

Kiveton & Wales Nursery

POLICIES & PROCEDURES

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Kiveton and Wales Nursery

Partnership with Parents

We respect that parents are the child's prime and first educators. As such our aim is to work with families to enable us to provide a safe, stimulating and interesting setting in which children can experience fun, learning, care, independence and thrive to reach their potential.

The staff team will work with parents/carers as partners in the following ways;

- Offer an 'open door' policy for all parents/carers at any time.

- Invite parents / carers to become members of our Management Committee.

- Have policies available but discuss pertinent ones during induction visits.

- Share information about a child's progress regularly and ask for home support to ensure our planning is appropriate. This could be any time through our 'open door' policy or at Coffee/Open days.

- Ensure staff work together to help children make progress.

- Consult with parents / carers at regular intervals throughout the year.

- Value, respect and listen to all parents/ carers at all times.

- Have in depth discussions about children's likes and dislikes with parents / carers during the induction period.

- Use the Key Person system to ensure relations with the family are open and positive.

Between the age of 24 to 36 months each key person will carry out a progress check in the prime areas of development that will be shared with parents/carers and on completion a copy will be given to them.

Working in partnership with parents and other agencies policy

Aim

We actively promote partnership with parents and recognise the importance of working in partnership with other agencies to promote the well-being of children and their families. This includes signposting parents to support as appropriate.

Objectives

- We believe that parents are children's first and most enduring educators and our practice aims to involve and consult parents on all aspects of their child's well-being.
 - We also recognise the important role parents must play in the day-to-day organisation of the provision.
 - We consider parents views and expectations and will give the opportunity to be involved in the following ways:
 - sharing information about their child's needs, likes, achievements and interests
 - settling in their child to the agreed plan according our settling in procedures
 - taking part in children's activities and outings
 - contributing with ideas or resources as appropriate to enhance the curriculum of the setting
 - taking part in early learning projects, sharing with educators knowledge and insights about their child's learning
 - contributing to assessment with information, photos and stories that illustrate how their child is learning within the
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home environment, taking part in day-to-day family activities

- taking part in discussion groups
- taking part in planning, preparing, or simply participating in social activities organised within the setting
- Ofsted and setting contact details are displayed on the parent notice board for parents who have a complaint that cannot be resolved with the setting manager in the first instance, or where a parent is concerned that the EYFS standards are not being maintained

Partnership and signposting to other agencies

- We are committed to ensuring effective partnership with other agencies including:
 - local authority early years services about the EYFS, training and staff development
 - local programmes regarding delivering children's centres or the childcare and early education element of children's centres
 - social welfare departments regarding children in need and children who need safeguarding or for whom a child protection plan is in place
 - child development networks and health professionals to support children with disabilities and special needs
 - local community organisations and other childcare and early education providers
 - Ofsted and setting contact details are made available to other agencies who have a complaint that cannot be resolved with the Setting Manager in the first instance, or where a parent is concerned that the EYFS welfare standards are not being maintained.
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Legal references

Childcare Act 2006

Education Act 2011

Working in partnership with parents and other agencies

We believe that families are central in all services we provide for young children. They are involved in all aspects of their child's care, their views are actively sought and they are actively involved in the running of the setting in various ways.

We work in partnership with local and national agencies to promote the well-being of all children.

Families

- Parents are given access to all policies about the setting, including the setting's safeguarding actions and responsibilities under the Prevent Duty
 - Parents are made to feel welcome in the setting; they are greeted appropriately, there is adult seating and provision for refreshment.
 - Every effort is made to accommodate parents who have a disability or impairment.
 - The expectations we make on parents are made clear at the point of registration.
 - There is a clear expectation that parents will participate in settling their child at the commencement of a place according to an agreed plan.
 - There is sufficient opportunity for parents to share necessary information with staff and this is recorded and stored to
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protect confidentiality.

- Key persons support parents in their role as the child's first and most enduring educators.
 - Key persons regularly meet with parents to discuss their child's learning and development and to share concerns if they arise.
 - Key persons work with parents to carry out an agreed plan to support a child's special educational needs.
 - Key persons work with parents to carry out any agreed tasks where a child protection plan is in place.
 - Parents are involved in the social and cultural life of the setting and actively contribute.
 - As far as possible the service is provided in a flexible way to meet the needs of parents without compromising the needs of children.
 - Parents are involved in regular assessment of their child's progress, including the progress check at age two.
 - There are effective means for communicating with parents on all relevant matters and a Complaints procedure for parents and service users is referred to when necessary.
 - Information about a child and their family is kept confidential within the setting. The exception to this is where there is cause to believe that a child may be suffering, or is likely to suffer, significant harm, or where there are concerns regarding their child's development that need to be shared with another agency. Parental permission will be sought unless there are reasons not to, to protect the safety of the child.
 - Parental consent is sought to administer medication, take a child for emergency treatment, take a child on an outing and take photographs for the purposes of record keeping/ social media.
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- Parents' views are sought regarding changes in the delivery of the service
- There are opportunities for parents to take active roles in supporting their child's learning in the setting: engaging parents and staff in their child's learning.

