guernsey Childcare Limited holds about you and what we are doing with your data.
- Request to rectify, erase, restrict or transfer your data if incorrect, out of date or incomplete.
- The right to withdraw consent and request that any consent-based processing is stopped after consent is withdrawn.

For more information on individual rights under the law please visit the ODPa information hub on the ODPa website www.odpa.gg/information-hub/information-rights.

You have a right to access your own personal information but not to access that of any other data subject. Any information relating to any other data subject will be kept confidential.

We are defined as a Controller according to the law. If you wish to see a copy of the Personal Information that we hold on you, would like to request to move/change/erase any information we hold or you have any concerns regarding this Privacy Notice, please contact the HR Manager on bookings@woodlandsguernsey.co.uk or the Company Director on accounts@guernseychildcare.com.

Guernsey Childcare Limited is registered with the ODPa – should you wish to make a complaint or find out more information on the Data Protection Law, please see the ODPa website - <https://www.odpa.gg/> or telephone – (01481) 742074

MEDIA & ONLINE SAFETY POLICY

We believe in the use of social media as a useful tool to communicate with our parents/guardians and understand the importance of consent and online safety.

Following Social Media Accounts:

We kindly ask parents/guardians not to send 'friend requests' or follow staff members personal social media accounts. Parents/guardians are welcome to follow our Willow Nursery Guernsey and/or Woodlands Nursery Guernsey Facebook pages. Information can also be found via our websites www.woodlandsguernsey.co.uk, www.willowguernsey.co.uk

Photos:

For the safety of children, we do not allow staff members or parents/guardians to share any photos published on our social media accounts or website on personal social media accounts. It is considered a breach of safeguarding to do so and will be dealt with as a safeguarding concern. Photos are shared to parents via eyWorks and consent for photo use is gained through Child Profile Forms with records of permissions kept accessible for staff reference. Photos are not used without consent and for privacy purposes we avoid displaying children's faces on social media.

Contact Information:

Parents/guardians can contact us via our social media accounts but not to staff members personal accounts. Staff are not permitted to give out their personal contact details. We are reachable by phone Willow – 07781161430, Woodlands – 07781156110 or email Woodlands – contact@woodlandsguernsey.co.uk, bookings@woodlandsguernsey.co.uk and Willow - contact@willowguernsey.co.uk. We are contactable between the hours of 7:30am to 4:30pm, Monday to Friday or can be contacted outside of these hours for emergencies only via email. Any personal information we strongly advise not to share over social media platforms and to send to the above email addresses or can be sent through the secure platform 'Egress.'

Online Safety:

Technology is used in the setting as a research tool but users are forbidden from accessing social media sites on nursery devices. Nursery devices are for professional use only and any personal use of nursery devices is a breach of conduct. Any suspicious messages must be reported and deleted. Children can use nursery devices with constant supervision for research and educational purposes. Devices are pin or password protected and users are required to logout of accounts immediately after use. We keep devices up to date, including anti-virus/malware protection.

The company expects nursery staff to conduct themselves appropriately and respectfully online, with online safety at the forefront before placing any information into the public domain, with the knowledge that the reputation of themselves and the company could be harmed. Inappropriate online behaviour could be a breach of professional conduct and could lead to disciplinary action. Unauthorised public statements or comments to media regarding the company are not permitted, this includes social media.

Cyberbullying, sending inappropriate, explicit, threatening and/or humiliating messages is unacceptable and will be treated as a serious safeguarding issue. Anyone falling victim to this or anyone with concerns for another should inform the Safeguarding Lead, Manager, HR Manager or a Company Director who will action Safeguarding and Complaints Procedures.

Last Updated: Thursday 17th July 2025- Guernsey Childcare Limited

COMPLAINTS, CONCERNS AND COMPLIMENTS

Our Nurseries value the individual rights of staff members, parent/guardians and children at our settings. We aim to be professional at all times, work to a high-quality standard and value the needs and wishes of staff, parents/guardians and children in our practice. We value feedback and suggestions on how to improve our practice or settings, as we aim to deliver the highest quality service. The nurseries have a robust public liability insurance policy.

If you have received excellent service from the Woodlands or Willow team or you have a suggestion of how we could improve our services, please let us know by emailing contact@woodlandsguernsey.co.uk, contact@willowguernsey.co.uk

Complaints procedures are managed sensitively and confidentially unless safeguarding requires information to be shared. Any concerns or complaints will be given prompt and serious attention with the aim to be resolved swiftly. We aim to bring all concerns to a positive outcome that is satisfactory for both parties. The most appropriate member of staff will initially address any concerns in an informal manner. However, should this not achieve the desired outcome, the following procedure will be initiated.

Procedure:

1. Any concerns regarding the Nursery provision not initially resolved informally, should be discussed with the Nursery Manager or Deputy Manager. A meeting may be arranged to discuss concerns.
2. If concerns are not resolved following discussion, or the person wishes to make a formal complaint. The complaint should be submitted in writing to the Nursery Manager who will deliver a written response. Complaints should be resolved informally at stages 1 and 2.
3. Formal Written Complaints can also be submitted to the States Early Years Team to seyt@gov.gg more information can be found here: <https://gov.gg/SEYT>
4. If the complainant feels that disciplinary action should be taken against Woodlands or Willow Nursery or any of the Nursery Teams, the complainant must have a meeting with the Nursery Manager and Owner where a written statement will be recorded, discussed and signed by both parties present. If the complaint cannot be settled at this stage further advice will be sought from the SEYT.
5. If the complainant deems their concern to be of an extremely serious nature a meeting will be held with representatives from the States Early Years Team, Health and Social Care and the Commerce and Employment Department who will decide whether disciplinary action is to be taken against the Nursery or any Nursery staff and the nursery will comply with the action outlined.
6. The complainant will be notified of the outcome and a detailed record of the complaint will be held.

