



Lollyday Childcare and Education Services LTD

17 Napa Close, Stratford. London. E20 1EF

Email: Lollydaychildcareandeducation@outlook.com, Thehub@miniuninursery.co.uk

Complete Policies Manual



Lollyday Childcare and Education Services LTD
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Review and Amendments Policies record.

Name of policy	Date updated	Reviewed
This document is accurate as of December 2021. All updates will be recorded below.		
ALL POLICIES UPDATED AND REVIEWED	20 th December 2021	Ololade Jinadu
ALL POLICIES REVIEWED AND UPDATED	10 th August 2022	Ololade Jinadu
ALL POLICIES REVIEWED AND UPDATED	30 th September 2023	Ololade Jinadu
ALL POLICIES REVIEWED AND UPDATED	3 rd January 2024	Ololade Jinadu
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ALL POLICIES REVIEWED AND UPDATED	1 st August 2025	Ololade Jinadu
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ALL POLICIES REVIEWED AND UPDATED	1 st September 2026	Ololade Jinadu



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Management and Staff Policies Declaration

I have read and fully understand all the policies in this document including in its content KCSIE 2024.

Print Name	Signed	Date
Abisoye Adeniran		
Oluremisola Simi Adeniran		
Odunayo Adeniran		
Ololade Jinadu		
Rime Akther		
Monica Rahman		
Nasrin Akhter		
Safia Hajezada		
Rema Bibi		
Samia Samai		



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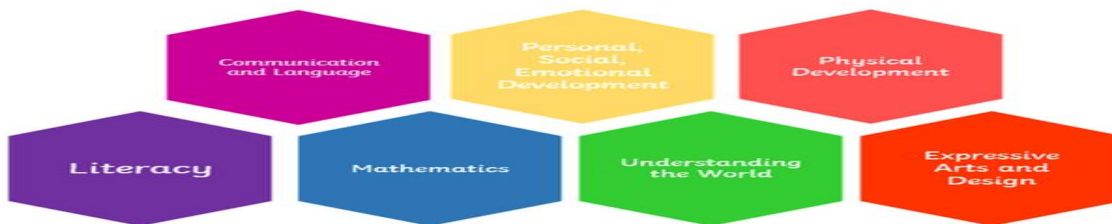
Lollyday Childcare and Education Services Ltd in association with Mini Uni Nursery

POLICIES STATEMENT OF INTENT

Our aim is for our policies to reflect and represent the philosophy/Ethos we aspire and share at Lollyday Childcare and Education Services Ltd T/A Mini Uni Nursery to maintain and provide good quality care and education for all the children who attend Lollyday Childcare and Education Services Ltd T/A Mini Uni Nursery. Within these policies. We will work together drive together initiatives with the international and national, local community, along with our staff and parents to achieve the goals.

Our policies are embedded within the 7 principles of the 'Early Years Foundation Stage' (EYFS) 2025, Birth to 5 Matters aims, KCSIE and SEND code of practice outcomes in mind.

EYFS Framework



Birth to 5 Principles



Prepared by: Ololade Jinadu Updated on: 01/09/2026 Reviewed on: 31/08/2027

Position: Deputy Manager

Signed:



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1.Safeguarding & Child Protection

At Lollyday Childcare and Education Services Ltd in association with Mini Uni Nursery we work with children, parents, external agencies, and the community to ensure the welfare and safety of children and to give them the very best start in life. Children have the right to be treated with respect, be helped to thrive and to be safe from any abuse in whatever form.

We support all children within our care, protect them from maltreatment and have robust procedures in place to prevent the impairment of children's health and development. In our setting we strive to protect children from the risk of radicalisation as well as promote acceptance and tolerance of other beliefs and cultures (please refer to our inclusion and equality policy for further information). Safeguarding is a much wider subject than the elements covered within this single policy, therefore this document should be used in conjunction with the nursery's other policies and procedures.

This policy works alongside other specific policies to cover all aspects of child protection. These policies are listed below:

- Online safety
- Human Trafficking and Modern Slavery
- Prevent Duty and Radicalisation
- Domestic Violence, Honour Based Violence (HBV) and Forced Marriages
- Looked After Children

Legal framework supporting this policy

- Children Act 1989
- Childcare Act 2006
- Safeguarding Vulnerable Groups Act 2006
- Children and Social Work Act 2017
- The Statutory Framework for the Early Years Foundation Stage (EYFS) 2024
- Working together to safeguard children 2023
- Keeping children safe in education 2024
- Data Protection Act 2018
- What to do if you're worried a child is being abused 2015
- Counterterrorism and Security Act 2015.
- Female Genital Mutilation Risk & Safeguarding 2015
- Guidance on types of abuse 2016
- Keeping Children Safe in Education 2024

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- Working together to safeguard children 2023
- What to do if you're worried a child is being abused 2015

Safeguarding and promoting the welfare of children, in relation to this policy is defined as:

- Protecting children from maltreatment
- Preventing the impairment of children's health or development
- Ensuring that children are growing up in circumstances consistent with the provision of safe and effective care
- Taking action to enable all children to have the best outcomes.

(Definition taken from the HM Government document 'Working together to safeguard children 2023)

Named Personnel

Lollyday Childcare and Education Services Ltd in association with Mini Uni Nursery have nominated a Designated Safeguarding Person (DSP) within the setting who is responsible for any Safeguarding Children issues. The setting will also nominate a Deputy Designated Safeguarding Person (DDSP). These officers will have attended up-to-date Safeguarding Children courses and will also have attended the Designated Person course. The Designated Safeguarding professionals are:

Designated Safeguarding Leads Person: Abisoye Adeniran / Ololade Jinadu

Deputy Designated Safeguarding Lead Person: Rima Akter

Policy intention

To safeguard children and promote their welfare we will:

- Create an environment to encourage children to develop a positive self-image
- Provide positive role models and develop a safe culture where staff are confident to raise concerns about professional conduct
- Support staff to notice the softer signs of abuse and know what action to take
- Encourage children to develop a sense of independence and autonomy in a way that is appropriate to their age and stage of development
- Provide a safe and secure environment for all children
- Promote tolerance and acceptance of different beliefs, cultures, and communities
- Help children to understand how they can influence and participate in decision-making and how to promote British values through play, discussion, and role modelling
- Always listen to children

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- Provide an environment where practitioners are confident to identify where children and families may need intervention and seek the help, they need
- Share information with other agencies as appropriate

At Lollyday Childcare and Education Services Ltd in association with Mini Uni Nursery, we are aware that abuse does occur in our society, and we are vigilant in identifying signs of abuse and reporting concerns. Our practitioners have a duty under the Duty of care to protect and promote the welfare of children. Due to the many hours of care, we are providing, staff may often be the first people to identify that there may be a problem. They may well be the first people in whom children confide information that may give reasons for concerns or to spot changes in a child's behaviour which may indicate an area of concern as abuse: physical, mental, sexual, and emotional, neglect etc.

Our prime responsibility is the welfare and well-being of each child in our care. As such we believe we have the responsibility of the duty of care to all children, parents, and staff to act quickly and responsibly in any instance that may come to our attention. This includes sharing information with any relevant agencies such as local authority services for children's social care, health professionals or the police. All staff will work with other agencies in the best interest of the child, including as part of a multi-agency team, where needed.

At Lollyday Childcare and Education Services Ltd in association with Mini Uni Nursery aims to:

- Keep the child at the centre of all we do
- Ensure staff are trained right from induction to understand the child protection and safeguarding policy and procedures, are alert to identify possible signs of abuse (including the signs known as softer signs of abuse), understand what is meant by child protection and are aware of the different ways in which children can be harmed, including by other children through bullying or discriminatory behaviour
- Be aware of the increased vulnerability of children with Special Educational Needs and Disabilities (SEND) and other vulnerable or isolated families and children
- Ensure that all staff feel confident and supported to act in the best interest of the child, share information and seek the help that the child may need
- Ensure that all staff are familiar and updated regularly with child protection training and procedures and kept informed of changes to local/national procedures, including through annual safeguarding newsletters and updates
- Make any child protection referrals in a timely way, sharing relevant information as necessary in line with procedures set out by Lollyday Childcare and Education Services Ltd: Mini Uni Nursery, Local Authority Designated Officer, Local Authority Children's Social Care Team, and Multi Agency Safeguarding Hub.
- Ensure that information is shared only with those people who need to know in order to protect the child and act in their best interest
- Keep the setting safe online using appropriate filters, checks and safeguards, monitoring access at all times
- Ensure that children are never placed at risk while in the charge of nursery staff
- Identify changes in staff behaviour and act on these as per the Staff Behaviour Policy



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- Take any appropriate action relating to allegations of serious harm or abuse against any person working with children or living or working on the nursery premises including reporting such allegations to Ofsted and other relevant authorities
- Ensure parents are fully aware of all child protection policies and procedures when they register with the nursery and are kept informed of all updates when they occur
- Regularly review and update this policy with staff and parents where appropriate and make sure it complies with any legal requirements and any guidance or procedures issued by Lollyday Childcare and Education Services Ltd in association with Lollyday Childcare and Education Services Ltd: Mini Uni Nursery, Local Authority Designated Officer, Local Authority Children's Social Care Team, and Multi Agency Safeguarding Hub

We will support children by offering reassurance, comfort, and sensitive interactions. We will devise activities according to individual circumstances to enable children to develop confidence and self-esteem within their peer group and support them to learn how to keep themselves safe.

- **Contact telephone numbers**
- Local authority children's social care team - 02033733392
- Local Authority Designated Officer (LADO) - Alex Mihiu –0203 3736706 / 07929 182262, alex.mihu@newham.gov.uk
- Assistant LADO: Evelyn Millyard - 0203 3730751 / 07929 399336 ext., Evelyn.Millyard2@newham.gov.uk
- Out of Hours (after 5pm)–0208 430 2000
- Multi Agency Safeguarding Hub (MASH) - 0203 373 4600 or 02084302000
- Ofsted - 0300 123 1231
- Non-emergency police - 101
- Government helpline for extremism concerns- 020 7340 7264 email:
- NSPCC: Child line- 08001111, email: nspcc.org.uk
- Abisoye Adeniran (Director) – 07903777199

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Types of abuse and particular procedures followed

Abuse and neglect are forms of maltreatment of a child. Somebody may abuse or neglect a child by harming them or by failing to act to prevent harm. Children may be abused within a family, institution or community setting by those known to them or a stranger. This could be an adult or adults, another child, or children.

- *What to do if you're worried a child is being abused (advice for practitioners) 2015.*

The signs and indicators listed below may not necessarily indicate that a child has been abused but will help us to recognise that something may be wrong, especially if a child shows a number of these symptoms or any of them to a marked degree.

Indicators of child abuse

- Failure to thrive and meet developmental milestones
- Fearful or withdrawn tendencies
- Unexplained injuries to a child or conflicting reports from parents or staff
- Repeated injuries
- Unaddressed illnesses or injuries
- Significant changes to behaviour patterns

Softer signs of abuse as defined by National Institute for Health and Care Excellence (NICE) include:

- Low self-esteem
- Wetting and soiling
- Recurrent nightmares
- Aggressive behaviour
- Withdrawing communication
- Habitual body rocking
- Indiscriminate contact or affection seeking
- Over-friendliness towards strangers
- Excessive clinginess
- Persistently seeking attention



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Peer on peer abuse

We are aware that peer on peer abuse does take place, so we include children in our policies when we talk about potential abusers. This may take the form of bullying, physically hurting another child, emotional abuse, or sexual abuse. We will report this in the same way as we do for adults abusing children and will take advice from the appropriate bodies on this area.

Physical abuse

Action needs to be taken if staff have reason to believe that there has been a physical injury to a child, including deliberate poisoning, where there is definite knowledge or reasonable suspicion that the injury was inflicted or knowingly not prevented. These symptoms may include bruising or injuries in an area that is not usual for a child, e.g., fleshy parts of the arms and legs, back, wrists, ankles, and face.

Many children will have cuts and grazes from normal childhood injuries. These should also be logged and discussed with the Nursery Manager or room leader.

Children and babies may be abused physically through shaking or throwing. Other injuries may include burns or scalds. These are not usual childhood injuries and should always be logged and discussed with the designated safeguarding lead (DSL) and/or Nursery Manager.

Female Genital Mutilation

This type of physical abuse is practised as a cultural ritual by certain ethnic groups and there is now more awareness of its prevalence in some communities in England including its effect on the child and any other siblings involved. This procedure may be carried out shortly after birth and during childhood as well as adolescence, just before marriage or during a woman's first pregnancy and varies widely according to the community¹. Symptoms may include bleeding, painful areas, acute urinary retention, urinary infection, wound infection, septicaemia, incontinence, vaginal and pelvic infections with depression and post-traumatic stress disorder as well as physiological concerns. If you have concerns about a child relating to this area, you should contact children's social care team in the same way as other types of physical abuse. There is a mandatory duty to report to police any case where an act of female genital mutilation appears to have been carried out on a girl under the age of 18, we will ensure this is followed in our setting.

Breast Ironing

Breast ironing also known as "breast flattening" is the process where young girls' breasts are ironed, massaged and/or pounded down through the use of hard or heated objects in order for the breasts to disappear or delay the development of the breasts entirely. It is believed that by carrying out this act, young girls will be protected from harassment, rape, abduction, and early forced marriage. Although this is unlikely to happen to children in the nursery due to their age, we will ensure any signs of this in young adults or older children are followed up using the usual safeguarding referral process.



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Fabricated illness

This is also a type of physical abuse. This is where a child is presented with an illness that is fabricated by the adult carer. The carer may seek out unnecessary medical treatment or investigation. The signs may include a carer exaggerating a real illness or symptoms, complete fabrication of symptoms or inducing physical illness, e.g., through poisoning, starvation, inappropriate diet. This may also be presented through false allegations of abuse or encouraging the child to appear disabled or ill to obtain unnecessary treatment or specialist support.

Sexual abuse

Actions needs to be taken if the staff member has witnessed an occasion(s) where a child indicated sexual activity through words, play, drawing, had an excessive preoccupation with sexual matters or had an inappropriate knowledge of adult sexual behaviour or language. This may include acting out sexual activity on dolls/toys or in the role play area with their peers, drawing pictures that are inappropriate for a child, talking about sexual activities or using sexual language or words. The child may become worried when their clothes are removed, e.g., for nappy changes.

The physical symptoms may include genital trauma, discharge and bruises between the legs or signs of a sexually transmitted disease (STD). Emotional symptoms could include a distinct change in a child's behaviour. They may be withdrawn or overly extroverted and outgoing. They may withdraw away from a particular adult and become distressed if they reach out for them, but they may also be particularly clingy to a potential abuser so all symptoms and signs should be looked at together and assessed as a whole.

If a child starts to talk openly to an adult about abuse, they may be experiencing the procedure below will be followed:

Procedure:

- The adult should reassure the child and listen without interrupting if the child wishes to talk
- The observed instances will be detailed in a confidential report
- The observed instances will be reported to the Nursery Manager or DSL
- The matter will be referred to the local authority children's social care team (see nursery reporting procedures)

Child sexual exploitation (CSE)

Working Together to Safeguard Children defines CSE as "...a form of child sexual abuse. It occurs where an individual or group takes advantage of an imbalance of power to coerce, manipulate or deceive a child or young person under the age of 18 into sexual activity (a) in exchange for something the victim needs or wants, and/or (b) for the financial advantage or increased status of the perpetrator or facilitator. The victim may have been sexually exploited even if



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the sexual activity appears consensual. Child sexual exploitation does not always involve physical contact; it can also occur using technology.”

We will be aware of the possibility of CSE and the signs and symptoms this may manifest as. If we have concerns, we will follow the same procedures as for other concerns and we will record and refer as appropriate.

Emotional abuse

Action should be taken if the staff member has reason to believe that there is a severe, adverse effect on the behaviour and emotional development of a child, caused by persistent or severe ill treatment or rejection.

This may include extremes of discipline where a child is shouted at or put down on a consistent basis, lack of emotional attachment by a parent, or it may include parents or carers placing inappropriate age or developmental expectations upon them. Emotional abuse may also be imposed through the child witnessing domestic abuse and alcohol and drug misuse by adults caring for them.

The child is likely to show extremes of emotion with this type of abuse. This may include shying away from an adult who is abusing them, becoming withdrawn, aggressive, or clingy to receive their love and attention. This type of abuse is harder to identify as the child is not likely to show any physical signs.

Neglect

Action should be taken if the staff member has reason to believe that there has been any type of neglect of a child (for example, by exposure to any kind of danger, including cold, starvation or failure to seek medical treatment, when required, on behalf of the child), which results in serious impairment of the child's health or development, including failure to thrive.

Signs may include a child persistently arriving at nursery unwashed or unkempt, wearing clothes that are too small (especially shoes that may restrict the child's growth or hurt them), arriving at nursery in the same nappy they went home in, or a child having an illness or identified special educational need or disability that is not being addressed by the parent. A child may also be persistently hungry if a parent is withholding food or not providing enough for a child's needs.

Neglect may also be shown through emotional signs, e.g., a child may not be receiving the attention they need at home and may crave love and support at nursery. They may be clingy and emotional. In addition, neglect may occur through pregnancy because of maternal substance abuse.

Domestic Abuse / Honour Based Violence / Forced Marriages

We look at these areas as a child protection concern. Please refer to the separate policy for further details on this.

Reporting Procedures

All staff have a responsibility to report safeguarding concerns and suspicions of abuse. These concerns will be discussed with the designated safeguarding lead (DSL) as soon as possible.



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- Staff will report their concerns to the DSL (in the absence of the DSL they will be reported to the Deputy DSL)
- Any signs of marks/injuries to a child or information a child have given will be recorded and stored securely
- If appropriate, the incident will be discussed with the parent/carers, such discussions will be recorded, and the parent will have access to these records on request
- If there are queries/concerns regarding the injury/information given, then the following procedures will take place:

The designated safeguarding lead will:

- Contact the local authority children's social care team to report concerns and seek advice (if it is believed a child is in immediate danger, we will contact the police)
- Inform Ofsted
- Record the information and action taken relating to the concern raised
- Speak to the parents (unless advised not to do so by LA children's social care team)
- The designated safeguarding lead will follow up with the Local Authority children's social care team if they have not contacted the setting within the timeframe set out in Working Together to Safeguarding Children (2018). We will never assume that action has been taken.

Keeping children safe is our highest priority and if, for whatever reason, staff do not feel able to report concerns to the DSL or deputy DSL they should call the Director and/or the Local Authority children's social care team or the NSPCC and report their concerns anonymously.

These contact numbers are displayed across the nursery.

Recording Suspicions of Abuse and Disclosures

Staff should make an objective record of any observation or disclosure, supported by the Nursery Manager or designated safeguarding lead (DSL). This record should include:

- Child's name
- Child's address
- Age of the child and date of birth
- Date and time of the observation or the disclosure
- Exact words spoken by the child
- Exact position and type of any injuries or marks seen
- Exact observation of any incident including any concern was reported, with date and time; and the names of any other person present at the time
- Any discussion held with the parent(s) (where deemed appropriate)



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These records should be signed by the person reporting this and the Manager/DSL/Supervisor, dated and kept in a separate confidential file.

Non-confidentiality statement

If a child starts to talk to an adult about potential abuse, it is important not to promise the child complete confidentiality. This promise cannot be kept. It is vital that the child is allowed to talk openly, and disclosure is not forced, or words put into the child's mouth. As soon as possible after the disclosure details must be logged accurately.

It may be thought necessary that through discussion with all concerned the matter needs to be raised with the local authority children's social care team and Ofsted. Staff involved may be asked to supply details of any information/concerns they have regarding a child. Lollyday Childcare and Education Services Ltd: Mini Uni Nursery expects all members of staff to cooperate with the local authority children's social care, police, and Ofsted in any way necessary to ensure the safety of the children.

Staff must not make any comments either publicly or in private about the supposed or actual behaviour of a parent or member of staff.

Informing parents

Parents are normally the first point of contact. If a suspicion of abuse is recorded, parents are informed at the same time as the report is made, except where the guidance of the local authority children's social care team/police does not allow this. This will usually be the case where the parent or family member is the likely abuser or where a child may be endangered by this disclosure. In these cases, the investigating officers will inform parents.

Confidentiality

All suspicions, enquiries and external investigations are kept confidential and shared only with those who need to know. Any information is shared in line with guidance from the local authority.

Support to families

Lollyday Childcare and Education Services Ltd: Mini Uni Nursery takes every step in its power to build up trusting and supportive relations among families, staff, students, and volunteers within the nursery.

The nursery continues to welcome the child and the family whilst enquiries are being made in relation to abuse in the home situation. Parents and families will be treated with respect in a non-judgmental manner whilst any external investigations are carried out in the best interest of the child.

Confidential records kept on a child are shared with the child's parents or those who have parental responsibility for the child, only if appropriate in line with guidance of the local authority with the proviso that the care and safety of the child is paramount. We will do all in our power to support and work with the child's family.

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Allegations against adults working or volunteering with children

If an allegation is made against a member of staff, student or volunteer or any other person who lives or works on the nursery premises regardless of whether the allegation relates to the nursery premises or elsewhere, we will follow the procedure below.

Any member of staff that comes under the questioning or interrogation of the policy should inform the setting of the incident and update the setting on the outcome.

The allegation should be reported to the senior manager on duty. If this person is the subject of the allegation, then this should be reported to the owner/registered person/DSL/deputy manager instead.

The Local Authority Designated Officer (LADO) and Ofsted will then be informed immediately in order for this to be investigated by the appropriate bodies promptly:

- The LADO will be informed immediately for advice and guidance
- If as an individual, you feel this will not be taken seriously or are worried about the allegation getting back to the person in question then it is your duty to inform the LADO yourself directly
- A full investigation will be carried out by the appropriate professionals (LADO, Ofsted) to determine how this will be handled
- Lollyday Childcare and Education Services Ltd: Mini Uni Nursery will follow all instructions from the LADO and Ofsted and ask all staff members to do the same and co-operate where required
- Support will be provided to all those involved in an allegation throughout the external investigation in line with LADO support and advice
- The nursery reserves the right to suspend any member of staff during an investigation
- All enquiries/external investigations/interviews will be documented and kept in a locked file for access by the relevant authorities
- Unfounded allegations will result in all rights being reinstated
- Founded allegations will be passed on to the relevant organisations including the local authority children's social care team and where an offence is believed to have been committed, the police, will result in the termination of employment. Ofsted will be notified immediately of this decision. The nursery will also notify the Disclosure and Barring Service (DBS) to ensure their records are updated
- All records will be kept until the person reaches normal retirement age or for 21 years and 3 months years if that is longer. This will ensure accurate information is available for references and future DBS checks and avoids any unnecessary reinvestigation
- The nursery retains the right to dismiss any member of staff in connection with founded allegations following an inquiry
- Counselling will be available for any member of the nursery who is affected by an allegation, their colleagues in the nursery and the parents



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Monitoring children's attendance

As part of our requirements under the statutory framework and guidance documents we are required to monitor children's attendance patterns to ensure they are consistent and no cause for concern.

Parents should please inform the nursery prior to their children taking holidays or days off by completing a holiday request form. All sickness should be called into the nursery on the day, so the nursery management are able to account for a child's absence.

If a child has not arrived at nursery within one hour of their normal start time the parents will be called to ensure the child is safe and healthy. If the parents are not contactable then the further emergency contacts will be used to ensure all parties are safe.

Where a child is part of a child protection plan, or during a referral process, any absences will immediately be reported to the local authority children's social care team to ensure the child remains safeguarded.

This should not stop parents taking precious time with their children but enables children's attendance to be logged so we know the child is safe.

Looked after children

As part of our safeguarding practice, we will ensure our staff are aware of how to keep looked after children safe. In order to do this, we ask that we are informed of:

- The legal status of the child (e.g., whether the child is being looked after under voluntary arrangements with consent of parents or on an interim or full care order)
- Contact arrangements for the biological parents (or those with parental responsibility)
- The child's care arrangements and the levels of authority delegated to the carer by the authority looking after him/her
- The details of the child's social worker and any other support agencies involved
- Any child protection plan or care plan in place for the child in question.

Please refer to the Looked After Children policy for further details.

Staffing and volunteering

At Lollyday Childcare and Education Services Ltd in association with Mini Uni Nursery provides a secure and safe environment for all children. We only allow an adult who is employed by the nursery to care for children and who has an enhanced clearance from the Disclosure and Barring Service (DBS) to care and supervise children. We will obtain enhanced criminal records checks (DBS) for all volunteers and do not allow any volunteers to be unsupervised with children.

All staff will attend child protection training and receive initial basic child protection training during their induction period. This will include the procedures for spotting signs and behaviours of abuse and abusers/potential abusers, recording and reporting concerns and creating a safe and secure environment for the children in the nursery. During induction staff will be given contact details for the LADO (local authority designated officer), the local authority children's social care team and Ofsted to enable them to report any safeguarding concerns, independently, if they feel it necessary to do so.



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We have named persons within the nursery who take lead responsibility for safeguarding and co-ordinate child protection and welfare issues, known as the Designated Safeguarding Leads (DSL). There is always at least one designated person on duty during all opening hours of the setting.

These designated persons will receive comprehensive training at least every two years and update their knowledge on an ongoing basis, but at least once a year.

Lollyday Childcare and Education Services Ltd: Mini Uni Nursery DSLs liaise with the local authority children's social care team, undertakes specific training, including a child protection training course, and receives regular updates to developments within this field. They in turn support the ongoing development and knowledge update of all staff on the team.

Although, under the EYFS, we are only required to have one designated lead for safeguarding, for best practice and to ensure cover at all times, we have two/three designated leads in place. This enables safeguarding to stay high on our priorities at all times. There will always be at least one designated lead on duty at all times our provision is open. This will ensure that prompt action can be taken if concerns are raised.

The Designated Safeguarding Leads (DSL) at the nursery is displayed on the nursery notice board.

