










# TinyToes Nursery Staff Handbook



# Contents





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## Key Contact Details


### NURSERY ADDRESS

 59 Ware Road, Hoddesdon, EN11 9AB

 The Forum, Paul Close, Hammondstreet Road, Cheshunt, EN7 6DX




















### NURSERY PHONE NUMBER

 01992 450437

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### OFSTED CONTACT NUMBER

 0300 123 1231

-  **Nursery Contact Details**
-  **Introduction**
-  **Organisation Chart**
-  **Roles And Responsibilities**
-  **How You Will Work**
-  **Rota Procedures**
-  **Staff Sickness**
-  **Annual Leave**
-  **Daily Routine**
-  **Trips, Visits, And Play Outdoors**
-  **Housekeeping**
-  **Employment Terms and Conditions**
-  **Staff Related Policies**
-  **Other Policies**
-  **Our Aims**
-  **Key Document Templates**
  - Annual Leave Request Form
  - Time Sheet
  - Garden Risk Assessment
  - Sleep chart
  - Nappy changing chart
  - Dietary Requirement Chart
  - All About Me Form
  - Report of Concern
  - Supervision Records
-  **Other Key Documents**
  - Risk Assessments
  - De-escalation Script
  - Cleaning Schedules
  - 10 Commandments
  - Nursery Ethos
  - Recognise, Respond, Report Poster
-  **Safeguarding Duty**
-  **Staff Wellbeing**

# Introduction

The purpose of this staff handbook is to aid new and current staff to familiarise themselves with various aspects of their work environment. The intention is for staff to access the staff handbook from a designated location online rather than a download or print out in order to ensure that the latest version and most up to date information is being referred to.

You should find that the staff handbook helps you to learn how the Nursery works and give you an opportunity to find out about your rights and responsibilities as an employee. At the end of the handbook, you are provided with examples of various proformas, and documents used in the Nursery. As with the rest of the staff handbook every effort will be made to update these as soon as there are any changes to any of the documents so that the latest version is provided.

Not everything can be included in this handbook, if you need more information then you should refer to other more detailed documentation such as the Nursery's policies or discuss with a member of the Senior Management Team.

## Organisation Chart

Directors				
Elias Xenophontos Elias@tinytoesnursery.co.uk Elias@tinytotsdaycarenursery.co.uk		Loucas Xenophontos Loucas@tinytoesnursery.co.uk		
Curriculum and Practice Director	Toes Manager	Toes Deputy Manager / Assistant Managers	Operations Manager/ Administrators	
Laura Dimmock Laura@tinytoesnursery.co.uk	Serena Whaley manager@tinytoesnursery.co.uk	Mikki Ellis-Martin deputy@tinytoesnursery.co.uk	Katie Aldous operations@tinytoesnursery.co.uk	
		Lauren King / Kayleigh Newland assistantmanager@tinytoesnursery.co.uk	Emily Doherty Emily @tinytoesnursery.co.uk	Alexandra Xenophontos Alexandra @tinytoesnursery.co.uk
Tots Parent Partnership Manager	Tots Manager	Tots Deputy Manager	Community Champion Toes Parent Partnership	
Audrey Xenophontos Audrey@tinytoesnursery.co.uk	Demi Evridipou manager@tinytotsdaycarenursery.co.uk	Sophie Lander Deputy1@tinytotsdaycarenursery.co.uk	Katherine Sheridan partnerships@tinytoesnursery.co.uk	
Room structure Toes				
Noah’s Ark- Pre-school		Little Explorers-Toddlers		Piglets – Babies
Leighanne Paige-Bull		Kayleigh Newland		Becky Slater
Elizabeth, Freddy, Katherine, Macy		Amy, Annabel, Katia, Maria		Emily, Lauren, Macie, Willow
		Chloe, Ellie, Tejona		
Room structure Tots				
Pre-school		Toddlers		Babies
Maria Evridipou		Becci Sayers, Courtney Cable		Paige Fane
Bibs, Melissa, Sakky, Zoe		Anastasia, Billie, Kate		Dee, Esengul, Jenny
		Sarah, Sophie		

