Little Oaks Nursery

Parent Handbook

Little Oaks Nursery
Highlands
Education Department
PO Box 142
St Saviour
Jersey
JE4 8QJ

Telephone 01534 733263
Email: littleoaksnursery@gmail.com
Website: littleoaksnursery.net

Mission Statement

At Little Oaks, we provide outstanding term time care in a stimulating and nurturing environment where children grow, learn and develop to their full potential with the support of our highly qualified staff.

Values

Excellence – We strive for excellence in all that we do and in all areas of the Nursery.

Teamwork – We work together to support each other, the children in our care and parents.

Nurtured Learning – We encourage children to grow and develop in a caring and engaging environment.

Management Team at Highlands

Michaela Wellesley
Nursery Manager email: michaela@littleoaksnursery.je

Sue Johnson
Finance and Admin Manager email: sue@littleoaksnursery.je

We would like to thank you for choosing us to look after your child and hope you and your family enjoy being part of our Nursery.

Background information about the Nursery

Little Oaks Highlands is a fully registered day care provider. It is inspected every two years by an Officer from Registration and Regulation, Childcare and Early Years Service (CEYS). The Nursery is fully insured and you can find the current certificates displayed on the notice boards.
The Nursery is a registered Not for Profit Organisation (Registration Number 0270); all our profits are put back into its running. Audited Nursery accounts are completed each year and are available at the Annual General Meeting. The Nursery is registered for 105 children, as shown on the certificate displayed on the central notice board. The Nursery has a Committee which acts as the owner/registered person. Each year parents will be issued with a Childcare Tax form to enable parents to claim tax relief on their childcare fees.

The Committee

The Committee is the Registered Person under the terms of the Day Care of Children (Jersey 2002 Law). Current details of Committee membership can be found on the notice board. The Committee consists of a Chairperson, Deputy Chairperson, Secretary, Treasurer and other members.

The Committee meets on a regular basis to discuss issues relating to the strategic direction of the Nursery, future plans, marketing and fundraising. The Committee are also responsible for reviewing and setting the fees. Operating times and session times are also reviewed on a regular basis to ensure we continue to meet the needs of our families. New members are elected each year at the Annual General Meeting (AGM). If you are interested in finding out more about the Committee, please contact one of the Committee members via the Nursery Office.

Facilities

We are able to provide places for children from the age of 10 months to the year in which they are 5 years old. Children move through the Nursery according to age and development. Registration requirements set the child to staff ratios and the amount of play space per child.

The Nursery provides the following:

The 1-2 Unit is registered for a maximum of 33 children. The ratio of children to staff is 1:3. It has direct access to a secure outside play area.

The 2-3 Unit is registered for 24 children. The ratio of children to staff is 1:4. It also has direct access to a secure outside play area.

The Pre School is registered for a maximum of 48 children. The ratio of children to staff is 1:8. It also has direct access to a secure outside play area.

In each unit there is a Team Leader/Deputy Team Leader, with relevant Team Leader/Management qualifications and a Level 3 Qualification in Child Care and Education.

Staffing

All the staff in the Nursery are qualified or currently working towards nationally recognised qualifications. The minimum qualifications for staff working within early years are set by Registration and Regulation, CEYS; they reflect the skills required by childcare professionals. All staff are encouraged to attend regular professional development courses to keep up to date with changing practice.

There is mandatory training for all staff which includes the following:

Paediatric First Aid with anaphylactic shock treatment (renewable every 3 years) with St John's Ambulance.

Safeguarding Training initially with Child Care Registration with Management undertaking further training with the Safeguarding Partnership Board. Staff will undertake continuous updating in their practice in-house.

Infection Prevention/Control Training

Food Hygiene

Jersey's Children First

The Role of the Key Person and Co Person

Your child will be allocated a Key Person and a Co person. Both members of staff will build a close relationship with both you and your child to ensure a smooth transition into the Nursery environment. They will help your child to settle into the Nursery and make friends with others. The Key Person takes an active role in your child's care and education and maintains your child's Learning Journey. Your child's Key Person makes observations and takes photographs for Tapestry. This enables your Key Person to build an accurate picture of your child's development, activities and interests.

In support of the Key Person, the Co-person will step in to cover when they are away from the Nursery, however all the staff team within your child's age range will also get to know your child, thus helping the Key Person to provide your child with an enriched Nursery experience. If you have any concerns, or if you would like to discuss your child's progress or Observation Record, please talk to your child's Key Person.

Induction Visits and Transitions

You will meet your child's Key Person at the pre-arranged induction visit. They will ask you personal questions about your child, e.g. medical needs, sleep routine etc. You will also be asked to complete and return the Admission Information Form. The information gained will help staff to settle your child into nursery and provide good quality care for your child. Please see Induction and Transition Policy in the policy section of the handbook.

Your child will have a named peg where you can place their change of clothes bag and coat etc.

Items that your child needs while at Nursery

- Supply of nappies, wipes and cream (if appropriate)
- Varied supply of clothing and spare pair of shoes
- Named sun hat and specific sun cream if Nursery sun cream is not able to be used
- Named warm hat, coat and gloves etc.
- Named wellington boots
- Named change bag for peg, plastic bags are not acceptable due to health and safety.
- Comforter for sleep times (if appropriate)

At the beginning of the session

When dropping your child off at Nursery, we encourage parents to settle their child at an activity or with a member of staff. Before you leave, please speak to a member of staff about your child's welfare, giving information that you believe is beneficial for us to know.

Collection of Children

When collecting from the Nursery, parents should allow sufficient time for discussions with staff, still ensuring that they leave the Nursery by the end of the stated finish time. The Key Person will have completed a brief written report of your child's day for you to take home.

Please notify the Key Person/Team Leader if someone else will be collecting your child. Photo identification will be required, e.g. driver's licence or passport. Children will only be allowed to be collected by persons, other than their parents, when the Nursery has prior parental consent. Children cannot be collected by anyone under the age of 16 years old.
If you wish to make alternative arrangements you must either:

- Put it in writing.
- Phone the Nursery giving name and description etc.

Parents must inform the Nursery immediately, in writing, of any important changes to:-

- Domestic arrangements which could affect collection of the child, e.g. a court order in respect of the residence of the child, or who the child is able to have contact with.
- Parental responsibility agreement.
- Home/work and emergency telephone numbers.
- Changes in their child's health e.g. needing inhalers for asthma, seizures, diabetes, allergies.

Learning Journey

Tapestry, a secure online Learning Journey, is used throughout the Nursery for all children.