Last updated: Thursday 15th July 2025
Guernsey Childcare Limited

SEPARATED FAMILY POLICY

Our nurseries recognise the importance of having clear processes and guidelines for separated families. Ensuring all involved are acting in the best interests of the child and valuing the positive impact working effectively together can have on a child's well-being and educational outcomes.

Definitions

Our nurseries consider the parent or guardian of a child to be persons who hold 'Parental Responsibility' as defined by the Children (Guernsey and Alderney) Law, 2008:

Where a child's mother and father are married to each other at the time of the child's birth or subsequently marry, they will both have Parental Responsibility for the child. They can only lose their Parental Responsibility if the child is adopted (or in some very exceptional cases of assisted reproduction). Parents who separate or divorce continue to have Parental Responsibility.

When parents were not married at the time of birth:

- *The mother has Parental Responsibility for the child.*
- *The father does not have it, unless he acquires it by:*
 - *marrying the mother;*
 - *being registered on the birth certificate (but only if registered after the Law comes into effect);*
 - *entering into a Parental Responsibility agreement with the mother in the prescribed form;*
 - *if the court makes a Parental Responsibility order or residence order to him.*

Adoptive parents obtain Parental Responsibility in place of birth parents, by virtue of the adoption order.

Guardians appointed on the death of a parent acquire Parental Responsibility for a child.

Other individuals e.g. relatives or stepparents can acquire Parental Responsibility by virtue of certain court orders e.g. a Residence Order or Parental Responsibility order.

The Committee can acquire Parental Responsibility by virtue of a community parenting order, an emergency child protection order, a care requirement (so far as necessary to fulfil the terms and conditions of the care requirement) and a secure accommodation order, orders made prior to the new law i.e. a Fit Person Order or Special Care Orders.

Parental Roles

Parents/Guardians with 'Parental Responsibility' are presumed to have joint custody of a child unless outlined otherwise by a Court Order or legal agreement. Parents/Guardians with joint custody will both be invited to fully participate in their child's education unless, there are lawful or safeguarding measures which prevent this.

The parent/guardian who registered the child and/or whom the child predominantly lives with will be considered by our nurseries to be the primary contact. The nurseries consider someone who has 'care' of the child as a person who lives with, cares for the child and has active involvement in the child's life, irrespective of their relationship e.g. partner of guardian.

The information provided by the primary contact in a child's eyWorks profile form/registration form, which includes but is not limited to - authorised collectors/emergency contacts, addresses, parental details, permissions, personal/health information - will be deemed to be correct unless evidence proves otherwise e.g. birth certificate, proof of address, court order. It is the responsibility of the primary contact to inform the nursery of any changes in circumstance and to ensure any information is kept up to date and accurate.

Transparency

Our nurseries acknowledge that changes in family circumstances and parental separations are a sensitive matter. However, it is essential that the nursery is informed to best support the child. Any information will be managed with discretion and shared on a need-to-know basis.

We require to be informed of parental separation or changes in family circumstances either at registration, or when changes/separation occurs, if the child has already commenced. We require clear and transparent communication regarding custody arrangements and parental involvement. This includes information such as the child's living arrangements, a clear plan for collections, with those authorised to collect and when, emergency contacts and bill paying arrangements. It is the duty of the Primary Contact to ensure this information is accurate on the eyWorks Child Profile Form/Registration Form.

Care and Educational Plan

We acknowledge it is the right of the parent/guardian to contribute to decisions regarding their child and to be treated fairly, without discrimination. After a change in family circumstances or separation a meeting will be held, preferably together, to discuss the child's needs and to agree on the child's care/educational plan and how the nursery will communicate with each party. If it is not possible to agree a plan amicably, the nursery will refer to or involve other professionals e.g. social services to support a resolution being made.

The nursery does not have the power to act on the request of one parent/guardian to restrict child access or act against the wishes of the other parent/guardian unless a Court Order is provided. If parent/guardians are unable to agree on their child/children's educational and care plan or this is not possible due to the other parent/guardian not having involvement or distant living circumstances, the primary contact's decision will be binding unless a Court Order defines otherwise or the plan is deemed detrimental to the wellbeing of the child. The nursery will always act in the best interests of the child and will address any harmful behaviour which could impact the health, wellbeing, or safety of the child, as a safeguarding concern. The company holds the right to cancel a contract with immediate effect if required.

Information sharing

The nursery will endeavour for any information to be shared equally and fairly between parent/guardians with 'Parental Responsibility,' unless otherwise unable, due to legal e.g. Court Order or safeguarding preventions.

To access our EYLog Parent Portal, an EYLog consent form will be required to be signed by parents/guardians. This will enable parents/guardians access to newsletters, session information, observations/assessments, invoices (if marked as bill payer), accident/medicine forms and daily diaries. This will automatically publish to all persons who have been granted access. It is the right of any person with 'Parental Responsibility' to have access to view their child's records and assessments/progress reports.

Parent Events – Both parents/guardians are welcome and encouraged to take part in nursery events and meetings, preferably together, unless other arrangements have been pre-agreed with the nursery. If parents/guardians are unable to attend together, the nursery encourages attendance to be organised fairly but this should be agreed between the parties, without the involvement of the nursery, prior to attendance. The nursery is unable to refuse attendance unless a legal restriction is in place e.g. Court Order. During attendance at nursery events, all those in attendance are expected to act with appropriate conduct and will be asked to leave if behaviour is deemed inappropriate or disruptive.