# Roles and Responsibilities



<b>Safeguarding Lead</b>	<b>Laura Dimmock</b>
<b>Safeguarding Deputies</b>	<b>Katie Aldous, Mikki Ellis-Martin, Serena Whaley, Sophie March</b>
<b>Finance</b>	<b>Loucas Xenophontos</b>
<b>Operations/Facilitator</b>	<b>Katie Aldous</b>
<b>Accounts/HR Administration</b>	<b>Alexandra Xenophontos, Emily Doherty</b>
<b>Health and Safety / Fire Safety</b>	<b>Elias Xenophontos</b>
<b>Staff Well Being</b>	<b>Katie Aldous, Loucas Xenophontos</b>
<b>Equal opportunities &amp; EAL</b>	<b>Laura Dimmock</b>
<b>Behaviour Management</b>	<b>Kayleigh Newland</b>
<b>Community Champion</b>	<b>Katherine Sheridan</b>
<b>SENCO</b>	<b>Serena Whaley, Maria Evridipou</b>
<b>I.T</b>	<b>Andreas Michaelides, Michael Nicolaides</b>
<b>Building</b>	<b>Jimmy Morfoulis, Andreas Michaelides</b>
<b>Marketing &amp; Events</b>	<b>Courtney Cable, Elias Xenophontos</b>
<b>Kitchen and Housekeeping</b>	<b>Andri Ioannou, Bibs Christian, Carole Turner, Jodie Stamp, Kay Branch, Sophie Godwin, Trisha Dimmock</b>
<b>Panco</b>	<b>Mikki Ellis-Martin</b>



# How you will work

## Induction & Probation

You will receive induction training when you start working for the Nursery to help you become comfortable at the Nursery as soon as possible. During the induction training you will be asked to sign to say that you have understood and agree to follow the policies and procedures of the Nursery. New staff will be subject to a 6-month probation period with regular reviews including at 3 months. Probation periods may be extended if necessary.

## DBS and Criminal Offences

You will be required to subscribe to the DBS update service or sign an 'Annual Self Declaration Disclosure' on a yearly basis. It is the individual's responsibility to inform the Nursery if there are any changes to their personal circumstances and criminal records that could affect their suitability to work with children.

## Common Purpose

You will work as part of a team to constantly improve the Nursery. You have a role and contribution to make, together with the rest of the team, to achieving this common purpose.

## The Ten Commandments

You will follow the Nursery's '10 commandments', which describe the behaviour and attitudes that are valued at the Nursery, aiming to make a positive contribution to the Nursery. You will be able to nominate colleagues for recognition and rewards in a monthly scheme in which you too could be nominated and recognised and rewarded.

## Professionalism

You will represent the Nursery, so you must consider how your actions, including while not on duty, could be interpreted by parents, colleagues and the wider community. You should act in a way that will maintain and enhance the reputation of the Nursery. You should have high standards and be able to recognise and respond when some aspect of the nursery slips below acceptable standards.

## Communication

You will communicate with children, parents and colleagues daily: face to face, on the phone and in writing through emails and Eylog. You should remember to be an active listener, picking up on subconscious signals communicated to you by children, but also with adults that you deal with. You should avoid conflict, de-escalate potential conflict and remain calm. You should take care to express yourself clearly, professionally and tactfully, avoiding appearing being over familiar, glib or dismissive.

## Health & Safety







You have a legal responsibility to comply with health & safety guidance given by the Nursery and to not act in any way that endangers the health & safety of yourself or others. The health & safety of everybody in the Nursery is a serious priority and you should take it very seriously. You must ensure that you are familiar with the written risk assessments within the Nursery and be carrying out dynamic risk assessments on your environment, on a continuous basis. You should be looking out for any potential hazards arising and be ready to intervene to maintain health & safety standards. Staff are expected to remain calm, mindful and focused, in the face of the usual pressures and stresses of working in a nursery, in order that they can ensure children are always safe.

## Manual Lifting

You will sometimes have to lift objects and children. At such times, please ensure that you are following the Nursery's Manual Lifting Policy. Lifting heavy objects is potentially hazardous and could lead to injury and having to be off work. Do not do any manual lifting until you are familiar with the manual lifting techniques explained in the policy.