Newsletter

The Nursery produces regular newsletters which are sent out by email. Your child's room will also send out letters half termly.

Opening Hours and session times

The Nursery is open from 7.30 am to 5.15 pm.

We are a TERM TIME ONLY Nursery and are closed February half term,
Easter holidays, May half term, October half term, Christmas holidays and approximately 5 weeks in the summer. Term dates may be found on our website. This equates to the Nursery being open for 39 weeks per year.

(Please be aware that NEF funding only covers 38 weeks per year)

Session times are as follows:	7.45am - 5.15pm	9 hours 30 mins
	7.45am - 2.00pm	6 hours 15 mins
	7.45am - 2.30pm	6 hours 45 mins

We are also open for an early extra session from 7.30 am to 7.45 am.

We ask that your child attends the Nursery for a minimum of 2 sessions per week. We require a deposit of £250 to secure your child's place before your child commences at the Nursery. This deposit includes an administration fee of £50 which will be retained by the Nursery. The £200 deposit will be reimbursed to you when your child leaves to go to school or when written notice as per the agreed notice period is given. The Nursery Manager requires at least 12 weeks' written notice. Only under certain circumstances will this length of time be reduced or waived. Failure to give notice may result in a charge of one month's fees and the possible loss of deposit.

We will assist families as much as possible in session changes but it may not be possible to change from originally agreed sessions, due to occupancy levels. If you would like to book an extra session, in addition to your usual booked sessions, please speak to your room's Team Leader and/or the Nursery Manager.

If you would like to make a permanent change to your child's booked sessions, please give the Nursery office as much notice as possible, so that we can look at availability. We are unable to accept requests for the 'one-off' swapping of days.

Fees

Each month you will be sent an invoice by email, unless you have made other arrangements with the Nursery to receive this in paper form. Payment must be made within 14 days of the invoice date; this should be made via bank transfer (our bank details are on the invoice). If you would like to set up a standing order, please email sue@littleoaksnursery.je for further information. Please note that you are still required to pay for sessions even if your child is absent from Nursery through illness or holiday. Public holidays that fall during term time will also be charged for as will days when the Nursery has to close due to snow, severe weather or due to illness eg Norwalk or Pandemic Flu Virus.

Late Pick-ups & Charges

It is essential that children are collected promptly after each session to ensure ratios are maintained. Persistent late pick-ups will incur a late fee charge of £25.00.

Absence

Should your child not attend Nursery due to sickness or holiday, please inform the Nursery as soon as possible, either by phone, email, or verbally, so your child's Key Person is aware of their absence, reason and estimated length of absence. This is particularly important in the case of a potentially infectious illness.

Parking

The parking outside of the Nursery is for drop off and pick-ups only.

If no parking spaces are available, please drive around again until one becomes available. This is to reduce congestion and ensure that Highlands' employees are not delayed.

Parking can be a problem so we would really appreciate your patience and understanding at key drop-off and pick-up times, to ensure all children remain safe.

Communication

We use first names with all staff and parents, to encourage a friendly and open approach. We have an 'open door' policy so please feel welcome to come and talk to staff. Please contact the Nursery Manager for an appointment if you feel that you need a private meeting to discuss an issue. If you wish, please use the relevant email address.

Shared information between home and Nursery

Shared information between home and Nursery is important in order to attain the best understanding of your child.

Students/Work Experience

We actively support Highlands College with the placement of students who are studying Childcare, Health & Social and Degree courses. We also host Project Trident Students from Secondary School. Before attending the Nursery, everyone has an interview and those students from Highlands are Police Checked. During their placements within the Nursery, they are assigned a student supervisor who will be their mentor during their time with the Nursery. They are never left unsupervised with the children.

Snow

In the event of snow the Nursery will follow the advice given by the Education Department. If the Nursery is closing during opening times parents will be contacted by phone and your child will need to be collected as soon as possible to ensure you are able to get home safely. Broadcasts will be made on Channel 103 and Radio Jersey. More information about school closures may be found at www.gov.je or www.channelonline.tv

Our Facebook page will also have regular updates.

POLICIES AND PROCEDURES

In this section you will find our Policies. These policies are relevant to you as a parent and the care of your child while at the Nursery.

Policies are reviewed regularly and reflect changes in guidelines and good practice. Any changes will be uploaded to the website.

If you have any queries or comments on any of the policies please speak to the Nursery Manager or Team Leader.

Admissions Policy

We welcome applications for places at Little Oaks from all sectors of the community. All applications will be dealt with on a first-come first-served basis with places allocated where we have vacancies.

Induction and Transition

Before starting at the Nursery we encourage all children to attend for a minimum of 3 visits. They are booked in advance with the Nursery Team Leader and may be set at different times to incorporate different parts of the nursery day. During induction visits parents are required to stay on site and complete the relevant paper work required before starting.

Children transition through the Nursery as they grow older and develop. Age and development are taken into consideration before we move a child.

We will discuss with you when your child will move up and share with you the name of their new Key Person. You will have the opportunity to meet the new staff and look around the area. You will also receive information on the transitions and how we will be preparing your child for the transition and how you can help at home.

Before your child moves the new and old Key Person will meet and complete a transition form.

Children will go on visits with their Key Person into the new room and these will be written into daily plans. You will receive feedback from the Key Person as to their progress.

Milk and Weaning Policy

Breast Milk

Continuing feeding your baby with breast milk has excellent health benefits for you and your baby. Here at Little Oaks Nursery, we aim to support parent's choice when continuing to give their baby breast milk at the Nursery.
We will handle breast milk whilst following the universal precautions of using gloves and store it by following the Breastfeeding Network Guidelines for storing breast milk. Please inform us if you are bringing breast milk to Nursery, so that we can ensure it is stored correctly in a separate area of the fridge and handled in the correct way. Breast milk should be clearly labelled and placed in the designated breast milk area of the fridge. A parent who is breastfeeding is welcome into Nursery during the day to feed their baby. Please speak to your child's Keyworker to arrange this.

Formula Milk

We follow the Department of Health Food Standards Agency guidelines by asking for milk **NOT** to be brought into Nursery ready mixed in the bottles. Please bring in enough **sterilised empty** bottles and pre-measured milk powder in a pot for your child's session. The bottles will be prepared by the staff with freshly boiled water from the kettle as and when required. We will discard any leftover milk bottles 1 hour after they have been prepared.