Take Home Child's Work – The nursery will endeavour to ensure that any take home child's work e.g. craft and cards will be distributed fairly between separated families. This can form part of the agreement of the child's care and educational plan. However, it is the responsibility of the primary contact to resolve this without the involvement of the nursery where possible.

Collections and Emergency Contacts

The nurseries require a clear plan for the collection of children including who is responsible for collecting, who to call as an emergency contact and when. It is the responsibility of the Primary Contact to ensure the nursery is provided with this information accurately and to keep this up to date. The information provided by the Primary Contact, will be taken as binding unless proven otherwise by legitimate evidence e.g. birth certificate or a Court Order.

If a person including a parent/guardian seeks to remove a child from our care which is contradictory to the child's care and education plan, without the consent of the authorised collector, the following procedure will be actioned by the Safeguarding Lead or Nursery Manager:

- The authorised collector will be contacted and will be given the opportunity to authorise or refuse collection, preferably given in writing by either text or email. A record of this will be kept in the child's file and recorded on the register.
- Should the authorised collector not grant permission or cannot be contacted, the nursery will endeavour for the child to remain in the care of the nursery until a resolution can be made. The non-authorised collector will be encouraged to resolve this directly with the authorised collector. Advice may be sought from Children's Services or if the child could be at risk of harm the Police will be notified. The child/children will be supervised by a member of staff while resolutions are being made, preferably out of hearing distance.
- The nursery cannot prevent collection to a parent/guardian unless it is in contradiction to a Court Order or Access Agreement but will try to reach a resolution before releasing the child from our care. If the collection is in breach of a legal requirement or the parent/guardian is displaying hostile behaviour, the nursery will keep the child in our care and the Police will be contacted, MASH will also be informed.

SAFE RECRUITMENT POLICY AND PROCEDURE

Guernsey Childcare Limited is committed to upholding safe recruitment practices. The Nursery has implemented the following procedures and practices to ensure that the job application and leaving process for potential and current staff is both fair and consistent to all individuals involved. As well as ensuring that any candidates are suitable to work with children as part of the company's safeguarding responsibilities.

Advertisement of current Job roles

Internal advertisements will be sent to the staff team informing them of any job roles available within the settings through staff memos, supervision meetings or staff meetings.

External advertisements will be published through the individual nursery's social media platform, websites and through approved job advertisement agencies such as Jobs.gg. Where possible the staff members from the room of the vacant role will be involved in the advertising and recruitment process e.g. writing the advert, attending interviews.

Candidates

Any persons applying for a vacancy will be referred to herein as a 'candidate.' All applicants will receive an email response from the nursery management team to acknowledge their application and request completion of the application form (if it has not been provided prior). The information provided will be kept on file by the nursery or disposed of if the candidate is unsuccessful.

Suitable candidates will be selected based on information such as experience, qualifications and how well they meet the job criteria. If a candidate applies for a vacancy but is deemed a more suitable fit for a vacancy at another Guernsey Childcare setting, the candidate's details will be shared to the Nursery Manager by the HR Manager. Candidates will be invited to attend an interview and emailed a job description for the role for which they have applied.

Interviews

The interview will take place at the appropriate nursery by the nursery management team, where possible, two people will be present. The candidate is required to sign the visitor's book on arrival and exit. During the first part of the verbal interview, the candidate, will be asked interview questions which aim to gain a better understanding of how the candidate would work within the setting tailored to the advertised role. Following the interview, an informal chat will take place where the candidate will be given the opportunity to discuss the role, nursery life, any contractual details and ask any questions.

The most suitable candidates based on perceived suitability will be invited for a second interview. This is a practical interview where the candidate will be asked to conduct a task e.g. read a story while being observed and shadow a member of staff. Candidates may prepare their own activity if they would prefer. This part of the interview is to gain understanding of how the candidate responds around the children and how the children respond to the candidate. This part of the process may not be conducted if the candidate is already in employment at the company or has undertaken work experience at the nursery prior to the application or may be asked to conduct a task relevant to the vacant role. Following the interview, the management team will hold a meeting to discuss their observations and select a successful candidate.

Job Offers

The successful candidate will be sent a conditional job offer letter, subject to vetting, alongside a comprehensive contract drawn up by the company director. This will include a copy of the job description and the 'Starting your Career at Guernsey Childcare' information booklet. Once the conditional job offer has been accepted, unsuccessful candidates will be informed via email.

Vetting

Current staff will not be required to re-undergo the vetting process unless they have any declaration that could impact their suitability, has had a change in personal health or the candidate was last vetted over an extended period, that it would be considered good practice to repeat any of the vetting checks. If vetting is not necessary, the staff member will be required to return a signed contract and job description.

New candidates need to undergo the full vetting process if it has been over 1 year since it was last conducted. This may include a pre-recruitment online search. Those whereby it has been less than a year, may be able to undergo a reduced vetting process at the discretion of the HR Manager.

For those requiring a full vetting procedure, the candidate will be asked to attend the setting to complete the relevant paperwork, with support from the HR Manager. This will include:

1. Enhanced DBS Certificate – If the candidate holds a certificate and is with the DBS update service the applicant will be asked for their consent for a check to be completed through the update service. New applications are completed online by the applicant. The applicant will need to complete a DBS application request form to receive the online application link and will need to provide identification documents to be verified by the HR Manager. A copy of these documents will be shared with the GVB who will then email the candidate a link to the application form. The candidate is required to pay the application fee but the applicant will be reimbursed by the company if the candidate successfully passes the probationary period and continues their employment. All new applicants are required to register with the Update Service under the EYQSFS regulations.
2. Children and Family Community Services Check Form – to be sent to SEYT.
3. Declaration of Health Form – applicant will need to take the form to their surgery to be completed and stamped by their GP, the form will be returned to the candidate who will need to arrange a meeting to return to and discuss with the HR Manager. A copy will be kept on file.
4. Personal Declaration Form – applicant will need to complete with transparency and honesty, the contents will be discussed with the HR Manager and kept on file.
5. The candidate is required to be aware of and meet the responsibilities of The Children (Guernsey and Alderney) 2008 Law. [Http://childrenlaw.gg/](http://childrenlaw.gg/)
6. The candidate will need to return a signed copy of their contract to nursery within two weeks of receipt, copies of any relevant certificates/qualifications and details of their two references. The references need to be obtained by the nursery management team **before** the candidate commences employment. One reference should be from the candidate's most recent employer or education provider.