Agencies

- We work in partnership or in tandem with local and national agencies to promote the wellbeing of children.
 - Procedures are in place for sharing of information about children and families with other agencies, as stated in, recording and sharing information.
 - Information shared by other agencies (third party information) is also kept in confidence and not shared without consent from that agency.
 - When working in partnership with staff from other agencies, individuals are made to feel welcome in the setting and professional roles are respected.
 - Staff follow the protocols for working with agencies, for example on child protection.
 - Staff from other agencies do not have unsupervised access to the child they are visiting in the setting and do not have access to any other children during their visit.
 - Staff do not casually share information or seek informal advice about any named child/family.
 - We consult with and signpost to local and national agencies who offer a wealth of advice and information promoting staff understanding of issues facing them in their work and who can provide support and information for families. For example, ethnic/cultural organisations, drug/alcohol agencies, welfare rights advisors or organisations promoting childcare and early
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education, or adult education.

Schools

- The Setting works in partnership with schools to assist children's transition to school, and share information agreed with by parents/carers
- The setting manager actively seeks to forge partnership with local schools with the aim of sharing best practice and creating a consistent approach.

Last Reviewed Jan 2026
Next Review Jan 2027

Kiveton and Wales Nursery

Admissions, Charges and Induction

Parents / carers are encouraged to come and have a look around the setting and chat with staff before making a decision for their child. Once that decision has been made places can be offered dependent on existing adult / child ratios. If a place is not currently available the child's name will be put on the waiting list and the family contacted when a vacancy arises. Places will then be allocated on a first serve basis.

Contracts:

On commencement, a retainer payment of four weeks fees(non-funded hours only) is payable in advance. The retainer is used in lieu of the last four weeks fees on receipts of four weeks written notice.

Once a contract has been issued, parents will be required to pay for each session. Regardless of whether their child attends or not, including holiday and illness periods.

Under 2's are all on 50 week contracts.

3 and 4 year olds have the opportunity to stay on a 50 weeks contract or move to a term time only contract.

Holiday Club:

The nursery operates a "Holiday Club" for Term Time only children to cover school holidays. If this is required, sessions must be booked in advance and paid for in full (usual rates apply). This facility is only available to current contracted children OR children that were with us until FS2 start at school (we can offer provision to those children for the first

academic year). An invoice will be raised for holiday club sessions and payment is required by return. Any amendments to a holiday club booking requires a minimum of 48 hours notice

Extra Sessions:

Adhoc "extra" sessions may be booked (if staffing and space allows), any amendments to an extra session booking requires a minimum of 48 hours notice

The nursery;

operates 50 weeks per year
is open 7-45am to 5.45pm, Monday to Friday
has places for children from 3 months to 5 years.

Funding:

The nursery has access to the 15 hours free Early Education Funding (equating to 570 hours per year) for eligible 2 years olds to start the term after the child's 2nd birthday.

has access to the 15 hours free Early Education Funding (equating to 570 hours per year) for 3 and 4 year olds to start the term after the child's 3rd birthday.

has access to the 30 hours free Early Education Funding for eligible 3 and 4 year olds (equating to an additional 570 hours).

Has access to funding for working parents

Enables parents to use funding during term-time only or stretch the funding over 50 weeks.

In addition to funded hours parents will have the opportunity to purchase additional hours. Invoices will be provided showing free entitlement and showing fees due for additional hours. Government funding is intended to cover the cost of delivering 15 or 30 hours a week of free high quality, flexible childcare. It is not intended to cover the cost of meals, consumables, additional hours or additional services.

A maximum of 2 weeks EEF funding is allowed for holiday/illness for each child every term. After this 2 weeks

period EEF would not be paid until the child resumes attendance.

Should parents wish to terminate a contract, four weeks written notice is required.

2 year funding:

All parents/carers must apply to the Local Authority via the families information service for confirmation of 2 year old eligibility. 2 year funding is available the term after their 2nd birthday. All parents/carers whose eligibility has been confirmed by the local authority will be issued with a **Eligibility Letter**. We will retain a copy of the eligibility letter. We will also check the birth certificate/passport and a utility bill as proof of address. A parent declaration form will need to be filled in, also signed each term, so any changes can be made and any changes in circumstances noted.

3 year funding:

All children are eligible for 3 year funding the term after their 3rd birthday. A parent declaration form is required which is signed termly allowing any changes in circumstances to be noted. Documentation will be verified by staff and the setting will apply for the funding.

30 hour funding:

All parents/carers must apply for 30 hour funding, the application process is by email www.childcarechoices.gov.uk or by phone 0300 123 4097. Parents will then receive an eligibility code which is the child's unique 11 digit number, this unique code is then needed by our setting, parents will be asked to fill in a 30hours free childcare form, along with other required documentation. It is the parent/carers responsibility to ensure that eligibility for funding is continued by following the steps set out on the 30 hour funding application. Failure to follow these instructions will result in 30 hour funding being withdrawn.

A full list of the eligible criteria is displayed on the parents notice board within the setting.

Staffing and child numbers.

We follow the National staff / child ratios as stated in the Early Years Foundation Stage Curriculum at all times, these are;

3mths-2 year olds, 1 adult to 3 children
2-3 year olds, 1 adult to 5 children
3-5 year olds, 1 adult to 8 children
3-5 year olds 1 adult to 13 children (Level 6 practitioner)

Our maximum registered child numbers are;

Babyroom-3mths to 18mths old x14 children (50.7 m2)
Toddler room 18mths-3 years old x23 children (66 m2)
(9x 1 year old, 13x 2 year old)
Nursery room 3-4 year old x 29 children (67.8 m2)

When on outings children will be suitably supervised adhering to our outings policy.