- We provide adequate and appropriate staffing resources to meet the needs of all children
- Applicants for posts within the nursery are clearly informed that the positions are exempt from the Rehabilitation of Offenders Act 1974. Candidates are informed of the need to carry out checks before posts can be confirmed. Where applications are rejected because of information that has been disclosed, applicants have the right to know and to challenge incorrect information
- We give staff members, volunteers, and students regular opportunities to declare changes that may affect their suitability to care for the children. This includes information about their health, medication or about changes in their home life such as child protection plans for their own children.
- This information is also stated within every member of staff's contract
- We request DBS checks on an 6months basis/or we use the DBS update service (with staff consent) to re-check staff's criminal history and suitability to work with children
- We abide by the requirements of the EYFS and any Ofsted guidance in respect to obtaining references and suitability checks for staff, students, and volunteers, to ensure that all staff, students, and volunteers working in the setting are suitable to do so
- We ensure we receive at least two written references BEFORE a new member of staff commences employment with us
- All students will have enhanced DBS checks conducted on them before their placement starts
- Volunteers, including students, do not work unsupervised
- We abide by the requirements of the Safeguarding Vulnerable Groups Act 2006 and the Childcare Act 2006 in respect of any person who is disqualified from providing childcare, is dismissed from our employment, or resigns in circumstances that would otherwise have led to dismissal for reasons of child protection concern
- We have procedures for recording the details of visitors to the nursery and take security steps to ensure that we have control over who comes into the nursery so that no unauthorised person has unsupervised access to the children



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- All visitors/contractors will be supervised whilst on the premises, especially when in the areas the children use
- As a staff team we will be fully aware of how to safeguard the whole nursery environment and be aware of potential dangers on the nursery boundaries such as drones or strangers lingering. We will ensure the children remain safe at all times
- The Staff Behaviour Policy sits alongside this policy to enable us to monitor changes in behaviours that may cause concern. All staff sign up to this policy too to ensure any changes are reported to management, so we are able to support the individual staff member and ensure the safety and care of the children is not compromised
- All staff have access to and comply with the whistleblowing policy which will enable them to share any concerns that may arise about their colleagues in an appropriate manner
- Signs of inappropriate staff behaviour may include inappropriate sexual comments; excessive one-to-one attention beyond the requirements of their usual role and responsibilities; or inappropriate sharing of images. This is not an exhaustive list, any changes in behaviour must be reported and acted upon immediately
- All staff will receive regular supervision meetings where opportunities will be made available to discuss any issues relating to individual children, child protection training and any needs for further support
- We use peer on peer and manager observations in the setting to ensure that the care we provide for children is at the highest level and any areas for staff development are quickly highlighted. Peer observations allow us to share constructive feedback, develop practice and build trust so that staff are able to share any concerns they may have. Any concerns are raised with the designated lead and dealt with in an appropriate and timely manner
- The deployment of staff within the nursery allows for constant supervision and support. Where children need to spend time away from the rest of the group, the door will be left ajar or other safeguards will be put into action to ensure the safety of the child and the adult.

We also operate a Phones and Other Electronic Devices and Social Media policy which states how we will keep children safe from these devices whilst at nursery. This also links to our Online Safety policy.

Extremism – the Prevent Duty

Under the Counterterrorism and Security Act 2015 we have a duty to refer any concerns of extremism to the police (In Prevent priority areas the local authority will have a Prevent lead who can also provide support).

This may be a cause for concern relating to a change in behaviour of a child or family member, comments causing concern made to a member of the team (or other persons in the setting) or actions that lead staff to be worried about the safety of a child in their care. We have a Prevent Duty and Radicalisation policy in place. Please refer to this for specific details.

Online Safety: We take the safety of our children very seriously and this includes their online safety. Please refer to the Online Safety policy for details on this.

Human Trafficking and Slavery: Please refer to our Human Trafficking and Slavery policy for detail on how we keep children safe in this area.



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Lollyday Childcare and Education Services Ltd: Mini Uni Nursery has a clear commitment to protecting children and promoting welfare. Should anyone believe that this policy is not being upheld, it is their duty to report the matter to the attention of the Nursery Manager/Owner/DSL/Registered person at the earliest opportunity.

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2. Looked after children

At Lollyday Childcare and Education Services Ltd: Mini Uni Nursery we are committed to providing a welcoming and inclusive quality environment for all children and families.

Definition and legal framework

The description 'looked after' is generally used to describe a child who is looked after by the local authority. This includes children who are subject to a care order or temporarily classed as looked after on a planned basis for short breaks or respite care. Most looked after children will be cared for by foster carers with a small minority in children's homes, looked after by family members or even placed back within the family home.

The term 'looked after child' denotes a child's current legal status. The nursery never uses this term to categorise a child as standing out from others or refers to a child using acronyms such as LAC.

The legal framework for this policy is underpinned by or supported through:

- Childcare Act 2006
- Children Act (1989 and 2004)
- Adoption and Children Act (2002)
- Children and Young Persons Act (2008)
- Children and Families Act (2014)
- Children and Social Work Act (2017)

Our policy

Lollyday Childcare and Education Services Ltd: Mini Uni Nursery treats each child as an individual. We recognise that for young children to get the most out of educational opportunities they need to be settled appropriately with their carer. We will discuss with the child's carer, and social worker where applicable, the length of time the child has been with the carer before they start nursery to establish how secure the child feels and whether they are ready to be able to cope with further separation, a new environment and new expectations made upon them.

We are aware that there are a number of reasons why a child may go into care and these reasons may or may not include traumatic experiences or abuse. All our practitioners are committed to doing all they can to support all children to achieve their full potential. The nursery staff team are all trained to understand our safeguarding policy and procedures. Additional training to support children's individual needs will be planned for where appropriate. Practitioners are supported by management at all times, and we have an open-door policy if they need to discuss any sensitive issues regarding the child.

Where applicable, we contribute to any assessment about the child, such as those carried out under local authorities' assessment frameworks or Early Help Assessment (EHA) and to any multi-agency meetings, case conferences or strategy meetings in relation to the child's learning and development. The designated person for looked after children and/or the child's key person will attend meetings as appropriate.

The designated person for 'looked after children' name is: **Abisoye Adeniran / Ololade Jinadu**

Each child is allocated a key person. The key person will support the child initially with transition and settling in and then continue to support and build up a relationship with the child, carers and any other agencies involved. Regular

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contact will be maintained with the carers throughout the child's time at the nursery and with the social worker or other professionals.

The key person will carry out regular ongoing practice such as observations to build up a picture of the child's interests, and plan activities accordingly to support the child's stage of learning and development and interests. This information will be shared with carers and other professionals as appropriate as well as any concerns surrounding their developmental stages.

Where necessary we will develop a care plan with carers and professionals. This will include:

- The child's emotional needs and how they are to be met
- How any emotional issues and problems that affect behaviour are to be managed
- The child's sense of self, culture, language/s and identity - how this is to be supported
- The child's need for sociability and friendship
- The child's interests and abilities and possible learning journey pathway
- How any special needs will be supported

In addition, the care plan may also consider:

- How information will be shared with the foster carer and local authority (as the 'corporate parent') as well as what information is shared with any other organisation or professionals and how it will be recorded and stored
- What contact the child has with his/her birth parent(s) and what arrangements will be in place for supervised contact. If this is to be in the setting, when, where and what form the contact will take will be discussed and agreed
- Who may collect the child from nursery and who may receive information about the child
- What written reporting is required
- Wherever possible, and where the plan is for the child to return to their home, the birth parent(s) should be involved in planning
- With the social worker's agreement, and as part of the plan, whether the birth parent(s) should be involved in the setting's activities that include parents, such as outings, fun days etc. alongside the foster carer

Where applicable, we will complete a Personal Education Plan (PEP) for any children aged three to five in partnership with the social worker and/or care manager and carers. We will also attend all appropriate meetings and contribute to reviews.

The key person and designated 'looked after' person will work together to ensure any onward transition to school, or another nursery is handled sensitively to ensure that this is as smooth as possible and all necessary information is shared. The child's individual file, including observations, photographs and pieces of artwork and mark making will be passed on to the carer at this stage.



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Private Fostering

Private fostering is an arrangement made between the parent and the private foster carer, who then becomes responsible for caring for the child in such a way as to safeguard and promote their welfare.

A privately fostered child is a child under the age of 16 (18 if a disabled child) who is cared for and provided with accommodation etc. for more than 28 days and where the care is intended to continue by someone other than:

- The parents
- A person who is not a parent but has parental responsibility
- A close relative
- The Local Authority.

It is a statutory duty for us to inform the local authority where we are made aware of a child who may be subject to private fostering arrangements. We will do this by contacting the local authority children's social care team.

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3. Modern Slavery & Human Trafficking Policy

Legislation

The Modern Slavery Act received Royal Assent on 26 March 2015. The act consolidates slavery and trafficking offenses and introduces tougher penalties and sentencing rules.

Background

Child trafficking and modern slavery is becoming a more frequent form of child abuse. Children are recruited, moved, transported, and then exploited, forced to work or are sold on.

Modern slavery is a term that covers:

- Slavery
- Servitude and forced or compulsory labour
- Human trafficking

Victims of modern slavery are also likely to be subjected to other types of abuse such as physical, sexual, and emotional abuse. This policy should be used alongside the following policies to ensure all children, staff, parents, and visitors are fully safeguarded:

- Safeguarding and child protection
- Whistleblowing
- Equality and inclusion

For an adult or child to have been a victim of human trafficking there must have been:

- *Action* (e.g., recruitment, transportation, transfer, harbouring or receipt of a child for the purpose of exploitation)
- *Means* (threat or use of force, coercion, abduction, abuse of power or vulnerability) There does not need to be “means” for children as they are not able to give informed consent
- *Purpose* (e.g., sexual exploitation, forced labour or domestic servitude, slavery, financial exploitation, illegal adoption, removal of organs)

Procedure:

When a concern is raised about slavery or trafficking then we will follow our safeguarding procedure. If the child (or adult) is at risk of immediate harm then the police will be called, otherwise the local authority will be contacted, and the referral process will be followed as per the safeguarding procedure.

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4. Domestic Abuse, Honour Based Violence and Forced Marriage Policy

The UK's cross-government definition of domestic abuse is:

"Any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are or have been intimate partners or family members regardless of gender or sexuality. This abuse can encompass but is not limited to

- *Emotional/Psychological*
- *Physical*
- *Sexual*
- *Financial/Economical*
- *Emotional*
- *Neglect*
- *Verbal*
- *Bullying*
- *Discriminatory*
- *Cyberbullying/Digital*
- *Self-Neglect*

The Serious Crime Act 2015 section 76 created a new offence of "controlling or coercive behaviour in an intimate or family relationship".

The Domestic Violence, Crime and Victims Act 2004 extended provisions to help stop domestic abuse and created the new offence of "causing or allowing the death of a child or vulnerable adult". This Act was amended in 2012 by the Domestic Violence, Crime and Victims (Amendment) Act 2012 to include 'causing or allowing serious physical harm (equivalent to grievous bodily harm) to a child or vulnerable adult'.

Where domestic abuse is taking place in a child's home the child is at risk of harm, whether they witness the violence or not. This may take the form of physical abuse, sexual abuse, emotional abuse, or neglect. At Lollyday Childcare and Education Services Ltd: Mini Uni Nursery we ensure that if there are any signs or symptoms that domestic abuse may be occurring, we act without haste and follow our main safeguarding / child protection policy

Signs may include:

- Visible signs of injury on the adult being abused
- Changes in behaviour of the adult(s) and child – e.g., the abused adult may become withdrawn, show low levels of self-esteem
- One adult being visibly worried about what their partner may say in a certain situation (e.g., if the child has become dirty or injured at nursery)
- One adult becoming scared of their partner



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- Adults becoming isolated from their friends or family
- Signs of abuse in the child (as per the main safeguarding policy)

As part of our duty to keep children safe we provide the following:

Support leaflets and numbers for females and males who may be experiencing domestic abuse

Honour based Violence

'Honour' based violence (HBV) is a type of domestic abuse which occurs in the name of so called 'honour'. Some families believe that certain actions bring shame on the family and may react with punishment. This may be rejecting a forced marriage, having a relationship not approved by the family, wearing the wrong clothing, or wearing makeup. This can happen in families from a variety of cultures and countries and also happens within the UK.

Signs of HBV may include changes in behaviour of the person undergoing the violence, changes in how they dress or act and also in comments they make.

If signs of HBV are present in a parent or staff member within the nursery, then we will act and follow our safeguarding policy to keep children safe in the environment as well as seeking support for the adult involved.

Forced Marriage

We are aware arranged marriages are part of some cultural practices. We also recognise there is a clear distinction between a marriage in which both parties are willing and able to give an informed consent to, and a marriage which is forced. Forced marriage is a criminal offence.

A forced marriage is a marriage in which one or both spouses do not and/or cannot consent to the marriage and duress is involved. If we become aware of a forced marriage occurring, then we will report it to the appropriate body. If the person is under the age of 18 then we will report it to the children's social care team as this is a child protection issue. We will follow our safeguarding reporting procedure.

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5. Prevent Duty and Radicalisation Policy

Extremism – the Prevent Duty

Working Together to Safeguard Children (2018) defines extremism. It states *“Extremism goes beyond terrorism and includes people who target the vulnerable – including the young – by seeking to sow division between communities on the basis of race, faith, or denomination; justify discrimination towards women and girls; persuade others that minorities are inferior; or argue against the primacy of democracy and the rule of law in our society. Extremism is defined in the Counter Extremism Strategy 2015 as the vocal or active opposition to our fundamental values, including the rule of law, individual liberty and the mutual respect and tolerance of different faiths and beliefs. We also regard calls for the death of members of our armed forces as extremist”*

Under the Counterterrorism and Security Act 2015 we have a duty to refer any concerns of extremism to the police (In Prevent priority areas the local authority will have a Prevent lead who can also provide support).

This may be a cause for concern relating to a change in behaviour of a child, family member or adult working with the children in the setting, comments causing concern or actions that lead staff to be worried about the safety of a child in their care.

Alongside this we will be alert to any early signs in children and families who may be at risk of radicalisation, on which we will act, and document all concerns when reporting further.

The NSPCC states that signs of radicalisation may be:

- Isolating themselves from family and friends
- Talking as if from a scripted speech
- Unwillingness or inability to discuss their views
- A sudden disrespectful attitude towards others
- Increased levels of anger
- Increased secretiveness, especially around internet use

We will tackle radicalisation by:

- Training all staff to understand what is meant by the Prevent Duty and radicalisation
- Ensuring staff understand how to recognise early indicators of potential radicalisation and terrorism threats and act on them appropriately in line with national and local procedures
- Make any referrals relating to extremism to the police (or the Government helpline) in a timely way, sharing relevant information as appropriate
- Ensure Lollyday Childcare and Education Services Ltd: Mini Uni Nursery is an inclusive environment, tackle inequalities and negative points of view and teach children about tolerance through British Values
- Using the Government document Prevent Duty Guidance for England and Wales

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6. British Values Policy

The fundamental British values of democracy, rule of law, individual liberty, mutual respect, and tolerance for those with different faith and beliefs are already implicitly embedded in the 2025 Early Years Foundation Stage. Please refer to the document Fundamental British Values in the Early Years. The Counter Terrorism and Security Act also places a duty on early years providers to have duty regard to the need to prevent people from being drawn into terrorism (The Prevent Duty). Statutory Guidance on the duty is the document Prevent Duty Guidance for England and Wales, available from the nursery.

As part of the Early Years this is a life skill that we embed within all our practices whilst working with children in our care. We promote this by supporting all young children using the Early Years Foundation Stage (2021) guidance to meet the unique needs of all individuals in our care.

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7. Safer recruitment Policy

At Lollyday Childcare and Education Services Ltd: Mini Uni Nursery we are vigilant in our recruitment procedures aiming to ensure all people working with children are suitable to do so. We follow this procedure each and every time we recruit a new member to join our team.

Legal requirements

- We abide by all legal requirements relating to safe recruitment set out in the Statutory Framework for the Early Years Foundation Stage (EYFS) and accompanying regulations
- We also follow any requirements or guidance given by the Disclosure and Barring Service (DBS) in relation to carrying out checks; and abide by the employer's responsibilities relating to informing the DBS of any changes to the suitability of their staff, whether this member of staff has left the nursery or is still under investigation. Please refer to the child protection/safeguarding policy for further information

Advertising

- We use reputable newspapers, websites, and the local job centre to advertise for any vacancies
- We ensure that all recruitment literature includes details of our equal opportunities policy and our safe recruitment procedures; including an enhanced DBS check and at least two independent references for every new employee. We also include the requirement for an additional criminal records check (or checks if more than one country) for anyone who has lived or worked abroad

Interview stage

- We shortlist all suitable candidates against a pre-set specification and ensure all applicants receive correspondence regardless of whether they are successful in reaching the interview stage or not
- All shortlisted candidates will receive a job description, a person specification, an equal opportunity monitoring form and a request for identification prior to the interview
- The Director and/or Nursery Manager will decide the most appropriate people for the interview panel. There will be at least two people involved in the overall decision making
- At the start of each interview, all candidates' identities will be checked using a form of photo ID. For example, their passport and/or photocard driving licence.
- All candidates will be required to prove they are eligible to work in the UK. The interview will also cover any gaps in the candidate's employment history
- All candidates reaching the interview stage are questioned using the same set criteria and questions. These cover specific areas of childcare, including safeguarding the children in their care, planning suitable activities to enhance the child's development and their understanding of the legal frameworks applied to childcare and used in the nursery. The questions will be value based and will ensure the candidate has the same values as the nursery with regards to the safety and welfare of the children in their care
- Candidates will be given a score for their answers including a score for their individual experience and qualifications
- Every shortlisted candidate will be asked to take part in a supervised trial day which will involve spending time in a particular age group in the nursery interacting with the children, staff and where appropriate parents
- The Director and/or Nursery Manager will then select the most suitable person for this position based on these scores and their knowledge and understanding of the early year's framework as well as the needs of the nursery

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- Every candidate will receive communication from the nursery stating whether they have been successful or not. Unsuccessful candidates are offered feedback

Starting work

- The successful candidate will be offered the position subject to at least two references from previous employment or, in the case of a newly qualified student, their tutor and a personal or professional reference. These references will be taken up BEFORE employment commences. This may be verbal initially and then followed up with a written reference which will form part of their personnel file
- The successful candidate will be asked to provide proof of their qualifications, where applicable. All qualifications will be checked, and copies taken for their personnel files where applicable
- Prior to employment but after the job has been offered a health check questionnaire will be given to the employee and its results will be considered in making an overall decision about suitability.
- The nursery reserves the right to take any further advice necessary in relation to a person's physical and mental fitness to carry out their role. Please see the absence management policy for more details about how the nursery manages health problems including access to medical records
- All new starters, other than those who have registered for the continuous updating service will be subject to an enhanced Disclosure and Barring Service (DBS) check. This will be initiated before the member of staff commences work in the nursery and they will not have unsupervised access to any child or their records before this check comes back clear. Further to this, the new starter will not be allowed to take photographs of any child, look at their learning and development log or change the nappy of any child without an up-to-date enhanced DBS check (whether supervised or not)
- An additional criminal's records check (or checks if more than one country) should also be made for anyone who has lived or worked abroad
- The nursery will record and retain details about the individual including staff qualifications, identity checks carried out and the vetting process completed. This will include the disclosure and barring service reference number, the date the disclosure was obtained and details of who obtained it. The nursery will not retain copies of the disclosure itself once the employment decision is taken
- There may be occasions when a DBS check is not clear, but the individual is still suitable to work with children. This will be treated on an individual case basis and at the manager's/owner's discretion considering the following:
 - Seriousness of the offence or other information
 - Accuracy of the person's self-disclosure on the application form
 - Nature of the appointment including levels of supervision
 - Age of the individual at the time of the offence or other information
 - The length of time that has elapsed since the offence or other information
 - Relevance of the offence or information to working or being in regular contact with children
- If the individual has registered on the DBS system since 17 July 2013, managers may use the update service with the candidate's permission instead of carrying out an enhanced DBS check
- New starters are required to sign an application form, contract to state that they have no criminal convictions, court orders or any other reasons that disqualify them from working with children or unsuitable to do so

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- All new members of staff will undergo an intensive induction period during which time they will read and discuss the nursery policies and procedures and be assigned a 'mentor/ buddy' who will introduce them to the way in which the nursery operates
- During their induction period all new staff will receive training on how to safeguard children in their care and follow the Safeguarding Children/Child Protection policy and procedure, emergency evacuation procedures, equality policy and health and safety issues
- The new member of staff will have regular meetings with the manager and their mentor during their induction period to discuss their progress

Ongoing support and checks

- All staff are responsible for notifying the manager in person if any there are any changes to their circumstances that may affect their suitability to work with children (staff suitability status will also be checked through an annual 'staff suitability questionnaire'). This includes any incidents occurring outside the nursery. Staff will face disciplinary action should they fail to notify the manager **immediately**
- All members of staff will update a health questionnaire on an annual basis to ensure management have a good knowledge of any changes that may require support or additional resources to aid them to carry out their day-to-day duties. This will also be discussed at staff supervisions/review meetings. Management may require this more regularly where health circumstances change. There are more details about how the nursery deals with any health problems in the absence management policy
- The Directors/Nursery Manager will review any significant changes to an individual's circumstances that may suggest they are no longer suitable to work with children and take appropriate action to ensure any unsuitable or potentially unsuitable employee does not have unsupervised contact with children until the matter is resolved. Please see the Disciplinary Policy for further details
- Every member of staff will have two meetings a year with the manager: a formal appraisal and a more informal review. This will provide an opportunity for the manager and member of staff to discuss training needs for the following six months as well as evaluate and discuss their performance in the previous six months
- The Manager, Deputy and Room leaders will be responsible for any support the staff team may have between these reviews. This includes mentor support, one-to-one training sessions, ongoing supervision, work-based observations, and constructive feedback
- The Nursery will provide appropriate opportunities for all staff to undertake professional development and training to help improve the quality of experiences provided for children

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8. Suitability of Staff Policy

At Lollyday Childcare and Education Services Ltd: Mini Uni Nursery we are committed to ensuring that all staff, including students and volunteers are suitable to work with or be in regular contact with children. We have systems in place to ensure that this includes deciding about their suitability, as part of the recruitment process and monitoring continued suitability, as part of regular staff or student supervision.

The Nursery Manager is responsible for ensuring that all staff and students have an enhanced check with the Disclosure and Barring Service (DBS) and that the results of such a check are assessed as part of a decision on suitability. Where possible staff will have the checks completed prior to starting employment. However, if there are delays in checks coming through, as a last resort staff may work in the nursery before these checks are completed as long as they are supervised at all times by staff who already hold an enhanced check and the check has been applied for.

All nursery staff will be informed of any staff awaiting enhanced DBS clearance.

Staff awaiting these checks will **never**:

- Be left unsupervised whilst caring for children
- Take children for toilet visits unless supervised by staff holding an enhanced check
- Change nappies
- Be left alone in a room or outside with children
- Administer medication
- Administer first aid
- Take photographs of any children
- Be involved in looking at a child's learning and development log, but can contribute to it
- Have access to children's personal details and records

While adhering to the above list, we recognise that it is vital that the staff member awaiting an enhanced DBS clearance is made to feel part of the team and we support them in participating fully in every other aspect of the nursery day.

We recognise that the enhanced DBS disclosure is only one part of a suitability decision and nursery management will ensure every individual working with a child goes through a vigorous recruitment and induction procedure (as laid out in the safe recruitment policy). We will also ensure they receive continuous support, training and supervision from management in order to provide a safe, secure and healthy environment for all children in the nursery. We act on any information that comes to our attention that suggests someone may no longer be suitable for their role.

All students will also receive an interview to ensure they are suitable for the nursery and an induction process to ensure they fully understand and are able to implement the nursery procedures, working practices and values. All students will be fully supervised to ensure they receive the appropriate support, training and information they may require.

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9.Students & Volunteers

At Lollyday Childcare and Education Services Ltd: Mini Uni Nursery we are committed to sharing good practice with those wishing to pursue a career in childcare. We welcome students to join our staff team and gain work experience within our nursery. We will accept 2 students at a time as more students than this places undue pressure on staff. We do, however, accept small groups or occasional placements when research or studies are being carried out that will be of benefit to childcare.

We will only offer placements to students who are associated with a recognised child-related course, or on occasions, pupils from local secondary schools on work experience. We offer placements only after discussions with the appropriate tutors and the establishment of close links with the college, training provider or school.

We expect all students to visit the nursery for an interview, followed by their student induction and nursery tour. At this time, students will have the opportunity to read and discuss relevant health and safety policies, receive a copy of the Student Handbook, and sign their contract in readiness for their first day.

Our policy for those on placements is as follows:

- All students will have an enhanced Disclosure and Barring Service (DBS) check before their placement begins
- All students are assigned to a senior member of staff who will supervise their work and explain the health, safety, and fire requirements of the nursery
- Students will be supervised at all times by the member of staff assigned to them and will not be left alone with the children. They will only change nappies under supervision
- Students will be supported to understand nursery policies and procedures
- We require students to keep to our confidentiality policy
- It is expected that during the student's placement, their tutor will visit the nursery or have verbal communication with the Student Co-ordinator to receive feedback about the student's progress
- Students will be offered support and guidance throughout their placement and given constructive, honest feedback in respect of their performance. Staff will respect individual students' needs and abilities
- An accurate evaluation of ability and performance for both students and training providers will be provided, and the nursery will support students who are experiencing difficulties with action plans if needed
- To maintain parent partnerships, parents will be informed when students are present in the nursery e.g., via the parent noticeboard. Wherever possible this will be accompanied by a recent photograph of the student
- All students on placement must adhere to the same codes of conduct as permanent staff including timekeeping and dress codes
- All students are encouraged to contribute fully to the nursery routine and to spend some time in every area

In some cases, we may include students on long term placements (aged 17 and over) and staff working as apprentices in early education (aged 16 and over) in our staff: child ratios. This will be the discretion of the manager and only will only occur when the manager is satisfied the student/apprentice is competent and responsible.



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Volunteers:

At Lollyday Childcare and Education Services Ltd: Mini Uni Nursery we recognise the immense benefits that volunteers bring to the nursery. In return we hope to give volunteers an opportunity to share their skills in a different environment and to undertake new experiences.

Status of volunteers

A volunteer is not an employee and will not have a contract of employment with the nursery. We will, however, insist that the volunteer follows all nursery procedures in the same manner as a paid employee to ensure consistency, safety and quality of care and early learning for the children. Volunteers will be supervised at all times.

Enhanced Disclosure and Barring Service (DBS) check

All volunteers will have suitability checks conducted in the same way as paid employees. This will include an enhanced DBS check. These checks will be conducted before any volunteer starts their time within the nursery and will also include two written references.