The nursery management team will keep a hard copy of the 'Starting your Career at Guernsey Childcare' information booklet in the candidates file and will tick off each part of the process once complete. The candidate will then sign this copy at the induction.

Commencing Employment

Once the vetting procedure has been completed the HR Manager will risk assess the candidate based on the information provided to determine their suitability to commence employment. If the candidate is deemed unsuitable their job offer will be withdrawn. The job offer could also be withdrawn if the candidate does not provide the information required within the agreed time. The nursery may be required to share information received obtained through the vetting procedures under section 2.43 of the EYQSF the nursery must provide any information requested by the Registration and Inspection Team in regards to the suitability of any staff and volunteers. Before the candidate can commence employment, they will need to undergo an induction and complete a Staff Records Form, the information provided will be entered on the eyWorks nursery management system. The candidate will also need to provide payroll information including:

- Right to work document, Social Security Number
- Tax coding notice (employer to be stated as Guernsey Childcare Ltd)
- Details of their bank, account number and sort code for payroll

Induction

An induction is an introduction to the nursery to make sure the candidate has all the information they need before they start and as they learn their new role. This includes general day to day information, important safety information and learning the role and responsibilities. The initial induction form is completed with the candidate by the nursery management team the role commencement date. The 'roles and responsibilities' induction is completed over the candidates' probationary period and reviewed at the candidates' probation meeting. The nursery recognises the importance of induction as the foundation for growing strong relationships, effective teamwork, maintaining a happy work environment and supporting individual rights.

During the induction or prior to the induction, the successful candidate should be provided with:

- Nursery branded t-shirts for uniform (or sizing taken for order)
- Confirmation of working hours & patterns
- A staff records form and payroll information form to complete.
- The candidate's personal eyWorks login code

They should also be reminded to read the following documents:

- Nursery Policies
- Staff Handbook
- EYQSF

The candidate will be asked to sign to confirm they have read these documents at the initial induction and will need to sign the nursery hard copies of the above documents at the setting.

Probation

The candidate will have an allocated probation period as per their contract. Once the probation period is approaching the end, the candidate will be informed through a probation letter and meeting whether they have passed their probation and are able to continue employment. The candidate may be eligible for additional benefits from this point. The probation period may be extended where considered the candidate needs further time to settle into the role, performance has been unsatisfactory or further training is required. During the probation period, the candidate will be encouraged to learn on the job and will be supervised by the room leader and/or management team who will support them to learn the role. The candidate will be given regular supervision meetings to support their transition into the workplace environment.

Professional Conduct

All staff are required to act with strong levels of professional conduct as outlined in nursery policies and the staff handbook. Failure to do so will result in failure to pass probation and/or disciplinary procedures being followed.

Ongoing support and progression

All employees are expected to continue their professional development by engaging in training opportunities and grow through reflective practice during their employment. All employees are required to undergo an annual appraisal to review their performance and given support through regular supervision meetings. Some training courses are deemed mandatory including; Level 1 & 2 Safeguarding Children & Young People, Level 2 Food Hygiene, Paediatric First Aid and Operation Encompass. Ongoing employment at the company could be impacted by poor performance or should there be a change to the employees' suitability. Under section 2.48 of the EYQSF – All staff are required to be mentally and physically capable of caring for children and are required to have the appropriate experience, skills and ability to do their jobs.

Leaving Employment

When a staff member would like to leave employment, they are required to submit a resignation letter to the management team. They will receive a response letter from the HR Manager which will inform the staff member of their leave date as per their contract and any other relevant leaving information. At the end of the contractual notice period, the employee will need to complete and return an exit interview form. A meeting will be arranged to provide any feedback to enable the company to improve its service where possible. The resigned member of staff will have any relevant paperwork e.g., certificates and belongings returned to them and will be required to return any nursery property including: keys, lanyard uniform. Immediately after employment has ended, the former member of staff will be deactivated from the nursery management software and removed from any other nursery platforms e.g. nursery social media communication groups. As per the staff handbook, former staff are forbidden from approaching/poaching staff or clients for employment for 12 months after their last working day either directly or indirectly and are strictly forbidden from disclosing business practices.

Last Updated: Thursday 17th July 2025.
Guernsey Childcare Limited

STUDENT PLACEMENT POLICY

The Nursery recognises the need for a quality workforce in the childcare industry and is committed to contributing to the training and development of students. We offer placements to students undertaking recognised Early Years Qualifications and/or Degrees in Primary Education and those who are interested in a career in Childcare.

We offer work experience placements at our settings to support students to raise their professional standards while gaining practical experience in a real work environment. We recognise to support Students effectively and to not impose additional pressure to the running of the Nursery we will only permit no more than two students at one time. While at the setting all staff members are required to role model good practice and welcome the student as a member of the team, supporting and advising them in their placement. Staff members are not permitted to leave a student unsupervised with the children at any time. All Student Placements will undergo an induction and will be allocated a supervisor who will mentor the student throughout their placement.