Once the place has been accepted parents / carers will need to confirm the child's date of birth and complete all the administrative and permission forms. At this time we also ask parents for information about the child's interests, likes, dislikes etc. The key person may be allocated at this time or once the child has settled.

See the contracts for terms and conditions for payments.

All children need to have at least five transitional visits; more if needed and this will depend on the individual needs of each child. The child will visit with their parent/carer and during the transition period will be left for short periods prior to starting their contracted hours with us. This arrangement is flexible and could be extended depending on the child's needs. At all times we will consider the needs of the child and work with families to ensure everyone has trust and confidence in the nursery.

Last Reviewed June 2026
Next Review June 2027

Kiveton & Wales Nursery

Fees Contract

OFSTED Registration No EY536331

Childs Name

Contract to begin on

Sessions to be attended;- Please indicate below

Session times - AM 7.45am - 12.45pm PM 12.45pm - 5.45pm

Two and Three year olds who are eligible for **15 Free Funded** hours per week.

Please indicate below the number of **Funded Hours** your child will regularly attend per week.

Day/Time	Monday	Tuesday	Wednesday	Thursday	Friday
Morning					
Afternoon					

Three year olds who are eligible for **30 Free Funded** hours per week.

Please indicate below the number of **Funded Hours** your child will regularly attend per week.

Day/Time	Monday	Tuesday	Wednesday	Thursday	Friday
Morning					
Afternoon					

Please indicate below the number of **additional and Fee Paying** hours that your child will regularly attend per week.

Day/Time	Monday	Tuesday	Wednesday	Thursday	Friday	Fees Due
Morning						
Afternoon						
Total Due						

Changes during Holiday Club - If contracted for term time only and you wish your child to attend Holiday Club, then a Holiday Club Contract must be completed and signed.

Should your requirements change you will be issued with a new contract. We must inform you that once you have taken up a place at Kiveton & Wales Nursery you are required to pay for each session, whether your child attends or not (including holidays or illness). If for any reason you wish to withdraw your child, you must inform us at least four weeks in advance, in writing, as fees will still be payable until you do so.

Before your contract begins you will be required to pay four weeks fees in advance. This will be retained until you give us four weeks written notice, which this **retainer** will cover. This means you will not pay for your child's last four weeks, as you have already paid when they started. Should your contract change, then your retainer will be altered accordingly

Once your retainer has been paid, then fees must be **paid weekly or in advance** for all sessions indicated and agree to the terms set out above.

Date Retainer paid

Date Retainer amendedSignature
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Date Retainer returnedSignature
.....

Please be aware that when your child begins to receive funding (EEF), this is for **term time** only and does not cover holiday clubs, unless stretched funding has been arranged.

Please note that a maximum of 2 weeks Holiday/Illness for funded children can be allowed in each term. After a 2 week period of absence EEF will cease to be paid.

Please indicate when you require these sessions .
weeks

Term time only / 50

This only applies for children 2 years and older. Under 2's are 50 weeks only.

*Once you have taken up a place at Kiveton and Wales nursery you are required to pay for each session, whether your child attends or not (including holidays or illness).

*If you would like to change your contract you must inform us immediately

*Should your requirements change you will be issued with a new contract.

*If for any reason you wish to withdraw your child you must inform us in advance, in writing, as fees will still be payable until you do so.

*Fees will be invoiced 4 weeks in advance and must be settled by the due date on the invoice.

*Fees will be charged at the current rate applicable to your child's age (as per our website).

*If fees are not paid by the due date on the invoice then the following procedures will apply:

- o One Week : Written Reminder

- o Two Weeks : Second Written Reminder
- o Three Weeks : Final Reminder
- o Failure to clear outstanding balance after 4 weeks - Place withdrawn and Retainer used to clear outstanding fees.

*When your child begins to receive government funding this is only available for term time only and does not cover any Holiday Clubs.

If you choose a Term Time Only Contract you can request a place in the Holiday Club the week before the Holiday Club commences, but spaces will be given on a first come first served basis.

The nursery will be closed all Bank Holidays and shuts down for 2 weeks over Christmas. You do not have to pay for sessions that fall on a Bank Holiday or during the Christmas Shut Down.

When any changes take place, including birthdays, you will be issued with a new contract.

Regular reviews of your contract will take place to ensure that all information is correct.

By signing this contract you confirm that you have chosen the required sessions for your child and have read and agreed to the Terms and Conditions Set out above.

Signed:

Dated:

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Kiveton and Wales Nursery

Cancellation of session

Cancellation of a session by staff;

This will only occur if there is a Health and Safety or Safeguarding issue, eg. structural damage to the building, inclement weather, flooding, fire, break down of services to the building such as water supply, heating, reduction in staff due to illness, infectious illness etc.

If such instances occur during session time we will follow the emergency evacuation procedure (if appropriate) and contact parents to collect their children. Staff will stay until all children have been collected. The session will still be chargeable.

In the event of an incident before the start of a session, families will be either contacted in advance by telephone or met on arrival and informed of the situation. Such cancellations will not be chargeable.