Training

Volunteers will be offered training and/or support as appropriate. We will provide any training and support required for the role, including child protection, paediatric first aid and health and safety training. The purpose of this is to enable the volunteer to be supported and enhance their development in their voluntary role within our team.

Policies and procedures

Volunteers are expected to comply with all the nursery's policies and procedures. The volunteer's induction process will include an explanation of this.

Confidentiality

Volunteers should not disclose information about the nursery, staff, children, and families as stated in the confidentiality policy and should follow the nursery confidentiality procedure at all times.

Volunteer's induction pack

On commencing their volunteer work, the volunteer will be given a pack containing:

- General information about the nursery
- A copy of the volunteering policy
- A confidentiality statement which will require reading, signing and returning to the Nursery Manager
- Details of access to all nursery relevant policies and procedures

Volunteer support

The nursery Manager will take the volunteer through their induction and support and advise them throughout their time in the nursery.

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10. Young Workers policy

At Lollyday Childcare and Education Services Ltd: Mini Uni Nursery we support young workers and apprentices as we foster and shape the workforce of the future. At times there may be students on placement within the nursery.

The EYFS (2021) sets out the requirements for young people working in a setting and we will adhere to these requirements at all times.

Any student aged 17 or over who is attending our setting on a long-term placement e.g., for 1 year or more will be monitored and assessed to determine their competence levels. If we believe that they are demonstrating the high levels of competence and responsibility, we expect from our staff then we may consider including them in our staff ratios.

Apprentices aged 16 and over who is attending our setting on a long-term placement and undertaking early education training, will be monitored, and assessed to determine their competence levels. If we believe that they are demonstrating the high levels of competence and responsibility, we expect from our staff then we may consider including them in our staff ratios.

Any young person in the setting under the age of 18 is considered a child by law, therefore we will be vigilant towards their safety and well-being. We will provide each young person with a mentor/buddy within the setting that can support their well-being. Any safeguarding concerns will be dealt with according to our safeguarding policies procedures.

Within our nursery we expect our young staff to:

- Read, understand, and adhere to all policies
- Take part in our ongoing staff suitability procedures. Declare any reasons why their suitability to work with children may change during their placement
- Share any safeguarding concerns they may have with their buddy/mentor or the safeguarding officer
- Maintain a high standard of work, behaviour, appearance, and attendance whilst with the nursery
- Undertake a full induction conducted by the nursery
- Access training as required by the management
- If studying whilst with the setting, undertake all tasks required by the tutor to keep up to date with the course. If your coursework falls behind at any point your placement in the setting will be at risk
- Ensure that the nursery environment is safe and secure for all children at all times and report any issues as they arise
- Help with the day to day running of the nursery by undertaking tasks as determined by the supervisors and management
- Take part in staff meetings and all staff training as required by the nursery

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11. Staff working with their own children/close relation

At Lollyday Childcare and Education Services Ltd: Mini Uni Nursery we understand the potential stresses of staff returning to work after having a baby or working in the same environment as your child or a close relation. We wish to support all employees in this position and request the member of staff meet with the Nursery Manager and room leader, where appropriate, to discuss the needs of all parties.

We believe our staff should remain neutral and treat all children with the same regard. It is generally not appropriate for staff to care for their own children or those of a close relative whilst working in the nursery.

However, we recognise that this may not always be possible. We will also try to accommodate the wishes of any staff member with a child or close relative in the nursery and come to an agreement which suits us all. This agreement is based on the following principles:

- Where staff work in the same room as their child or close relation, there is an agreed set of guidelines between the nursery and the member of staff setting out the expectations of working with their child/close relation. These include a clear statement that during their time at nursery the child is in the care of the nursery, and it is the nursery that retains responsibility for the child and their care
- Where this agreement is not working or is impacting on the care of the child or other children in the room, the manager and member of staff will reassess the situation
- Staff caring for another staff member's child will treat them as they would any other parent/child. No special treatment will be offered to any child or parent who has connections with the nursery

Where the manager assesses that the agreement is not working and/or there is an impact on the care of the children in the room because of the staff member's relationship with their child or close relation:

- The manager will consider moving the staff member and not the child. This will enable the child to be in the appropriate age/stage group and to continue to forge consistent relationships with other children in this group
- Where the staff member is in another room, there will be an agreement between the staff member, manager, and room leader about contact with the child during the nursery day. Although we do not want to restrict a parent seeing their child, we must consider the room routine and the upset a visit may cause the child when their parent leaves the room again
- If there are staff shortages resulting in the movement of staff, the staff member will be placed in a different room to that of their child or close relation, wherever possible

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12. Whistleblowing Policy

At Lollyday Childcare and Education Services Ltd: Mini Uni Nursery we expect all our colleagues, both internal and external, to be professional at all times and hold the welfare and safety of every child as their paramount objective.

We recognise that there may be occasions where this may not happen, and we have in place a procedure for staff to disclose any information that suggests children's welfare and safety may be at risk.

We expect all team members to talk through any concerns they may have with their line manager at the earliest opportunity to enable any problems to be resolved as soon as they arise.

Legal framework

The Public Interest Disclosure Act 1998, commonly referred to as the 'Whistleblowing Act', amended the Employment Rights Act 1996 to provide protection for employees who raise legitimate concerns about specified matters. These are called 'qualifying disclosures'. On 25 June 2013, there were some legal changes to what constitutes a qualifying disclosure.

A qualifying disclosure is one made in the public interest by an employee who has a reasonable belief that:

- A criminal offence
- A miscarriage of justice
- An act creating risk to health and safety
- An act causing damage to the environment
- A breach of any other legal obligation or
- Concealment of any of the above
- Any other unethical conduct
- An act that may be deemed as radicalised or a threat to national security is being, has been, or is likely to be, committed

Qualifying disclosures made before 25 June 2013 must have been made 'in good faith' but when disclosed, did not necessarily have to have been made 'in the public interest.'

Disclosures made after 25 June 2013 do not have to be made 'in good faith'; however, they must be made in the public interest. This is essential when assessing a disclosure made by an individual.

The Public Interest Disclosure Act has the following rules for making a protected disclosure:

- You must believe it to be substantially true
- You must not act maliciously or make false allegations
- You must not seek any personal gain



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It is not necessary for the employee to have proof that such an act is being, has been, or is likely to be, committed; a reasonable belief is enough.

Disclosure of information

If, in the course of your employment, you become aware of information which you reasonably believe indicates that a child is/may be or is likely to be in risk of danger and/or one or more of the following may be happening, you **MUST** use the nursery's disclosure procedure set out below:

- That a criminal offence has been committed or is being committed or is likely to be committed
- That a person has failed, is failing or is likely to fail to comply with any legal obligation to which they are subject (e.g., EYFS, Equalities Act 2010)
- That a miscarriage of justice has occurred, is occurring, or is likely to occur
- That the health or safety of any individual has been, is being, or is likely to be endangered
- That the environment, has been, is being, or is likely to be damaged
- That information tending to show any of the above, has been, is being, or is likely to be deliberately concealed

Disclosure procedure

- If this information relates to child protection/safeguarding then the nursery child protection/safeguarding children policy should be followed, with particular reference to the staff and volunteering section
- Where you reasonably believe one or more of the above circumstances listed above has occurred, you should promptly disclose this to your manager so that any appropriate action can be taken. If it is inappropriate to make such a disclosure to your manager (i.e., because it relates to your manager) you should speak to the nursery Owner or Local Authority Designated Officer (LADO) 02033733803.
- Employees will suffer no detriment of any sort for making such a disclosure in accordance with this procedure. For further guidance in the use of the disclosure procedure, employees should speak in confidence to the Nursery Manager/owner
- Any disclosure or concerns raised will be treated seriously and will be dealt with in a consistent and confidential manner and will be followed through in a detailed and thorough manner
- Any employee who is involved in victimising employees who make a disclosure, takes any action to deter employees from disclosing information or makes malicious allegations in bad faith will be subject to potential disciplinary action which may result in dismissal
- Failure to report serious matters can also be investigated and potentially lead to disciplinary action which may result in dismissal
- Any management employee who inappropriately deals with a whistleblowing issue (e.g., failing to react appropriately by not taking action in a timely manner or disclosing confidential information) may be deemed to have engaged in gross misconduct which could lead to dismissal
- We give all of our staff the telephone numbers of the Local Authority Designated Officer (LADO), the local authority children's social care team and Ofsted so all staff may contact them if they cannot talk to anyone internally about the issues/concerns observed.

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13. Confidentiality policy

At Lollyday Childcare and Education Services Ltd: Mini Uni Nursery we recognise that we hold sensitive/confidential information about children and their families and the staff we employ. This information is used to meet children's needs, for registers, invoices, and emergency contacts. We store all records in a locked cabinet or on the office computer with files that are password protected in line with data protection principles. Any information shared with the staff team is done on a 'need to know' basis and treated in confidence. This policy will work alongside the Privacy Notice to ensure compliance under General Data Protection Regulation (Regulation (EU) 2016/679 (GDPR).

Legal requirements

- We follow the legal requirements set out in the Statutory Framework for the Early Years Foundation Stage (EYFS) 2021 and accompanying regulations about the information we must hold about registered children and their families and the staff working at the nursery
- We follow the requirements of the General Data Protection Regulation (Regulation (EU) 2016/679 (GDPR) and the Freedom of Information Act 2000 with regard to the storage of data and access to it.

Procedures

It is our intention to respect the privacy of children and their families, and we do so by:

- Storing confidential records in the office which is locked at the end of each day or on the office computer with files that are password protected
- Ensuring staff, student and volunteer inductions include an awareness of the importance of confidentiality and that information about the child and family is not shared outside of the nursery other than with relevant professionals who need to know that information. It is not shared with friends and family, discussions on the bus or at the local bar. If staff breach any confidentiality provisions, this may result in disciplinary action and, in serious cases, dismissal. Students on placement in the nursery are advised of our confidentiality policy and required to respect it
- Ensuring that all staff, volunteers and students are aware that this information is confidential and only for use within the nursery and to support the child's best interests with parental permission
- Ensuring that parents have access to files and records of their own children but not to those of any other child, other than where relevant professionals such as the police or local authority children's social care team decide this is not in the child's best interest
- Ensuring all staff are aware that this information is confidential and only for use within the nursery setting. If any of this information is requested for whatever reason, the parent's permission will always be sought other than in the circumstances above
- Ensuring staff do not discuss personal information given by parents with other members of staff, except where it affects planning for the child's needs
- Ensuring staff, students and volunteers are aware of and follow our social networking policy in relation to confidentiality
- Ensuring issues concerning the employment of staff remain confidential to the people directly involved with making personnel decisions



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- Ensuring any concerns/evidence relating to a child's personal safety are kept in a secure, confidential file and are shared with as few people as possible on a 'need-to-know' basis. If, however, a child is considered at risk, our safeguarding/child protection policy will override confidentiality.

All the undertakings above are subject to the paramount commitment of the nursery, which is to the safety and well-being of the child.

General Data Protection Regulation (Regulation (EU) 2016/679 (GDPR) compliance

In order to meet our requirements under GDPR we will also undertake the following:

1. We will ensure our terms & conditions, privacy and consent notices are easily accessed/made available in accurate and easy to understand language
2. We will only use your data and/or contact you in relation to the services provided to you in relation to the contract in place. We will not share or use your data for other purposes.
3. Everyone in our nursery understands that people have the right to access their records or have their records amended or deleted (subject to other laws and regulations).

Staff and volunteer information

- All information and records relating to staff will be kept confidentially in a locked cabinet
- Individual staff may request to see their own personal file at any time.

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14. Mobile Phone, Smart Watch & Electronics Policy

Mobile phones and other devices that accept calls, messages and video calling

At Lollyday Childcare and Education Services Ltd: Mini Uni Nursery we promote the safety and welfare of all children in our care. We believe our staff should be completely attentive during their hours of working to ensure all children in the nursery receive good quality care and education.

To ensure the safety and well-being of children we do not allow staff to use personal mobile phones and smartwatches during working hours.

We use mobile phones supplied by the nursery to provide a means of contact in certain circumstances, such as outings. Lollyday Childcare and Education Services Ltd: Mini Uni Nursery have CCTV installed within the setting to ensure and provide a safer and more secure environment for the benefit of the children, parents and staff. In conjunction, the CCTV will also be used as a training opportunity where identified.

This policy should be used in conjunction with our online safety policy to ensure children are kept safe when using the nursery devices online.

Staff must adhere to the following:

- Mobile phones/smartwatches are either turned off or on silent and not accessed during your working hours
- Mobile phones/smartwatches can only be used on a designated break and then this must be away from the children
- Mobile phones/smartwatches should be stored safely in staff pouches located in the nursery office at all times during the hours of your working day.
- The use of nursery devices, such as tablets, must only be used for nursery purposes
- The nursery devices will not have any social media or messaging apps on them
- Any apps downloaded onto nursery devices must be done only by management. This will ensure only age appropriate and safe apps will be accessible to staff or children using them
- Passwords / passcodes for nursery devices must not be shared or written down
- During outings, staff will use mobile phones belonging to the nursery wherever possible. Photographs must not be taken of the children on any personal phones or any other personal information storage device. Only nursery owned devices will be used to take photographs or film videos
- Nursery devices will not be taken home with staff and will remain secure at the setting when not in use. If a device is needed to be taken home due to unforeseen circumstances, then the person taking this device home must ensure it is securely stored and not accessed by another other individual and returned to nursery as soon as practically possible
- Access to CCTV images will be restricted to the Directors and Nursery Manager and not stored for more than 30 days.
- There will be no disclosure of CCTV footage to any parties other than authorised personnel for safeguarding reason's such as the police and children services. All data will be responsibly accessed.
- **Parents' and visitors' use of mobile phones and smartwatches**

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Whilst we recognise that there may be emergency situations which require the use of a mobile phone, staff must always ensure the safety and welfare of children in our care and will ask you to finish your call outside. However, parents and visitors are kindly asked to refrain from using their mobile telephones whilst in the nursery or when collecting or dropping off their children.

If you are found to be using your phone inside the nursery premises, you will be asked to finish the call or take the call outside.

We do this to ensure all children are safeguarded and the time for dropping off and picking up is a quality handover opportunity where we can share details about your child.

Visitors are requested to leave their mobile phones or smart watches in the safety of the office where they will be locked away safely.

Photographs and videos

At Lollyday Childcare and Education Services Ltd: Mini Uni Nursery we recognise that photographs and video recordings play a part in the life of the nursery. We ensure that any photographs or recordings taken of children in our nursery are only done with prior written permission including CCTV from each child's parent and only share photos with parents in a secure manner. We obtain this when each child is registered, and we update it on a regular basis to ensure that this permission still stands.

We ask for individual permissions for photographs and video recordings for a range of purposes including use in the child's learning journey; for display purposes; for promotion materials including our nursery website, brochure, and the local press; and for security in relation to the different social media platforms we use. We ensure that parents understand that where their child is also on another child's photograph, but not as the primary person, that may be used in another child's learning journey.

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

Staff are not permitted to take any photographs or recordings of a child on their own information storage devices e.g. cameras, mobiles, tablets or smartwatches and may only use those provided by the nursery. The Nursery Manager will monitor all photographs and recordings to ensure that the parents' wishes are met and children are safeguarded.

Photographs or videos recorded on nursery mobile devices will be transferred to the correct storage device to ensure no images are left on these mobile devices.

Parents are not permitted to use any recording device or camera (including those on mobile phones or smartwatches) on the nursery premises without the prior consent of the manager.

During special events, e.g. Christmas or leaving parties, staff may produce group photographs to distribute to parents on request. In this case we will gain individual permission for each child before the event. This will ensure all photographs taken are in line with parental choice. We ask that photos of events such as Christmas parties are not posted on any social media websites/areas without permission from parents of all the children included in the picture.



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Applicable for settings using Online Learning Journals only

At Lollyday Childcare and Education Services Ltd: Mini Uni Nursery we use tablets in the rooms to take photos of the children and record these directly on to their electronic learning journeys. We ensure that these devices are used for this purpose only and do not install applications such as social media or messaging sites on to these devices.

We also do routine checks to ensure that emails and text messages (where applicable) have not been sent from these devices and remind staff of the whistleblowing policy if they observe staff not following these safeguarding procedures.

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15. E-Safety, ICT Acceptable Use & Social Network Policy

E-safety:

Lollyday Childcare and Education Services Ltd: Mini Uni Nursery is aware of the growth of internet use and the advantages this can bring. However, it is also aware of its dangers and therefore strives to support children, staff and families in using the internet safely.

Keeping Children Safe in Education states *"The breadth of issues classified within online safety is considerable, but can be categorised into three areas of risk:*

- ✓ *content: being exposed to illegal, inappropriate or harmful material;*
- ✓ *contact: being subjected to harmful online interaction with other users; and*
- ✓ *conduct: personal online behaviour that increases the likelihood of or causes harm"*

Within the nursery we aim to keep children (and staff) safe online by:

- Ensuring we have appropriate antivirus and anti-spyware software on all devices and update them regularly
- Ensuring content blockers and filters are on all our devices, e.g. computers, laptops and any mobile devices
- Keeping passwords safe and secure, not sharing or writing these down. These will be changed at least every term to keep the devices secure
- Ensure management monitor all internet activities in the setting
- Locking away all nursery devices at the end of the day
- Ensuring no social media or messaging apps are installed on nursery devices
- Management reviewing all apps or games downloaded to tablets to ensure all are age appropriate for children and safeguard the children and staff
- Using approved devices to record/photograph in the setting
- Never emailing personal or financial information
- Reporting emails with inappropriate content to the internet watch foundation (IWF www.iwf.org.uk)
- Ensuring children are supervised when using internet devices
- Using tracking software to monitor suitability of internet usage (for older children)
- Not permitting staff or visitors access to the nursery Wi-Fi
- Integrating online safety into nursery daily practice by discussing computer usage 'rules' deciding together what is safe and what is not safe to do online



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- Talking to children about 'stranger danger' and deciding who is a stranger and who is not, comparing people in real life situations to online 'friends'
- When using Skype and FaceTime (where applicable) discussing with the children what they would do if someone they did not know tried to contact them
- Provide training for staff who need this to keep children safe online. We encourage staff to complete a online safety course which can be found at: [NoodleNow! - Log In https://moodle.ndna.org.uk](https://moodle.ndna.org.uk)
- We abide by an acceptable use policy, ensuring staff only use the work IT equipment for matters relating to the children and their education and care. No personal use will be tolerated
- Children's screen time is monitored to ensure they remain safe online and have access to material that promotes their development. We will ensure that their screen time is within an acceptable level and is integrated within their programme of learning.

Acceptable IT Use

This Information and Communications Technology (ICT) Acceptable Use Policy describes the rights and responsibilities of staff using resources, such as computers, the internet, land line and mobile telephones, and other electronic equipment. It explains the procedures you are expected to follow and makes clear what is considered acceptable behaviour when using them.

These facilities are a vital part of our business and should be used appropriately and in the best interests of the nursery.

Security and passwords

Passwords for our systems are confidential and must be kept as such. You must not share any passwords with any other person; in particular you must not allow any other staff member to know your password.

Email

We expect all staff to use their common sense and good business practice when using email. As email is not a totally secure system of communication and can be intercepted by third parties, external email should not normally be used in relation to confidential transactions.

Emails must not be used to send abusive, offensive, sexist, racist, disability-biased, sexual orientation based or defamatory material, including jokes, pictures or comments which are potentially offensive. Such use may constitute harassment and/or discrimination and may lead to disciplinary action up to and including summary dismissal. If you receive unwanted messages of this nature, you should bring this to the attention of your Manager.

Internet access

You must not use the internet facilities to visit, bookmark, download material from or upload material to inappropriate, obscene, pornographic or otherwise offensive websites. Such use constitutes misconduct and will lead to disciplinary action up to and including summary dismissal in serious cases.



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Each employee has a responsibility to report any misuse of the internet or email. By not reporting such knowledge, the employee will be considered to be collaborating in the misuse. Each employee can be assured of confidentiality when reporting misuse.

Personal use of the internet, email and telephones

Any use of our electronic communication systems (including email, internet and telephones) for purposes other than the duties of your employment is not permitted.

Emergency personal calls need to be authorised by the manager and where possible, be made on your own personal mobile phone outside the nursery.

Disciplinary action will be taken where:

- the privilege of using our equipment is abused; or
- unauthorised time is spent on personal communications during working hours.

Data protection

When using any of our systems employees must adhere to the requirements of the General Data Protection Regulation 2018 (GDPR). For more information see our Data Protection and Confidentiality Policy.

Downloading or installing software

Employees may not install any software that has not been cleared for use by the manager onto our computers or systems. Such action may lead to disciplinary action up to and including summary dismissal in serious cases.

Using removable devices

Before using any removable storage, media which has been used on hardware not owned by us (e.g., USB pen drive, CDROM etc.) the contents of the storage device must be virus checked.

Social media:

Social media is becoming a large part of the world we live in and as such at Lollyday Childcare and Education Services Ltd: Mini Uni Nursery we need to make sure we protect our children by having procedures in place for safe use.

We use Facebook / Twitter / Instagram/ TickTok to share pictures of the activities the children have accessed at nursery. In order to safeguard children, we will:

- Ensure all children in the photographs or posts have the correct permissions in place from their parent / carer
- Not allow others to post on our Facebook page, i.e., only management can post on the page, only parents / family / carers who have been invited to join the group can view and comment on the posts
- Monitor comments on all posts and address any concerns immediately

Staff use of social media

We require our staff to be responsible and professional in their use of social networking sites in relation to any connection to the nursery, nursery staff, parents or children.

- When using social networking sites such as Facebook or Instagram staff must:



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- Not name the setting they work at
- Not make comments relating to their work or post pictures in work uniform
- Not send private messages to any parents/family members
- If a parent asks questions relating to work via social networking sites, then staff should reply asking them to come into the setting or contact the manager
- Ensure any posts reflect their professional role in the community (e.g. no inappropriate social event photos or inappropriate comments i.e., foul language)
- Report any concerning comments or questions from parents to the manager/safeguarding lead
- Follow the staff behaviour policy
- Not post anything that could be construed to have any impact on the nursery's reputation or relate to the nursery or any children attending the nursery in any way
- Not belong to our closed Facebook group if linked to a personal account
- Not like or share any of our Facebook posts
- Not be connected to the nursery Facebook / Instagram account in any manner

If any of the above points are not followed then the member of staff involved will face disciplinary action, which could result in dismissal.

Parents and visitors' use of social networking

We promote the safety and welfare of all staff and children and therefore ask parents and visitors not to post, publicly or privately, information about any child on social media sites such as Facebook, Instagram and Twitter. We ask all parents and visitors to follow this policy to ensure that information about children, images and information do not fall into the wrong hands.

We ask parents not to:

- Send friend requests to any member of nursery staff
- Screen shot or share any posts or pictures from the nursery on social media platforms (these may contain other children in the pictures)
- Post any photographs to social media that have been supplied by the nursery with other children in them (e.g., Christmas concert photographs or photographs from an activity at nursery)

We ask parents to:

- Share any concerns regarding inappropriate use of social media through the official procedures (please refer to the partnership with parents' policy, complaints procedures and grievance policy).

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16. Organisation Policy

As an ever-expanding business, there are always new career prospects on the horizon and we feel very strongly that promotion from within should be encouraged. An indication of this commitment is our training and development policy which will support the training you need to cover a variety of differing career choices. Lollyday Childcare and Education Services Ltd: Mini Uni Nursery is dedicated to providing all a child needs to be happy, healthy and secure. In order for us to achieve this, the nursery also needs happy, healthy and secure carers for those children. We constantly strive to achieve those aims.

This Organisation Policy is to be read by all staff members and will remain at the nursery at all times for staff to refer to.

STAFF

The nursery has different levels of staff:

- Directors
- Manager
- Deputy Manager
- Supervisor/Room Leader
- Early Years Educator (Level 3 and above)
- Part Qualified Early Years Educator (Level 2)
- Nursery Assistants
- Apprentices Early Years Educator
 - Cook
 - Cleaner

Whenever a vacancy arises in any area, internal applications will be welcomed.

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Operational Plan

At Lollyday Childcare and Education Services Ltd: Mini Uni Nursery we provide quality affordable childcare for the local community. Quality childcare brings benefits for the whole community, enabling parents to return to work and combine employment with family life and enabling employers to retain and recruit employees from the local community.

We want parents to feel confident about the quality of care that is provided for their child in order for them to have no concerns for their child's health, welfare, and early learning. To continuously develop our practice, we regularly complete a self-evaluation cycle where we publish our opinions about the quality of our childcare and an action plan to implement emerging good practice from the sector. We welcome parent's opinions and contributions to the self-evaluation process and actively seek feedback through questionnaires, parents' evenings and informal discussion which is recorded.

In order for Lollyday Childcare and Education Services Ltd: Mini Uni Nursery to run effectively and efficiently serve local community needs, it is important that we have an operational plan that is implemented, reviewed and revised on a regular basis. This plan is a blueprint for managing the nursery. It describes how the nursery is run and what type of service is provided. It describes the nursery service, the structure of the nursery, who is responsible and guidance on practices and procedures.

The plan is used by the Nursery Manager, staff, parents and outside agencies as a reference tool for general day-to-day practice and a tool against which to assess the quality of the service provided. We will review this policy on a regular basis (6months) using reflective practice, and make and implement any necessary changes following a review.

One of the key objectives of the Operational Plan is that we operate within the EYFS at all times even in difficult situations.