Naming cups and bottles

It is a parent's responsibility to CLEARLY NAME their children's milk bottles to prevent bottles being mixed up. We recommend www.easy2name.com name stickers as they stay on during heating and sterilising. Please have a separate NAMED bag for all your child's bottles and feeds.

Moving on from a bottle to a cup

You will find that as your baby eats more solid foods, the amount of milk your baby wants will start to reduce. Once your baby is eating plenty of solids several times a day, you may drop a milk feed. **We aim to follow the NHS guidelines, which states that a child should be off the bottle and be drinking milk from a beaker by one year.** Breastfeeding will continue to benefit you and your baby for as long as you choose to carry on. Cow's milk can be introduced from 1 year if you wish at our snack times in a beaker with a lid.

Snack and Healthy Eating Policy

Little Oaks regards snack times as important parts of the day. Eating is a social time for children and adults and helps them to learn about healthy eating. Our aim is to provide a balanced, nutritious and varied menu, prepared by our Kitchen Assistant, which is appealing and appetising to all of the children in our care. Our menus will be displayed on Room noticeboards.

Morning snack – For example croissants, cereal, brioche, yoghurt always served alongside a selection of fruit.

Afternoon Snack – For example soup with crusty bread, pasta, hummus with vegetable and bread sticks, pizza slices, jacket potatoes etc

Drinks – Water (available throughout the day), milk will be available at snack time

- During your child's induction we will talk to you about their diet and ascertain any allergies that your child may have. The information given will be recorded in the child's personal file.
- Information about children who have particular dietary needs will be displayed so that all staff, volunteers and students are made aware.
- Older children may be involved in selecting snack.
- Snack and meal times are social occasions in which the children and staff participate.
- We use meal and snack time to encourage a child's independence through making choices, serving food and drink and feeding themselves.
- Food that the children have cooked may be available for the children to eat at snack time or may be to take home.
- We provide the children with utensils, which are appropriate for their needs and stage of development.

Food Handling Policy

All staff are responsible for ensuring that meal times are a sociable time for the children, where they are encouraged to try all of the food prepared in a calm and enjoyable manner.

Staff should promote meals in a positive way, even if the food is not to their taste. They should encourage the children to sample all the food and use encouraging language and positive body language.

Serving the food

Tables should be cleaned and wiped down before each meal time.
Staff should use the appropriately sized cutlery, bowls, plates and cups.
Staff should test the food temperature before serving.
Staff should use the utensils supplied to serve the food.
Staff serving the food should wear gloves and aprons as required.
Food portions should be suitable for the age group of the children and placed in the separate areas of the plates. Food should not be placed directly onto the table.
Children should have the opportunity to try all of the food available.
All children should receive a first serving of food, if seconds are available then they can be shared out. Quantities of food are prepared for children to have one serving.
Water should be available for all children to access during mealtimes.
Bibs should be used for children as required.

Allergies and intolerances

Children who have allergies or an intolerance will have their photo on the wall with information alongside so that it is clear for all to see.
Staff are responsible for telling the Kitchen Assistant if a child with allergies **is not in the setting** for their session. This saves a meal being prepared and then wasted.
The Kitchen Assistant will have information on individual allergies in the kitchen.
The Kitchen Assistant will mark allergy food with labels showing who the food is for and what the allergen is.
Staff should use separate serving tools if required.
The menu details the choices for children with allergies (this is subject to change depending on stock availability)
If staff are unsure then they should check directly with the Kitchen Assistant/Nursery Manager, so that she can check the packaging of the food. If neither are available then staff should not serve the food.
Further information can be found on Little Oaks Nursery Food Allergy Statement.

End of mealtimes

Staff are responsible for ensuring that the area that they serve food in is cleared away ready for the children to play in.
Floors should be mopped and table/chairs cleaned.
Bibs should be cleaned either in the washing machine or with hot soapy water.
Plates, cups and cutlery should be returned to the kitchen in a timely manner for the Kitchen Assistant to put through the dishwasher.
Pre School have their own dishwasher and only the food trays should be brought back downstairs.
Food waste should be bagged up and put onto the trolley for disposal.
Afternoon meal dishes are the responsibility of the staff, these should be washed and stored back in the corridor.
The kitchen should be left clean and tidy once staff have finished.

Feedback to parents

Menus are displayed in the setting.
Feedback to parents around meal times should be positive and encouraging.
If the child has not eaten anything this should be relayed sensitively.

Special Needs

Children with an additional need that could affect their diet will be supported on an individual basis after consultation with agencies and parents.

Allergy procedure

At Little Oaks Nursery we have a responsibility to ensure that children do not receive food which could cause an allergic reaction or intolerance. We will do our best to accommodate children with an allergy or intolerance.
There are 14 known allergies/intolerances. Celery, cereals containing gluten, crustaceans, dairy, eggs, fish, lupin, molluscs, mustard, nuts, peanuts, sesame seeds, soya and sulphur dioxide.
Staff will have completed Food Hygiene training as part of the requirements of registration. Senior staff and the Kitchen Assistant will also have completed training on Food allergies and intolerances.

Procedure

When children start at Nursery parents are responsible for communicating with the keyworker any allergies or food intolerances that a child has.
Parents are responsible for bringing in any medication that the child may require and, where possible, this should be kept onsite.
If a child develops an intolerance or allergy during their time at the setting or if there is a change to their dietary requirements then it is the responsibility of the parents to inform us.
If a child has an identified allergy or intolerance their photo will be on the wall with details alongside so that this is clear for all staff to see.
The Kitchen Assistant will be informed and information displayed in the kitchen.
Staff are responsible for informing the Kitchen Assistant if the child is not in the setting for the session so a meal is not prepared and wasted.
The Kitchen Assistant will mark the food with stickers to inform staff who the meal is for and what the allergen is.
Where possible an alternative will be used but this may not be possible at all snacks and children may have to have a different dish to the other children.
Staff should serve the meal using separate utensils if required.

Activities that include food

We will do our very best to ensure that all children are given the opportunity to experience all that the Nursery has to offer. Where possible activities that contain an ingredient that could cause an allergy or intolerance will be substituted.
Where a substitution isn't possible then the child will be moved to another activity or the activity will, if possible, be moved to a day when the child isn't present.

Reaction to food

If staff are unsure what the snack contains they should speak to the Kitchen Assistant before serving. If the Kitchen Assistant/Nursery Manager are unavailable to speak to and there is uncertainty then the child should not be served the food.