Parents will be kept informed about reopening of the setting by telephone, letter, word of mouth or our website
www.kwn.enquiries@gmail.com

Cancellation of session(s) by parents;

Parents must provide 4 weeks notice should they wish to reduce sessions from their contract, parents will be issued with a new contract stating the changes.

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Last Reviewed Jan 2026
Next Review Jan 2027

Kiveton and Wales Nursery

Transition

Rational

Transitions are a critical time for all young children, and need to be managed sensitively by us to provide a high degree of continuity and consistency of approach. The transitions that are managed by us include:

Home to Nursery

Room to room

Nursery to FS1

Nursery to FS2

Objective

That each child's transition is tailored to their individual needs in order to achieve a smooth and stress free transition from one place to another, sharing information, building up relationships and preparing them for the next stage of their early education.

Procedures

A child who is transitioning from home

Once a child has been allocated a place in our nursery the child and their parents/carers will be asked to attend at least three induction visits (This could be extended depending on the needs of the child) and during this time a key person will be allocated.

Parents/carers are encouraged to stay for at least the first two visits again depending on the individual needs of the child. On the third visit the child may be left to try a lunch or tea with us. During

these induction visits the parent/carer and child will build relations with the key person and information will be shared.

If a child needs more time, then the transition period will be extended and there are no time limits for this it is solely dependent on the individual child or parent/carer's need.

If a child uses a comforter, if needed they are encouraged to use this.

Parents/carers are advised to tell the child they are leaving and that they will return.

A child who is transitioning from 3mths-1 to 2

A child is moved from an area dependent on their readiness for the move, this may be prior to their milestone birthday if we feel a child is ready or the move could be postponed due to a child not being ready to move at this particular time, this is totally dependent on the child's individual needs. Once the child's key person and the child's parent/carer feel the child is ready for transition the key person will begin bringing the child into the next area for short periods of time shadowing the child, modelling activities. During this time a key person will be allocated and a meeting will be called with parents/carers and the new key person. Once this is established the child will (once ready) begin accessing the 2 to 5 provision with their new key person. At first the child may go back to their area of provision and this is part of the transition process and will be monitored again according to the needs of the individual child.

A child who is transitioning from nursery to FS1

Parents are encouraged to inform us of their child's next setting, once this is established we will then make links with them and arrange for them to visit the child in our nursery. We pass on each child's next steps in the form of a cohort tracking grid. Each child's individual file is the property of the main parent/carer and it is their choice whether they pass this on to the new provider.

Transitions into Nursery

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KEY PERSON ALLOCATED

Details of 1 st Transition	Date:	Time:

Kiveton and Wales Nursery

Collection of children

Staff will only release children from their care to a known adult aged 16 years or over (unless it is the parent who has parental responsibility).

During the induction period parents will be asked to clarify who will be the most regular person collecting the child and who will be secondary collectors and / or the emergency contacts.

Changes to the usual routine;

Parents are asked to inform staff (preferably in person) if there will be a change to the usual routine. However, in the event of someone arriving to collect a child, which the staff have not been informed of, under no circumstances will the child be released until confirmation is given, via phone, by the parents. We will be apologetic and explain to the person why this procedure is being followed.

Non collection of children;

In the event of a child not being collected at the specified time at the end of a session, we would allow 10 minutes, in case of a hold up, then we would try to contact whoever should be collecting the child. If we were unable to contact them, we would then use the emergency number from the child's admission details. Under no circumstances would a child be left unattended until a contact could be found. If no contact could be made the Police would be contacted and staff would then follow Police procedures.

Late collections

After the initial ten minute grace period, any late collections will then be charged at £10.00 per ten minutes. The cost will increase by ten minute increments until the child has been collected. The

charges will appear on your invoice and payment will be required by return.

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Kiveton and Wales Nursery

Lost / missing child

The setting has a secure environment which is checked daily prior to the session starting and throughout the day by staff. Children are registered on arrival and all staff are made aware of which children are in the session and numbers. Throughout the day staff monitor and check the whereabouts of children in their care.

If a child is noticed to be missing staff will;

- Have a quick visual check of the indoor (include toilets) and outdoor area

- Check with other staff to confirm if the child has been collected early

- Notify the manager / Deputy.

From this,

- All children will be calmly brought indoors into their relevant base and collected to have a story or quiet time with their staff who will recheck the register and do a head count.

- The manager/ Deputy plus one other staff member will conduct a more thorough search of the indoor / outdoor area checking any places where a child could hide and storage areas.

- A visual check of the street area will also occur.

THIS MUST BE DONE QUICKLY BUT CALMLY AND THOROUGHLY.

If the child has not been found the Police will be contacted immediately, and details given of the child's name, age and description given. The parents would then be contacted, if no contact could be made with parents the emergency contacts would be informed.

Once the Police have been informed staff will follow their advice and direction. All children would be kept indoors unless the Police and / or management decided the session should end and parents be contacted to take their child home.

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Uncollected child

If a child is not collected by closing time, or the end of the session and there has been no contact from the parent, or there are concerns about the child's welfare then this procedure is followed.