The nursery policy on this is as follows:

Staff Ratios

- All staff should know the exact number of children in their room at any time. Consideration should be given to any staff who may not have received their DBS checks back and the Room Leader should ensure that all staff are aware of this. Under no circumstances are these staff to be left in situations where they are unaccompanied by DBS-checked staff
- In cases of staff sickness, staff are to be deployed within rooms to maintain the staff: child ratio.
- The Manager is kept out of ratios to help in this situation – the Manager can be counted in the numbers when necessary
- Bank staff records are kept on site to be contacted in this situation
- If the situation arises where we do not have sufficient staff, and children are still arriving at the nursery, the parents MUST be asked to remain with their child. The nursery is not insured against any injury or claim if the adequate staff: child ratios are not being met
- Only those aged 17 years or over may be included in ratios, and staff under 17 should be supervised at all times. Students on long-term placements and volunteers (aged 17 or over) and staff working as apprentices



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in early education (aged 16 or over) may be included in the ratio if Mini Uni Nursery is satisfied that they are competent and responsible

Staff/child ratios

For children aged two

- There must be at least one staff member for every five children
- At least one member of staff must hold a full and relevant level 3 qualification and at least half of all staff must hold a full and relevant level 2 qualification

For children aged three and over in registered early years provision where a person with Qualified Teacher status, Early Years Professional Status, Early Years Teacher Status or another suitable level 6 qualification is working directly with the children:

- There must be at least one member of staff for every 13 children and at least one other member of staff must hold a full and relevant level 3 qualification

For children aged three and over at any time in registered early years provisions when a person with Qualified Teacher Status, Early Years Professional Status, or suitable level 6 qualification is not working directly with the children

- There must be at least one member of staff for every eight children
- At least one member of staff must hold full and relevant level 3 qualification; at least half of all other staff must hold a full and level 2 qualification

Ofsted determine that a higher staff to child ratio than outlined here to ensure the safety and welfare of children is good practice.

Ofsted expect the teacher or equivalent to be working with children for the vast majority of the time and not short sessions during a day. Where they need to be absent for short periods of time, we must ensure that the quality and safety is maintained.

PAPERWORK

- It is necessary that we constantly maintain an audit trail. This is a paper record of exactly what happens at nursery such as who was in which room and when. This applies to all children and staff.
- All personnel who enter the nursery are required to sign in and out as part of our robust safeguarding practices
- The manager or directors will review these policies regularly and make every effort to ensure that policies and procedures are amended to conform with current legislation and directives. All amendments are recorded on the amendment front sheet. All staff are made aware of any amendments.
- Every incident and accident must be recorded in the appropriate way. The nursery has a responsibility to children and staff alike to protect them from harm or accusations of harm. If an allegation of any nature is made against a member of staff, we need to have records as evidence
- All nursery procedures will be covered in Induction training

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LINES OF REPORTING

In general, the Nursery Manager will make day to day decisions in respect of the running of the nursery. The Nursery Manager should always keep the Directors of the company up to date with any significant events. The Room Leader should report directly to the Nursery Manager or deputy manager in their absence. All other staff should report to their Room Leader.

When reporting safeguarding concerns all staff should report to the Designated Safeguarding officer. In their absence, staff must report to the Deputy Designated Safeguarding Officer. If neither officer are available then staff must report their concerns to MASH or LADO.

Please refer to our safeguarding policy for more information.

Decisions will always be made in a timely fashion and rolled out across the Group should it be appropriate. Support will come from the Directors and it is their role to keep all of the nurseries in the Group up to date with new Ofsted legislation and directives.

Contact numbers

Contact	Name	Telephone number
Alarms (Burglar, Fire)	Yousuf	07729474851
Building (The Hub Building)	Yousuf	07729474851
Building (Nursery Unit)	Lola	07961260558
Computer	As Above	As Above
Doors	As Above	As Above
Electrician	As Above	As Above
Electricity supplier	Yousuf	07729474851
Environmental health		
Fire and rescue		999
Fire equipment	Lola	07961260558
Fire officer	Lola	07961260558
Gas board	Yousuf	07729474851



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Insurance helpline	Lola	07961260558
Local authority early years' service	Annette	Tel: 0203739132/Mob: 07779919297
NDNA legal helpline (NDNA members only)		02921 153 812
NHS Direct		111
Police		999
Plumber	Lola	07961260558
Water board	Yousuf	07729474851
Waste management	Lola	07961260558
Window call out	Lola	07961260558

Emergency locations

Water main stop tap	Please contact – Yousuf -07729474851
Gas point	Please contact - Yousuf -07729474851
Fuse box	Please contact - Yousuf -07729474851
Boiler	Please contact - Yousuf -07729474851

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17. Medication Policy

At Lollyday Childcare and Education Services Ltd: Mini Uni Nursery we promote the good health of children attending nursery and take necessary steps to prevent the spread of infection (see sickness and illness policy). If a child requires medicine, we will obtain information about the child's needs for this and will ensure this information is kept up to date.

We follow strict guidelines when dealing with medication of any kind in the nursery and these are set out below. The nursery WILL NOT administer any medication unless prior written consent is given for each medicine.

Illness

- If any child is brought to the nursery in a condition in which he/she may require medication sometime during the day, the Nursery Manager will decide if the child is fit to be left at the nursery.
- For information on infection control and infectious diseases visit the Public Health England website and view their document titled '*Health protection in schools and other childcare facilities*'.
- If the child is deemed well enough to stay at the setting, the parent/ carer must inform the nursery staff what medication was given, the time of administration and dosage amount. This information will be recorded and signed for by parents and the nursery

Medication in the Nursery Setting - General Guidance

- Before administering medication to any child, we will require written agreement from the parents
- This agreement (usually a Medication Form) should include:
 - the child's name and date of birth
 - the name of the medication
 - the required dose and agreed time of administration
 - Duration of medication
 - Expiry date
 - Prescription label needs to be clearly visible and prescribed or issued within the UK
- Medication is only accepted in its original labelled container
- Prescribed medication must have a clear and visible prescription label
- Medication for occasional emergency use such as an adrenaline pen or inhaler, will be recorded in conjunction with a medical care plan and stored securely in a medical care bag.
- For non-prescription medication the Nursery Manager reserves the right to determine the use of it within the nursery setting.
- If at any time there is any doubt regarding the administration of medication to a child, practitioners will stop and check with the Nursery Manager before continuing.
- **Storage**



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All medication will:

- Be stored in accordance with the manufacturer's instructions on the container (e.g., cool dark place, refrigerated)
- Be stored in a closed box
- Be kept out of the reach of children
- Be in their original containers
- Have labels which are legible and in English
- Be clearly marked with child's name and date of birth
- Emergency medication, such as inhalers and Adrenaline (EpiPen's), will be within easy reach of staff in case of an immediate need, but will remain out of children's reach
- Any 'stored' medication such as Nursery stock of Paracetamol or a child's inhaler, will be regularly checked to ensure the product is still within its expiry and therefore suitable for use

Medication Prescribed by a Doctor, Dentist, Nurse or Pharmacist

(Medicines containing aspirin will only be given if prescribed by a doctor)

- Prescription only medicine will be given when prescribed by the above and only for the person named on the dispensing label on the bottle/container for the dosage stated
- Medicines must be in their original containers
- For all medication the parent/carer must give prior written permission for the administration of each and every medication. Written permission will be accepted once for a whole course of medication or for the ongoing use of a particular medication required for long term use
- The parent/ carer will complete the relevant form to enable the nursery to administer the medication(s) required.
- The written permission is only acceptable for the medication listed and cannot be used for similar types of medication, e.g., if the course of antibiotics changes
- Parents must notify the nursery IMMEDIATELY if the child's circumstances change, e.g. a dose has been given at home, or a change in strength/dose needs to be given
- Any change in the details listed above must be recorded on a new form with counter signature from parent / carer
- The nursery will only administer as per the information listed on the form
- At each visit the child's parent/ carer will be asked if there have been any changes to the requirements stated on the form. If there have been changes, a new form must be completed, and counter signed by parent/ carer
- When the child is picked up from the setting, the parent/ carer must be given an update as to the times and dosage given throughout the day. The parent's signature must be obtained confirming this information has been given



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- At the time of administering the medicine, a senior member of staff will ask the child to take the medicine, or offer it in a manner acceptable to the child at the prescribed time and in the prescribed form

It is important to note that staff working with children are not legally obliged to administer medication

- If the child refuses to take the appropriate medication a note will be made on the form. Where medication is “essential” or may have side effects, discussion with the parent will take place to establish the appropriate response. This will be documented on the form accordingly.

Non-prescription Medication (also known as over the counter medicine)

- If any child is brought to the nursery in a condition in which he/she may require medication sometime during the day, the manager will decide if the child is fit to be left at the nursery
- The nursery will not administer any non-prescription medication containing aspirin
- The nursery will not accept from parents of carers, Ibuprofen for children with fevers, colds and flus.
- The nursery will only administer non-prescribed medication for a short initial period and only if necessary. After this time parents / carers will be advised to seek medical advice
- The nursery reserves their right to refuse to administer medication if they feel that the child does not need the medication or deem further medical attention is required
- For all medication the parent/carer must give prior written permission for the administration of each and every medication
- Medicines must be in their original containers
- This also applies to non-prescription creams or ointments for skin conditions e.g., Sudocream
- The parent / carer will complete the relevant form to enable the nursery to administer the medication(s) required.
- The written permission is only acceptable for the medication listed and cannot be used for similar types of medication
- Parents must notify the nursery IMMEDIATELY if the child’s circumstances change, e.g., a dose has been given at home, or a change in strength/dose needs to be given
- Any significant changes in the details listed above must be recorded on a new form and countersigned by the parent/ carer
- The nursery will only administer as per the information listed on the form
- At each visit the child’s parent/carer will be asked if there have been any changes to the requirements stated on the form. If there have been changes, a new form must be completed and counter-signed by the parent/carer
- When the child is picked up from the setting, the parent / carer must be given an update as to the times and dosage given throughout the day. The parent’s signature must be obtained confirming this information has been given



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- At the time of administering the medicine, a senior member of staff will ask the child to take the medicine or offer it in a manner acceptable to the child at the prescribed time and in the prescribed form.

Emergency Medication

- At new registration of a child to the setting, parents will be asked if they are happy to give consent to 'emergency' treatment being given. This would be only deemed necessary for specific circumstances. Parents/carers will be asked to complete a form to give consent. This form will include:
 - The circumstances in which 'emergency' medication will be given e.g., High temperature (above 38°C)
 - The specific medication e.g., Paracetamol
 - Dose to be administered will follow the guidance on the original container e.g., following age / dosage instructions
 - Statement that medication will only be given if the nursery is unable to contact the parent
- An 'emergency' nursery stock of medication may be kept on site
- Stock medication will be kept in accordance with manufacturer's instructions on the container (e.g., cool dark place, out of the reach of children)
- Stock will be checked at regular intervals by the designated trained first aider to ensure there is ample supply and is still within its expiry date
- If a child experiences symptom of illness, attempts will be made to contact the child's parents before administering 'emergency' medication
- Where parents cannot be contacted the Nursery Manager will take the decision as to whether the child is suitable to receive the 'emergency' medication based on the symptoms and medical history of the child given at registration
- Administering 'emergency' non-prescription medication will be a last resort and the nursery staff will use other methods first to try and alleviate the symptoms. The child will be closely monitored until the parents collect the child.

Injections, Pessaries, Suppositories

As the administration of injections, pessaries and suppositories represents intrusive nursing, we will not administer these without appropriate medical training for every member of staff caring for this child. This training is specific for every child and not generic. The nursery will do all it can to make any reasonable adjustments including working with parents and other professionals to arrange for appropriate health officials to train staff in administering the medication.

Administration

- As a general guideline before administering medication to a child the staff member should:
 - Wash their hands
 - Ensure a drink is available if appropriate (some medication can irritate and damage the throat and oesophagus if administered without a drink)

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- Check the label on the medication: name of child, dose, route of administration (e.g. by mouth, into ear/eye, rubbed on the skin), any special instructions and expiry date and ensure this is the same information on the Medication Form
- If there is any doubt about any procedure staff should not administer, but seek advice from parent/ carer or health professional
- If a child refuses the medication, they must not be forced. Staff can try to encourage them or perhaps get someone else to try. Under no circumstances should staff attempt to hide the medicine in food or drink, unless there is express written permission from parents to do so
- It is normally considered poor practice to give medicines covertly, although in rare cases where the health professionals judge that it is in the child's interests to do so, this is acceptable. Some children do find tablets difficult to swallow so may be given them, with their full knowledge, in, for example, a spoonful of jam. Even in these circumstances' parents must give written instructions as some medicines can react with certain foods it is advisable; they have sought advice from their pharmacist before doing this.

Staff Fitness to Work & Staff Medication

- All nursery staff have a responsibility to work with children only where they are fit to do so
- Staff must not work with children if they are infectious or too unwell to meet children's needs. This includes circumstances where medication taken by staff affects their ability to care for children, for example, where it makes a person drowsy
- If staff members believe their condition, including any condition caused by taking medication, is affecting their ability to care for children they must inform their line manager immediately
- The Nursery Manager / person's line manager/registered provider will decide if a staff member is fit to work, including circumstances where other staff members notice changes in behaviour suggesting a person may be under the influence of medication. This decision will include any medical advice obtained by the individual or from an occupational health assessment
- Where staff may occasionally or regularly need medication, any such medication must be kept in the Nursery Office. Staff must inform their manager/line manager if they require any medication. This will be recorded in their staff file.
- If the medication is required to be accessed in an emergency, such as an asthma inhaler, this should be easily accessible but safe from children
- In all cases medication must be stored out of reach of children. It must not be kept in the first aid box. It will be clearly labelled with the name of the member of staff

Medication Errors

- Occasionally mistakes may happen. In most cases, whether it is a missed dose, or a medicine given in error there will be no harm done. It is important to be open and honest if errors occur
- Parents should be contacted, and the mistake explained to them:



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- In the case of a missed dose, the dose may be able to give at a later time. The parent may be able to advise
- Where a dose has been given in error, it is important the child is monitored for any reactions and medical advice sought if there are concerns. It is important to inform the parent/ carer as this may happen after the child leaves the setting
- The Nursery Manager will investigate all medication errors and put in preventative actions to ensure future errors do not occur.

Disposal of Medication

- Tablets and capsules are occasionally dropped on the floor or spat out. In this case we will place the tablet in a labelled envelope and hand to the parents to be disposed of later
- In no circumstances should it be flushed down the toilet or thrown in the bin
- When a child leaves the setting, ceases to need medication or if a medicine has passed its expiry date, we will return any unused quantity to the parents. If this is not possible then we will take it to a local pharmacist for safe disposal.

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18. Sickness and Illness policy

At Lollyday Childcare and Education Services Ltd: Mini Uni Nursery we promote the good health of all children attending. To help keep children healthy and minimise infection, we do not expect children to attend nursery if they are unwell. If a child is unwell, it is in their best interest to be in a home environment with adults, they know well rather than at nursery with their peers.

Our procedures

In order to take appropriate action of children who become ill and to minimise the spread of infection we implement the following procedures:

- If a child becomes ill during the nursery day, we contact their parent(s) and ask them to pick up their child as soon as possible. During this time, we care for the child in a quiet, calm area with their key person, wherever possible
- We follow the guidance given to us by Public Health England (Health Protection In Schools and other childcare facilities) and advice from our local health protection unit on exclusion times for specific illnesses, e.g. sickness and diarrhoea, measles and chicken pox, to protect other children in the nursery
- Should a child have an infectious disease, such as sickness and diarrhoea, they must not return to nursery until they have been clear for at least 48 hours. We inform all parents if there is a contagious infection identified in the nursery, to enable them to spot the early signs of this illness. We thoroughly clean and sterilise all equipment and resources that may have come into contact with a contagious child to reduce the spread of infection
- We notify Ofsted as soon as possible and in all cases within 14 days of the incident where we have any child or staff member with food poisoning.
- We exclude all children on antibiotics for the first 48 hours of the course (unless this is part of an ongoing care plan to treat individual medical conditions e.g., asthma and the child is not unwell) This is because it is important that children are not subjected to the rigours of the nursery day, which requires socialising with other children and being part of a group setting, when they have first become ill and require a course of antibiotics
- We have the right to refuse admission to a child who is unwell. This decision will be taken by the manager on duty and is non-negotiable
- We make information/posters about head lice readily available and all parents are requested to regularly check their children's hair. If a parent finds that their child has head lice, we would be grateful if they could inform the nursery so that other parents can be alerted to check their child's hair

Meningitis procedure

If a parent informs the nursery that their child has meningitis, the Nursery Manager will contact the Local Area Infection Control (IC) Nurse. The IC Nurse will give guidance and support in each individual case. If parents do not inform the nursery, we will be contacted directly by the IC Nurse and the appropriate support will be given. We will follow all guidance given and notify any of the appropriate authorities including Ofsted if necessary.

Transporting children to hospital procedure

The Nursery Manager/staff member must:

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- Call for an ambulance immediately if the sickness is severe. DO NOT attempt to transport the sick child in your own vehicle
- Whilst waiting for the ambulance, contact the parent(s) and arrange to meet them at the hospital
- Redeploy staff, if necessary, to ensure there is adequate staff deployment to care for the remaining children. This may mean temporarily grouping the children together
- Arrange for the most appropriate member of staff to accompany the child taking with them any relevant information such as registration forms, relevant medication sheets, medication and the child's comforter
- Inform a member of the management team immediately
- Remain calm at all times. Children who witness an incident may well be affected by it and may need lots of cuddles and reassurance. Staff may also require additional support following the accident.

Exclusion periods for common infectious illnesses

Illness	Exclusion Period	Notes
Chickenpox	5 days from rash onset & until blisters crust	Pregnant staff: seek GP/midwife advice
COVID-19	3 days after positive test if unwell	Mild cold-like symptoms don't require exclusion
Diarrhea & Vomiting	48 hours after symptoms stop	Longer for E. coli STEC or Hepatitis A
Flu (Influenza)	Until recovered	Report outbreaks to UKHSA
Hand, Foot & Mouth	None	Maintain hygiene
Impetigo	Until lesions crust/heal OR 48 hrs after antibiotics	Cover exposed lesions
Measles	4 days from rash onset	Highly infectious
Mumps	5 days from swelling onset	Vaccination prevents
Rubella	4 days from rash onset	Pregnant staff: seek advice
Scarlet Fever	24 hrs after antibiotics	Report outbreaks
Whooping Cough	48 hrs after antibiotics OR 21 days untreated	Vaccination prevents
Slapped Cheek	None	Pregnant staff: seek advice
Threadworms	None	Treat household contacts

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19. Bereavement Policy

Bereavement:

We recognise that children and their families may have experienced grief and loss of close family members, or friends, especially during the pandemic Covid-19. We understand that this is not only a difficult time for families, but it may also be a confusing time for young children, especially if they have little or no understanding of why their parents are upset and why this person is no longer around. We will aim to work with any family who has suffered bereavement at home, before coming back to the setting and work with them to support their child to the best of our abilities.

Lollyday Childcare and Education Services Ltd: Mini Uni Nursery acknowledges that not all employees will need to take the full allowance, and some employees will need additional time, depending on their relationship with the person who has died and the circumstances of the death. If additional time is required off for bereavement leave this will be taken as unpaid leave which will be agreed upon by the Management Team.

Lollyday Childcare and Education Services Ltd: Mini Uni Nursery acknowledges the personal nature of bereavement and grief and is committed to supporting employees in practical and reasonable ways.

Lollyday Childcare and Education Services Ltd: Mini Uni Nursery acknowledges that bereavement impacts all individuals differently and the guidelines below are intended to show the minimum paid leave an employee is entitled to in different circumstances.

Bereavement leave applies to the following:

Paid bereavement leave:

Bereavement leave is paid leave that allows an employee time off to deal with their personal grief and related practical arrangements when an immediate family member dies. It is the policy of the Company to grant all employees up to one week bereavement time off **without loss of pay** when a death occurs in an employee's immediate family (i.e. mother, father, wife/husband, live in partner, sister, brother, daughter, son or grandchildren). An employee will not be eligible to receive **paid** bereavement time-off benefits while off or absent from work because of holiday, sickness (paid or unpaid) or for any other reason.

Dependant Bereavement:

In the event of a bereavement for a dependant, paid leave will be granted for maximum of one week of contractual working hours. If additional time is required off for bereavement leave this will be taken as unpaid leave which will be agreed upon by the Management Team for an additional 2 weeks. This does not affect your annual leave entitlement or annual leave pay.

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A dependant could be a:

- Spouse, partner or civil partner (including same sex partners) *
- Child/Children**
- Parent
- Stepparent
- Sibling
- Grandchildren
- Grandparent

*Partner includes someone the employee is cohabiting with but is not the employee's spouse or civil partner.

**Child includes children the employee is the adoptive parent, legal guardian, or carer for. For more information, please refer to subheading Parental Bereavement leave.

If a non-dependant dies:

In these circumstances, a maximum of up to 3 weeks unpaid leave may be granted on the death of someone who is not a child or dependent. These circumstances would include (but are not limited to) situations where the employee is responsible for funeral arrangements or has to travel abroad to attend the funeral. This does not affect your annual leave entitlement or annual leave pay.

Giving notice for bereavement leave:

An employee should notify their line manager of their need to take leave as soon as possible or, at the latest, on the first day of absence. An employee's next of kin or family member can notify the employee's line manager on their behalf.

In exceptional circumstances, if staff fail to attend for their shift due to the shock of a bereavement, staff will not be penalised but must inform their line manager the next working day either themselves or via next of kin. Applications for leave will be considered after the first day of absence.

Line managers have the right to exercise discretion in exceptional circumstances as outlined above.

Additional time off: Annual leave

Term Time only staff:

In the event of a additional bereavement leave, a term time employee will be able to use their annual leave at short notice to supplement their unpaid bereavement leave. Requests should be directed to the employee's line manager. A maximum of 5 annual leave days may be requested or taking. Please note that annual leave pay in this circumstance will be forfeited from the next holiday allotment.



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Salaried staff:

In the event of a bereavement, an employee will be able to take annual leave at short notice to supplement their bereavement leave. Requests should be directed to the employee's line manager. Annual leave dates are subjected to the remainder to their available annual leave days available at the time of request.

Unpaid leave

Unpaid leave on compassionate grounds up to a maximum of 3 week's may be granted after bereavement. An employee must consult with their line manager before starting unpaid leave.

Parental bereavement leave

Employees are entitled to 2 weeks Statutory Parental Bereavement Leave if their child:

- dies under the age of 18
- is stillborn after 24 weeks of pregnancy

Employees can claim this leave if they are the:

- birth parent
- natural parent (the person who gave birth to the child who has since been adopted, but has a court order to allow them to continue having access to the child)
- adoptive parent, if the child was living with them
- person who lived with the child and had responsibility for them, for at least 4 weeks before they died
- 'intended parent' – due to become the legal parent through surrogacy
- partner of the child's parent, if they live with the child and the child's parent in an enduring family relationship

Parental Bereavement Leave can be used within 56 weeks of the date of the death or stillbirth. It can be taken as either:

- 2 consecutive week
- 2 separate weeks
- 1 week only

In order to take Parental Bereavement Leave, an employee should tell their line manager:

- when they want their Parental Bereavement Leave to start
- whether they want to take 1- or 2-weeks' leave

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- the date of their child's death

To take or cancel Parental Bereavement Leave, an employee should also give their line manager the correct notice:

- if within 8 weeks of the death or stillbirth – notice must be given before the employee would usually start work on the first day of leave
- if more than 8 weeks after the death or stillbirth – notice must be given at least 1 week before the start of the planned leave
- Parental Bereavement Pay

If an employee has been with Lollyday Childcare and Education Services Ltd: Mini Uni Nursery for at least 26 weeks, they will be entitled to Statutory Parental Bereavement Pay if all of the following apply:

- their child dies under the age of 18 or is stillborn after 24 weeks of pregnancy
- they were employed when their child died
- they earn on average at least the average weekly minimum amount set by the government

Statutory Parental Bereavement Pay:

To enable Lollyday Childcare and Education Services Ltd: Mini Uni Nursery to pay the employee for this time off, the employee must ask in writing (give 'notice') for Statutory Parental Bereavement Pay within 28 days of taking Statutory Parental Bereavement Leave, starting from the first day of the week they're claiming the payment for.

The notice should state the employee is entitled to Statutory Parental Bereavement Pay and include:

- their name
- they earn on average at least the average weekly minimum amount set by the government
- the start and end dates of the leave they want to claim the pay for
- the date of their child's death
- their relationship with the child

Miscarriage leave:

If an employee or their partner has a miscarriage in the first 24 weeks of pregnancy, Lollyday Childcare and Education Services Ltd: Mini Uni Nursery recognises many people will consider this a bereavement.

In these circumstances, Lollyday Childcare and Education Services Ltd: Mini Uni Nursery provides 5 days leave. This time off will be paid. If additional leave is required a further 5 days will be granted provided your line manager has agreed.

Up to 2 weeks of sickness absence related to a miscarriage will be recorded as 'pregnancy related sickness'. This absence will be kept separate to other types of sickness and Lollyday Childcare and Education Services Ltd: Mini Uni Nursery will not count these absences towards any review or trigger points set out in the organisation's absence policy.

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Miscarriage that happens at work:

Lollyday Childcare and Education Services Ltd: Mini Uni Nursery understands it can be a very distressing time if an employee's miscarriage happens at work.

Any employee who needs assistance, for example help contacting a partner or family member, or needs immediate medical help such as a first aider, can contact one of the following: Ololade Jinadu- First Aider at work,

Rima Akther- Deputy First Aider at Work /Rima Bibi- Deputy First Aider

If an employee needs to leave the premises they should report to their line manager/Room Supervisor.

Return to work:

In certain circumstances a full return to work may not be possible for an employee following a bereavement. For example, when the employee's grief is likely to impact on their ability to perform their role, or where new child care arrangements have to be sourced or responsibility for the care of an elderly parent has transferred to the employee.

In such instances Lollyday Childcare and Education Services Ltd: Mini Uni Nursery will allow a phased return to work on a part-time or reduced hours basis where practicable. Alternative duties may also be considered. Any such arrangement would need to be agreed in advance by the line manager. It would be subject to an agreed maximum number of days and would be managed in line with Lollyday Childcare and Education Services Ltd: Mini Uni Nursery's flexible working or part-time working policy.

Employee support

Lollyday Childcare and Education Services Ltd: Mini Uni Nursery acknowledges that bereavement leave is intended to support employees in the immediate period around the death of a relative. However, the process of grief, the natural reaction and adjustment to loss and change may take a significant time and will be personal to each individual.

An employee with any concerns about the grieving process impacting on their work performance should discuss this in confidence with their line manager. This is to ensure that:

- any reasonable adjustments that may be necessary are discussed and put in place
- the employee is supported in their return to the full range of duties and responsibilities that they had prior to the bereavement
- the employee's duties and responsibilities are adjusted (as necessary) with the prior agreement of line manager

Lollyday Childcare and Education Services Ltd: Mini Uni Nursery recognises that people may not require counselling to cope effectively with their grief. However, for employees wishing to seek professional help in coming to terms with a death, the organisation will support employees with seeking professional help, adjusting shift patterns and adjusting duties and responsibilities for a short period of time.