## Staff Uniform

You will wear staff uniform while on duty. You will be provided with at least 2 polo shirts and if required, a fleece top, sweater, coat and T-shirts. You should wear sensible non-slip flat shoes/trainers; slippers should be smart with no holes. Smart casual dress is required consisting of plain trousers, leggings, skirts or tailored shorts. You are expected to always maintain a high standard of dress and personal hygiene whilst engaged on company business. The purpose of wearing uniform is to look smart and look part of a team that is easily recognisable. The following uniform rules apply:

-  No jeans or tracksuits are to be worn.
-  No heavy make-up.
-  No heavy jewellery, which could harm the children, is to be worn.
-  No long fingernails.
-  No smoking in uniform.
-  No non-uniform worn on outer layer over uniform.

## Cleaning & Infection Control

You will be maintaining hygiene and cleanliness to reduce the spread of infection. You must follow cleaning schedules and ensure that cleaning, washing, laundering and tidying up are carried out throughout the day. You should ensure that cleaning products are used safely and out of the reach of children.

## Food Handling

You will be handling food so you must comply with food hygiene regulations regarding washing of hands and PPE. You must get familiar with any allergies and special dietary requirements of all children attending the Nursery. You are encouraged to eat your lunch with children at mealtimes and are welcome to any food leftovers not consumed by children. You should encourage children to try foods and promote healthy eating attitudes. You should monitor children closely at mealtimes to prevent any accidents related to choking, allergens, burns from hot food or anything else. You should never leave children unsupervised while they are eating.

## Record Keeping

You will be using paper records for some aspects of your work such as sleep checks, nappy changing charts, cleaning schedules etc. You should ensure that you log all information required to maintain the quality of nursery records. You should make every effort to ensure that the spelling, punctuation and grammar of your writing is correct.



### Eylog

You will be provided with your own user account and password for Eylog, our online learning journal. You will use tablets and laptops to record a range of information about children on Eylog including observations, daily diaries and accident reports. This must be done in a timely and accurate manner so that it is useful for parents and colleagues.

[www.tinytoesnursery.eylog.co.uk](http://www.tinytoesnursery.eylog.co.uk)



### Incident Register App

You will use an in-house Incident Register App, you will be provided with details of the shared staff user account and password to record incidents and raise issues for SMT to action. This should be used when you have a concern or noticed a problem or want something looked at or changed.

[www.tinytoesnursery.ddns.net/login](http://www.tinytoesnursery.ddns.net/login)

## Confidentiality

You will respect the privacy of others and maintain confidentiality where you are privy to sensitive information through your work. You should avoid gossiping with colleagues about anything related to the Nursery. You must not leave confidential information where it can be seen by others either on paper or on a device.

## Personal Possessions

You must ensure that your mobile phone and other smart devices are not taken into areas where children are visible. Lockers are available for you to keep your phones and valuables on site. You should avoid storing personal possessions/clothing at the Nursery as there is limited storage space for staff.

### Staff Meetings, Parent Consultations and Events

You will on occasion be required to attend work at times outside of normal work hours. You must attend a monthly staff meeting, usually on a set day and week each month. Staff meetings are used to deliver training, share information and to announce Reward and Recognition winners. You may be required to attend parent consultations and other events such as open days, trade shows and training days on weekends. You will be given Time Off in Lieu of any time you attend on such events.

### Facebook and Whatsapp Groups

You will be added to the Team closed Facebook group which is used for inter-staff communication and sharing of rotas, documents and updates to policies and procedures. You will also be added to the Staff and Parent Facebook page which is mainly used to communicate general information to parents. There are a number of Whatsapp groups within the nursery, you may be invited to join a room or project related Whatsapp group if relevant to you.

### CPD

You will take part in regular supervision meetings with a member of the Senior Management Team, this will give you an opportunity to reflect on your practice and to identify training needs. You will be expected to attend training booked for you and to incorporate into your practice at work, this might involve team training on site or individual training from providers off site or on-line. You will be given 'time out' periods to work on CPD, planning and reporting.



### NoodleNow

You will be given your own user login and password to this online training portal where you can take courses to help your development as a practitioner independently or from discussions of your training needs.

[www.elearning.noodlenow.co.uk](http://www.elearning.noodlenow.co.uk)

### Staff Room

You will have access to a staff room where you will be able to use the staff refrigerator, microwave and kettle. You should tidy up after use and contribute to keeping the staff room tidy. There is also a workspace and laptop for staff use.