- The designated safeguarding lead is informed of the uncollected child as soon as possible and attempts to contact the parents by phone.
 - If the parents cannot be contacted, the designated safeguarding lead uses the emergency contacts to inform a known carer of the situation and arrange collection of the child.
 - After one hour, the designated safeguarding lead contacts the local social care out-of-hours duty officer if the parents or other known carer cannot be contacted and there are concerns about the child's welfare or the welfare of the parents.
 - The designated safeguarding lead should arrange for the collection of the child by social care.
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- Where appropriate the designated safeguarding lead should also notify police.

Members of staff do not:

- go off the premises to look for the parents
 - leave the premises to take the child home or to a carer
 - offer to take the child home with them to care for them in their own home until contact with the parent is made
 - Staff make a record of the incident in the child's file using , usually an educator. A record of conversations with parents should be made, with parents being asked to sign and date the recording.
 - This is logged on the child's personal file along with the actions taken. A Confidential safeguarding incident report form should also be completed if there are safeguarding and welfare concerns about the child, or if Social Care have been involved due to the late collection.
 - If there are recurring incidents of late collection, a meeting is arranged with the parents to agree a plan to improve time-keeping and identify any further support that may be required.
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Missing child

In the building

- As soon as it is noticed that a child is missing, the member of staff informs the designated safeguarding lead who initiates a search within the setting.
- If the child is found on-site, the designated safeguarding lead checks on the welfare of the child and investigates the circumstances of the incident.
- If the child is not found on site, one member of staff searches the immediate vicinity, if there is no sign of the child, the police are called immediately.
- The parents are then called and informed.
- The designated safeguarding lead contacts their designated officer, to inform them of the situation and seek assistance.

Off-site (outing or walk)

- As soon as it is noticed that a child is missing, the senior staff present carries out a headcount.
 - One member of staff searches the immediate vicinity.
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- If the child is not found, the senior staff calls the police and then contacts the designated person.
- The designated safeguarding lead informs the parents.
- Members of staff return the children to the setting as soon as possible if it is safe to do so. According to the advice of the police, one senior member of staff should remain at the site where the child went missing and wait for the police to arrive.
- The designated safeguarding lead contacts the designated officer, who attends the setting.

Recording and reporting

- A record is made on a Safeguarding incident reporting form. The manager as designated safeguarding lead completes and circulates a Confidential safeguarding incident report form to the designated officer on the same day that the incident occurred.

The investigation

- Ofsted are informed as soon as possible (and at least within 14 days).
 - The designated officer carries out a full investigation.
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- The designated safeguarding lead and the designated officer speak with the parents together and explain the process of the investigation.
 - Each member of staff present during the incident writes a full report using a Safeguarding incident reporting form, which is filed in the child's file. Staff do not discuss any missing child incident with the press.
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Kiveton and Wales Nursery

Complaints

The setting aims to work closely with families and staff to build trusting and respected relationships however there may be times when communication can break down.

A Complaints form is available on which ALL complaints must be recorded, and retained on the premises. This can be carried out in confidence. Any complaints will be dealt with professionally promptly and in confidence.

First Response / Informal;

If any complaints/concerns are made about the setting we will try and sort this out straight away, if the parent/carer / staff feels unable to do this verbally they can put it in writing to the manager who will respond within 24 hours or as soon as possible. This will usually involve a discussion about the issue. If the complainant is not happy with this they will be advised to contact the chair of the committee who will look at the issue further.

Second Response / Formal;

If the complainant is not happy with the first response or feels the matter is too serious / challenging for an informal approach they will be advised to contact the chair of the committee either in person or in writing who will look at the issue further.

Allegations / Complaints of a general nature concerning staff members

All complaints will be investigated and complainants will be notified of the outcome within 15 days of lodging the complaint.

If the complaint is regarding behaviour of a member of staff towards a child then the staff member will be unable to work where there is direct contact with children until the matter has been resolved.

All allegations will be reported to OFSTED. (0300 123 1231) within 14 days of allegations being made, immaterial of the outcome.

Any recommendations resulting from the investigation will be discussed with all parties before improvements of further actions are implemented.

All processes will be documented as per policy and shared with appropriate partners.

A record of any complaints will be kept for at least three years.

Allegations/Complaints of a safeguarding nature concerning staff

All allegations/complaints will be taken seriously and reported to the designated safeguarding officer.

The designated officer will contact the LADO within 24 hours for advice if the allegation is against a staff member or other professional within the Pre-School.

Written details of the allegation will be gained from the referrer (not the person or child who made the complaint), these details will include: time, date, location and witness details.

The member of staff will be suspended until the issue has been resolved.

All written complaints will be investigated and complainants informed of the outcome within 28 days.

All complaints will be reported to OFSTED (0300 123 1231) within 14 days of allegations being made, immaterial of the outcome.

Staff WILL NOT question the child/complainant/referrer about the allegation.

The staff member will not be told details of the allegation until further advice has been sought.

A record of complaints will be kept for three years.

All processes will be documented and shared with appropriate partners.

If necessary other professionals may be consulted, eg. Parent Partnership.

Complaints of a serious nature can be made to OFSTED(0300 123 1231) The National Business Unit, OFSTED, Piccadilly Gate, Store Street, Manchester, M1 2WD

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Complaints procedure for parents and service users

There is a fair way of dealing with issues as they arise in an informal way, but parents may wish to exercise their right to make a formal complaint. They are informed of the procedure to do this and complaints are responded to in a timely way. The same procedures apply to agencies who may have a grievance or complaint.