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Health and safety

Bereavement can have an impact on concentration, sleep and decision making. The health and safety assessment of the workplace will include consideration of the impact of bereavement on employees, their duties and responsibilities, and the context in which they are working.

Any employee who is concerned about their ability to conduct their duties safely in the weeks following a bereavement must discuss this with their line manager.

Lollyday Childcare and Education Services Ltd: Mini Uni Nursery reserves the right to request an employee to consult with the employee's individual doctor's before resuming full duties.

Culture and diversity

Lollyday Childcare and Education Services Ltd: Mini Uni Nursery recognises that different cultures respond to death in significantly different ways.

Line managers will check whether the employee's religion, belief or culture requires them to observe any particular practices or make special arrangements which would require them being off work at a particular time. Employees should not assume that their line manager is aware of any such requirements and should draw this to their line manager's attention as soon as possible.

Line managers who are unsure of how to respond to a bereaved employee from a different culture should ask the bereaved employee or someone else from their cultural group about what is appropriate.

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20. Immunisation Policy

At Lollyday Childcare and Education Services Ltd: Mini Uni Nursery we expect that children are vaccinated in accordance with the government's health policy and their age. We ask that parents inform us if their children are not vaccinated so that we can manage any risks to their own child or other children/staff/parents in the best way possible. The Nursery Manager must be aware of any children who are not vaccinated within the nursery in accordance with their age.

We make all parents aware that some children in the nursery may not be vaccinated, due to their age, medical reasons or parental choice. Our nursery does not discriminate against children who have not received their immunisations and will not disclose individual details to other parents. However, we will share the risks of infection if children have not had immunisations and ask parents to sign a disclaimer.

We record, or encourage parents to record, information about immunisations on children's registration documents and we update this information as and when necessary, including when the child reaches the age for the appropriate immunisations.

Staff vaccinations policy

It is the responsibility of all staff to ensure they keep up to date with their vaccinations, as recommended by the NHS vaccination schedule and keep the nursery informed.

If a member of staff is unsure as to whether they are up to date, then we recommend that they visit their GP or practice nurse for their own good health.

Emergency information

We keep emergency information for every child and update it every six months with regular reminders to parents in newsletters, at parents' evenings and a reminder notice on the Parent Information Board.

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21. Infection control policy

At Lollyday Childcare and Education Services Ltd: Mini Uni Nursery we promote the good health of all children attending through maintaining high hygiene standards and reducing the chances of infection being spread. We follow the health protection in schools and other childcare facilities guidance which sets out when and how long children need to be excluded from settings, when treatment/medication is required and where to get further advice from.

Viruses and infections can be easily passed from person to person by breathing in air containing the virus which is produced when an infected person talks, coughs or sneezes. It can also spread through hand/face contact after touching a person or surface contaminated with viruses.

Information regarding Lollyday Childcare and Education Services Ltd: Mini Uni Nursery's actions against Coronavirus control is detailed in the Covid-19 Guidance Policy.

We follow the guidance below to prevent a virus or infection from moving around the nursery.

Our staff:

- Encourage all children to use tissues when coughing and sneezing to catch germs
- Ensure all tissues are disposed of in a hygienic way and all children and staff wash their hands once the tissue is disposed of
- Develop children's understanding of the above and the need for good hygiene procedures in helping them to stay healthy
- Wear the appropriate Personal Protective Equipment (PPE) when changing nappies, toileting children and dealing with any other bodily fluids. Staff are requested to dispose of these in the appropriate manner and wash hands immediately
- Clean and sterilise all potties and changing mats before and after each use
- Clean toilets at least daily and check them throughout the day
- Remind children to wash their hands before eating, after visiting the toilet, playing outside or being in contact with any animal and explain the reasons for this
- Clean all toys, equipment and resources on a regular basis by following a comprehensive cleaning rota and using antibacterial cleanser or through washing in the washing machine
- Wash or clean all equipment used by babies and toddlers as and when needed including when the children have placed it in their mouth
- Store dummies in individual hygienic dummy boxes labelled with the child's name to prevent cross-contamination with other children
- Store toothbrushes (where applicable) hygienically to prevent cross-contamination
- Immediately clean and sterilise (where necessary) any dummy or bottle that falls on the floor or is picked up by another child



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- Provide labelled individual bedding for children that is not used by any other child and wash this at least once a week
- Where applicable wear specific indoor shoes or slippers whilst inside the rooms and make sure that children wear them as well
- Follow the sickness and illness policy when children are ill to prevent the spread of any infection in the nursery. Staff are also requested to stay at home if they are contagious.
- The Nursery Manager retains the right of refusal of all children, parents, staff and visitors who are deemed contagious and may impact on the welfare of the rest of the nursery
- Parents will be made aware of the need for these procedures in order for them to follow these guidelines whilst in the nursery
- Periodically each room in the nursery will be deep cleaned including carpets and soft furnishings to ensure the spread of infection is limited. This will be implemented earlier if the need arises
- The nursery will ensure stocks of tissues, hand washing equipment, cleaning materials and sterilising fluid are maintained at all times and increased during the winter months or when flu and cold germs are circulating.

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22. Covid-19 Policy

In accordance with government guidelines, Lollyday Childcare and Education Services Ltd: Mini Uni Nursery are placing new procedures in place to ensure the overall safety of parents/carers, children, and staff.

For the safe running of the nursery, we are taking important actions that children, parents and staff will take during the coronavirus or any covid19 related virus outbreak to help prevent the spread of the virus.

Lollyday Childcare and Education Services Ltd: Lollyday Childcare and Education Services Ltd: Mini Uni Nursery are dedicated to preventing the spread of the coronavirus through direct and indirect intermission. To reduce the risk of transmission we will be ensuring that:

- Before the nursery opens to children, parents and carers, all nursery equipment will be sterilised and cleaned.
- Individuals within children's and staff's households who present symptoms of the coronavirus, should not attend the nursery setting.
- Good respiratory hygiene by promoting the 'catch it, bin it, kill it' approach
- Cleaning all surfaces, resources, and equipment more frequently
- Ensuring good ventilation is maintained to reduce transmission
- No toys from home should be brought into the nursery setting
- Ensuring that only one parent or carer accompany their child to the nursery to reduce transmission

Staff guidance for return to work:

- All staff are required to undertake a lateral flow testing kit if Covid symptoms arises. This includes if staff are vaccinated.
- Any staff member who presents symptoms will be asked to take another lateral flow testing kit and kept isolated away from staff and children until the test results are shown.
- Any staff member who is found to be positive, has a positive case of coronavirus within their household or has been in contact with coronavirus, must follow government recommended guidelines.

Exclusion periods:

- Any staff member with symptoms of Coronavirus will be asked to follow government isolation guidelines (currently 5 days)
- Staff members are asked to conduct a Covid-19 test and send proof of their results to the management team as soon as they receive them.



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- Staff should also not attend if they have symptoms, or are self-isolating, due to symptoms in their household. Staff are to immediately book themselves for testing.

Parent – Nursery Agreement

- Children who are symptom free or have completed the required isolation period, can attend nursery.
- Families are asked to inform nursery if they, the child or anyone in their household has any symptoms and to follow the COVID-19 guidance.
- We will continue to communicate with parents and carers with the ongoing changes and developments of the nursery's daily operations.
- We will provide parents with clear communication regarding the role they play in the safe operating procedures and all measures being taken to ensure the safety of their children and themselves.
- If anyone becomes unwell with the most common symptoms of coronavirus within the setting, they must be sent home and advised to follow the COVID-19: Guidance for households with possible coronavirus infection.
- If a child has a high temperature whilst at nursery, parents will be called immediately. The child will be cared for in a separate room from the other children and the staff member will, in these cases, wear a face covering to minimise the spread of infection
- If any parent/carer and emergency contact is unavailable because of self-isolation or coronavirus symptoms, parents and carers will need to review their emergency contacts and provide updated contacts.
- The nursery will follow the critical incident policy for national outbreaks of infection/health pandemics. In addition, we will continue to follow all government guidelines regarding Covid -19 and keep staff and parents up to date with any changes. This includes following any procedures if the virus spread across the setting and/or the infection rates were to increase again.
- Please note that there will be gaps in children's assessment records due to the lockdown period. As children begin to comeback and settle within the nursery, our staff will be focusing on the needs of children's personal, social and emotional needs. We will be working alongside parents to learn new interests of their child and plan accordingly.
- Children who are due 2yr check reports will be planned and completed in due course.
- Gaps and delays in children's progress will be documented with information and reasons.

Outdoor play:

Outdoor equipment will be risked assessed every outing as well as cleaned before and after play. Outdoor play will operate as usual.



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Health and safety:

We will be following our health and safety policy but with additional procedures:

- Personal Hygiene: Staff will wash their hands as they enter the building and throughout the day to reduce the risk of transmission.
- Cleaning: Staff will continue to support the nursery and maintain the cleaning procedures put in place. Cleaning will be done throughout the day as well as deep clean at the end of the working day.
- Uniform: staff will be asked to wear a clean uniform every day.

Sickness and illnesses:

- If anyone becomes unwell whilst at nursery with a new, continuous cough or a high temperature, we will contact their parent/carer immediately. The child will be sent home and advised to follow the COVID-19: Guidance for households with possible coronavirus infection.
- Whilst the child is awaiting collection they will be moved, if possible, to a room where they can be cared for but isolated from others, with appropriate adult supervision (ensuring safeguarding and PPE procedures are met.) Ideally, a window will be opened for ventilation.
- Where it is not possible to isolate them, they will be moved to an area which is at least two metres away from other people. They will be comforted and reassured whilst waiting for collection, as per our usual policy.
- If they need to go to the bathroom while waiting to be collected, they will use a separate bathroom if possible. The bathroom will be cleaned and disinfected, using standard cleaning products, before being used by anyone else.
- PPE will be worn by staff caring for the child while they await collection if a distance of two metres cannot be maintained (such as for a very young child or a child with complex needs.)
- In an emergency staff will call a manager and 999 if they are seriously ill, injured or their life is at risk.
- If a member of staff has helped someone who was unwell with a new, continuous cough or a high temperature, they do not need to go home unless they develop symptoms themselves (and in which case, a test is available) or the child subsequently tests positive (see 'What happens if there is a confirmed case of coronavirus in a setting?' below.) They should wash their hands thoroughly for 20 seconds after any contact with someone who is unwell.

Upon nursery arrival:

- All staff will wash hands as they enter the nursery.



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- All staff will carry out a risk assessment of all equipment and resources.
- Only parents/carers who are symptom free and/or have completed the required isolation periods will be able to drop off or collect their child
- All children and parents/carers will sterilise their hands with antibacterial gel when entering the nursery foyer.

During Nursery Hours:

- Children will be able to access everyday activities but with increased hygiene measures. This includes reducing using equipment simultaneously.
- All areas and surfaces will be sterilised and cleaned before using as well as after use.
- All children will regularly wash hands, maintaining the 20 second handwashing rule. Especially before and after meal times, after sneezing and coughing.
- Ensuring that children do not touch their eyes, mouths and nose especially after sneezing or coughing.
- Windows and garden doors will be left open where possible to keep the hall well ventilated.
- Bins will be taken out more frequently to reduce the risk of transmission
- Staff who are changing nappies will continue to wear gloves and aprons as normal.

Upon Nursery collection:

- When all children have left the premises, staff will deep clean and sterilise all equipment within the nursery setting.

Lollyday Childcare and Education Services Ltd: Mini Uni Nursery will be reviewing this policy as and when needed. If any parent or carer has any questions or concerns, they are to email eastham@miniuninursery.co.uk or info@miniuninursery.co.uk. Alternatively, phone 02037143628

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22. Mealtime Policy

At Lollyday Childcare and Education Services Ltd: Mini Uni Nursery we believe that mealtimes should be happy, social occasions for children and staff alike. We promote shared, enjoyable positive interactions at these times.

At Lollyday Childcare and Education Services Ltd: Mini Uni Nursery we meet the Early Years Foundation Stage welfare requirement (May 2025) to provide “healthy, balanced and nutritious” meals for children. We are committed to offering children healthy, nutritious, and balanced meals and snacks which meet individual needs and requirements. [Early Years Foundation Stage nutrition guidance](#).

We will ensure that:

- A balanced and healthy breakfast, midday meal, tea and two daily snacks are provided for children attending a full day at the nursery
- Menus are planned in advance, rotated regularly, and reflect cultural diversity and variation. These are displayed for children and parents to view
- All allergens are displayed alongside the menus to show the contents of each meal
- We provide nutritious food at all snack and mealtimes, avoiding large quantities of fat, sugar, salt and artificial additives, preservatives, and colourings
- Menus include at least 2 servings of fresh fruit and vegetables per day
- Parents and children are involved in menu planning
- Fresh drinking water is always available and accessible. It is frequently offered to children and intake is monitored. In hot weather staff will encourage children to drink more water to keep them hydrated
- Individual dietary requirements are respected. We gather information from parents regarding their children’s dietary needs, including any special dietary requirements, preferences and food allergies that a child has and any special health requirements, before a child starts or joins the nursery. Where appropriate, we will carry out a risk assessment in the case of allergies and work alongside parents to put into place an individual dietary plan for their child
- We give careful consideration to seating to avoid cross contamination of food from child to child. Where appropriate, an adult will sit with children during meals to ensure safety and minimise risks. Where appropriate, age/stage discussions will also take place with all children about allergies and potential risks to make them aware of the dangers of sharing certain foods
- Staff show sensitivity in providing for children’s diets and allergies. They do not use a child’s diet or allergy as a label for the child, or make a child feel singled out because of her/his diet or allergy
- Staff set a good example and eat with the children and show good table manners. Meal and snack times are organised so that they are social occasions in which children and staff participate in small groups. During meals and snack times children are encouraged to use their manners and say 'please' and 'thank you' and conversation is encouraged
- Staff use meal and snack times to help children to develop independence through making choices, serving food and drink, and feeding themselves
- Staff support children to make healthy choices and understand the need for healthy eating



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Email: Lollydaychildcareandeducation@outlook.com, Thehub@miniuninursery.co.uk

- We provide foods from the diet of each of the children's cultural backgrounds, providing children with familiar foods and introducing them to new ones.
- Cultural differences in eating habits are respected
- Any child who shows signs of distress at being faced with a meal he/she does not like will have his/her food removed without any fuss. If a child does not finish his/her first course, he/she will still be given a helping of dessert
- Children not on special diets are encouraged to eat a small piece of everything
- Children who refuse to eat at the mealtime are offered food later in the day
- Children are given time to eat at their own pace and not rushed
- Quantities offered take account of the ages of the children being catered for in line with recommended portion sizes for babies and young children
- We promote positive attitudes to healthy eating through play opportunities and discussions
- The nursery provides parents with daily written/verbal records of feeding routines for all children.
- No child is ever left alone when eating/drinking to minimise the risk of choking
- We will sometimes celebrate special occasions such as birthdays with the occasional treat of foods such as cake, sweets or biscuits. These will be given at mealtimes to prevent tooth decay and not spoil the child's appetite. Where we have frequent birthdays and celebrations, we consider other alternatives such as celebrating through smiles and praise, stickers and badges, choosing a favourite story, becoming a special helper, playing a party game, dancing and/or singing their favourite song
- We do allow parents to bring in cakes on special occasions. We ensure that all food brought in from parents meets the above and health and safety requirements and ingredients that are listed within the Food Information for Consumers (FIR) 2014 and detailed in the allergens policy and procedure
- All staff who prepare and handle food are competent to do so and receive training in food hygiene which is updated every three years
- In the very unlikely event of any food poisoning affecting two or more children on the premises, whether or not this may arise from food offered at the nursery, we will inform Ofsted as soon as reasonably practical and in all cases within 14 days. We will also inform the relevant health agencies and follow any advice given.

22.1 Meals and Snack fees Policy

Meals and Snack fees are paid to the nursery on the 25th Of every month in advance into the designated bank account at the bottom of the invoice. Snacks and meals fees and any additional fees due for the above child must be paid on time when due to avoid late charges.

Updated on: 01/09/2026 Reviewed on: 30/08/2027



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23. Accidents and Incidents Policy

At Lollyday Childcare and Education Services Ltd: Mini Uni Nursery we aim to protect children at all times. We recognise that accidents or incidents may sometimes occur. We follow this policy and procedure to ensure all parties are supported and cared for when accidents or incidents happen and that the circumstances of the accident or incident are reviewed with a view to minimising any future risks.

Accidents

- The person responsible for reporting accidents, incidents or near misses is the member of staff who saw the incident or was first to find the child where there are no witnesses. They must record it on an Accident Form and report it to the Nursery Manager. Other staff who have witnessed the accident may also countersign the form and, in more serious cases, provide a statement. This should be done as soon as the accident is dealt with, whilst the details are still clearly remembered. Parents must be shown the Accident Report, informed of any first aid treatment given and asked to sign it as soon as reasonably practicable.
- The Nursery Manager reviews the accident forms at least monthly/ for patterns, e.g., one child having a repeated number of accidents, a particular area in the nursery or a particular time of the day when most accidents happen. Any patterns will be investigated by the Nursery Manager and all necessary steps to reduce risks are put in place
- The Nursery Manager will report serious accidents to the registered person for investigation for further action to be taken (i.e., a full risk assessment or report under Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR))
- The Accident File will be kept for at least 21 years and three months
- Where medical attention is required, a senior member of staff will notify the parent(s) as soon as possible whilst caring for the child appropriately
- Where medical treatment is required the Nursery Manager will follow the insurance company procedures, which may involve informing them in writing of the accident
- The Nursery Manager/registered provider will report any accidents of a serious nature to Ofsted and the local authority children's social care team (as the local child protection agency), where necessary. Where relevant such accidents will also be reported to the local authority environmental health department or the Health and Safety Executive and their advice followed. Notification must be made as soon as is reasonably practical, but in any event within 14 days of the incident occurring

Head injuries

If a child has a head injury in the setting, then we will follow the following procedure:

- Calm the child
- Assess the child's condition to ascertain if a hospital or ambulance is required. We will follow our procedure for this if this is required (see below)



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- If the skin is not broken, we will administer a cold compress for short periods of time, repeated until the parent arrives to collect their child
- If the skin is broken, then we will follow our first aid training and stem the bleeding
- Call the parent and make them aware of the injury
- Complete the Head Injury form
- Keep the child in a calm and quiet area whilst awaiting collection
- We will follow the advice on the NHS website as per all head injuries <https://www.nhs.uk/conditions/minor-head-injury/>
- For major head injuries we will follow our first aid training.

Transporting children to hospital procedure

The Nursery Manager/staff member must:

- Call for an ambulance immediately if the injury is severe. DO NOT attempt to transport the sick child in your own vehicle
- Whilst waiting for the ambulance, contact the parent(s) and arrange to meet them at the hospital
- Arrange for the most appropriate member of staff to accompany the child taking with them any relevant information such as registration forms, relevant medication sheets, medication and the child's comforter
- Redeploy staff if necessary, to ensure there is adequate staff deployment to care for the remaining children. This may mean temporarily grouping the children together
- Inform a member of the management team immediately
- Remain calm at all times. Children who witness an incident may well be affected by it and may need lots of cuddles and reassurance. Staff may also require additional support following the accident.

First aid

The first aid boxes are located in every sections of the setting with signage, the main entrance, Nursery's main hall, Baby room, office, Garden and the kitchen.

These are accessible at all times with appropriate content for use with children.

The Nursery Manager/Deputy manager responsible for first aid checks the contents of the boxes regularly and replaces items that have been used or are out of date.

This is kept out of reach of the children.

First aid boxes should only contain items permitted by the Health and Safety (First Aid) Regulations Act 1981, such as sterile dressings, bandages and eye pads. No other medical items, such as paracetamol should be kept in them.

The appointed person(s) responsible for first aid is the Nursery Manager/Deputy Manager

All of the staff are trained in paediatric first aid and this training is updated every three years.



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All first aid trained staff are listed in every room. When children are taken on an outing away from our nursery, we will always ensure they are accompanied by at least one member of staff who is trained in first aid. A first aid box is taken on all outings.

Food Safety and play

Children are supervised during mealtimes and food is adequately cut up to reduce choking. The use of food as a play material is discouraged. However, as we understand that learning experiences are provided through exploring different malleable materials the following may be used. These are risk assessed and presented differently to the way it would be presented for eating e.g., in trays,

- Playdough
- Cornflour
- Dried pasta, rice and pulses

Food items may also be incorporated into the role play area to enrich the learning experiences for children, e.g. Fruits and Vegetables. Children will be supervised during these activities.

Personal protective equipment (PPE)

The nursery provides staff with PPE according to the need of the task or activity. Staff must wear PPE to protect themselves and the children during tasks that involve contact with bodily fluids. PPE is also provided for domestic tasks. Staff are consulted when choosing PPE to ensure all allergies and individual needs are supported and this is evaluated on an ongoing basis.

Dealing with blood

We may not be aware that any child attending the nursery has a condition that may be transmitted via blood. Any staff member dealing with blood must:

- Always take precautions when cleaning wounds as some conditions such as hepatitis or the HIV virus can be transmitted via blood.
- Wear disposable gloves and wipe up any blood spillage with disposable cloths, neat sterilising fluid or freshly diluted bleach (one part diluted with 10 parts water). Such solutions must be carefully disposed of immediately after use.

Needle punctures and sharps injury

We recognise that injuries from needles, broken glass and so on may result in blood-borne infections and that staff must take great care in the collection and disposal of this type of material. For the safety and well-being of the employees, any staff member dealing with needles, broken glass etc. must treat them as contaminated waste. If a needle is found the local authority must be contacted to deal with its disposal.

At Lollyday Childcare and Education Services Ltd: Mini Uni Nursery we treat our responsibilities and obligations in respect of health and safety as a priority and we provide ongoing training to all members of staff which reflects best practice and is in line with current health and safety legislation.

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24. Allergies & Allergic reactions

At Lollyday Childcare and Education Services Ltd: Mini Uni Nursery we are aware that children may have or develop an allergy resulting in an allergic reaction. Our aims are to ensure allergic reactions are minimised or, where possible, prevented and that staff are fully aware of how to support a child who may be having an allergic reaction. For information on Allergen Guidance: [Safer food, better business \(SFBB\) - GOV.UK](#)

Food Information Regulations 2014

At Lollyday Childcare and Education Services Ltd: Mini Uni we incorporate additional procedures in line with the Food Information Regulations 2014 (FIR). [Food Standards Agency - GOV.UK](#) , [Safer food, better business \(SFBB\) - GOV.UK](#) , [The Food Information Regulations 2014](#)

- We will display our weekly menus on the Parent Information Board, Termly Menu and will identify when the 14 allergens are used as ingredients in any of our daily dishes.

Our procedures

- Our staff are made aware of the signs and symptoms of a possible allergic reaction in case of an unknown or first reaction in a child. These may include a rash or hives, nausea, stomach pain, diarrhoea, itchy skin, runny eyes, shortness of breath, chest pain, swelling of the mouth or tongue, swelling to the airways to the lungs, wheezing and anaphylaxis
- We ask parents to share all information about allergic reactions and allergies on child's registration form and to inform staff of any allergies discovered after registration
- We share all information with all staff and keep an allergy register in the kitchen, rooms and office. Where a child has a known allergy, the Nursery Manager will carry out a full Allergy Risk Assessment Procedure with the parent prior to the child starting the nursery and shares this assessment with all staff
- All food prepared for a child with a specific allergy is prepared in an area where there is no chance of contamination and served on equipment that has not been in contact with this specific food type, e.g. nuts
- The manager, nursery cook and parents will work together to ensure a child with specific food allergies receives no food at nursery that may harm them. This may include designing an appropriate menu or substituting specific meals on the current nursery menu
- Seating will be monitored for children with allergies. Where deemed appropriate, staff will sit with children who have allergies and where age/stage appropriate staff will discuss food allergies and the potential risks
- If a child has an allergic reaction to food, a bee or wasp sting, plant etc. a first-aid trained member of staff will act quickly and administer the appropriate treatment, where necessary. We will inform parents and record the information in the incident book and on the allergy register
- If an allergic reaction requires specialist treatment, e.g., an EpiPen, then at least two members of staff working directly with the child and the manager will receive specific medical training to be able to administer the treatment to each individual child.

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25. Behaviour Management Policy

At Lollyday Childcare and Education Services Ltd: Mini Uni Nursery, we believe that it is important for all children to learn to behave in a caring and appropriate way, to enable them to develop socially and to increase their self-esteem. We believe that everyone has a right to be treated with respect, addressed correctly and politely and to be treated with equal concern. All children may from time-to-time display signs of unacceptable behaviour. When this happens in the nursery it will be managed appropriately and according to the child's understanding. Lollyday Childcare and Education Services Ltd: Mini Uni Nursery seeks to develop cooperative relationships between adults and children.

We aim to do this by:

- Treating children and adults with courtesy and respect
- Providing positive role models for children
- Working in partnership with parents
- Encouraging children to share and to care for each other
- Encouraging children to be kind to each other
- Encouraging children to care for and to respect the environment
- Encouraging acceptable behaviour through praise and encouragement
- Developing a sense and understanding of what is right and wrong
- Setting children clear and consistent goals and boundaries
- Developing consistent approaches to behaviour management both at home and in the setting
- Appointing a Designated Behaviour Management Officer to liaise with and support staff and parents
- Develop a positive self-image within each child
- Encourage respect for other people and their property
- Help children understand the needs and reasons for appropriate behaviour in different circumstances
- Encourage children to make positive behaviour choices
- Develop an awareness of safety issues in school and the wider community
- Ensure staff offer consistency and continuity for every child

The designated Behaviour Management Officers are: **Ololade Jinadu / Rima Akter/Rima Bibi**

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

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- Advise and support staff and parents in appropriate ways of dealing with challenging behaviour
- Check that all staff have relevant training on promoting positive behaviour and advise staff on appropriate training in relation to behaviour management

All adults coming into contact with the children (including staff members, students, parents and visitors) are expected to provide a good role model and to behave in an appropriate way. Any adult behaving inappropriately will be asked to leave the area and to discuss the matter with a senior member of staff.