### Nursery Ethos

Our ethos encapsulates what the Nursery stands for and the values shared by all the staff that work here. You will see the ethos displayed around the Nursery so that you are reminded and inspired to live out the values enshrined in the ethos which is shown below:

- *We are a family business, and we strive to make everyone in the business feel like part of the family. This gives us outstanding continuity of staff and children that know that the staff will always be there to make them feel safe and cared for just like in their families at home.*
- *We are inspired by children's natural instinct to learn, discover and play, and alongside our external providers and community partners, we give children new and varied experiences so that they can be their most curious selves.*
- *We encourage each child to reach their full potential by demonstrating a love for nature, sport, art, music and the cultures around us. We value every person, and we model behaviour through tolerance, respect and love for others.*
- *We have fun making memories together so that our friendships are deep and long-lasting.*



# Rota Procedures

The Nursery Manager produces a weekly rota which will show the shifts that week for each member of staff. The rota is put together to ensure that staffing is appropriate for each room throughout the day, considering ratios and absences. You are allocated shifts in accordance with your contract. The standard hours are 8 or 9 hours per day, with a mixture of start times, with an hour lunch break. The rota is uploaded to the Staff Facebook page, a week ahead, so that you can check your shifts. If there are any issues with the rota these should be raised with the Nursery Manager immediately.



## Staff Sickness

Where you are unable to come to work for a shift or where you are going to be late for a shift, you will inform the Nursery Manager or another member of the Senior Management Team as soon as possible, where this is out of Nursery hours you can make contact by messaging in writing, but you should not assume that the message has been received unless a reply is received. If you are reporting absence on the day, and you have not previously received a reply to any previous messages sent on previous days, this must be done by phoning the Nursery landline number between 7.15am - 7.30am and speaking to the most senior member of staff on site. Please note that you should ensure that sick leave is advised in person and not by a third person.

By 2pm on a day of an absence, you must inform a member of SMT whether you will be able to do the following day's shift, it is your responsibility to ensure that the Nursery Manager or a member of SMT are informed by 2p.m. and that any messages sent have been received.

If you are absent with sickness for more than 3 days you will qualify for statutory sick pay and you will be required to complete a return-to-work form, a SSP form and provide a doctor's certificate.

After any absences due to sickness, a return-to-work meeting will be arranged with the Nursery Manager to discuss causes and effects, and to identify if working arrangements need modification.



# Annual Leave

You can request annual leave using a holiday request form, you should give a minimum of 2 weeks' notice before the start date. You can request up to a maximum of 10 days at a time, approval is at the Nursery Manager's discretion and cannot always be granted so do not book holidays without getting approval for annual leave first.

You are expected to ensure that appointments to visit the doctor, dentist, hospital etc. are made in your own time and outside normal working hours unless prior arrangements have been made with the Nursery Manager. If this is not reasonably practicable, time off work will be permitted to attend such appointments providing that the appointment is substantiated with an appointment card (if requested) and the timing of the appointment causes as little disruption as possible.



## Pay

You will be paid on the 5th of each month by Bacs transfer into your nominated bank account. The Nursery Manager will record any hours worked/not worked in variation to your contracted hours, this is used to calculate your hours worked and pay for the month. You may be required to record your own hours on a time sheet to be submitted at the end of each month instead.



# Daily Routine

(Tots times where different to Toes in brackets)

7.15am	Nursery opens and breakfast prepared by opening staff
7.30am	Children begin to be dropped off
7.30am – 9.30am	Staff arrive for their staggered shifts. On entering the building, staff must sign in (visitors sign in and out in a separate Visitor's sheet).
8.15am	Breakfast over
9.50am / (10am)	Morning Snack is served
11.30am	Lunch served for Piglets (babies)
11.50am / (11.30am)	Lunch served for Little Explorers (toddlers) and Noah's Ark (Preschool)
12-2pm	Staff take staggered hour lunch breaks
12.30pm	Lunch cleared up and sleep time organised for children that have a sleep
1.00pm	Morning children picked up and Afternoon children dropped off
1.50pm / (2pm)	Afternoon snack is served
3.50pm / (4pm)	Tea is served
2.30pm - 6.30pm	Staff leave at the end of their staggered shifts (on leaving the building staff must sign out (this applies if leaving the premises for lunch or any other reason.
5pm	Staff begin room shutdowns involving, tidying, cleaning, disinfecting, and preparing room for the following day.
6.30pm / (6pm)	Room shutdowns finished and Nursery closes

There are also several weekly scheduled sessions provided by external session providers that will form a regular part of the weekly routine.