Parents

- If a parent is unhappy about any aspect of their child's care or how he/she feels he/she has been treated, this should be discussed with the child's key person. The key person will listen
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to the parent and acknowledge what he/she is unhappy about. The key person will offer an explanation and an apology if appropriate. The issue and how it was resolved is recorded in the child's file and Complaint Investigation Record. The recording will also make clear whether the issue being raised relates to a concern about quality of the service or practice, or a complaint. For allegations relating to serious harm to a child caused by a member of staff or volunteer procedure for Allegations against staff, volunteers or agency staff will be followed.

- If the parent is not happy with the key person's response or wishes to complain about the key person or any other member of staff, he/she will be directed to the setting manager. Some parents will want to make a written complaint; others will prefer to make it verbally, in which case the setting manager writes down the main issues of the complaint using the Complaint Investigation Record and keeps it in the child's file.
 - The setting manager will investigate the complaint and provide time to feedback to the parent within 28 days. A confidential written report of the investigation is kept in the child's file if the complaint relates directly to a child.
 - If the parent is still not satisfied, or if the complaint is about the setting manager, the setting manager is asked to forward their complaint verbally or in writing to their trustees
 - If the parent is still not satisfied, then he/she is entitled to appeal the outcome verbally or in writing to the setting manager who will pass the matter on to the trustees for further investigation, who will respond to the parent within a further 14 days.
-

- If the complainant believes that the matter has not been resolved and there has been a breach of the EYFS requirements they are entitled to make a complaint to Ofsted. The manager will assist in any complaint investigation as well as in producing documentation that records the steps that were taken in response to the original complaint.
- The setting manager ensures that parents know they can complain to Ofsted by telephone or in writing at any time as follows:

Applications, Regulatory and Contact (ARC) Team, Ofsted,
Piccadilly Gate, Store Street, Manchester M1 2WD or telephone:
0300 123 1231

Agencies

- If an individual from another agency wishes to make a formal complaint about a member of staff or any practice of the setting, it should be made in writing to the setting manager.
 - The complaint is acknowledged in writing within 10 days of receiving it.
 - The setting manager investigates the matter and meets with the individual to discuss the matter further within 28 days of the complaint being received.
 - An agreement needs to be reached to resolve the matter.
 - If agreement is not reached, the complainant may write to the setting trustees, who acknowledges the complaint within 5 days and reports back within 14 days.
-

Ofsted complaints record

- Legislation requires settings to keep a record of complaints and disclose these to Ofsted at inspection, or if requested by Ofsted at any other time.
- The record of complaints is a summative record only.

A record of complaints will be kept for at least 3 years.

- In all cases where a complaint is upheld a review will be undertaken by the owners/directors/trustees to look for ways to improve practice where it is required.

Further guidance

[Complaint Investigation Record](#)

Last Reviewed Jan 2026
Next Review Jan 2027

Kiveton and Wales Nursery

Packed lunch policy

To grow and stay healthy at Kiveton and Wales Nursery we follow the advice given in the Healthy Foundations guidelines.

Policy for Packed Lunches (brought in from home), these must be cold, only children who access full days can have a meal reheated at teatime.

Introduction

To grow and stay healthy children need to eat a nutritionally well balanced

diet. Early years settings are influential and can contribute significantly to improving the health and well-being of young children.

Good nutrition in childhood can help to prevent a variety of health problems,

both in the short term and later in life. There is increasing concern that many

children are consuming too much fat, sugar and salt and too little fibre, fruit

and vegetables.

Packed lunches can contribute to almost a third of a child's weekly food intake

and therefore need to be balanced and nutritious.

Aim

To ensure that packed lunches (brought in from home) are healthy and well balanced.

Rationale:

To positively promote the health and well being of all children. Work around healthy eating is a high priority of the New Statutory Framework 2023 under "Health".

To encourage healthy eating habits from an early age and improve the

overall nutrition of children

The short term effects of unhealthy packed lunches and food intake can include poor growth, tooth decay, obesity, anaemia, constipation, poor concentration and behavioural problems which may have an impact on a child's learning.

The longer term effects of a poor diet in childhood can be obesity, and an increased risk of stroke, cancer, heart disease and diabetes in adulthood.

Objectives

To improve the nutritional quality of packed lunches and the eating habits of children at lunchtimes

To develop an awareness in children, parents, staff and the wider community that our setting takes a pro-active approach to promoting healthy eating.

To encourage healthy eating habits in childhood that can influence health and well being in later life.

Implementation

This packed lunch policy fits within a wider context of promoting a whole

setting approach to food and healthy eating.

Children's packed lunches should be based on the 'Eatwell Guide' model which shows items from the 5 main food groups (Note; one food group for fat, salt and sugar has been removed from the main guide to emphasise that these are not considered as a necessary part of a healthy diet); (Public Health England 2016).

Bread, Rice, Potatoes, Pasta

These starchy foods are a healthy source of energy. Packed lunches should include 2 or more portions.

Fruit and Vegetables

These foods provide vitamins, minerals and fibre. Lunches should include at least 1 portion of fruit and 1 portion of vegetables / salad, or more.