Strategies for dealing with children who engage in inconsiderate behaviour

- Distracting children if they become frustrated
- Early intervention to avoid disagreements
- Time out with adult support, if appropriate
- Encouraging children to settle disputes by compromise and negotiation
- Helping children to understand what is and what is not acceptable behaviour
- Encouraging children to empathise with other people

Preventing inappropriate behaviour within the setting, Lollyday Childcare and Education Services Ltd: Mini Uni Nursery will limit the possibilities for inappropriate behaviour, such as lack of supervision, unnecessary queuing, lack of resources and inappropriate tasks. Clear expectations, alongside absorbed and motivated children, will eliminate many behavioural issues.

Through our curriculum planning we lower the chances of children misbehaving by including exciting, stimulating activities which are differentiated appropriately, ensuring that children are not bored or frustrated with the activity. At Lollyday Childcare and Education Services Ltd: Mini Uni Nursery, where appropriate, we ignore unwanted behaviour and praise good behaviour to ensure that a child's inappropriate behaviour is not linked to the need for attention, whether it be positive or negative.

When dealing with a situation, staff members will maintain a calm and consistent approach at all times. Situations will be dealt with immediately to avoid escalation. Lollyday Childcare and Education Services Ltd: Lollyday Childcare and Education Services Ltd: Mini Uni Nursery has a strict policy that we do not shout or raise our voices in a threatening manner in response to children's inconsiderate behaviour. Neither will we use techniques intended to single out and humiliate individual children.

If the child is continually showing signs of unacceptable behaviour, the Key Person will discuss this with the child's parents and the Behaviour Management Officer. The Key Person, Behaviour Management Co-ordinator and parents will agree a plan of action, whereby staff and parents can work in partnership to provide a consistent approach.

If a child's behaviour has caused harm to another child, adult or piece of equipment at the nursery, then an incident report will be written in the Incident Book and the parent will be asked to sign this document and will be given a copy of the report to take away with them. A second copy of the report will be retained by the nursery. Serious incidents may require further action and the nursery would work in partnership with the parent to overcome the issues.

When disputes occur between children, the identity of the children involved in the dispute will remain confidential. Staff will be alert to signs of bullying and will challenge it in a way that is appropriate to the children's age, stage of development and understanding.



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If the child continues to require help to develop positive behaviour, every effort will be made to provide for their needs. Where appropriate to do so, the Behaviour Management Officer will seek advice from the Local Authority Behaviour Management expert.

Physical intervention will only be used to manage a child's behaviour if it is necessary to prevent personal injury to the child, other children or an adult. Any occasion where physical intervention is used to manage a child's behaviour will be recorded and parents will be informed about it on the same day. All staff at Lollyday Childcare and Education Services Ltd: Lollyday Childcare and Education Services Ltd: Mini Uni Nursery are positive role models to children.

Supporting inappropriate behaviour

ABC charts can be used as a direct observation tool to support in the collation of information in highlighting triggers.

Children under 3 years

At Lollyday Childcare and Education Services Ltd: Mini Uni Nursery we recognise that when under threes behave in inconsiderate ways, we realise that strategies for supporting them will need to be developmentally appropriate and differ from those for older children. We recognise that very young children are unable to regulate their own emotions such as fear, anger and distress; therefore, our staff are required to be sensitive to these situations to help them to do this. Common inconsiderate or hurtful behaviour of young children includes tantrums, biting and fighting. Staff will be calm and patient, offering comfort, helping children to manage their feelings and talking about them to help to resolve issues and promote understanding. We focus on ensuring that a child's attachment figure in the setting, their Key Person, is building strong relationships to provide security to the child.

Corporal Punishment:

Under no circumstances should any member of staff ever use corporal punishment on a child and that expectation is also placed on parents.

Antibullying

Lollyday Childcare and Education Services Ltd: Mini Uni Nursery takes bullying very seriously. Bullying involves the persistent physical or verbal abuse of another child/ren.

A child who is bullying has reached a cognitive development stage where s/he is able to plan to carry out a premeditated intent to cause distress to another. Bullying can occur in children of any age.

If a child is found to be bullying another child/ren:

- We will show the children who have been bullied that we are able to listen, take their concerns seriously and act upon them
- We intervene to stop the child who is bullying from harming the other child or children
- We give reassurance to the child or children who have been bullied
- We explain to the child doing the bullying why her/his behaviour is not acceptable
- We help the child who has done the bullying to recognise the impact of his/her actions
- We make sure that children who bully receive positive feedback for considerate behaviour and are given opportunities to practise and reflect on considerate behaviour
- We do not label children who bully as 'bullies'



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- We recognise that children who bully may be experiencing bullying themselves, or be subject to abuse or other circumstances causing them to express their anger in negative ways towards others
- We recognise that children who bully are often unable to empathise with others and for this reason we do not insist that they say sorry unless it is clear that they feel genuine remorse for what they have done
- We discuss what has happened with the parents of the child who did the bullying and work out with them a plan for handling the child's behaviour; and
- We share what has happened with the parents of the child who has been bullied (without sharing confidential details such as the name of the child who carried out the bullying), explaining that the child who did the bullying is being helped to adopt more acceptable ways of behaving

In no circumstances will physical punishment, humiliation, denial of food or drink be used as punishment in line with the Children's Acts, Every Child Matters, and the Statutory Framework for the Early Years Foundation Stage and The Practice Guidance for the Early Years Foundation Stage and the UN Convention for the Rights of Children.

Biting

At Lollyday Childcare and Education Services Ltd: Mini Uni Nursery we follow a positive behaviour policy to promote positive behaviour at all times. However, we understand that children may use certain behaviours such as biting as part of their development. Biting is a common behaviour that some young children go through and can be triggered when they do not have the words to communicate their anger, frustration or need.

Our procedures

Lollyday Childcare and Education Services Ltd: Mini Uni Nursery uses the following strategies to help prevent biting: sensory activities, biting rings, adequate resources and staff who recognise when children need more stimulation or quiet times. However, in the event of a child being bitten we use the following procedures.

The most relevant staff member(s) will:

- Comfort any child who has been bitten and check for any visual injury. Administer any first aid where necessary. Complete an accident form and inform the parents via telephone if deemed appropriate. Continue to observe the bitten area for signs of infection. For confidentiality purposes and possible conflict, we do not disclose the name of the child who has caused the bite to the parents
- Tell the child who has caused the bite in terms that they understand that biting (the behaviour and not the child) is unkind and show the child that it makes staff and the child who has been bitten sad. The child will be asked to say sorry if developmentally appropriate or helped to develop their empathy skills by giving the child who has been bitten a favourite book or comforter. Complete an incident form to share with the parents at the end of the child's session
- If a child continues to bite, carry out observations to try to distinguish a cause, e.g., tiredness or frustration
- Arrange for a meeting with the child's parents to develop strategies to prevent the biting behaviour. Parents will be reassured that it is part of a child's development and not made to feel that it is their fault
- In the event of a bite breaking the skin and to reduce the risk of infection from bacteria, give prompt treatment to both the child who has bitten and the child who has been bitten.
- If a child or member of staff sustains a bite wound where the skin has been severely broken arrange for urgent medical attention after initial first aid has been carried out.



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In cases where a child may repeatedly bite and/or if they have a particular special educational need or disability that lends itself to increased biting, e.g., in some cases of autism where a child doesn't have the communication skills, the Nursery Manager will carry out a risk assessment and may recommend immunisation with hepatitis B vaccine for all staff and children.

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26. Promoting Positive Behaviour

At Lollyday Childcare and Education Services Ltd: Mini Uni Nursery we believe that children flourish best when they know how they and others are expected to behave. Children gain respect through interaction with caring adults who act as good role models, show them respect and value their individual personalities. The nursery actively promotes British values and encourages and praises positive, caring, and polite behaviour at all times and provides an environment where children learn to respect themselves, other people and their surroundings.

Children need to have set boundaries of behaviour for their own safety and the safety of their peers. Within the nursery we aim to set these boundaries in a way which helps the child to develop a sense of the significance of their own behaviour, both in their own environment and that of others around them. Restrictions on the child's natural desire to explore and develop their own ideas and concepts are kept to a minimum.

We aim to:

- Recognise the individuality of all our children and that some behaviours are normal in young children e.g. biting
- Encourage self-discipline, consideration for each other, our surroundings and property
- Encourage children to participate in a wide range of group activities to enable them to develop their social skills
- Ensure that all staff act as positive role models for children
- Encourage parents and other visitors to be positive role models and challenge any poor behaviour shown
- Work in partnership with parents by communicating openly
- Praise children and acknowledge their positive actions and attitudes, therefore ensuring that children see that we value and respect them
- Encourage all staff working with children to accept their responsibility for implementing the goals in this policy and to be consistent
- Promote non-violence and encourage children to deal with conflict peacefully
- Provide a key person system enabling staff to build a strong and positive relationship with children and their families
- Provide activities and stories to help children learn about accepted behaviours, including opportunities for children to contribute to decisions about accepted behaviour where age/stage appropriate
- Supporting and developing self-regulation and empathy as appropriate to the stage development
- Have a named person who has overall responsibility for behaviour management

The named person for Behaviour Management: Ololade Jinadu

- Advise and support other staff on behaviour issues
- Along with the nursery team, keep up to date with legislation and research methods and approaches relating to behaviour
- Support changes to policies and procedures in the nursery

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- Access relevant sources of expertise where required and act as a central information source for all involved
- Attend regular external training events, and ensure all staff attend relevant in-house or external training for behaviour management.
- Keep a record of staff attendance at this training

Our nursery rules are concerned with safety, care, and respect for each other. We keep the rules to a minimum and ensure that these are age and stage appropriate. We regularly involve children in the process of setting rules to encourage cooperation and participation and ensure children gain understanding of the expectations of behaviour relevant to them as a unique child.

Children who behave inappropriately, for example, by physically abusing another child or adult e.g. biting, or through verbal bullying, are helped to talk through their actions and apologise where appropriate. We make sure that the child who has been upset is comforted and the adult will confirm that the other child's behaviour is not acceptable. We always acknowledge when a child is feeling angry or upset and that it is the behaviour that is not acceptable, not the child.

When children behave in unacceptable ways:

- We never use or threaten to use physical punishment/corporal punishment such as smacking or shaking
- We will only use physical intervention for the purpose of averting immediate danger or personal injury to any person (including the child) or to manage a child's behaviour if absolutely necessary and in accordance with the EYFS statutory framework (3.52). We keep a record of any occasions where physical intervention is used and inform parents on the same day, or as reasonably practicable
- We recognise that for some children there may be specific development needs that mean regular and ongoing restraint may be necessary to keep themselves and others safe from harm. Any restraint used will be carried out by staff who have received specialist restraint training and staff will use techniques and guidance recommended by the approved training provider. Specialist restraint arrangements will be agreed with parents and recorded. We will complete relevant forms following any use of restraint and notify the parent the same day.
- We do not single out children or humiliate them in any way. Where children use unacceptable behaviour they will, wherever possible, be re-directed to alternative activities. Discussions with children will take place as to why their behaviour was not acceptable, respecting their level of understanding and maturity
- Staff will not raise their voices (other than to keep children safe)
- In any case of misbehaviour, we always make it clear to the child or children in question, that it is the behaviour and not the child that is unwelcome
- We decide how to handle a particular type of behaviour depending on the child's age, level of development and the circumstances surrounding the behaviour. This may involve asking the child to talk and think about what he/she has done. All staff support children in developing empathy and children will only be asked to apologise if they have developed strong empathy skills and have a good understanding of why saying sorry is appropriate



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- We help staff to reflect on their own responses towards challenging behaviours to ensure that their reactions are appropriate
- We inform parents if their child's behaviour is unkind to others or if their child has been upset. In all cases we deal with inappropriate behaviour in nursery at the time. We may ask parents to meet with staff to discuss their child's behaviour, so that if there are any difficulties, we can work together to ensure consistency between their home and the nursery. In some cases, we may request additional advice and support from other professionals, such as an educational psychologist
- We support children in developing non-aggressive strategies to enable them to express their feelings
- We keep confidential records on any inappropriate behaviour that has taken place. We inform parents and ask them to read and sign any incidents concerning their child
- We support all children to develop positive behaviour, and we make every effort to provide for their individual needs
- Through partnership with parents and formal observations, we make every effort to identify any behavioural concerns and the causes of that behaviour. From these observations and discussions, we will implement an individual behaviour modification plan where a child's behaviour involves aggressive actions towards other children and staff, for example hitting, kicking etc. The manager will complete risk assessments identifying any potential triggers or warning signs ensuring other children's and staff's safety at all times. In these instances, we may remove a child from an area until they have calmed down.

Anti-bullying

Bullying takes many forms. It can be physical, verbal or emotional, but it is always a repeated behaviour that makes other people feel uncomfortable or threatened. We acknowledge that any form of bullying is unacceptable and will be dealt with immediately while recognising that physical aggression is part of children's development in their early years.

We recognise that children need their own time and space and that it is not always appropriate to expect a child to share. We believe it is important to acknowledge each child's feelings and to help them understand how others might be feeling.

We encourage children to recognise that bullying, fighting, hurting and discriminatory comments are not acceptable behaviour. We want children to recognise that certain actions are right and that others are wrong.

Please refer to the Behaviour Management Policy for more information on our policy regarding Antibullying practice.

At Lollyday Childcare and Education Services Ltd: Mini Uni Nursery, staff follow the procedure below to enable them to deal with challenging behaviour:

- Staff are encouraged to ensure that all children feel safe, happy and secure
- Staff are encouraged to recognise that active physical aggression in the early years is part of the child's development and that it should be channelled in a positive way



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- Children are helped to understand that using aggression to get things, is inappropriate and they will be encouraged to resolve problems in other ways
- Our staff will intervene when they think a child is being bullied, however mild or harmless it may seem
- Staff will initiate games and activities with children when they feel play has become aggressive, both indoors or out
- Staff will sensitively discuss any instance of bullying with the parents of all involved to look for a consistent resolution to the behaviour
- We will ensure that this policy is available for staff and parents and it will be actively publicised at least once a year to parents and staff.
- If any parent has a concern about their child, a member of staff will be available to discuss those concerns. It is only through co-operation that we can ensure our children feel confident and secure in their environment, both at home and in the nursery
- All concerns will be treated in the strictest confidence

By positively promoting good behaviour, valuing co-operation and a caring attitude, we hope to ensure that children will develop as responsible members of society.

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27. Special Consideration for Employees

At Lollyday Childcare and Education Services Ltd: Mini Uni Nursery we recognise that certain employees such as young persons, new and expectant mothers and persons with a disability may require special consideration.

Legal requirements

The nursery follows the legal requirements set out in The Management of Health and Safety at Work Regulations 1992 and the Equality Act 2010. Our Health and Safety Policy has regard to any employees requiring special consideration at the commencement of employment and during the course of it. The following procedure is followed.

Procedure

The Nursery Manager:

- Assesses any employee requiring special consideration in conjunction with the individual on induction to the nursery or when their condition or disablement comes to light
- Carries out any risks assessments relating to the occupation of such workers
- Agrees with the worker any necessary special measures such as training and supervision, arrangements, modifications and medical surveillance
- Carries out further assessments and reviews at least annually, or if and when any changes to the special circumstances or environment occur.

Disabilities

If you are disabled or become disabled, we encourage you to tell us about your condition so that we can consider what reasonable adjustments or support may be appropriate.

Part-time and fixed-term work

Part-time and fixed-term employees should be treated the same as comparable full-time or permanent employees and enjoy no less favourable terms and conditions (on a pro-rata basis where appropriate), unless different treatment is justified.

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28. Special Educational Needs and Disabilities (SEND) Policy

This policy has been created with regard to:

- The SEND Code of Practice 2015
- Children and Families Act 2014 (Part 3)
- Equality Act 2010
- Working Together to Safeguard Children (2018)
- Development Matters - [Development Matters - Non-statutory curriculum guidance for the early years foundation stage](#)
- EYFS (UPDATED July 2026) - [Help for early years providers : Changes to the EYFS framework from 1 September 2026](#)

Special Educational Needs and Disability (SEND) code of practice.

Lollyday Childcare and Education Services Ltd: Mini Uni Nursery has regard to the statutory guidance set out in the Special Educational Needs and Disability code of practice (DfE 2015) to identify, assess and make provision for children's special educational needs.

At Lollyday Childcare and Education Services Ltd: Mini Uni Nursery we use the SEND Code of Practice (2015) definition of Special Educational Needs and Disability:

A child or young person has SEN if they have a learning difficulty or disability which calls for special educational provision to be made for him or her.

A child of compulsory school age or a young person has a learning difficulty or disability if he or she:

- *Has a significantly greater difficulty in learning than the majority of others of the same age, or*
- *Has a disability which prevents or hinders him or her from making use of facilities of a kind generally provided for others of the same age in mainstream schools or mainstream post-16 institutions.*

Statement of intent

At Lollyday Childcare and Education Services Ltd: Mini Uni Nursery we are committed to the inclusion of all children. All children have the right to be cared for and educated to develop to their full potential alongside their peers through positive experiences, to enable them to share opportunities and experiences and develop and learn from each other. We provide a positive and welcoming environment where children are supported according to their individual needs, and we work hard to ensure no children are discriminated against or put at a disadvantage as a consequence of their needs. Each child's needs are unique, therefore any attempt to categorise children is inappropriate.

We are committed to working in partnership with parents in order to meet their child's individual needs and develop to their full potential. We are committed to working with any child who has a specific need and/or disability and making reasonable adjustments to enable every child to make full use of the nursery's facilities. All children have a right to a broad and well-balanced early learning environment.

The nursery will undertake a Progress Check of all children at age two in accordance with the Code of Practice. The early years provider will also undertake an assessment at the end of the Early Years Foundation Stage (in the final term of the year in which a child turns five) to prepare an EYFS Profile of the child.

Where we believe a child may have additional needs that have previously been unacknowledged, we will work closely with the child's parents and any relevant professionals to establish if any additional action is required.



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Where a child has additional needs, we feel it is paramount to find out as much as possible about those needs; any way that this may affect his/her early learning or care needs and any additional help he/she may need by:

- Liaising with the child's parents and, where appropriate, the child
- Liaising with any professional agencies
- Reading any reports that have been prepared
- Attending any review meetings with the local authority/professionals
- Observing each child's development and monitoring such observations regularly

All children will be given a full settling in period when joining the nursery according to their individual needs.

We will:

- Recognise each child's individual needs and ensure all staff are aware of, and have regard for, the Special Educational Needs Code of Practice
- Ensure that all children are treated as individuals/equals and are supported to take part in every aspect of the nursery day according to their individual needs and abilities
- Include all children and their families in our provision
- Identify the specific needs of children with special educational needs and/or disabilities and meet those needs through a range of strategies
- Ensure that children who learn at an accelerated pace e.g. gifted and talented children are also supported
- Encourage children to value and respect others
- Provide well informed and suitably trained practitioners to help support parents and children with special educational difficulties and/or disabilities
- Develop and maintain a core team of staff who are experienced in the care of children with additional needs and identify a Special Educational Needs and Disabilities Co-ordinator (SENCO) who is experienced in the care and assessment of children with additional needs. Staff will be provided with specific training relating to SEND and the SEND Code of Practice
- Monitor and review our practice and provision and, if necessary, make adjustments, and seek specialist equipment and services if needed
- Challenge inappropriate attitudes and practices
- Promote positive images and role models during play experiences of those with additional needs wherever possible
- Celebrate diversity in all aspects of play and learning.
- Work in partnership with parents and other agencies in order to meet individual children's needs, including the education, health and care authorities, and seek advice, support and training where required
- Share any statutory and other assessments made by the nursery with parents and support parents in seeking any help they or the child may need

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Our named nursery Special Education Needs and Disabilities Co-ordinator (SENCO) is **Ololade Jinadu**

The role of the SENCO In our setting includes:

- Ensuring all practitioners in the setting understand their responsibilities to children with SEN and the setting's approach to identifying and meeting SEN
- Advising and supporting colleagues
- Ensuring parents are closely involved throughout and that their insights inform action taken by the setting
- Liaising with professionals or agencies beyond the setting
- Taking the lead in implementing the graduated approach and supporting colleagues through each stage of the process

We will:

- Designate a named member of staff to be the SENCO and share their name with parents
- Have high aspirations for all children and support them to achieve to their full potential
- Develop respectful partnerships with parents and families
- Ensure parents are involved at all stages of the assessment, planning, provision and review of their child's care and education and where possible include the thoughts and feelings voiced by the child
- Signpost parents and families to our Local Offer in order to access local support and services
- Undertake formal Progress Checks and Assessments of all children in accordance with the SEND Code of Practice January 2015
- Provide a statement showing how we provide for children with special educational needs and/or disabilities and share this with staff, parents and other professionals
- Ensure that the provision for children with SEN and/or disabilities is the responsibility of all members of staff in the nursery through training and professional discussions
- Set out in our inclusive admissions practice on how we meet equality of access and opportunity
- Make reasonable adjustments to our physical environment to ensure it is, as far as possible suitable for children and adults with disabilities using the facilities
- Provide a broad, balanced, aspirational early learning environment for all children with SEN and/or disabilities and differentiated activities to meet all individual needs and abilities
- Liaise with other professionals involved with children with special educational needs and/or disabilities and their families, including transition arrangements to other settings and schools. (See our transitions policy).
- We use the graduated response system to assess, plan, do and review to ensure early identification of any SEND
- We ensure that children with special educational needs and/or disabilities and their parents are consulted at all stages of the graduated response, taking into account their levels of ability

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- We review children's progress and support plans every 4-6 weeks and work with parents to agree on further support plans
- We provide privacy of children with special educational needs and/or disabilities when intimate care is being provided
- We raise awareness of any specialism the setting has to offer, e.g., Makaton trained staff
- We ensure the effectiveness of our SEN/disability provision by collecting information from a range of sources e.g., additional support reviews, Education and Healthcare (EHC) plans, staff and management meetings, parental and external agencies' views, inspections and complaints. This information is collated, evaluated and reviewed annually
- We provide a complaints procedure and make available to all parents in a format that meets their needs e.g., Braille, audio, large print, additional languages
- We monitor and review our policy and procedures annually

Effective assessment of the need for early help

Local agencies should work together to put processes in place for the effective assessment of the needs of individual children who may benefit from early help services. Children and families may need support from a wide range of local agencies. Where a child and family would benefit from coordinated support from more than one agency (e.g., education, health, housing, police) there should be an inter-agency assessment. These early help assessments, such as the Common Assessment Framework, should identify what help the child and family require to prevent needs escalating to a point where intervention would be needed via a statutory assessment under the Children Act 1989.

The early help assessment should be undertaken by a lead professional who should provide support to the child and family, act as an advocate on their behalf and coordinate the delivery of support services. The lead professional role could be undertaken by a General Practitioner (GP), family support worker, teacher, health visitor and/or special educational needs coordinator. Decisions about who should be the lead professional should be taken on a case-by-case basis and should be informed by the child and their family.

For an early help assessment to be effective:

- The assessment should be undertaken with the agreement of the child and their parents or carers. It should involve the child and family as well as all the professionals who are working with them;
- A teacher, GP, health visitor, early years' worker or other professional should be able to discuss concerns they may have about a child and family with a social worker in the local authority. Local authority children's social care should set out the process for how this will happen; and
- If parents and/or the child do not consent to an early help assessment, then the lead professional should make a judgement as to whether, without help, the needs of the child will escalate. If so, a referral into local authority children's social care may be necessary.



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If at any time it is considered that the child may be a child in need as defined in the Children Act 1989, or that the child has suffered significant harm, or is likely to do so, a referral should be made immediately to local authority children's social care. This referral can be made by any professional. *Working together to safeguard children 2018*

Graduated Approach

We follow the SEND Code of Practice (2015) recommendation that, in addition to the formal checks above, nurseries should adopt a graduated approach to assessment and planning, led and coordinated by a SENCO. Good practice of working together with parents, and the observation and monitoring of children's individual progress, will help identify any child with special educational needs or disability. This graduated approach will be led and coordinated by the SENCO and appropriate records will be kept according to the Code of Practice.

Assess

In identifying a child as needing SEN support, the key person, working with the SENCO and the child's parents, will carry out an analysis of the child's needs. This initial assessment will be reviewed regularly to ensure that support is matched to need. Where there is little or no improvement in the child's progress, more specialist assessment may be called for from specialist teachers or from health, social services or other agencies beyond the setting. Where professionals are not already working with the setting, the SENCO will contact them, with the parents' agreement.

Plan

Where it is decided to provide SEN support, and having formally notified the parents, the key person and the SENCO, in consultation with the parent, will agree the outcomes they are seeking, the interventions and support to be put in place, the expected impact on progress, development or behaviour, and a clear date for review. Plans will take into account the views of the child.

The support and intervention provided will be selected to meet the outcomes identified for the child, based on reliable evidence of effectiveness, and provided by practitioners with relevant skills and knowledge. Any related staff development needs should be identified and addressed. Parents will be involved in planning support and, where appropriate, in reinforcing the provision or contributing to progress at home.

Do

The child's key person will be responsible for working with the child on a daily basis. With support from the SENCO, they will oversee the implementation of the intervention agreed as part of SEN support. The SENCO will support the key person in assessing the child's response to the action taken, in problem solving and advising on the effective implementation of support.

Review

The effectiveness of the support and its impact on the child's progress will be reviewed in line with the agreed date. The impact and quality of the support will be evaluated by the key person and the SENCO in full consultation with the child's parents and taking into account the child's views. Information will be shared with parents about the impact of the support provided.

Assess - The key person works with the setting SENCO and the child's parents and brings together all the information, then analyses the child's needs.

Plan - The key person and the SENCO will agree, in consultation with the parent, the outcomes they are seeking for the child, the interventions and support to be put in place, the expected impact on progress, development and behaviour and finally a date for review.



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Do - The child's key person implements the agreed interventions or programmes

Review - On the agreed date, the key person and SENCO working with the child's parents, and taking into account the child's views, will review the effectiveness of the support and the impact of the support on the child's progress. They will then evaluate the impact and quality of support on the child.

Education and Health Care Plan (EHC)

Some children and young people may require an EHC needs assessment in order to decide whether it is necessary to develop an EHC plan. The purpose of an EHC plan is to make adjustments and offer support to meet the special educational needs of the child, to secure the best possible outcomes for them across education, health and social care.