If a child has ingested or touched a food which causes a reaction the Team Leader and Nursery Manager should be informed.
The parents should be called and calmly informed of the situation.
The child's plan should be followed and medication detailed in the child's file should be followed.
If the child requires an Epi pen then an ambulance should be called.

Disclaimer

Little Oaks will endeavour to ensure that cross contamination does not occur when food is being prepared or served to the children but due to the nature of the kitchen environment we cannot guarantee that no allergens will be present.

Sleep and Rest Policy

At the Nursery we aim to give your child a well-balanced day that includes time for rest and sleep. Sleep is very important to a child's wellbeing. Please remember the environment in Nursery is different to that at home, they will be sharing the room they sleep in with several other babies/children. Initially, you may find that whilst your child is settling-in they do not sleep at their regular times. We will support them while they are settling by providing them with their comforter, if they have one, and spending time with them.

During your induction visit we will talk about their sleep routine at home or in the 1-2 unit, or 2-3 year old area. It is also helpful to let us know your child's length of usual sleep and any specific ways they like to go to sleep. If they do not go to sleep within 20 minutes or are very upset, we will get them up and try again later. Keeping us informed of any changes in your child's sleep routine is helpful for us to meet your child's needs. For older children, if there are any continuous sleep problems, we may suggest that you seek professional medical advice from your doctor.
Sleep times will be recorded and feedback will be given at the end of their session. We will also note down if your child has only rested and the length of time. We provide individual bedding, which is laundered regularly and we provide cots or a fold up mattress for the older children. Please bring in any comforters that your child may require, to help them settle for a sleep. These will be kept safe in their individual named sleep basket/bag, with their bedding.

Waking children from their sleep is not best practice and something that we, as professionals, do not advocate. Children know naturally when their bodies need time to rest.

Most children from about 21-36 months old still need one nap a day, which may range from one to three and a half hours long.

If your child is sleeping well and is rested, occasional changes in his daily routine are generally well tolerated. However, if your child is not sleeping well, changes may cause quite a few problems. Moving your child to a bed from a cot can often develop sleep issues that include fears (monsters, the dark, separation), refusing to take naps, resisting going to sleep, night waking, getting out of bed, and getting up too early.

Though this may sound overwhelming, starting early and consistently maintaining healthy sleep habits prevents many problems and makes dealing with those that do occur much, much easier.

Sleep, among other factors, influences your child's temperament. Poor sleep (too little and/or poor quality) is associated with behaviour problems like aggression, defiance, non-compliance, oppositional behaviour, acting out, and hyperactivity. The inability to put themselves back to sleep unassisted and irregular bedtimes is also associated with behaviour problems.

Here are some approximate numbers based on age, as recommended by the **Millpond Children's Sleep Clinic**, showing how their sleep should be provided:

1-2 year olds Daytime: 2.5 hours Night-time 11.50 hours

2-3 year olds Daytime: 1.25 hours Night-time 11.75 hours

In Pre School children have a rest or sleep if needed. Beds are provided and a separate room is used after lunch.

Toileting Policy

2-3 year olds

On average, most children start potty/toilet training around their second birthday but, as with everything in children's development, each child is different. If you feel your child is ready to start using the potty or toilet please speak to your Key Person. Equally your Key Person may approach you when they feel your child is ready. Staff and parents will need to work together in the best interests of the child. As this is such an individual process children are toileted at their own level and pace, to ensure that they feel in control of the process. Positive toileting is essential and this should be approached in a positive manner, with lots of verbal praise and encouragement. Accidents may occur when they are still learning about their bodies; this is all part of toileting. Please provide enough changes of clothes and spare shoes just in case! Your child's Key Person will talk through the process, be a support and offer advice through this important stage of your child's development.

Children in this age group are expected to go to the toilet when they feel they need to. Support will be given to those children who may need reminding occasionally.
We encourage independence which supports positive self-esteem and confidence, by allowing them to take responsibility for their own personal needs, e.g. being able to pull down and pull up their own pants, wash their hands and dress and undress themselves if accidents occur. Parents can support this by encouraging them to do this at home and providing appropriate clothing, which is easy for them to manage on their own.

Hand washing is a consistent part of the toileting routine and children are reminded to wash their hands after using the toilet and before eating. Soap is provided with paper hand towels for single use. We do not allow the use of alcohol hand gels. Toilets and sinks are at children's height and size, water temperature is set at a regulated temperature for child use.

Toilets are cleaned regularly during the day by a staff member.

Please speak to your child's Key Person if you have any concerns or any specific health issues that may affect your child's toileting.

By the time your child is ready to go to school we aim to ensure that we have provided your child with the skills necessary to be happily independent and take care of their own personal needs.

Behaviour Management

We aim to provide the appropriate environment and opportunities to enable all children and adults to feel safe and secure, respect each other, form positive relationships and be able to express their ideas and feelings in acceptable ways. Children need to understand the difference between right and wrong and be encouraged to take responsibility for their actions.

The following strategies help us to achieve this:

- Children are made aware of goals and boundaries and of specific expectations for their behaviour in ways appropriate to their level of understanding. The boundaries are realistic, achievable and applied consistently.
- We praise and reward positive behaviour.
- We provide a stimulating and developmentally appropriate environment.
- Adults act as positive role models, using appropriate language and behaviour towards each other and towards the children.
- Adults give clear messages to children about what is acceptable and unacceptable, through words, tone of voice, facial expressions and gestures.
- We never use words that "label" children, e.g. "naughty"
- Opportunities will be made on a daily basis for children to discuss their ideas and feelings. Suitable equipment and environments will be provided for children to 'play out' their emotions, e.g. role play.
- By actively working in partnership with parents and other agencies to support children's development and progress.
- The person who sees the behaviour deals with it immediately.

Any incidents of unwanted behaviour are to be handled in a calm and controlled manner.

In the case of a child biting, hitting, kicking or any other unacceptable behaviour, the Nursery will work to the following procedures:

- The child who has harmed another will observe the member of staff offer kindness and support to the hurt child, then will have explanations offered to inform the child of their mistake.
- Help the instigator to understand that we still like and care for them, making it clear that it is just the behaviour that we do not like.

If the behaviour persists, we will:

- Track the child with observations.
- Report persistent unwanted behaviour to the Nursery Manager.

- Inform the parent/carer of the instigator of their child's actions and any measures taken by staff.
- Produce an individual behaviour management plan, if the instigator persists in harming other children.