Although routine is important for children, the routine can be modified to enable activities to continue without interruption if required. Staff should always supervise children closely and interact appropriately. The level of staff-led interaction should vary to incorporate times where:

- Staff are leading an activity/discussion which children are following.
- Staff are participating in an activity/discussion but allowing children to direct play naturally according to their interests, participating on invitation with comments and suggestions.
- Staff are observing children in an activity/discussion so that they are encouraged to be independent and creative in choosing how to play and explore, the focus of staff is on learning about the children.

Staff must allow opportunities for periods of free play, child-led and teacher-led play. Staff should ensure that an enabling environment is maintained, ensuring that play stations in the continuous provision for children are inviting, properly resourced and replenished. Staff are expected to supplement the continuous provision with activities set up aligning with the 3Is:

- Intention (what's the purpose/what skills and learning are you trying to develop).
- Implementation (what's the method/how does the activity target the skills and learning).
- Impact (what's the outcome/have skills and learning developed, what's next).

# Trips, Visits, And Play Outdoors

Opportunities are provided during the day for children to play outdoors, this is not limited to just the gardens but also with trips outside of the Nursery to local parks, woods, and green spaces.

The Nursery encourages staff to organise visits to partners within the community such as care homes, libraries, businesses, farms, theatres etc.

Trips and visits need to be planned carefully and risk assessed. Regular trips will have already prepared risk assessments, but ad hoc trips will need to have a new risk assessment completed subject to a pre-visit assessment of the site by the trip organiser.

For all trips and visits, an Outings Form must be completed detailing the trip/visit and a copy must be left with the Nursery office before departure and a copy must be kept by the trip organiser during the trip.



# Housekeeping

The Nursery employs housekeeping, kitchen as well as office staff. There is a utility room which contains a washing machine and tumble dryer.



## Meals

Meals for children are prepared for each room in the kitchen and taken to rooms with plates and cutlery on trays/trolleys. Trays and trolleys should be returned to the kitchen ASAP so that Kitchen staff can get the washing up done for the next mealtime. Children's water cups can be washed in room, but they can also be sent to the kitchen for washing up.



## Laundrying

Laundrying is important as part of infection control within the Nursery. Bacteria and germs can thrive in dirty/damp fabric and then spread. It is important that items for washing are removed from rooms and put into laundry containers and not left lying around.



## PPE

PPE is important as part of infection control within the Nursery. Disposable gloves, disposable aprons, disposable masks, nappy sacks are required when handling food, changing nappies, cleaning toilets, handling waste etc. Once used, disposable PPE should be put into lidded bins so that germs and bacteria are contained and less likely to spread. PPE should be worn to clear up any human waste such as faeces, urine and vomit and this should be double bagged and then put straight into an external bin. Dirty nappies should be put immediately into a lidded nappy bin which should be emptied at the end of each day, and additionally during the day if required.





## Flannels and Towels

Flannels should be used to clean children's hands and faces regularly throughout the day. Flannels should not be shared and should go straight into a laundry basket after use. Towels are used to dry wet children and for use in water play and should be laundered after each use.



## Bedding

Bedding such as sheets and blankets are kept in the sleep room. Bedding should not be shared, and each child's bedding should be kept separately in labelled sleep bags between use until laundered. When bedding becomes stained or dirty, it should be removed and put in for laundering, otherwise it will be collected for laundering once per week.



## Soft furnishings

Room pillowcases, blankets and throws should be laundered at least once per week. They can also be sprayed with an appropriate cleaner. Mats and rugs should be shaken out and vacuumed at least once per day and efforts should be made to move them out of the way of messy activities that will stain or get clogged in them.



## Children's Clothing

Children have a designated peg for their bags and clothes, which should be used to prevent clothes being mixed up and lost. Staff need to be familiar with each child's clothing and bags for cases where they get mixed up. Soiled clothing should be put into a labelled sealed bag/sack and returned to parents on pick up on the same day. Used spare clothes should be laundered after each use. If it is necessary to put something in for laundering or tumble drying that belongs to a child, it is important that this does not get lost, so staff must remember to collect it, laundry pens are available for labelling children's clothes.