Mentor Responsibilities –

- Providing feedback and reviewing performance
- Organising time for discussion and reflection giving advice and support
- Providing practical training to the student
- Consulting with the student's tutor particularly if there are any concerns regarding the student's conduct or if the student is having any difficulties.
- Complete Attendance Record
- Complete the Student's Placement Handbook for GCSE Students

Student Expectations –

- To uphold a professional and respectful conduct towards staff, parents/guardians and the children and value the ethos of the setting.
- Read and understand the Policies and Procedures and uphold these in practice. Use initiative and have a willingness to take part and learn.
- Arrive promptly and dress appropriately, notify the setting in advance if unable to attend or are delayed in arrival.
- Complete induction training and provide emergency contact details and any relevant health information.
- Always uphold confidentiality.
- All Students will be required to provide a police check and may be required to undergo any other necessary vetting checks as stipulated by SEYT before attending their placement. This should be organised through the placement organiser e.g. College of FE, GWEX, School Tutor.

RELATIONSHIP POLICY

Our nurseries recognise the importance of positive relationships to create a secure and nurturing environment for children to thrive in. Including, the developmental importance of having secure attachments, positive role models and by working collaboratively with the child's family and other professionals. We are committed to upholding the value of community within our nurseries.

The aim of this policy is to outline professional boundaries in respect to relationships within the nursery that should be employed by all to provide a secure, inclusive and accepting environment, based on the principles of respect and community.

Keyworkers

We value the strong relationships that we develop with the children and their families. A child's keyworker is a key figure to develop secure attachments and be a focal point for communication for the child's family.

The main responsibilities of the keyworker relationship includes, they should: be a positive role-model, seek the child's voice in their practice/decisions, actively challenge discrimination, to create an inclusive environment that gives equitable opportunities, be a source of support to the child as well as their family, handle sensitive information with careful consideration and manage children's behaviour/emotions in a positive way that meets the needs of the child.

Each child is allocated a keyworker, this may not occur immediately at transition into a particular class, to enable opportunity to see who the child naturally connects with. The keyworker will be responsible for keeping developmental records but is not solely responsible for the care and provision of the child. This is to enable the child to develop bonds with other staff in the team, to minimise disruption during staff absences and to prevent conflicts of interest/favouritism.

Parent/Guardian Partnership

The nursery values the importance of a community within the nursery, welcoming parental participation e.g. organising nursery events and ensuring there is strong reciprocal information sharing to best support the child's needs.

The nurseries organise multiple stay and play sessions or workshops throughout the year, for parents/guardians to become familiar with their child's environment and have opportunities to discuss their child's progress with their keyworker. In addition to this individual parent meetings may be organised, to enable further opportunity to offer support, share information or discuss any concerns. The nurseries use the EYworks parent app for consistent information sharing. Facilitating open, honest and effective communication.

The nurseries may also work alongside other professionals to support a child's needs such as the speech and language team, physiotherapists, child development service.

Professional Boundaries

To maintain a welcoming and inclusive environment, the nurseries have a code of conduct regarding professional relationship boundaries as stated below:

- Personal Relationships

Personal relationships between staff and parents/guardians outside of the nursery setting should be avoided, unless there is a familiar link already established prior to joining the nursery e.g. friend or family member.

It is an essential part of our practice to develop secure attachments with the children to effectively support their wellbeing and development. All children should be treated with equitable care and attention, displays or acts of favouritism are not permitted. Nursery staff may have their own children present at nursery. In this circumstance, careful consideration should be given to ensure to continue to be supportive and attentive to the child's needs, equal to that of the other children at the nursery and enable the child to fully experience nursery life.

The nurseries recognise the value of positive personal relationships between staff. However, any personal relationships between staff should not negatively impact on the staff team or on workplace performance or it could lead to disciplinary action. (Please see non-gossip culture below).

Romantic relationships between staff or between staff and parents/guardians should be avoided.

The nurseries acknowledge that relationships may be held or continue with former employees. However, it is strictly forbidden to discuss any information regarding the nurseries' business practices, clients, children or staff, any breach of this will be handled as a breach of confidentiality.

- Non-Gossip Culture

The nurseries aim to have a work environment built on trust, respect and professionalism. Gossip undermines team cohesion, damages relationships and can lead to a toxic work culture. The nurseries endeavour to have a supportive environment where all feel at home in their workplace without fear of gossip or retribution.

Gossip includes unsolicited conversations that discuss personal or sensitive information, spreading rumours, sharing information that could be speculative, unverified or without the consent of the person regarding others, decisions or practices.

All employees are expected to treat colleagues with respect and share information appropriately in line with confidentiality guidelines. Information sharing, unless for safeguarding concerns, should be with the consent of the person and relevant to the workplace. Communication should be professional, factual and constructive. Concerns should be shared through the appropriate channels e.g. to the HR Manager.

If an employee encounters gossip, the employee should refrain from participating and redirect the conversation to a more appropriate topic. Persistent or harmful gossip should be reported to the Duty or HR Manager. Gossip will be addressed seriously to protect a positive work environment and persistent or harmful gossip may result in disciplinary action.

- Communication Protocols

Parent/Guardian and staff communication is expected to occur during nursery opening hours or scheduled meetings via the appropriate channels. Appropriate channels include; the EYworks parent app, the nursery email, the nursery telephone, in-person. In an emergency, the nurseries can be contacted out of hours via email or our Facebook page. It is not permitted to make contact through personal social media accounts or personal contact lines without authorisation from the Duty Manager.

Staff are expected to communicate with other staff through the appropriate channels and exercise restraint from discussing information regarding nursery business practices, clients, children or staff via personal contact lines or outside the nursery environment.