If an incident has occurred, we follow confidentiality and are unable to disclose names of the children involved. If there has been a biting incident this will be noted in the accident book for both children for parents to sign.
Generally, we need to be tolerant of many types of behaviour at this age, incidents do happen especially with small children who are learning about their environment, space and sharing. This is always supported, with gentle understanding and showing children what is acceptable behaviour. Communication between parents and staff is essential as this may help in explanation of any changes in behaviour, e.g. illness at home, overcoming an illness, changes in home life (moving home, bereavements and family members away or separation of parents, or different people staying in the home). The birth of a sibling can also affect a child's behaviour.

Building positive self-esteem is a priority and meeting the needs of each child's level of development and understanding.

Liaising closely with the parents and working together supporting co-workers is essential when dealing with persistent and challenging behaviour, as we need to be consistent with our approach.

Children with Additional Needs Policy

We aim to provide a safe and stimulating environment, where each child is valued as an individual and where children have access to appropriate learning opportunities, in order to ensure they can develop and achieve, irrespective of their needs and abilities. Please inform us if you feel your child has additional needs. These may include:

- Educational needs
- Emotional needs
- Communication and language needs
- Physical needs
- Dietary needs

Children are not regarded as having a learning difficulty solely because the language of the home is different from the language in which they will be taught.

When a concern is raised

A concern over a child's physical, emotional, and behavioural or communication and language development may be raised by:

- A parent/carer
- Member of staff
- Health visitor or other outside body

Stage One (called Early Years Action)

After a concern has been raised staff will gather information through observations and listening to parents' experiences. The Key Person and Team Leader will liaise with the parent/carer to discuss the situation. From the gathered information an Individual Educational Plan will be made.

The Individual Educational Plan (IEP)

An Individual Educational Plan is a plan showing short term targets for the child. It will explain to staff and parents/carers how the Nursery will work with the child to achieve these targets. A child may have more than one plan. Both the parents/carers and the Key Person are involved in the creation of the plan. Every plan is reviewed regularly.

Stage Two (called Early Years Action Plus)

Early Years Action Plus is everything that is mentioned in Early Years Action with the addition of the involvement of outside agencies. Parents or staff may request the help and support of outside agencies. This includes the Health Visitor, Speech & Language Therapist etc. If a child is not making progress on Stage One, additional support may be requested, or a child may go straight to Early Years Action Plus, depending on their needs. Support may be provided from the Inclusion Project based at The Bridge, where a trained support worker will come into the setting at agreed times to provide one to one sessions.

Individual Records

Records are kept on individual children, which contain information on their assessments, reviews and IEPs. This Information may be accessed by the persons with parental responsibility. Information may also be shared with the relevant outside agencies, with parental permission. Files are kept secure in a locked filing cabinet. The Key Person will keep the Nursery Manager informed at all times with any discussions and actions taken. All meetings will be recorded and kept on file.

For additional information, or to discuss any needs your child may have, please talk to the Nursery Manager and/or your Key Person.

Sickness and Exclusion Policy

Vomiting/Diarrhoea

If your child shows symptoms of diarrhoea or vomiting, he or she must not be brought in to Nursery. Once vomiting and/or diarrhoea have ceased, **a minimum of 48 hours exclusion is in place.** Your child should be eating properly and passing normal stools before returning to Nursery.

If medication has been prescribed for vomiting and/or Diarrhoea, this 48-hour exclusion period will start from the day the medication was finished.

A confirmed food or water-borne infection (positive result from a faecal sample) will have the same exclusion period as above.

The symptoms of Gastro Intestinal Illness are diarrhoea, vomiting, abdominal pain, fever and a headache. Children suffering from this should not be brought into Nursery.

We need to know if any other members of your family have symptoms of diarrhoea or vomiting. This will enable your child to be monitored whilst at Nursery.

I**f he or she develops symptoms whilst at Nursery, you will be contacted and asked to collect your child <u>immediately.</u>**

The Nursery will put into action any cleaning advice received from Environmental Health, to help reduce the spread of infection. When there is an increase of children absent with diarrhoea and/or vomiting, the Nursery will notify the Environmental Health Department and closure may be recommended.

Eye Infections/Discharge

If your child has a coloured discharge from his or her eye, medical treatment from a GP must be sought. If your child develops an eye discharge at Nursery, this will be correctly cleaned and monitored. You will also be informed by telephone so that an appointment can be made with your GP at the end of the Nursery session. Only **prescribed eye drops** will be given to children at Nursery.

There is no exclusion period for Conjunctivitis, but if an outbreak of several cases occurs, Le Bas Medical Centre will be informed and exclusion may be applied.

Head lice

Children's heads MUST be treated if live lice or their eggs are seen. Staff will not be able to check hair routinely for this purpose, this is a parental responsibility. If a member of staff sees visually lice or eggs they will inform you and support you with any advice on how to treat them. Le Bas Medical Centre or your local Pharmacy will also give you the up to date recommended treatment to use. Please let us know if you have had to treat your child's hair, this will help us to monitor other outbreaks.

Impetigo

This skin disease is highly contagious and the symptoms are small spots surrounded by red patchy, dry skin mainly on face or hands. Exclusion from the Nursery is essential until the lesions are crusted or healed. Treatment from your doctor is essential.

Infectious illnesses

The following exclusion periods are the minimum we would expect a child to be absent from Nursery.

Chicken Pox:	minimum of 5 days from onset and all spots need to be dry.
Measles:	minimum of 5 days from onset of rash

You child must be well in themselves to come back to the Nursery.

Colds/Virus

If your child has a high temperature, is shivery, lethargic or tearful, he or she needs to be at home. We are unable to offer a quiet place to rest or give the 1:1 attention an ill child

requires. Your child is more likely to contract another illness if he or she comes into nursery unwell.

Temperature

Parents must inform staff if a child has had a dose of Calpol/Nurofen in the 6 hours prior to arrival at nursery. If your child develops a high temperature of over 38 degrees at Nursery and develops other symptoms that show your child is unwell you will be informed and your child will need to be collected.

Teething

Please inform your Key Person if you think your child is teething and has been given Calpol/Nurofen as they can give teething granules during the day. If they feel they are still unsettled with their teething, we support parents coming into the nursery and giving their child a further dose. This will be written on their personal medication sheet, to monitor your child. If they are still very unsettled parents may need to collect them as this may not be teething and they could be unwell.

Informing the Nursery

Please telephone us as early as possible, if your child is not able to attend Nursery either through illness or other reasons. This will help us to have a more efficient attendance register and enable us to alert other parents promptly, in the event of an infectious illness occurring.