Milk and Dairy foods

These foods provide calcium for healthy bones and teeth. Include 1 portion at lunch

Meat, Meat substitute, Fish, Eggs, Beans

These foods provide protein for growth. Packed lunches should include 1 portion of these foods

Foods and drinks high in fat and / or sugar

It is important not to fill up on too many foods that are high in fat and /

or sugar at the expense of other more nutritious foods. Limiting high

fat and sugar foods will help protect young people from becoming overweight as well as helping prevent tooth decay, heart disease, stroke, and diabetes. This is why sweets, chocolate (in any form, including chocolate yoghurt), cakes/buns, biscuits, squash, fruit juice, flavoured water and fizzy drinks are not allowed in our nursery. Please support us by not including these items in a packed lunch.

Drinks - We ask that you don't put a drink in the packed lunch as we will provide a drink for the children throughout the session/day, this will be milk or water.

Waste and Disposal

We will (within reason) send any uneaten packed lunch food items back home. The rationale for this is that parents can also monitor what their child has consumed during the day and then raise any concerns over their child's food intake with our staff.

Promotion of Healthy Packed Lunches

There will be ongoing promotion of the need to provide healthy packed lunches though:

Newsletters /emails and links to relevant websites to find recipes and relevant information

Packed Lunch Policy

Healthy eating activities

Parents evenings

Healthy Hints

Packed Lunch Containers

It is the responsibility of the parents / carers to provide an appropriate packed lunch container where food items can be stored securely and appropriately until the lunchtime period. Parents are advised to include an ice pack. Food products prepared and stored in ambient temperatures after a period of time can have increased levels of bacteria in them.

Storage of Packed Lunches

Nursery will provide a storage trolley for packed lunch bags, in the

most convenient and appropriate place possible. However the nursery cannot provide cooled storage areas and therefore cannot take legal responsibility for foods prepared at home and then brought into school.

Dining Facilities

The nursery provides an appropriate area where children can eat their packed lunch and a plate, appropriate cutlery, cup and drink.

Monitoring and Evaluation

The nursery will carry out monitoring of packed lunch provision. Items placed in lunchboxes which we would class as high in sugar, salt or fat (as stated above) will be monitored by staff. The items that repeatedly go against our lunchbox policy, will be dealt with in a sensitive manner through discussion and offering alternatives as guidance only. However, termly reminders will be sent via email with updates and relevant information regarding anything to do with Healthy Foundations. We appreciate and acknowledge efforts for complying with our policy.

OfSTED are required to report on how the school promotes the personal development and wellbeing of all pupils - this may include food provision including packed lunches brought into school.

In order to achieve The Healthy Foundations Accreditation we are required to

"ensure healthier food and drink"

"ensure healthier food and drink options are available and promoted at breakfast, snack, lunchtimes and tea"

Last Reviewed - May 2026
Next Review Jan 2027

INFORMATION FOR PARENTS

Introduce staff and give their qualifications

Ofsted Inspection

Nursery Policies- go through briefly, advised to read, mention sickness policy (not allowed back into setting until at least 48 hours after last bout of sickness or diarrhoea) & medication.

Planning- Explain Focus children and how it works.

A Progress Check will be done on all children between the ages of 2 and 3. This will be shared with parents.

Fair processing notice

Name cards – On beginning Nursery all children will be given a name card with a picture on. The picture will be removed once the child can recognise their name.

Lunch times/Tea times, hot & cold, (only cold lunches served, but children may bring a tea which needs reheating. If children have tea at home they will be given a snack) School dinners available Term time for extra charge.

Fees & session times – Mention tax free child care, nursery is registered- parents pay £80% and government top up.

Retainer of 4 weeks fees is to be paid before starting. This retainer is your four weeks notice, which must be given in writing. If your child is accessing funded sessions only, please be aware that four weeks written notice is still required. You will be asked to sign your funding form for the following term during the term currently being accessed.

Reminder automatically sent out for outstanding fees.

Funded places- when and how much- possibility to pay a top up fee

Changing facilities – explain and show- spare clothes

Collection of children- nobody under 16 and let us know if someone different is picking up – password

Committee – We would like to make you aware that as a parent of a child attending our setting, you are invited to join our Committee. If you require any further information, please see either Joanne or Gaynor.

PTO

Website – www.kwn.org.uk – don't sign for photos if you don't want it to appear.

If you have any concerns regarding your child's well-being or the systems and routines of the Pre-school, we would ask that you discuss these with a member of staff.

We ask that you do not discuss issues connected to Nursery or relating to staff members on any Social Networking sites.

We must inform you that, if we have any concerns regarding your child, this will be logged. If we have three logged incidents then we have a legal obligation to refer this to MASH (Multi Agency Safeguarding Hub). If we have any serious concerns, this will be referred immediately.

In Nursery all staff Have certain roles and responsibilities these roles are placed on the key person boards outside each room these include the role of SENCO (Special Educational Needs Co-ordinator, whose role is to work with all staff and support children with SEN or disabilities.

Car Parking - Who can park and where.

TAPESTRY-Account gets set up on transition, parents will be shown how to use it. Ask for any additional parent to be added.

Used for parental input.

Healthy Foundations - Lunchboxes items and we provide milk and water so no need to provide juice

Parents or carers should inform the setting that day if a child is not going to be in, otherwise the procedure will be to phone you.

Signed

Date.....