Handling confidential and sensitive information appropriately is a paramount part of developing and securing trusting relationships. This extends to both inside the nursery environment and in the public domain. Staff are strictly forbidden from discussing nursery-related matters in public including with parents/guardians, current or former staff, with the media or on social media platforms. Any personal information sought or discussed should be on a need-to-know basis, for valid reasons e.g. for the wellbeing of the child, or it could be in breach of data protection responsibilities.

- Non-Solicitation

As per the contractual terms and conditions:

Non-solicitation of staff

The parent/guardian of the child, the subject of this registration form, hereby agrees that during this term of agreement and for the period of twelve months following its termination that he/she will not seek to employ, entice away or attempt to entice away from the employment of Guernsey Childcare Limited. In breach of this clause the parent/guardian shall indemnify the Company fully in respect to all and any expenses reasonably and necessarily incurred by the company, because of the breach, to replace the said member of staff, together with all legal fees and disbursements.

As per the employee contract:

During your employment and for period of twelve months after termination of your employment for any cause whatsoever, you shall not whether on your own behalf or in conjunction with or on behalf of any person, company, business entity or other organisation (and whether as an employee, director, principal, agent, consultant or in any other capacity whatsoever, directly, or indirectly:

1. solicit, or assist in soliciting or accept or facilitate the acceptance of or deal within competition with GCL the custom or business of any customer or prospective customer with whom you had material contact or dealings on behalf of GCL.

For purposes of this contract "customer" shall mean any person, firm, company or other organisation whatsoever that is paying or intends to pay GCL for services.

Employees are not permitted to approach or poach staff or clients of the nurseries for employment or business purposes for 12 months after their last working day of employment either directly or indirectly.

We recognise that employees may wish to take up other employment, paid or unpaid, in their spare time whilst remaining in employment e.g. babysitting. Employees permitted do so if granted permission from the Duty Manager prior to undertaking any paid or unpaid work, under the condition that there is no conflict of interest and it does not impact workplace performance.

Reporting and accountability

All incidents, concerns or grievances should be documented and reported to the nursery management team within 24 hours. Please see 'Written Complaints Policy' for parents/guardians and 'Grievances' in the Employee Handbook for employees.

FEE PAYMENT POLICY

Invoices are issued one month in advance as per your child's sessions and your first invoice will be received the month prior to your child's start date. The last invoice will be received the month prior to your child's leave date, all contracts end the 31st of August, the year your child is due to commence Primary School, unless otherwise informed. The Nursery is closed from Christmas Eve to New Year, the four days following Easter Monday and all other bank holidays. We close for an annual INSET day in August, the date may vary. Those claiming up to 15 free hours of the Preschool Education Fund, the funding will be deduced from your invoice.

Preschool Education Fund (PSEF) - We offer the PSEF, 15 free hours at our nurseries. To apply for up to 15 free hours, guardians are required to return a completed declaration form and present identification for the guardian and child to be validated by the nursery. The funded hours are only available during term time for children from the September of the year before commencing Primary School. Any sessions booked during term time or in addition to the funded hours are charged at the full nursery fee rate. The funding allocation is worked out as apportioned to 3 hours per day, for each child, for a full week. In the case of a shorter week then for each day less, a reduction of 3 hours is deducted from available funding and full nursery fee rates will apply for any hours over the funding allocation. Please note that if you take your child out of nursery for more than three weeks in a school term, you will have exceeded the holiday allowance within the funding agreement and the funding will not be given so the full nursery fee rate will be charged. 6 weeks' notice is required, in writing, for the cancellation or reduction in hours of funded spaces.

Cancellations & Reductions in sessions – to cancel or reduce sessions a request in writing needs to be submitting via email to the bookings manager and the 12 weeks' notice as per the terms and conditions of the registration contract will apply. The nursery is unable to defer or hold spaces, any requests to defer or hold a space the full nursery fee rate will continue to be charged to secure the space or the space will be cancelled after the 12 weeks' notice period.

Please see Section 2 and Section 3(i)&(ii) of the terms and conditions of your registration contract for fee payment information and information regarding **non-payment**:

Payment of Fees

- (i) Payment of nursery fees shall be paid monthly in advance. Following confirmation of acceptance from the nursery, fee payers will receive an invoice and the first monthly payment due the month before their child's/children's starting date. Weekly or daily fee payments are not permitted unless agreed in advance with the Accounts Department. Nursery Fees are payable by bank transfer or cheque. Cash payments are not accepted unless agreed in advance by the Accounts Department.
- (ii) If fee payers are unable to or have difficulty making a fee payment, the Accounts Department should be contacted immediately. Failure to make payment on time or the fee payer has failed to contact the Accounts Department to develop a payment plan, the nursery will terminate this contract and withdraw the child's space with immediate effect. The nursery will proceed to pursue the outstanding fees, plus the 12 weeks' notice period with our debt collectors until the debt has been settled.
- (iii) The nursery prices and rates are subject to an annual increase at the nursery's discretion.

Calculation of Fees

- (i) The nursery calendar year runs from the 1st September to 31st August. The nursery is closed over Christmas and New Year, the 4 x days following Easter Monday and all other Bank Holidays.
- (ii) Bank holidays will be charged.
- (iii) The nursery does not permit pro-rata reduction of fee payments if the child is absent from the nursery due to illness or holidays whilst the nursery is open. Therefore, the fee payer is obliged to make payment in full. In the event of payment not being made in this circumstance the nursery reserves the right to terminate this contract.

Last Updated: Tuesday 27th February 2024
Guernsey Childcare Limited

UNFORESEEN CLOSURE POLICY

In the event that the Nursery needs to close for an unforeseen circumstance please take reference to Section 3(iiv) of the Terms and Conditions of your contract.