Our telephone number is 733263 or email littleoaksnursery@gmail.com

Please remember, we are protecting YOUR child as well as helping us meet the legal requirements for Registration of a Day Nursery. We thank you for cooperating with this policy.

Medication Policy

Medication Procedure

'Medicines may only be taken to a setting when this is essential and settings should only accept medicines that have been prescribed by a doctor or dentist'.

IF YOUR CHILD HAS BEEN PRESCRIBED ANTIBIOTICS THEY MUST BE KEPT OFF FROM NURSERY FOR THE FIRST 48 HOURS.

This is to ensure the medication has time to take effect. **After 48 hours** they may return to nursery with the prescribed medication if it needs to be administered while they are attending. Staff will check the label with you in order to check name, date, and appropriate dosage and storage requirements.

- Parents must complete and sign a medication form giving permission for the prescribed antibiotic to be given.

This procedure covers the use of paracetamol based medication for children, including Calpol/Nurofen and other brands. In general though, children who are unwell should not attend nursery.

In some circumstances, children may have an ongoing minor condition that does not necessitate exclusion from the nursery but may require occasional prescribed medication.

The Nursery Manager or Team Leader will ultimately decide whether a child is well enough to attend.

- Parents must inform staff if a child has had a dose of paracetamol in the 6 hours prior to arrival at nursery.

Please inform staff if you think your child is teething and has been given Calpol/Nurofen. They can give teething granules during the day and will also monitor your child. If they feel they are still unsettled with their teething, we support parents coming into the nursery and giving their child a further dose. This will be written on their personal medication sheet. If they are still unsettled parents may need to collect them as this may not be teething and they could be unwell.

Prescribed medication with written permission to be used when required.

Prescribed Inhalers, EPI Pens and Anti-Histamine

We suggest that parents keep these at nursery permanently. The dates will be regularly checked by their child's Key Person. These are all stored in the area your child is in, ensuring that staff have direct access when required. The Medication Book will only be completed if these are used; parents will be telephoned informing them of use. With respect to the use of the EPI pen, paramedics will also be informed as the child will need immediate hospital attention.

Insulin Pen

The child's book or written note will record your child's sugar levels and amount of insulin given and time if the Insulin Pen is used. Feedback will be given at the child's end of session to the parent. Insulin will be given back to the parent to use at home. A disposable sharps box will need to be provided by the parent and will be kept on the premises to enable needles to be discarded safely, within the Health and Safety requirements.

Staff will only administer the above if they are St. John's Ambulance trained which includes Anaphylactic training. Staff will be shown by the diabetic nurse in the appropriate use of the insulin pen.

Accident Reporting Procedure

Children naturally want to explore and investigate their environment and accidents are therefore an inevitable part of childhood. We identify and minimise potential risks for the children attending the Nursery through our risk assessment procedure. We recognise that children need to take some risks in order to find out about the world around them and learn how to problem solve, make decisions and learn from their

mistakes. All accidents incurred by children, either at home or at the nursery, will be recorded through the following procedures:

- All accidents, however minor, are recorded. The person who has witnessed or dealt with the accident will complete this record.
- If the accident has happened at the Nursery, the parent will be asked to sign the report when they collect their child.
- Parents are required to inform a member of staff if their child has had an accident at home.
- Severe accidents, e.g. head injuries and cuts, are reported to the Team Leaders or Nursery Manager immediately and parents are immediately informed and consulted on the follow-up treatment e.g. removal to hospital.
- Staff will only apply treatment as advised by their St John's Ambulance trainers.
- First aid boxes are stored in each room.
- Child's personal contact numbers are always taken on outings together with a first aid kit.

Sun Safety Policy

We aim to allow children outdoor play experiences all year. During the summer months we aim to protect your child by:

- Creating shady areas in which children can enjoy activities.
- Encouraging them to keep their hat on at all times.
- Ensuring that children have sun cream applied before going outside.
- Purchasing sun cream which is factor 50 or above.

You can support us to keep your child safe in the sun by:

- Providing your child with a hat, which is named and kept at nursery.
- Dressing your child in tops, which cover shoulders and upper arms.
- Providing your child with a named bottle of named sun cream with a high factor, if they are unable to use the nursery sun cream provided.

Please ensure your child comes in to nursery wearing sun cream during the summer months.

Health and Safety

PLEASE ENSURE ALL DOORS AND GATES ARE CLOSED BEHIND YOU. CHILDREN SHOULD BE DISCOURAGED FROM OPENING DOORS AT THE NURSERY.

The safety of the children attending the Nursery and Pre-School is of paramount importance to us. In order to maintain the safety of every child, we will ensure that the following precautions are carried out effectively:

Security

- Visitors to the nursery must make themselves known to a staff member. For child protection purposes, only staff should open the door.
- Children attending the nursery will be recorded on the register when they arrive and marked off when they leave.
- Children will only be allowed to leave the premises with authorised persons.

Equipment

- Equipment offered to the children is developmentally appropriate.
- Any broken equipment will be reported immediately to the Nursery Manager and taken out of use.

Building

- Corridors and doors will be kept clear of obstructions. Parents and staff are asked to make sure that the children's belongings are hung securely on pegs.
- The garden play area is securely fenced and all entrances kept shut and locked at all times.

Hazards

- Risk assessments are conducted and recorded for any equipment or activities that carry an element of risk for the children. Steps are taken, through this procedure, to minimise those risks.

Fire Drill

- Fire drills are held regularly to familiarise the children with the evacuation procedure.
- Staff are trained in fire evacuation.
- Appropriate fire procedures are in place.

Risky Play Policy

At Little Oaks we take risk seriously and supervise all of the children in our care. We also acknowledge that children need to have opportunities where they are freely allowed to engage in adventurous play. These opportunities present children with challenge and, being unsuccessful the first time, develops their resilience and they try again until they master the situation or choose to avoid it.

Risky play has many benefits, it can improve children's confidence, resilience and social skills and motivate them to problem solve.

Fully supported we introduce children to real tools and activities that provide real-life experiences and enrich children's learning.

Outings Policy

We aim to ensure that children are offered the opportunity to go on outings and explore their wider surroundings with adult support. Parents will be required to sign an outings permission form as part of their admission form. Parents are informed about outings that involve leaving Highlands Campus. Ratios set down by Registration and Regulation, CEYS, are followed at all times.

Some outings may involve travel by a minibus. The minibus, with qualified and DBS vetted driver, is from Centre Point Trust. All seats are fitted with 3-point seat belts.