# Employment Terms and Conditions

This staff handbook and the Nursery's policies supplement the employment contract that you will have signed to outline the full employment terms and conditions for all employees. Where there are individual variations, these will be indicated in the individual's signed contract. All employees are required to sign a copy of their contract to confirm that they have read, understood and accepted the full range of employment terms and conditions set out in this handbook and in the Nursery's policies.

Employees are expected, as part of their role, to read up and comply with the Nursery's policies. Updated versions of the Nursery's policies are available on the nursery website. Policies and procedures may need to be amended or updated to respond to changing circumstances. When these changes occur, employees will be informed and provided with access to updated versions. If you have any questions about the contents of any policy or procedure, you should discuss with a member of the Senior Management Team.

The Nursery relies on staff complying with the terms and conditions of their contract and the Nursery's policies in order to run smoothly and comply with legal requirements. The Nursery's approach is to support staff in meeting expected standards and contractual obligations to the Nursery. On occasion, this could involve initiating the formal disciplinary process to address concerns and agree resolutions. The Disciplinary & Grievance Policy outlines the processes involved and rights of employees, it is important that this policy is referred to by employees so that they are familiar and clear regarding how the Nursery deals with concerns about staff performance and conduct. Equally, it is important that employees are familiar with the processes and rights of employees when they want to raise a dispute with the Nursery regarding their treatment.

# Staff Related Policies

The 17 Nursery policies listed below directly relate to employment terms and conditions. All the Nursery's policies are available on the Nursery website.



**Adoption**



**Annual Leave**



**Confidentiality**



**Dress Code**



**Disciplinary and  
Grievance**



**Equal Opportunities  
and Inclusion**



**Family Working**



**Induction**



**Maternity**



**Management Right  
to Search**



**Menopause Policy**



**Paternity**



**Retirement and  
Redundancy**



**Staff Conduct**



**Staff Sickness and  
Absence**



**Staff Smoking and  
Drinking**

# Other Policies

As well as the above listed policies, the Nursery has additional policies that you must follow, these policies can also be found on the Nursery website. These policies set out the conduct and behaviour expected in relation to safeguarding, childcare, data handling and health & safety.

# Our Aims

The nursery incorporates the Early Years Foundation Stage (EYFS) framework to support and develop children's play and learning. Our main aims include:

## 1. To provide a safe and secure environment

- To prevent unauthorised access
- To provide and procure resources that are safe to use
- To provide learning areas that are safe, clean and fit for use by children
- To prevent harm from hazardous substances and elements including fire
- Being prepared for dealing with crisis

### Relevant Policies

- |                     |                          |
|---------------------|--------------------------|
| • Accidents         | • First Aid              |
| • CCTV              | • Health & Safety        |
| • Child Ratio       | • Lockdown               |
| • COSHH             | • Outings                |
| • Critical Incident | • Visitor and Contractor |
| • Fire Safety       |                          |

## 2. To keep children fed, hydrated, rested and healthy

- To ensure children eat food that is nutritious
- To ensure children are hydrated
- To ensure food handling is hygienic and the risk of contamination is minimised.
- To avoid allergens being given to children

### Relevant Policies

- |                               |                                  |
|-------------------------------|----------------------------------|
| • Allergies                   | • Mealtime                       |
| • Child Sickness & Illness    | • Medication                     |
| • Covid and Infection Control | • Milk and Baby Food Prep Policy |
| • Food Serving & Hygiene      | • Rest & Sleep                   |



### 3. To maintain safeguarding standards

- Having strong bonds with and knowing our children
- Communicating well with colleagues, parents and external bodies
- Providing guidance and support to parents
- Promoting vigilance and confidentiality

#### Relevant Policies

- E-safety
- Looked After Children
- Photo and Video
- Mobile & Personal Devices
- Modern Slavery & Human Trafficking
- Prevent Duty
- Safeguarding
- Whistleblowing

### 4. To provide hygienic personal care

- To ensure sufficient toileting and nappy changing for all children
- To maintain hygiene standards during personal care
- To ensure provision of resources such as nappies and spare clothing

#### Relevant Policies

- Intimate Care
- Touch
- Code of Conduct

### 5. To enable all children to learn, develop and progress

- Providing enabling environments indoors and outdoors
- Offering a range of activities
- Promoting self-discovery, exploration and curiosity towards learning
- Tracking and knowing our children