The nursery aims to stay open for all advertised opening hours but may be forced to close due to the following circumstances: Certain weather conditions such as snow, flooding or exceptionally high wind, where it may be unsafe or impossible for staff and children to use or access the nursery building. • Fire • Man made phenomena • The Health and Social Services Department or Public Health may close the nursery to limit the spread of certain diseases, such as Covid. • Acts of terrorism. • War. • Staff illness. (When insufficient staff can attend). • The Regulators may recommend closure or close the Nursery due to any of the above or other disaster procedures or investigations. If the nursery is forced to close in any of the circumstances above, fees will not be refunded. Every effort will be made to inform you of the decision to close, before the session is due to start, following a risk assessment.

Should the nursery premises be deemed inaccessible or not operational due to a critical incident such as an extreme weather event, pandemic/epidemic, hazardous material exposure, contamination or significant damage to the building and facilities – the nursery will be unable to resume operations in the designated premises until deemed safe to do so by the relevant authorities.

In this circumstance, parents/guardians will be advised at the earliest opportunity. If children are in attendance at the nursery at the time the critical incident occurs, the children will be transported to a safe place as per evacuation or lockdown procedures. Parents/Guardians will then be informed of the collection plan when it is deemed safe to do so. The nursery will work closely with the relevant authorities, professionals and States Early Years Team to resume services as swiftly as possible. This may involve sourcing temporary/alternative premises but is dependent on the availability and circumstances surrounding the critical incident.

Last Updated: Monday 14th July 2025.
Guernsey Childcare Limited

SUN SAFETY POLICY

Rational

Too much exposure to ultraviolet light (UV) radiation from the sun causes sunburn, skin damage and increases the risk of skin cancer. Sun exposure in the first 15 years of life contributes significantly to the lifetime risk of skin cancer. There is potential for nurseries to help prevent skin cancer in future generations because:

- Nurseries can play a significant role in changing behaviours through role modelling and education from an early age.
- Children and staff are at risk of sunburn within 10-15 minutes of being exposed to strong sunlight.
- Skin cancer is largely preventable through behaviour modification and sun protection during early years.

The main elements of this policy are:

Partnership: collaborating with parents/guardians, nursery staff and the community to reinforce awareness about sun safety and promote a healthy nursery.

Education: learning about sun safety to increase knowledge and influence behaviour.

Protection: providing an environment that enables children and staff to stay safe in the sun.

Labelled 'Category'	Labelled Sun Protection Factor (SPF)
Low Protection	6, 10
Medium Protection	15, 20, 25
High Protection	30, 50
Very High Protection	50+



The NHS recommends an SPF of at least factor 30, and at least 4-star UVA protection. If the UVA is in a circle, then this meets the EU Standards. Ensure sun cream is not past its expiry date, open no more than 12 months.

PARTNERSHIP

Sun safety will be promoted through working with parents, staff and the community to improve our understanding and provision to avoid the harmful effects of too much exposure to ultraviolet light (UV).

Staff should act as positive role models and set a good example by seeking out the shade wherever possible and wearing suitable clothing, hat, and sun-cream.

EDUCATION

Parents/guardians will be asked through letters/newsletters to support this policy by encouraging their children to adopt the Slip, Slop, Slap message and act as role models.

Children will be taught the 'Slip, Slop, Slap' song which will help them remember the basic sun safety message.

Children will be read 'George the Sun Safe Superstar,' an illustrated, rhyming story that educates children on the importance of Sun Safety and staff will regularly reinforce the sun safe message through discussion.

PROTECTION

Shade:

The nursery playground has shade provided either by the building, outdoor shelters, trees and/or we have temporary structures. E.g., Gazebos used for outdoor play times when appropriate.

Clothing:

The children will be encouraged to wear clothing that provides good sun protection.

Parents/guardians will be duly informed of the importance of providing the nursery with appropriate sun hats and sun-cream as advised by the national skin charity 'Skin.'

The Nursery will always provide spare appropriate sun hats and quality sun-cream on site.

Drinking Water:

Children are encouraged to increase their water intake in hot weather and are encouraged to drink water during the outdoor play times.

SMOKING AND VAPING POLICY

We comply with health and safety regulations and the Safeguarding and Welfare Requirements of the Early Years Quality Standards Framework in making our setting a no-smoking, alcohol and drug-free environment - both indoors and outdoors.

This applies to anything that can be smoked, including cigarettes, pipes, cigars and herbal cigarettes, and electronic cigarettes (also known as vapes and e-cigarettes). 'Providers must not allow smoking/vaping in or on the premises, or within 15 metres (50 feet) of the premises, open windows or ventilation intakes, Providers must not allow smoking/vaping in vehicles used by the Providers to transport children.' (1.32 EYQSF)

The nurseries are committed to promoting health and wellbeing including protecting children, parents/guardians, staff and visitors/volunteers from passive smoke and ensuring that those who are caring for children are mentally and physically capable to do so.

Procedures:

- All staff, parents/guardians, visitors and volunteers are made aware of our No-smoking/Vaping Policy, and we provide information about this in our Parent and Staff Handbooks.
- We display no-smoking signs.
- We share information about the dangers of smoking/vaping and of passive smoking by having information available for parents and staff including where to get help to stop smoking/vaping.
- Staff are not entitled to smoking breaks but staff who smoke/vape during their break or lunch hour are required to make every effort to reduce the effect of the odour and lingering effects of passive smoking/vaping for children and colleagues. Including changing their clothing before coming back into the setting and thoroughly washing hands with soap.
- To prevent the lingering effects from passive smoking/vaping, parents/guardians should ensure that any personal possessions or clothing that are coming into nursery have not been in contact with smoke.