The local authority will conduct the EHC needs assessment and take into account a wide range of evidence, including

- Evidence of the child's developmental milestones and rate of progress
- Information about the nature, extent and context of the child's SEN
- Evidence of the action already being taken by us as the early years provider to meet the child's SEN
- Evidence that, where progress has been made, it has only been as the result of much additional intervention and support over and above that which is usually provided
- Evidence of the child's physical, emotional and social development and health needs, drawing on relevant evidence from clinicians and other health professionals and what has been done to meet these by other agencies

We will then work with the local authority and other bodies to ensure that the child receives the support they need to gain the best outcomes.

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29. Health & Safety Policy

At Lollyday Childcare and Education Services Ltd: Mini Uni Nursery we provide and maintain safe and healthy working conditions, equipment and systems of work for all our employees and a safe early learning environment in which children learn and are cared for. To develop and promote a strong health and safety culture within the nursery for the benefit of all staff, children and parents, we provide information, training and supervision. We also accept our responsibility for the health and safety of other people who may be affected by our activities.

The allocation of duties for safety matters and the particular arrangements which we will make to implement our health and safety procedures are set out within this policy and we make sufficient resources available to provide a safe environment.

Legal framework

We follow all relevant legislation and associated guidance relating to health and safety within the nursery including:

- The requirements of the Statutory Framework for the Early Years Foundation Stage (EYFS) 2021
- The regulations of the Health & Safety at Work Act 1974 and any other relevant legislation such as Control Of Substances Hazardous to Health Regulation (COSHH)
- Any guidance provided by Public Health England, the local health protection unit, the local authority environmental health department, fire authority or the Health and Safety Executive

Aims and objectives

The aim of this policy statement is to ensure that all reasonably practical steps are taken to ensure the health, safety and welfare of all persons using the premises.

To achieve this we will actively work towards the following objectives:

- We establish and maintain a safe and healthy environment throughout the nursery including outdoor spaces
- We establish and maintain safe working practices amongst staff and children
- We make arrangements for ensuring safety and the minimising of risks to health in connection with the use, handling, storage and transport of hazardous articles and substances
- We ensure the provision of sufficient information, instruction and supervision to enable all people working in or using the nursery to avoid hazards and contribute positively to their own health and safety and to ensure that staff have access to regular health and safety training
- We maintain a healthy and safe nursery with safe entry and exit routes
- Formulate effective procedures for use in case of fire and other emergencies and for evacuating the nursery premises. Practice this procedure on a regular basis to enable the safe and speedy evacuation of the nursery
- Maintain a safe working environment for pregnant workers or for workers who have recently given birth, including undertaking appropriate risk assessments
- Maintain a safe environment for those with special educational needs and disabilities and ensure all areas of the nursery are accessible
- Provide a safe environment for students or trainees to learn in

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- Encourage all staff, visitors and parents to report any unsafe working practices or areas to ensure immediate response by the management

We believe the risks in the nursery environment are low and we will maintain the maximum protection for children, staff and parents.

The Nursery will:

- Ensure all entrances and exits from the building, including fire exits are clearly identifiable and remain clear at all times
- Regularly check the premises room by room for structural defects, worn fixtures and fittings or electrical equipment and take the necessary remedial action
- Ensure that all staff, visitors, parents and children are aware of the fire procedures and regular fire drills are carried out
- Have the appropriate fire detection and control equipment which is checked regularly to make sure it is in working order
- Ensure that all members of staff are aware of the procedure to follow in case of accidents for staff, visitors and children
- Ensure that all members of staff take all reasonable action to control the spread of infectious diseases and wear protective gloves and clothing where appropriate
- Ensure there are suitable hygienic changing facilities (see infection control policy)
- Prohibit smoking on the nursery premises
- Prohibit any contractor from working on the premises without prior discussion with the officer in charge
- Encourage children to manage risks safely and prohibit running inside the premises unless in designated areas
- Risk assess all electrical sockets and take appropriate measures to reduce risks where necessary and ensure no trailing wires are left around the nursery
- Ensure all cleaning materials are placed out of the reach of children and kept in their original containers
- Wear protective clothing when cooking or serving food
- Prohibit certain foods that may relate to children's allergies, e.g. peanuts are not allowed in the nursery
- We follow the EU Food Information for Food Consumers Regulations (EU FIC). These rules are enforced in the UK by the Food Information Regulations 2014 (FIR). We identify the 14 allergens listed by EU Law that we use as ingredients in any of the dishes we provide to children and ensure that all parents are informed
- Follow the allergies and allergic reactions policy for children who have allergies
- Ensure risk assessments are undertaken on the storage and preparation of food produce within the nursery
- Familiarise all staff and visitors with the position of the first aid boxes and ensure all know who the appointed first aiders are
- Provide appropriately stocked first aid boxes and check their contents regularly

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- Ensure children are supervised at all times
- Ensure no student or volunteer is left unsupervised at any time
- Ensure staff paediatric first aid certificates are made available to parents and update staff information on the parents' board.

Responsibilities

The names designated Health and Safety Officer in the nursery is: Ololade Jinadu

The employer has overall and final responsibility for this policy being carried out at Lollyday Childcare and Education Services Ltd: Mini Uni Nursery.

The Nursery Manager/deputy Nursery Manager will be responsible in his/her absence.

All employees have the responsibility to cooperate with senior staff and the manager to achieve a healthy and safe nursery and to take reasonable care of themselves and others. Neglect of health and safety regulations/duties will be regarded as a disciplinary matter (see separate policy on disciplinary procedures).

Whenever a member of staff notices a health or safety problem, which they are not able to rectify, they must immediately report it to the appropriate person named above. Parents and visitors are requested to report any concerns they may have to the senior member of staff /deputy manager/manager.

Daily contact, monthly staff meetings and health and safety meetings provide consultation between management and employees. This will include health and safety matters.

Health and safety training

Person responsible for monitoring staff training is: Ololade Jinadu.

Health and safety is covered in all induction training for new staff.

Training table:

Area	Training required	Who
Paediatric First aid	Course	All staff
Dealing with blood	In house training/course	All staff and students
Safeguarding/Child protection	In house training/course	All staff and students
Risk assessment	In house training/course	All staff
Fire safety procedures	In house training	All staff and students
Use of fire extinguisher	In house training/course	All staff where possible



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Food hygiene	In house training/course	All staff and students
Allergy awareness	In house training/course	All staff and students
Manual handling	In house training/course	All staff and students
Stress awareness and management	In house training/course	All staff
Changing of nappies	In house training	All staff and students
Fire warden duties	External course	Fire Warden
Medication requiring technical or medical knowledge e.g. Epi Pen	External course	As required
SENCO	External course	SENCO
Supervision and appraisal	External course	Manager, deputy and room supervisor

At present all member of staff on duty MUST hold a full paediatric First Aid certificate in the nursery and when on outings. In addition to this, all newly qualified entrants to the early years workforce who have completed a level 2 and/or level 3 qualification on or after 30 June 2016, must also have either a full PFA or an emergency PFA certificate within three months of starting work in order to be included in the required staff: child ratios at level 2 or level 3 in an early year setting

All trained first aiders must be listed in the first aid policy.

Health and safety arrangements

- All staff are responsible for general health and safety in the nursery
- Risk assessments will be conducted on all areas of the nursery, including rooms, activities, outdoor areas, resources and cleaning equipment
- These are reviewed at regular intervals and when arrangements change
- All outings away from the nursery (however short) will include a prior risk assessment – more details are included in our outings policy
- All equipment, rooms and outdoor areas will be checked thoroughly by staff before children access them or the area. These checks will be recorded and initialled by the staff responsible. Unsafe areas will be made safe/removed from the area by this member of staff to promote the safety of children. If this cannot be achieved the manager will be notified immediately
- We provide appropriate facilities for all children, staff, parents and visitors to receive a warm welcome and provide for their basic care needs, e.g. easy to access toilet area and fresh drinking water

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- The nursery will adhere to the Control Of Substances Hazardous to Health Regulation (COSHH) to ensure all children, staff, parents and visitors are safe in relation to any chemicals we may use on the premises
- All staff and students will receive appropriate training in all areas of health and safety which will include risk assessments, manual handling and fire safety. We may also use benefit risk assessments for particular activities and resources for children
- We have a clear accident and first aid policy to follow in the case of any person in the nursery suffering injury from an accident or incident
- We have a clear fire safety policy and procedure which supports the prevention of fire and the safe evacuation of all persons in the nursery. This is to be shared with all staff, students, parents and visitors to the nursery
- We review accident and incident records to identify any patterns/hazardous areas
- All health and safety matters are reviewed informally on an ongoing basis and formally every six months or when something changes. Staff and parents will receive these updates, as with all policy changes, as and when they happen
- Staff and parents are able to contribute to any policy through the suggestion scheme and during the regular meetings held at nursery.

The policy is kept up to date and reviewed especially when the nursery changes in nature and size. It is revised annually, or as and when required. We therefore welcome any useful comments from members of staff, parents and visitors regarding this policy.

Health and Safety in the Office

At Lollyday Childcare and Education Services Ltd: Mini Uni Nursery we take the welfare of our employees seriously and put safeguards in place to help protect the health and safety of all employees. This includes any staff who are required to undertake office duties as part of their role including sitting at a computer.

We carry out risk assessments to assess any health and safety risks to employees carrying out office duties and provide appropriate equipment for their role.

Staff using computers can help to prevent health problems in the office by:

- Sitting comfortably at the correct height with forearms parallel to the surface of the desktop and eyes level with the top of the screen
- Maintaining a good posture
- Avoiding repetitive and awkward movements by using a copyholder and keeping frequently used items within easy reach
- Changing position regularly
- Using a good keyboard and mouse technique with wrists straight and not using excessive force
- Making sure there are no reflections or glare on screens by carefully positioning them in relation to sources of light
- Adjusting the screen controls to prevent eyestrain

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- Keeping the screen clean
- Reporting to their manager any problems associated with use of the equipment
- Planning work so that there are breaks away from the workstation.

Seating and posture for typical office tasks:

- Good lumbar support from the office seating
- Seat height and back adjustability
- No excess pressure on underside of thighs and backs of knees
- Foot support provided if needed
- Space for postural change, no obstacles should be under the desk
- Forearms approximately horizontal
- Minimal extensions, flexing or straining of wrists
- Screen height and angle should allow for comfortable head position
- Space in front of keyboard to support hand/wrists during pauses in typing.

If an employee requires additional support, please let the manager know as soon as possible.

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30. Manual Handling

At Lollyday Childcare and Education Services Ltd: Mini Uni Nursery we recognise that staff need to carry out manual handling especially in relation to lifting children. A variety of injuries may result from poor manual handling and staff must all be aware and adhere to the nursery's manual handling policy. We instruct all staff in correct handling techniques and expect them to follow these to minimise the risks of injury.

We know that lifting and carrying children is different to carrying static loads and therefore our manual handling training reflects this. All staff will receive training in manual handling within their first year of employment and will receive ongoing training as appropriate.

Preventing injuries

As with other health and safety issues, we recognise that the most effective method of prevention is to remove or reduce the need to carry out hazardous manual handling. Wherever possible, we review the circumstances in which staff have to carry out manual handling and re-design the workplace so that items do not need to be moved from one area to another.

Where manual handling tasks cannot be avoided, for example lifting children when changing nappies, we carry out a risk assessment by examining the tasks and deciding what the risks associated with them are, and how these can be removed or reduced by adding control measures.

Our manual handling assessment considers the following:

- The tasks to be carried out
- The load to be moved (including moving children)
- The environment in which handling takes place
- The capability of the individual involved in the manual handling

We expect staff to use the following guidance when carrying out manual handling in order to reduce the risk of injury.

Planning and procedure

- Think about the task to be performed and plan the lift
- Consider what you will be lifting, where you will put it, how far you are going to move it and how you are going to get there
- Never attempt manual handling unless you have read the correct techniques and understood how to use them
- Ensure that you are capable of undertaking the task – people with health problems and pregnant women may be particularly at risk of injury
- Assess the size, weight and centre of gravity of the load to make sure that you can maintain a firm grip and see where you are going
- Assess whether you can lift the load safely without help. If not, get help or use specialist moving equipment e.g. a trolley. Bear in mind that it may be too dangerous to attempt to lift some loads



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- If more than one person is involved, plan the lift first and agree who will lead and give instructions
- Plan your route and remove any obstructions. Check for any hazards such as uneven/slippy flooring
- Lighting should be adequate
- Control harmful loads – for instance, by covering sharp edges or by insulating hot containers
- Check whether you need any Personal Protective Equipment (PPE) and obtain the necessary items, if appropriate. Check the equipment before use and check that it fits you
- Ensure that you are wearing the correct clothing, avoiding tight clothing and unsuitable footwear
- Consider a resting point before moving a heavy load or carrying something any distance.

Carrying children

- If the child is old enough, ask them to move to a position that is easy to pick up, and ask them to hold onto you as this will support you and the child when lifting
- Do not place the child on your hip, carry them directly in front of you in order to balance their weight equally
- Wherever possible, avoid carrying the child a long distance
- Where a child is young and is unable to hold onto you, ensure you support them fully within your arms
- Avoid carrying anything else when carrying a child. Make two journeys or ask a colleague to assist you
- If a child is struggling or fidgeting whilst you are carrying them, stop, place them back down and use reassuring words to calm the child before continuing
- Students and pregnant staff members will not carry children.

Position

Stand in front of the load with your feet apart and your leading leg forward. Your weight should be even over both feet. Position yourself, or turn the load around, so that the heaviest part is next to you. If the load is too far away, move toward it or bring it nearer before starting the lift. Do not twist your body to pick it up.

Lifting

Always lift using the correct posture:

- Bend the knees slowly, keeping the back straight
- Tuck the chin in on the way down
- Lean slightly forward if necessary and get a good grip
- Keep the shoulders level, without twisting or turning from the hips
- Try to grip with the hands around the base of the load
- Bring the load to waist height, keeping the lift as smooth as possible.



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Moving the child or load

- Move the feet, keeping the child or load close to the body
- Proceed carefully, making sure that you can see where you are going
- Lower the child or load, reversing the procedure for lifting
- Avoid crushing fingers or toes as you put the child or load down
- If you are carrying a load, position and secure it after putting it down
- Make sure that the child or load is rested on a stable base and in the case of the child ensure their safety in this new position
- Report any problems immediately, for example, strains and sprains. Where there are changes, for example to the activity or the load, the task must be reassessed.

The task

- Carry children or loads close to the body, lifting and carrying the load at arm's length increases the risk of injury
- Avoid awkward movements such as stooping, reaching or twisting
- Ensure that the task is well designed and that procedures are followed
- Try never to lift loads from the floor or to above shoulder height. Limit the distances for carrying
- Minimise repetitive actions by re-designing and rotating tasks
- Ensure that there are adequate rest periods and breaks between tasks
- Plan ahead – use teamwork where the load is too heavy for one person.

The environment

- Ensure that the surroundings are safe. Flooring should be even and not slippery, lighting should be adequate, and the temperature and humidity should be suitable
- Remove obstructions and ensure that the correct equipment is available.

The individual

- Never attempt manual handling unless you have been trained and given permission to do so



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- Ensure that you are capable of undertaking the task – people with health problems and pregnant women may be particularly at risk of injury.
- Where applicable and age/stage appropriate encourage children to use ladders up to the changing table for nappy changes rather than lifting. Where this is not appropriate always follow the lifting process
- Use cots with a drop downside and avoid bending to lift babies from their cot.

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31. Healthy Workplace

At Lollyday Childcare and Education Services Ltd: Mini Uni Nursery we are committed to providing a workplace which supports and encourages a healthy staff team through staff training, health and safety awareness and supervisions.

Dress code

Staff must follow our dress code at all times. The dress code is detailed in the staff code of conduct document.

Staff breaks

It is the responsibility of the Nursery Manager to ensure that all staff working less than six hours take a break of 10 or more take a break of 60 minutes.

Staff under 18 require a break of 30 minutes in circumstances where they work 4.5 hours a day. All breaks should be taken away from an employee's normal work area (where this is applicable).

Personal hygiene

Staff must follow the personal hygiene code at all times and encourage children to adopt the same good personal hygiene code themselves.

All hands must be washed before handling food, after using the toilet or toileting children, after playing outside, wiping noses, messy play activities and after contact with animals.

After noses have been wiped the tissue must be disposed of hygienically and hands should be washed.

Cleaning

The nursery is committed to providing a safe, happy and healthy environment for children to play, grow and learn. Cleanliness is an essential element of this practice. The nursery will be cleaned daily and regular checks will be made to the bathrooms. These will be cleaned at least daily (more if necessary i.e. at lunch time). The nappy changing facility will be cleaned after every use and potties will be cleaned out after every use. Any mess caused throughout the day will be cleaned up as necessary to ensure that a hygienic environment is provided for the children in our care.

Kitchen

Staff are made aware of the basic food hygiene standards through appropriate training and this is reviewed every three years.

- Fridges to be cleaned out weekly
- Microwave to be cleaned after every use
- Oven to be cleaned out regularly and recorded
- Freezers to be cleaned out every three months and recorded
- All cupboards to be cleaned out monthly
- Fridge and freezer temperatures must be recorded first thing in the morning by the manager/cook and last thing at night



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- All food to be covered at all times in and out of the fridge and dated to show when each product was opened
- Care must be taken to ensure that food is correctly stored in fridges
- When re-heating food, it should be over 75°C, checked with the probe thermometer and recorded, then cooled down before serving. Food prepared on the premises must be checked with the probe thermometer before serving
- Food served but not used immediately should be appropriately covered and placed in the fridge/freezer within 60 minutes. If this is not followed, food should be discarded immediately
- All opened packets to be dated when opened and placed in an airtight container e.g. baby food, raisins, cereal etc.
- Blended food should be placed in suitable airtight containers, named and dated
- Surfaces to be cleaned with anti-bacterial spray
- Only appropriate coloured kitchen cloths to be used (please follow the chart on the wall). These must be washed daily on a hot wash
- Windows protected by fly guards to be opened as often as possible along with the vents
- All plugs to be pulled out of their sockets at the end of each day and switches switched off where practicable (with the exception of the fridge and freezer)
- Children must NOT enter the kitchen except for supervised cooking activities
- Doors/gates to the kitchen to be kept closed/locked at all times.

Nursery

- Staff must be aware of general hygiene in the nursery and ensure that high standards are kept at all times
- Regular toy washing rotas must be established in all rooms and recorded. Toys should be washed with sanitising fluid
- Floors should be cleaned during the day when necessary. Vacuum cleaner bags (where used) should be changed frequently
- Staff are requested to use the appropriate coloured mop for the task or area (see chart on wall) and mop heads should be washed in a separate wash at least weekly
- Face cloths should be washed on a hot wash after every use and not shared between children
- Low/high chairs must be cleaned thoroughly after every use. Straps and reins must be washed weekly or as required

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- Every child should have its own cot sheet which should be washed at the end of every week or whenever necessary
- All surfaces should be kept clean and clutter free
- Children must always be reminded to wash their hands after using the bathroom and before meals. Staff should always encourage good hygiene standards, for example, not eating food that has fallen on the floor
- Children should learn about good hygiene routines and why they need to wash their hands, wipe their noses and cover their mouths when coughing.

Staff rooms

- It is the responsibility of every member of staff to ensure that their staff room is kept clean and tidy
- Fridges must be cleaned out weekly
- Microwave to be cleaned after every use
- Surfaces to be wiped down daily
- All implements used for lunch or break to be washed and tidied away

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32.Fire Safety Policy

At Lollyday Childcare and Education Services Ltd: Mini Uni Nursery we make sure the nursery is a safe environment for children, parents, staff and visitors through our fire safety policy and procedures.

The manager/designated fire marshal makes sure the nursery premises are compliant with fire safety regulations, including following any major changes or alterations to the premises and seeks advice from the local fire safety officer as necessary.

The manager/designated fire marshal has overall responsibility for the fire drill and evacuation procedures. These are carried out and recorded for each group of children every three months or as and when a large change occurs, e.g. a large intake of children or a new member of staff joins the nursery. These drills will occur at different times of the day and on different days to ensure evacuations are possible under different circumstances and all children and staff participate in the rehearsals.

The manager/designated fire marshal checks fire detection and control equipment and fire exits in line with the timescales in the checklist below.

Fire checklist

	Who checks	How often	Location
Escape route/fire exits (all fire exits must be clearly identifiable)	Fire Safety Co-ordinator	Daily	1-Main entrance hall 2- Main Room 3- Baby room 3- Main Garden Entrance 4- Kitchen Back Door
Fire extinguishers	Fire Safety Co-ordinator	Monthly	Kitchen x 1 Main entrance hall x 2 (one of each) Main room x1 Baby room x1 Kitchen x1
Fire Blanket	Fire Safety Co-ordinator	Daily	Kitchen x1



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Evacuation pack	Fire Safety Co-ordinator	Monthly	Main entrance
Smoke	Fire Safety Co-ordinator	Annually	1-Kitchen 2-Office
Fire alarms	Fire Safety Co-ordinator	Monthly	Portable whistles
Fire doors closed, in good repair, doors free of obstruction and easily opened from the inside	Fire Safety Co-ordinator	Daily	Main Hall Main Entrance Baby room Outside Garden Kitchen back door

Registration

An accurate record of all staff and children present in the building must be kept at all times and children/staff must be marked in and out on arrival and departure. An accurate record of visitors must be kept in the visitor's book. These records must be taken out along with the register and emergency contacts list in the event of a fire.

No smoking policy

The nursery operates a strict no smoking policy – please see this separate policy for details.

- **Fire Drill Procedure**
- **On discovering a fire:**
- **Calmly raise the alarm by blowing the whistle/ringing the bell/breaking the alarm glass**
- **Immediately evacuate the building under guidance from the manager on duty/fire marshal**
- **Using the nearest accessible exit lead the children out, assembly point. At the bike park at the end of Star Lane.**
- **Close all doors behind you wherever possible**
- **Do not stop to collect personal belongings on evacuating the building**
- **Do not attempt to go back in and fight the fire**

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- Do not attempt to go back in if any children or adults are not accounted for
- Wait for emergency services and report any unaccounted persons to the fire service/police.
- If you are unable to evacuate safely:
- Stay where you are safe
- Keep the children calm and together
- Wherever possible alert the manager of your location and the identity of the children and other adults with you.
- The manager/fire marshal/team leader is to: Ololade Jinadu
- Pick up the children's register, staff register, mobile phone, keys, visitor book and fire bag/evacuation pack (containing emergency contacts list, nappies, wipes and blankets)
- Telephone emergency services: dial 999 and ask for the fire service
- In the fire assembly point area –check the children against the register
- Account for all adults: staff and visitors
- Advise the fire service of anyone missing and possible locations and respond to any other questions they may have.
- Remember
- Do not stop to collect personal belongings on evacuating the building
- Do not attempt to go back in and fight the fire
- Do not attempt to go back in if any children or adults are not accounted for.
- The Nursery Fire Evacuation procedure is displayed around the nursery

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33. Critical Incident policy

At Lollyday Childcare and Education Services Ltd: Mini Uni Nursery we understand we need to plan for all eventualities to ensure the health, safety and welfare of all the children we care for. With this in mind, we have a critical incident policy in place to ensure our nursery is able to operate effectively in the case of a critical incident. These include:

- Flood
- Fire
- Burglary
- Abduction or threatened abduction of a child
- Bomb threat/terrorism attack
- Any other incident that may affect the care of the children in the nursery

If any of these incident's impact on the ability of the nursery to operate, we will contact parents via phone/email/text message at the earliest opportunity, e.g. before the start of the nursery day.

Flood

There is always a danger of flooding from adverse weather conditions or through the water/central heating systems. We cannot anticipate adverse weather; however, we can ensure that we take care of all our water and heating systems through regular maintenance and checks to reduce the option of flooding in this way. Our central heating systems are checked and serviced annually by a registered gas engineer and they conform to all appropriate guidelines and legislation.

If flooding occurs during the nursery day, the Nursery Manager will make a decision based on the severity and location of this flooding, and it may be deemed necessary to follow the fire evacuation procedure. In this instance children will be kept safe and parents will be notified in the same way as the fire procedure.

Should the nursery be assessed as unsafe through flooding, fire or any other incident we will follow our operational plan and provide care in other location/parents with alternative arrangements in sister nurseries/options for childcare facilities in the local area.

Fire

Please refer to the fire safety policy.

Burglary

The management of the nursery follow a lock up procedure which ensures all doors and windows are closed and locked before vacating the premises. Alarm systems are used and in operation during all hours the nursery is closed.

The manager will always check the premises as they arrive in the morning. Should they discover that the nursery has been broken into they will follow the procedure below:

- Dial 999 with as many details as possible, i.e., name and location, details of what you have found and emphasise this is a nursery and children will be arriving soon



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- Contain the area to ensure no-one enters until the police arrive. The staff will direct parents and children to a separate area as they arrive. If all areas have been disturbed staff will follow police advice, including following the relocation procedure under flood wherever necessary to ensure the safety of the children
- The manager on duty will help the police with enquiries, e.g., by identifying items missing, areas of entry etc.
- A manager will be available at all times during this time to speak to parents, reassure children and direct enquires
- Management will assess the situation following a theft and ensure parents are kept up to date with developments relating to the operation of the nursery

Abduction or threatened abduction of a child

We have secure safety procedures in place to ensure children are safe while in our care, including safety from abduction. Staff must be vigilant at all times and report any persons lingering on nursery property immediately. All doors and gates to the nursery are locked and cannot be accessed unless staff members allow individuals in. Parents are reminded on a regular basis not to allow anyone into the building whether they are known to them or not. Visitors and general security are covered in more detail in the supervision of visitor's policy.

Children will only be released into the care of a designated adult; see the arrivals and departures policy for more details. Parents are requested to inform the nursery of any potential custody battles or family concerns as soon as they arise so the nursery is able to support the child. The nursery will not take sides in relation to any custody battle and will remain neutral for the child. If an absent parent arrives to collect their child, the nursery will not restrict access **unless** a court order is in place. Parents are requested to issue the nursery with a copy of these documents should they be in place. We will consult our solicitors with regards to any concerns over custody and relay any information back to the parties involved.

If a member of staff witnesses an actual or potential abduction from nursery, we have the following procedures which are followed immediately:

- The police must be called immediately
- The staff member will notify management immediately and the manager will take control
- The parent(s) will be contacted
- All other children will be kept safe and secure and calmed down where necessary
- The police will be given as many details as possible including details of the child, description of the abductor, car registration number if used, time and direction of travel if seen and any family situations that may impact on this abduction

Bomb threat/terrorism attack

If a bomb threat is received at the nursery, the person taking the call will record all details given over the phone as soon as possible and raise the alarm as soon as the phone call has ended. The management will follow the fire evacuation procedure to ensure the safety of all on the premises and will provide as much detail to the emergency services as possible.