#### Relevant Policies

- Equal Opportunities and Inclusion
- EAL
- EYFS
- SEND

## 6. To maintain positive relationships and ways of interacting

- Role modelling of positive behaviour and attitudes
- Dealing with each-other with kindness
- Promoting an ethos of equal opportunities and inclusivity

### Relevant Policies

- Behaviour Management
- British Values & Cultural Capital
- Equal Opportunities & Inclusion

## 7. To record information accurately and share it appropriately

- Maintaining confidentiality,
- Adopting ICT effectively

### Relevant Policies

- Confidentiality
- GDPR

## 8. To establish healthy relationships with parents

- Being flexible, friendly and fair with parents
- Providing prompt and accurate feedback to parents
- Giving opportunities for parents to be involved

### Relevant Policies

- Complaint
- Parent Partnership

## 9. To establish an effective child care team

- Recruiting and retaining high quality staff
- Monitoring, appraising and developing staff
- Identifying and providing training for staff
- Deploying staff effectively to maintaining quality of child care
- Involving staff in decisions

### Relevant Policies

- Healthy Workplace
- Induction
- Safe Recruitment

## 10. To be fair in our Human Resource Management

- Maintaining a work-life balance
- Promoting the well-being of staff
- Treating staff with respect
- Setting clear expectations of staff conduct

### Relevant Policies

- Annual Leave
- Disciplinary & Grievance
- Dress Code
- Management Right to Search
- Manual Handling
- Staff Conduct
- Menopause
- Staff Sickness & Absence
- Staff Smoking & Drinking



# Key Document Proformas and Templates

- Annual Leave Request Form
- Garden Risk Assessment
- Sleep chart
- Nappy changing chart
- Dietary Requirement Chart
- All About Me Form
- Report of Concern
- Supervision Records
- Outings Form
- Induction Record Sheet
- Disclosure Declaration

## Other Key Document

- Risk Assessments
- De-escalation Script
- Cleaning Schedules
- 10 Commandments
- Nursery Ethos
- Guide to Incident Register App





# Safeguarding Duty

Above all else, you are responsible for safeguarding of children. You must make the Nursery aware of any safeguarding concerns you have, whether this is related directly to children, parents, colleagues or anyone else. To help you with your safeguarding duty we will provide ongoing safeguarding training and ensure you are aware of ways to report concerns including:

- Face to face report to Designated Safeguarding Lead or deputies.
- Email report to Designated Safeguarding Lead or deputies.
- Phone call/text to Designated Safeguarding Lead or deputies.
- Report on Incident Register App, safeguarding concerns can be raised on the app, in the same way as any other concern these can be made anonymously if you are worried about raising a concern and your identity being known to others.
- Written report on Herts standard Report of Concern template to record any disclosures or other concerns related to specific child(ren).
- Verbal Report to Herts Children's Services on 0300 123 4043.
- Verbal Report to Police on 999 or 101.
- Verbal Report to NSPCC on 0808 800 5000.
- If you are concerned about the Nursery's management of a safeguarding matter and remain dissatisfied with the Nursery's response after raising concerns to the Senior Management Team, you have the option of whistleblowing by calling Ofsted on 0300 123 3155 or emailing to [whistleblowing@ofsted.gov.uk](mailto:whistleblowing@ofsted.gov.uk)

# Staff Wellbeing

Your wellbeing is very important, you cannot function well at work if you are not feeling positive and appreciated. Katie Aldous is our staff wellbeing first aider; you can discuss any issues you are having with her or with a staff wellbeing representative. Working with children can be demanding, Tiny Toes recognises the importance of maintaining staff wellbeing, with a qualified wellbeing first aider, a weekly staff stress tracker and regular staff surveys to monitor stress levels at the nursery. All members of staff can access wellbeing resources and support for work-related and personal issues via our subscription to Health Assured Employee Assistance Programme.

## **Unlimited access to 24/7/365 confidential telephone helpline.**

- Livechat and email legal services including debt and financial information.
- Up to 6 sessions of face to face, telephone or online counselling including CBT techniques.
- Free computerised CBT programmes.
- Medical information by qualified nurses Monday - Friday, 9am – 5pm.
- Family advice line on topics such as childcare or eldercare.
- Online Health and Wellbeing Portal – Wisdom.
- Manager consultancy and support Wisdom App.





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day nursery

  
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Thanks!