Legal framework:

- The Smoke-free (Premises and Enforcement) Regulations (2006)
- The Smoke-free (Signs) Regulations (2012)

Other Substance Use including drugs and alcohol:

Any persons who appear to be under the influence of alcohol or illegal drugs are not permitted on the premises, are not able to collect a child and are not deemed suitable to care for a child. We have clear disciplinary procedures regarding staff substance use outlined in our Staff Handbook. Any concerns regarding substance use are managed as a safeguarding matter and safeguarding procedures are followed.

Last Updated: Monday 19th February 2024
Guernsey Childcare Limited

LEGIONELLA CONTROL POLICY

This policy sets out the control of Legionella in hot and cold-water systems in the Nursery, including responsibilities, training, testing, and records.

1. POLICY STATEMENT -

Guernsey Childcare Ltd will undertake to ensure compliance with the relevant legislation regarding the Control of Legionella in hot and cold-water systems for all children and staff and to ensure best practice by extending the arrangements as far as is reasonably practicable to others who may also be affected by our activities.

2. THE LAW -

As legislation is often amended and regulations introduced, the references made in this policy may be to legislation that has been superseded.

3. DEFINITIONS –

Legionella is a generic term for a type of bacteria which is common in natural and artificial water systems. Legionellosis is the name given to a group of pneumonia-like illnesses caused by Legionella.

4. MANAGEMENT –

The Nursery will ensure that:

- Relevant risk assessments are conducted and control measures are implemented (see below).
- Appropriate training is provided (see below).
- The Legionella Competent Person is appointed and conducts his/her tasks as defined below.
- The nursery manager is informed of any problems with water or the water system.
- Monitor disinfection procedures where necessary.
- Records are kept for each water outlet of flushing and testing and any disinfection procedures.

5. LEGIONELLA COMPETENT PERSON – The Nursery manager or another competent person is the nominated competent person for Legionella on the premises and acts on behalf of the nursery to provide the necessary competence to enable Legionella to be managed safely. In their absence the role reverts the Deputy Manager in addition to this advice will be sought from an appointed plumber.

- The competent person will complete training as defined in the information, instructions and training (below).
- The Legionella Competent person will ensure that all periodic and exceptional recording, flushing, cleaning and general Legionella management tasks are correctly completed and recorded in accordance with this policy.
- Over extended periods of closure such as during Covid Business Closures – it would be expected that one appointed person checks on the site each week and flushes all the toilets and runs through the taps for a sufficient period.
- Work within the level of competence and seek appropriate guidance and direction from the Directors and/or Early Years Team and/or Health and Safety.

6. GENERAL INFORMATION

What is Legionella? Legionella bacteria is commonly found in water. The bacteria multiply where temperatures are between 20-45°C and nutrients are available. The bacteria are dormant below 20°C and do not survive above 60°C. Legionnaires' disease is a potentially fatal type of pneumonia, contracted by inhaling airborne water droplets containing viable Legionella bacteria. Such droplets can be created, for example, by hot and cold-water outlets; atomisers; wet air conditioning plants; and whirlpool or hydrotherapy baths. Anyone can develop Legionnaires' disease, but the elderly, smokers, alcoholics and those with cancer, diabetes or chronic respiratory or kidney disease are more at risk. HSE's Legionnaires' disease page provides information on managing the risks.

- Legionella is a generic term for a type of bacteria (legionellae) which is common in natural and artificial water supplies. The bacteria thrive at temperatures between 20°C and 45°C but can be killed by elevated temperatures or chemical treatment.
- All illnesses due to Legionella species are known collectively as "legionellosis" but the most well-known is "legionnaires' disease" which can be serious for elderly people and others with respiratory problems or immune deficiency.
- Infection is only a risk when there is inhalation of fine water droplets that are contaminated with high concentrations of Legionella bacteria. Healthy people are unlikely to contract an infection and outbreaks are rare though well publicised.
- Control is normally achieved by suitable design and maintenance of the water system and its associated plant. Additional control is achieved by appropriate storage of water and delivery of water at temperatures which do not allow the bacteria to proliferate.

7. RISK ASSESSMENT

Assessment of risk is mostly confined to:

- Monitoring whether control measures are being instigated fully.
- Correct water temperatures are being maintained.
- Engineering measures, such as temperature control valves are working properly.

8. CONTROL MEASURES

To achieve ongoing control of Legionella, thorough flushing of the water system is required alongside any engineering controls. Effective control measures will require the nursery to:

- Monitoring any water outlets that are not in regular use.
- Record the flushing of all water outlets not regularly in use.
- Record the temperature of hot and cold-water outlets. Full details of flushing and testing regimes that need to be conducted are on risk assessments.

9. TESTING ARRANGEMENTS

Under certain circumstances, for example when there have been alterations or maintenance work to the water system, testing is to be conducted. Disinfection of the system will be necessary when testing indicates there is sufficient level of Legionella present in the water system to require treatment.

10. INFORMATION, INSTRUCTION AND TRAINING

Guernsey Childcare Ltd will ensure that suitable and sufficient training and information is given to Legionella Competent Person, and any other member of staff, who has responsibilities for flushing, record keeping and taking temperature readings as required by the appendices.

- Notwithstanding the above, the Legionella Competent Person is to complete the Legionella e-learning course.
- Any new measures that are introduced to control Legionella will need appropriate training provision.
- Guernsey Childcare Ltd will maintain a written record of all instruction and training given to relevant staff.



Employee Declaration

I confirm I have read and understood all the policies in the Guernsey Childcare Limited Policy Folder and the EYQSF. I understand that if I do not comply and adhere to these requirements then I may receive disciplinary action.

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