INFORMATION FOR PARENTS – BABY ROOM

Introduce Staff - Baby room and levels of qualification

OFSTED - Achieved Outstanding in our latest inspection in 2024

Policies - (advise that policies are available in the corridor to read and on our website)

Milk - Parents provide a tub or individual pots of powdered milk labelled with name and amount of powder by ounce and provide sterilised empty bottles.

Can your child have Cow's milk?

Sleep - We have sleep beds / mats and cots available - We do not wake up children and they sleep when they are ready - work to their routine. We cannot spend extended periods of time getting a child to sleep, after 5-10 mins if not signs of sleepiness they will be sent to play and tried again later.

Any comfort/ dummy needed for your child?

Food - Parents provide all food as long as it is cooked and we can reheat, or can order a hot lunch (school gid) which you will be signed up for or provide a packed lunch. Breakfast is available to 9 but in the baby room this can be flexible and snacks will be provided. Milk and water will be provided, so no drinks are needed other than powdered milk.

Illness - 48 hour policy for sickness and diarrhoea, Chicken pox until scabs have healed, conjunctivitis until stopped gunking, high temp of 38 and above will be sent home and unexplained rashes to be checked out by a pharmacist or doctor before returning.

Transitions - We tailor these depending on the child and how they settle. A minimum of 3 or more if necessary. Paperwork is usually completed on the first visit with parents/ carers. Further transitions will be organised, with a final one of 2 and a half hours, where the child will come over a mealtime / nappy changing time before they are able to start.

Medication - Medication to be given to staff, not left in the child's bag and this can be prescribed medication only (No calpol is allowed). A medication form to be filled in if your child needs medication whilst with us. (Explain Ongoing Medication forms). We will allow herbal medication such as teething crystals and Bonjela for teething purposes.

Any known allergies for your child: _____

Healthy Foundations - Explain our accreditation (Gold - 2025) - no biscuits, chocolate in any form or sweets, cakes or juice. Healthy hints slip may be put in the lunchbox, this is only advisory. Certain celebrations we will allow for cakes / food in chocolate form for our christmas parties, childrens birthdays etc.

Nappies - Parents to supply all nappies, wipes, creams (sun cream in summer) - these to be _____ labelled with the child's name in their own bag. We do have spare available.

Baskets - We provide a box for each child where we store their personal items such as dummies, clothes, drinks etc.

Books - Explain about photo albums, can send these through Tapestry or email.

Daily care sheets - Explain

Planning - Plan for individual children, each child will be assigned a key person and be responsible for their individual file and assessment (confidential) which the parent can access anytime. Your child will be observed and assessed.

Tapestry is a platform you'll be set up on and what we use to share observations/ write up from parent reviews etc. We would appreciate your involvement from home. Each key person aims to organise a parent review for on track and not on track each term.

Working with Toddler Room - May access their outdoors.

Committee - We would like to make you aware that, as a parent of a child attending our _____ setting, you are invited to join our Committee.. If you require any further information about this, please see Joanne, Gaynor or Karen (Office).

Fees - Look on *Best Start to life* - Mention tax free childcare - Parents pay £80% government top up.

- 4 weeks payable in advance (Retainer) if paying or stretching (sometimes depending on hours) and will be returned through the last 4 weeks of your child's contract. We do not offer grace periods for holidays and can not swap sessions, these can only be added on if there is space.

- Fees to be paid weekly or in advance. Reminders will be sent for late payments. Any concerns speak to management or Karen
- Fees are still payable if your child is absent through sickness.

Session Times - Explain session times - 7.45am - 12.45pm and 12.45pm - 5.45pm. Remind parents to only arrive from 7.45am and not to leave their child before this time.

Collection of children - No child will be released to anyone under the age of 16 and a password is needed for anyone collecting a child who is unfamiliar to staff as all staff answer the door.

Walks - We go on walks around the village - please make sure to circle NO on health form if you do not wish your child to go on walks.

Website - www.kwn.org.uk - Circle NO on health form for no photos if you don't want it to appear. If you have any concerns regarding your child's well-being or the systems and routines of the Nursery, we would ask that you discuss these with a member of staff.

Issues - We ask that you do not discuss issues connected to Nursery or relating to staff members on any Social Networking sites. Mention *Open door policy*.

Safeguarding - We must inform you that, if we have any concerns regarding your child, this will be logged. If we have three logged incidents then we have a legal obligation to refer this to MASH (Multi Agency Safeguarding Hub). If we have any serious concerns, this will be referred to them immediately.

SENCO / Roles of staff - In the Nursery all staff have certain roles and responsibilities. These roles are placed on the wall next to the entrance door; these include the role of SENCO (Special Educational Needs Co-ordinator, whose role is to work with all staff and support children with SEN or disabilities.

Car Parking - Park in a nursery bay. DO NOT park in the yellow zig zag space in front of the baby room ramp / door as this is the fire exit. The barrier is out of our control if the phone line is busy / bad weather. Please park outside of the nursery on Storth Lane / Chestnut Avenue.

Toothbrushing Consent - A consent form is to be signed to take part in a toothbrushing club. Explain what we do.

Absence - Parents or carers should inform the setting as soon as possible if a child is not going to be on the day they are due or if going on holiday etc,

otherwise the procedure will be to phone you if it is a period of time after your usual drop off time.

Signed Date.....