To ensure the health, safety and welfare of each child the following points are adhered to:

- A completed 'Outings Form' detailing the staff and children on the outing, along with contact telephone numbers and emergency contact cards is taken, with a copy given to the Nursery Manager.
- A First Aid Kit and mobile phone are taken.
- When necessary, sun cream will be applied to children before they leave the premises and during the outing, where appropriate.
- Water and snacks for the children will be taken if required.
- Children under the age of two will be taken out in buggies. Children who are walking must hold the hand of a member of staff and walk on the inside of the pavement.
- Before going on an outing, venues are risk assessed and checks made to ensure their suitability for the children
- Children are counted as they leave the building, at regular times during the outing and counted in when they return.
- Parents, volunteers and students over the age of eighteen years may be included in the adult/child ratio.
- A minimum of two adults must be present. One Nursery Officer must accompany the children on an outing.
- One adult must be present with every four children.

Missing Child Procedure

Missing child from the nursery

- If a child cannot be found the Nursery Manager must be informed.
- A sweep will be carried out of the building and the outside area.
- If the child is not found, the Nursery Manager will contact the police with all of the child's details.
- Once the police have been informed the Nursery Manager will inform the parents. The parent is to be given basic information about what has happened and advised to come to the Nursery.
- The Chair Person or in their absence the Deputy Chair of the Committee will be contacted.
- Registration and Regulation, Childcare and Early Years Service will be informed.
- Once the child is found a full investigation will take place.

Missing child on an outing

- Head counts will take place regularly during an outing.
- If a child cannot be counted all the children will be brought together.
- One member of staff will check over the area.
- A member of staff with the children will contact the nursery and speak to either the Nursery Manager or Team Leader.
- The Nursery Manager will contact the police with all of the child's details.
- Once the police have been informed the Nursery Manager will inform the parents. Parents are to be given basic information about what has happened and should be advised to come to the Nursery.
- The Chair Person or in their absence the Deputy Chair of the Committee will be contacted.
- Registration and Regulation, Childcare and Early Years Service (CEYS) will be informed.
- A member of staff will go to the venue of the outing, to support staff with bringing the group of children back.
- One member of staff will stay at the venue until the police arrive.
- Once the child is found a full investigation will take place.

Forest School Policy

Forest School is giving children opportunities to achieve, develop confidence and self-esteem through hands on experience in an outdoor environment. We ensure that it is always a safe and pleasurable experience for everyone. A Forest School handbook is supplied giving guidelines to Forest School Practitioners.

What will the children be doing?

Each session will be structured to include time for supervised exploration, fun and making things. These vary but are all linked to the curriculum.

- Learning about camouflage and hibernation
- Putting up tents
- Exploring nature
- Making pencils, hats
- There will be a small fire with a boundary where we may cook marshmallows or popcorn for the children to eat.

Using tools

Yes! We will be using tools to make different things. The tools include saws and potato peelers.

- The children will be working with a member of staff on a one-to-one basis when using these tools.
- They will only be allowed if they are trusted and the staff know they are following instructions properly.
- SAFETY IS PARAMOUNT

Safety Procedures

Adult to child ratios on outings will be 1:4 with a qualified Forest School staff member in charge of the sessions.

- Risk assessment is completed each week prior to the session taking place.
- Transport may be required which will be a hired minibus with a driver.

Child Protection Policy Statement and Staff Procedure

The Designated Safeguarding Leads are Michaela Wellesley, Nicola Crenan and Gemma Goodchild

It is the responsibility of all nursery team members to provide care and learning for all nursery children. Everyone must be fully aware of the signs and symptoms of emotional abuse, neglect, physical injury and sexual abuse and have undertaken training in Child Protection. Every team member has a duty to protect children in their care and keep updated with current policies and procedures.
All children deserve the opportunity to achieve their full potential. This can be expressed through the following outcomes:

- Being healthy
- Being safe
- Achieving
- Growing in a stimulating and nurturing environment
- Being respected
- Having a voice and being heard

All staff will use gentle voices and positive language when talking to the children. Inappropriate handling of babies and children will be challenged by staff and the Nursery Manager informed. If members of staff ever have concerns about the people they are working with, paid or unpaid, they have a professional duty to inform the management. This can be done in writing or verbally, but staff should be prepared to discuss issues in confidence so that any such matter will be dealt with sensitively and with the necessary degree of confidentiality.

The layout of the play areas will permit constant supervision, by using viewing panels and leaving doors open. This will enable team members to support each other when there are minimum staffing levels.

All employees will have completed police and fit person checks and be subject to a validation of their certificate and references, prior to employment. Students and supply staff will not be left alone with children or accompany them to the toilets, change nappies or supervise sleep times on their own.

The following procedure will be followed if a child's behaviour, appearance or dialogue gives rise to concern:

- Ask the parent how an injury occurred or if changes in behaviour have been noticed

- Report your concern to a Designated Leader, a file note will be completed (blue paper) or a Concern Reporting Form (red paper)

- Keep daily, written records, including times, on each incident - include parent's exact words. Record observations on child and if appropriate, use a diagram to record injury.

- Continue to talk to parent about the cause of concern.

- The Nursery Manager, Team Leader and other appropriate team members will meet to discuss observations.

- In the event of a concern The Children and Families Hub can be contacted on hub@gove.je or 519000. The Hub respond to safeguarding concerns and work closely with local agencies.

Independent Safeguarding Standards (ISS)

The ISS set targets for the delivery of child protection and /or care. They will assess whether individuals and agencies have met them.

Jersey Designated Offer (JDO)

If an allegations has been made against an adult, staff member or volunteer then the JDO will liaise with professionals and agencies.

Staffing and Employment Policy

Little Oaks provides a staffing ratio in line with the Requirements for Registration to ensure that children have sufficient individual attention and to guarantee care and education of a high quality. Our staff are appropriately qualified and we carry out DBS and Health checks before they commence their employment.

The following ratios are adult to child ratios

.

Children under the age of 2 years	1 adult: 3 children
Children aged 2 years	1 adult: 4 children
Children aged 3 – 5 years	1 adult: 8 children

- A minimum of two adults are on duty at any one time.
- We use a Key and Co Person system to ensure that each child has a named member of staff with whom to form a relationship and who plans for the child's well-being and development in the setting.
- Regular staff meetings are held to allow staff time to plan and work together.
- Job descriptions are given to staff, which set out their roles and responsibilities.
- We welcome applications from all sections of the community. Applicants for posts are considered on the basis of their suitability for the post, regardless of marital status, age, gender, culture, disability, religious belief, ethnic origin or sexual orientation.

- Our Management Team hold relevant child care and Management qualifications as well as other courses relating to the development and care of children.
- All of our staff have a qualification in childcare and are encouraged to attend regular professional development courses.
- We have an annual budget for staff training and development.
- All staff have a thorough induction before starting in the Nursery and receive regular supervision and yearly appraisals.
- We are committed to recruiting, appointing and employing staff in accordance with all relevant legislation and good practice.
- We follow procedures from Registration and Regulation, Childcare and Early Years Service (CEYS) in obtaining and checking all references and qualifications on staff.

Nursery Confidentiality Policy

At Little Oaks Nursery we respect the privacy of children, parents and carers whilst ensuring that they have access to high quality child care and education. We aim to ensure that parents/carers can share information in confidence and this will only be used to enhance the welfare of their children.

We keep two different types of records on children that attend the setting:

1. Developmental Records

    - These include observations of children, samples of their work and photographs which are uploaded to Tapestry. Developmental records are stored in a locked filing cabinet, which can only be accessed by staff.

2. Personnel Records

    - These include registration and admission forms, signed consent forms and correspondences from either parents or nursery. These files are stored in a secure filing cabinet in the Nursery office. All details are also stored electronically on our Parenta Nursery Management System. Access is only permitted to the Nursery Manager, Team Leader and Finance and Administration Manager.

Parents have access to their child's records but cannot access information about another child. Issues to do with the employment of staff, whether paid or unpaid remain confidential to the Nursery.
Students on work experience are given a copy of this policy and are reminded of the importance of confidentiality. For members of staff, breaches of confidentiality may lead to disciplinary action.

Data Protection (Jersey) Law 2005

For those of you who wish to consult the legislation in more detail, the following website should prove useful – www.dataci.je

Nursery Equal Opportunities Policy

Nursery practitioners at Little Oaks Nursery believe that all children are individuals, they have an equal right to be listened to and valued and are entitled to access nursery facilities. Nursery practitioners ensure all children have the opportunity to reach their full potential and ensure children and their families are treated fairly regardless of race, sex, disability, age, religion or sexual orientation. Little Oaks Nursery is committed to providing an inclusive environment that celebrates diversity and works with parents to ensure that every child is able to access nursery care and education that stretches their learning and development.

Nursery practitioners ensure all children have the opportunity to access nursery facilities and reach their full potential through:

- The implementation of the Nursery's Additional Needs Policy and Working in Partnership with Parents.
- Differentiating activities.
- Providing appropriate support.
- Supporting children to make friends.
- Working with other professionals, such as teachers to ensure a smooth transition to school.
- Meeting all children's individual needs and working with parents to ensure their child receives any special services or additional support, where needed.
- Making reasonable adjustments thereby overcoming or removing any barriers to accessing nursery facilities.

The nursery regularly reviews its policies and procedures to ensure that any points do not discriminate against children with disabilities.

- Making arrangements for staff training such as Makaton training (communication through sign)
- Changing the setup of the rooms and/or ensuring resources are available to facilitate the deliverance of planned activities, for example ensuring visual prompts are in place to hand.
- Seeking support for parents/carers where English is their second language and where necessary, provide information in different formats.

Such activities can be already in place or considered in readiness to support a child with disabilities. It may not be possible to provide auxiliary aids and services or make physical changes to the building.
Nursery practitioners ensure that positive images and encounters that reflect the diverse, multi-cultural and multi-racial society that we live in are provided, through:

- The resources, play experiences and displays that are offered to all children to support the children's learning, development and welfare.
- Valuing all children and encouraging them to respect themselves and others.
- Celebrating many multi-cultural festivals.
- Finding out about each child's family background and employing strategies that encourage parents to feel involved and ensuring the children's family culture is valued and celebrated.
- Nursery staff and parents being positive role models and educators to children

Explanation of discrimination:

Discrimination can occur either directly or indirectly:

- **Direct Discrimination** occurs when a child or group of children from one category (e.g. individuals from one ethnic group) are treated less favourably than a person from another category.

- **Indirect Discrimination** occurs when a requirement or condition is applied equally to categories but puts a child or group of children at a disadvantage due to their gender, race or disability, e.g. being toilet trained before a child can attend the Pre School may discriminate against a child with a disability.

Staff

Nursery staff will be provided with training, support and supervision that will extend their knowledge and understanding of different cultural groups and disabilities to enable them to implement the Nursery's policy appropriately.

Responsibilities

Little Oaks Nursery recognises its responsibility to respond appropriately to inappropriate practices and attitudes with regards to racism, sex, disability, age, religion and sexual orientation. All nursery practitioners and parents are expected to promote an environment at nursery that is free from discrimination, thereby providing good role models to children. Any incidents of discrimination will be investigated and may result in grounds for dismissal or possible withdrawal of nursery care. Any complaints are investigated in accordance with the Nursery's Complaints Procedure.

- Ensuring that appropriate practices are implemented in the nursery, through its policies and procedures.
- Providing information and advice to staff.
- Responding appropriately to inappropriate practices and attitudes with regards to racism or any form of discrimination.
- Ensuring Equal Opportunities Policies and Procedures are kept up to date.

Abuse to staff – Zero Tolerance

Nursery staff are entitled to a safe working environment. We will not tolerate any violence or abusive language towards staff at any time. Anybody exhibiting such behaviour will be asked to leave the nursery. Serious episodes will be reported to the Police.

We reserve the right to terminate your child's place at Nursery, with immediate effect, for any abusive behaviour towards staff.

Complaints Policy

The Nursery believes that children and parents are entitled to expect courtesy and prompt careful attention to their needs and wishes. We welcome suggestions about how to improve our setting and will respond to any concerns promptly. We hope that any concerns can be dealt with on an informal basis but if this does not receive the achieved result then the following set of procedures should be followed.

- In the first instance please speak to your child's Key Person or the Team Leader who will be able to put any worries at rest.
- If after this you are anxious or have further concerns, please make a time to meet with the Nursery Manager.
- If this does not come to a satisfactory outcome, please put your complaint in writing and address it to the Little Oaks Committee. This will be addressed at the next meeting and you will be advised of the outcome. Complaints about the Nursery Manager should be made directly to the Little Oaks Committee.
- A record of complaints is held at the Nursery.
- At any time, a parent who has concerns can contact CEYS ceys@gov.je

All of the staff at Little Oaks work hard to ensure that we offer you the highest standards.

September 2025