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Other incidents

All incidents will be managed by the manager on duty and all staff will co-operate with any emergency services on the scene. Any other incident that requires evacuation will follow the fire plan. Other incidents e.g., no water supply will be dealt with on an individual basis taking into account the effect on the safety, health and welfare of the children and staff in the nursery.

The Nursery Manager will notify Ofsted in the event of a critical incident.

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34. Lockdown Policy and Procedure

Lock Down Procedure

We will use the lock down procedure when the safety of the children and staff is at risk and we will be better placed inside the current building, with doors and windows locked and blinds/curtains drawn.

We will activate this emergency procedure in response to several situations, but some of the more typical might be:

- A report incident or disturbance in the local community (with potential to pose a risk to staff and children in the nursery)
- An intruder on the nursery site (with potential to pose a risk to staff and children in nursery)
- A warning being received regarding a risk locally, of air pollution (smoke plumes, gas cloud etc.)
- A major fire or explosion in the vicinity of the nursery – if it is safer staying in the premises than leaving.

In this case the staff will be notified by the following action:

Saying the code word: 'PEANUTS, PEANUTS' OR 'LOCKDOWN'

All individuals (including children) will remain in the area they are in, if safe to do so. If the children are outside, staff are to promptly and calmly direct children into the building, if this will not endanger them. Staff will make efforts to close and lock doors wherever safe to do so.

All individuals will keep away from the windows and doors and children will be occupied in the centre of the room, so they are not placed at risk or are able to see any situation developing outside.

The manager will ensure all children, staff and visitors are accounted for and safe before returning to the office area to keep up to date with the current situation via updates.

The manager on duty will manage the situation dependant on the situation and the information available. If the nursery is in immediate danger of an intruder, the police will be called as a matter of urgency. In other cases where the situation has been alerted by the police or local area authority then the nursery will await further instructions.

Once all clear has been given externally the manager will issue all clear internally. After this time the staff will try to return to normal practice to enable the children not to be disrupted or upset by the events.

Any children showing worries or concerns will have one to one time with their key person to talk about these.

Parents will be informed about the situation at the earliest safest opportunity and will be kept updated when the information changes.

After the event a post-incident evaluation will be conducted to ensure that each child and staff member was supported fully, and the procedure went as planned.

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35. Equipment, Resources, Safety Checks & Risk Assessments

Equipment & resources

At Lollyday Childcare and Education Services Ltd: Mini Uni Nursery we believe that high-quality care and early learning is promoted by providing children with safe, clean, stimulating, age and stage appropriate resources, toys and equipment.

To ensure this occurs within the nursery, including in our outdoor areas, we will:

- Provide play equipment and resources which are safe and, where applicable, conform to the European Standards for Playground Equipment: EN 1176 and EN 1177, BS EN safety standards or Toys (Safety) Regulation (1995)
- Provide a sufficient quantity of equipment and resources for the number of children registered in the nursery
- Provide resources to meet children's individual needs and interests
- Provide resources which promote all areas of children's learning and development
- Select books, equipment and resources which promote positive images of people of all races, cultures, ages, gender and abilities, are non-discriminatory and do not stereotype
- Provide play equipment and resources which promote continuity and progression, provide sufficient challenges and meet the needs and interests of all children
- Store and display resources and equipment where all children can independently choose and select them
- Check all resources and equipment before first use to identify any potential risks and again regularly at the beginning of every session and when they are put away at the end of every session. We repair and clean or replace any unsafe, worn out, dirty or damaged equipment whenever required
- Keep an inventory of resources and equipment. This records the date on which each item was purchased, and the price paid for it
- Evaluate the effectiveness of the resources including the children's opinions and interests
- Encourage children to respect the equipment and resources and tidy these away when play has finished. This is into a designated place via the use of silhouettes or pictures the children can match the resource to.

Safety checks

At Lollyday Childcare and Education Services Ltd: Mini Uni Nursery we make sure the nursery is a safe environment for children, parents, staff and visitors by carrying out safety checks on a regular basis in accordance with the timescales set out in the nursery checklists. These include daily checks of the premises, indoors and outdoors, and all equipment and resources before the children access any of the areas. The checks are recorded to show any issues and solutions.

This policy should be read in conjunction with the fire safety, risk assessments, visits and outings and the equipment and resources policies.

All staff should be aware of potential hazards in the nursery environment and monitor safety at all times.

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Risk assessments

Risk assessments document the hazard, who could be harmed, existing controls, the seriousness of the risk/injury, any further action needed to control the risk, who is responsible for what action, when/how often will the action be undertaken, and how will this be monitored and checked and by whom.

The nursery carries out written risk assessments at least annually. These are regularly reviewed and cover potential risks to children, staff and visitors at the nursery. When circumstances change in the nursery, e.g. a significant piece of equipment is introduced; we review our current risk assessment or conduct a new risk assessment dependent on the nature of this change.

All staff are trained in the risk assessment process to ensure understanding and compliance.

All outings away from the nursery are individually risk assessed. For more details refer to the visits and outings policy.

Hints and tips

Please refer to the Health and Safety Executive's 'Five Steps to Risk Assessment' located in the nursery for further support with the risk assessment process. The Five Steps to Risk Assessment publication and risk assessment templates can be downloaded from the Health and Safety Executive's website at www.hse.gov.uk

Electrical equipment

- All electrical cables are kept out of the reach of children wherever possible and shielded by furniture where they need to be at floor level
- Electrical sockets are all risk assessed and any appropriate safety measures are in place to ensure the safety of the children.

Dangerous substances

All dangerous substances including chemicals MUST be kept in locked areas out of children's reach. All substances must be kept in their original containers with their original labels attached. Safety Data Sheets (Control of Substances Hazardous to Health (COSHH)) and risk assessments must be kept for all substances and the appropriate personal protection taken and used e.g. gloves, apron and goggles.

Hot drinks and food

Hot drinks must only be consumed in the staff room. No canned drinks, sweets or crisps are to be kept or consumed in the nursery rooms.

Transport and outings

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The nursery has a comprehensive documented policy relating to outings, which incorporates all aspects of health and safety procedures including the arrangements for transporting and the supervision of children when away from the nursery.

Room temperatures

- Staff should be aware of room temperatures in the nursery and should ensure that they are suitable at all times and recorded on the appropriate sheet. There is a thermometer in each room to ensure this is monitored
- Staff must always be aware of the dangers of babies and young children being too warm or too cold
- Temperatures should not fall below 18°C in the baby rooms and 16°C in all other areas
- Where fans are being used to cool rooms, great care must be taken with regard to their positioning.

Water supplies

- A fresh drinking supply is available and accessible to all children, staff and visitors
- All hot water taps accessible to children are thermostatically controlled to ensure that the temperature of the water does not exceed 40°C.

Gas appliances

- All gas appliances are checked annually by a registered Gas Safety Register engineer
- Carbon monoxide detectors are fitted.

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36. Pest Control, Animal Health & Safety Policy

Pest control

We are committed to providing a safe environment for the children in our care. We seek to prevent children from being exposed to pests and pesticides. Exposure to pests (insects, cockroaches, rats, mice, foxes etc.), pest residue, and the chemicals used to control them can aggravate or cause health problems for children and staff.

Pest Proofing of the Premises

The building will be kept in good condition and repair at all times in order to restrict pest access and prevent potential breeding sites.

This can be done by:

- Sealing holes, and other places where pests can gain access
- Keeping the floors, walls, roof, doors and window openings in a good state of repair with no gaps or spaces
- Fitting drain covers to prevent pests gaining access

Pest Control House Rules & Good Housekeeping:

- Inspect stock on delivery to make sure that there are no visible signs of damage by pests
- Premises and refuse stores must be managed in such a way as to enable them to be kept clean and protected against access by pests
- Foods which are awaiting preparation or are being defrosted or are cooling should remain covered
- Food waste should be placed in containers with suitably fitted lids and removed frequently from food handling areas where it is produced
- Food should be stored off the floor and away from walls
- Food should, where possible, be stored in rodent-proof containers
- Foods should be checked for the presence of pests, for example, insects within cereals/grains
- Vegetation around the outside of the premises should be kept to a minimum
- All areas of the premises should be checked regularly for signs of pests such as rodent droppings, smear marks, insect egg cases and dead insects
- Staff should be made aware of the signs of pests and what action they must take should they discover pests or signs of pests
- All areas of the premises should be kept clean and with high levels of hygiene at all times
- All bins should be emptied daily



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- Management must take immediate and appropriate action to control any infestation of pests identified on their premises

Pest Control Contractor:

- A pest control contract will be in place to conduct regular professional checks of the premises which will include checking for the presence of all pests, monitor the pest proofing of the premises and the eradication of any infestations found
- The pest control company will provide advice on housekeeping and storage arrangements to prevent access by pests
- The contractor will be able to provide 24-hour emergency cover and will provide a written report after each visit.

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Animal Health and safety

At Lollyday Childcare and Education Services Ltd: Mini Uni Nursery we recognise that pets can help meet the emotional needs of children and adults. Caring for pets also gives children the opportunity to learn how to be gentle and responsible for others and supports their learning and development.

Nursery pets

At Lollyday Childcare and Education Services Ltd: Mini Uni Nursery we will:

- Permission slips are obtained from parents to seek written permission for their child to be involved in caring for the animal at nursery
- A full documented risk assessment is completed, including considerations for children with any allergies
- All pets are homed appropriately and securely
- Only staff have responsibility for cleaning out the animals (where applicable). Protective equipment such as gloves and aprons are used
- We ensure all pets have had all of their relevant vaccinations, are registered with the vet and are child-friendly
- Pets are not allowed near food, dishes, worktops or food preparation areas. Children will wash their hands with soap and water after handling animals, and will be encouraged not to place their hands in their mouths while pets are being handled. The staff will explain the importance of this to the children
- Children will be encouraged to leave their comforters and dummies away from the animals to ensure cross-contamination is limited.

Pets from home

- If a child brings a pet from home to visit the nursery as a planned activity, parents of all children who will be in contact or in the same area as the pet are informed. We obtain written permission from parents to ensure no child has an allergy or phobia. We complete a full, documented risk assessment prior to the pet visiting and analyse any risks before this type of activity is authorised.
- Pets will not be allowed near food, dishes, worktops or food preparation areas. Children will wash their hands with soap and water after handling animals and will be encouraged not to place their hands in their mouths during the activity. The staff will explain the importance of this to the children
- Children will be encouraged to leave their comforters and dummies away from the animals to ensure cross-contamination is limited.



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Visits to farms

- A site visit must be made by a senior member of staff before an outing to a farm can be arranged. We check that the farm is well-managed, that the grounds and public areas are as clean as possible and that suitable first aid arrangements are made. Animals should be prohibited from any outdoor picnic areas
- We check that the farm has suitable washing facilities, appropriately signposted, with running water, soap and disposable towels or hot air hand dryers. Any portable water taps should be appropriately designed in a suitable area
- We will ensure that there is an adequate number of adults to supervise the children, taking into account the age and stage of development of the children
- We will explain to the children that they will not be allowed to eat or drink anything, including crisps and sweets, or place their hands in their mouths, while touring the farm because of the risk of infection and explain why
- We will ensure suitable precautions are in place where appropriate e.g. in restricted areas such as near slurry pits or where animals are isolated.

During the visit

- If children are in contact with, or feeding animals, we will warn them not to place their faces against the animals or put their hands in their own mouths afterwards, and explain why
- We will encourage children to leave comforters (e.g. soft toys and blankets) and dummies either at nursery, in the transport used or in a bag carried by a member of staff to ensure cross-contamination is limited
- After contact with animals and particularly before eating and drinking, we will ensure all children, staff and volunteers wash and dry their hands thoroughly. If young children are in the group, hand washing will be supervised. We will always explain why the children need to do this
- Meals, breaks or snacks will be taken well away from the areas where animals are kept and children will be warned not to eat anything which has fallen on the ground. Any crops produced on the farm will be thoroughly washed in portable water before consumption
- We will ensure children do not consume unpasteurised produce, e.g. milk or cheese
- Manure or slurry presents a particular risk of infection and children will be warned against touching it. If they do touch it, we will ensure that they thoroughly wash and dry their hands immediately
- We will ensure all children, staff and volunteers wash their hands thoroughly before departure
- We will ensure footwear and clothing is as free as possible from faecal materials.

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37. Environmental Sustainability Policy

At Lollyday Childcare and Education Services Ltd: Mini Uni Nursery we wish to support children to learn about sustainable practices and foster respect and care for the living and non-living environment.

Children are able to develop positive attitudes and values about sustainable practices by exploring solutions to environmental issues, learning about the world around them and how to protect it and watching adults role model sustainable practices.

We promote a holistic, open-ended curriculum which explores ideas and practices for environmental sustainability and helps children understand the interdependence between people and the environment by:

- Helping children to explore nature through art and play
- Supporting children to experience the natural environment through natural materials like wood, stone, sand and recycled materials
- Support the environment by learning how to grow and nurture plants in the nursery garden and discovering all about the food cycle by growing, harvesting, and cooking food for our nursery menu
- Help children to learn about water conservation, energy efficiency and waste reduction through play-based activities and adult interactions
- going on nature walks and learning about plants they see in the local area
- Encouraging parents and children to walk to nursery once a week / month to raise the awareness of caring for the planet
- Developing a recycling area and encouraging children to share recycling ethos into the home environment

As a nursery, we will embed sustainability into all aspects of the operations including:

- Recycling materials for art and creative activities and encouraging parents to bring in their recycling materials for the same use
- When children take home models from recycled materials ensuring parents recycle these materials if they do not keep them
- Considering our carbon footprint when purchasing materials
- Shopping local where possible
- Turning off equipment and lights when not in use
- Using energy saving light bulbs
- Not leaving any equipment on standby
- Unplugging all equipment at the end of its use/the day
- Using energy saving wash cycles on the washing machine.
- Composting food waste
- Incorporating water-wise strategies such as ensuring taps are turned off and leaks fixed
- Using rain water butts for outdoor water play

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- Recycling water from the water play to water plants outside
- Using food that we have grown in nursery meals

Working together with all our parents and partners will help our environment to be more sustainable and make it a better place for our future generations to grow up in.

We assess our nursery's impact on the environment on a regular basis and put procedures in place to counteract this impact.

In order to encourage children not to waste food or to play with food at mealtimes, we discourage the use of food as a play material; instead, we encourage activities which involve preparing and tasting different types of food.

This policy is reviewed annually and is carefully considered in the best interests of the children, nursery, and the environment.

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38. Sun care Policy

At Lollyday Childcare and Education Services Ltd: Mini Uni Nursery we are committed to ensuring that all children are fully protected from the dangers of too much sun/UV rays. Severe sunburn in childhood can lead to the development of malignant melanoma (the most dangerous type of skin cancer) in later life.

We follow guidance from the weather and UV level reports and use the following procedures to keep children safe and healthy in the sun:

- Key persons will work with the parents of their key children to decide and agree on suitable precautions to protect children from burning, including those with more sensitive skin types and those that may be more tolerant to the sunshine, e.g., black and/or Asian colouring
- Children must have a clearly labelled sun hat which will be worn at all times whilst outside in sunny weather. This hat will preferably be of legionnaires design (i.e., with an extended back and side to shield children's neck and ears from the sun) to provide additional protection
- Children must have their own labelled high factor sun cream with prior written consent for staff to apply. This enables children to have sun cream suitable for their own individual needs. Staff must be aware of the expiry date and discard sunscreen after this date
- Parents are requested to supply light-weight cotton clothing for their children suitable for the sun, with long sleeves and long legs
- Children's safety and welfare in hot weather is the nursery's prime objective so staff will work closely with parents to ensure all appropriate cream and clothing is provided
- Staff will make day-to-day decisions about the length of time spent outside depending on the strength of the sun; children will not be allowed in the direct sunlight between 11.00am – 3.00pm on hot days
- Children will always have sun cream applied before going outside in the hot weather and at frequent intervals during the day
- Children are encouraged to drink cooled water more frequently throughout sunny or warm days and this will be accessible both indoors and out
- Children are made aware of the need for sun hats, sun cream and the need to drink more fluids during their time in the sun
- Shade will be provided to ensure children are able to still go out in hot weather, cool down or escape the sun should they wish or need to

Vitamin D

Sunlight is important for the body to receive vitamin D. We need vitamin D to help the body absorb calcium and phosphate from our diet. These minerals are important for healthy bones, teeth and muscles.

Our body creates vitamin D from direct sunlight on our skin when we are outdoors. Most people can make enough vitamin D from being out in the sun daily for short periods with their hands or other body parts uncovered. Sun cream will stop the ultraviolet B (UVB) rays from reaching your skin, so part of your body should be uncovered and not have sun cream on. At nursery we find the right balance to protecting children from sunburn as well as allowing the skin to access the sun for the vitamin D benefits, e.g., hands will be left without sun cream but children will be fully monitored to ensure no hands are burnt.



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The benefits will be discussed with parents and their wishes will be followed with regard to the amount of sun cream applied.

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39. Adverse Weather Condition

At Lollyday Childcare and Education Services Ltd: Mini Uni Nursery we have an adverse weather policy in place to ensure our nursery is prepared for all weather conditions that might affect the running of the nursery such as floods, snow and heat waves.

If any of these incident's impact on the ability of the nursery to open or operate, we will contact parents via phone/email/text message.

We will not take children outdoors where we judge that weather conditions make it unsafe to do so.

Flood

In the case of a flood, we will follow our critical incident procedure to enable all children and staff to be safe and continuity of care to be planned for.

Snow or other severe weather

If high snowfall, or another severe weather condition such as dense fog, is threatened during a nursery day then the manager will take the decision as to whether to close the nursery. This decision will take into account the safety of the children, their parents and the staff team. In the event of a planned closure during the nursery day, we will contact all parents to arrange for collection of their child.

In the event of staff shortages due to snow or other severe weather, we will contact all available off duty staff and/or agency staff and group the children differently until they are able to arrive. If we are unable to maintain statutory ratio requirements after all avenues are explored, we will contact Ofsted to inform them of this issue, recording all details in our incident file. If we feel the safety, health or welfare of the children is compromised then we will take the decision to close the nursery.

Heat wave

Please refer to our sun care policy.

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40. Early Learning Opportunities Statement

At Lollyday Childcare and Education Services Ltd: Mini Uni Nursery we recognise that children learn in different ways and at different rates and plan for this accordingly. Our aim is to support all children attending the nursery to attain their maximum potential within their individual capabilities.

We provide a positive play environment for every child, so they may develop good social skills and an appreciation of all aspects of this country's multi-cultural society. We plan learning experiences to ensure, as far as practical, there is equality of opportunity for all children and a celebration of diversity.

We maintain a personalised record of every child's development, showing their abilities, progress, interests and areas needing further staff or parental assistance.

For children whose home language is not English, we will take reasonable steps to:

- Provide opportunities for children to develop and use their home language in play and learning and support their language development at home; and
- Ensure that children have sufficient opportunities to learn and reach a good standard in English language during the EYFS, ensuring that children are ready to benefit from the opportunities available to them when they begin year.

We ensure that the educational programmes are well planned and resourced to have depth and breadth across the seven areas of learning. They provide interesting and challenging experiences that meet the needs of all children. Planning is based on a secure knowledge and understanding of how to promote the learning and development of young children and what they can achieve.

We implement the Early Years Foundation Stage (EYFS) set by the Department for Education that sets standards to ensure all children learn and develop well. We support and enhance children's learning and development holistically through play-based activities. We review all aspects of learning and development and ensure a flexible approach is maintained, which responds quickly to children's learning and developmental needs. We develop tailor-made activities based on observations which inform future planning and draw on children's needs and interests. This is promoted through a balance of adult-led and child-initiated opportunities both indoors and outdoors.

Direct observation is supplemented by a range of other evidence to evaluate the impact that practitioners have on the progress children make in their learning including:

Evidence of assessment that includes the progress of different groups of children:

- Assessment on entry (starting point), including parental contributions
- Two-year-old progress checks (where applicable)
- On-going (formative) assessments, including any parental contributions
- The Early Years Foundation Stage Profile (where applicable) or any other summative assessment when children leave.

We acknowledge parents as primary educators and encourage parental involvement as outlined in our Parents and Carers as Partners policy. We build strong home links in order to enhance and extend children's learning both within the nursery environment and in the child's home.



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We share information about the EYFS curriculum with parents and signpost them to further support via the following website: www.foundationyears.org.uk/

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42. Gifted and Talented children Policy

At Min Uni we plan our teaching and learning so that each child can aspire to achieve their full potential.

The purpose of this policy is to help to ensure that we recognise and support the needs of those children in our nursery who have been identified as 'gifted' and/or 'talented' and extend their learning to challenge them further.

'Gifted' refers to a child who has a broad range of achievement at a level well above average, typically in the more academic subjects;

'Talented' refers to a child who excels in one or more specific fields, typically those that call for performance skills, such as sport or music, but who does not necessarily perform at a high level across all areas of learning.

With this in mind we will ensure all children are fully supported and challenged by:

- Working together with parents and carers to establish starting points on entry to nursery
- Observing, assessing and planning activities in line with the individual child's needs and interests
- Providing challenging next steps to enhance the learning opportunities
- Working with the child's school to provide activities that will stretch the child further in line with the child's future curriculum
- Support transitions by providing key information to the next provision

Gifted children in language and literacy:

- Are able to read and respond to a range of texts at a more advanced level
- Use a wide vocabulary and variety of words in conversations and play
- Are able to write fluently and with little support

Gifted children in mathematics:

- Explore a broader range of strategies for solving a problem
- Establish their own strategies for problem solving
- Are able to manipulate numbers in a wide range of ways, e.g. adding, subtracting.



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The management monitors all outcomes for children by tracking cohorts and individual children across the whole setting. This will include the gifted and talented children. Management will ensure that all children are progressing at an appropriate rate from their starting points through challenging and supportive activities and opportunities.

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43. Smoke Free Policy

At Lollyday Childcare and Education Services Ltd: Mini Uni Nursery we are committed to promoting children's health and well-being. This is of the upmost importance for the nursery. Smoking has proved to be a health risk and therefore in accordance with legislation, the nursery operates a strict no smoking policy within its buildings and grounds. It is illegal to smoke in enclosed places.

All persons must abstain from smoking while on the premises. This applies to staff, students, parents, carers, contractors and any other visitors to the premises.

Staff accompanying children outside the nursery, are not permitted to smoke. We also request that parents accompanying nursery children on outings refrain from smoking while caring for the children.

Staff must not smoke while wearing nursery uniform as it is essential that staff are positive role models to children and promote a healthy lifestyle. If staff choose to smoke during breaks, they are asked to change into their own clothing and smoke away from the main entrance.

We respect that smoking is a personal choice, although as an organisation we support healthy lifestyles. We aim to help staff and parents to stop smoking by:

- Providing factsheets and leaflets
- Providing information of local help groups
- Providing details of the NHS quit smoking helpline - www.smokefree.nhs.uk
- Offering information regarding products that are available to help stop smoking
- Offering in-house support

This policy also applies to electronic cigarettes.

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44. Alcohol and Substance Misuse

At Lollyday Childcare and Education Services Ltd: Mini Uni Nursery we are committed to providing a safe environment that helps to ensure the welfare of the children in our care. This includes making sure that children are not exposed to adults who may be under the influence of alcohol or other substances that may affect their ability to care for children.

Alcohol

Under the Health and Safety at Work Act 1974, companies have a legal requirement to provide a safe working environment for all of their employees.

Anyone who arrives at the nursery clearly under the influence of alcohol will be asked to leave.

If they are a member of staff, the nursery will investigate the matter and will initiate the disciplinary process as a result of which action may be taken, including dismissal.

If they are a parent, the nursery will judge if the parent is suitable to care for the child. The nursery may call the second contact on the child's registration form to collect them.

If a child is thought to be at risk the nursery will follow the safeguarding children/child protection procedure and the police/children's social services may be called.

If anyone arrives at the nursery in a car under the influence of alcohol the police will be contacted.

Staff, students, parents, carers, visitors, contractors etc. are asked not to bring alcohol on to the nursery premises.

Safeguarding/child protection

If a parent or carer is clearly over the alcohol limit, or under the influence of illegal drugs and it is believed the child is at risk we will follow our safeguarding/child protection procedures, contact Local Authority children's social care team and the police.

Staff will do their utmost to prevent a child from travelling in a vehicle driven by them and if necessary, the police will be called.

Where an illegal act is suspected to have taken place, the police will be called. **Substance misuse**

Anyone who arrives at the nursery under the influence of illegal drugs, or any other substance including medication, that affects their ability to care for children, will be asked to leave the premises immediately.

If they are a member of staff, an investigation will follow which may lead to consideration of disciplinary action, as a result of which dismissal could follow.

If they are a parent, the nursery will judge if the parent is suitable to care for the child. The nursery may call the second contact on the child's registration form to collect them.

If a child is thought to be at risk the nursery will follow the safeguarding children/child protection procedure and the police may be called.

The nursery will contact the police if anyone (including staff, students, volunteers, contractors and visitors) is suspected of being in possession of illegal drugs or if they are driving or may drive when under the influence of illegal drugs.

If they are a member of staff serious disciplinary procedures will be followed.

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If a member of staff is taking prescriptive medication that may affect their ability to work, they must inform the Nursery Manager as soon as possible to arrange for a risk assessment to take place.

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45. Outings Policy

At Lollyday Childcare and Education Services Ltd: Mini Uni Nursery we offer children a range of local outings including walks and visits off the premises. We believe that planned outings and visits complement and enhance the learning opportunities inside the nursery environment and extend children's experiences. We always seek parents' permission for children to be included in such outings.

Procedures

Visits and outings are carefully planned using the following guidelines, whatever the length or destination of the visit:

- A pre-visit checklist, full risk assessment and outings plan will always be carried out by a senior member of staff before the outing to assess the risks or hazards which may arise for the children, and identify steps to be taken to remove, minimise and manage those risks and hazards. We will endeavour to visit the venue prior to the visit. This will ensure that the chosen venue is appropriate for the age, stage and development of the children
- Written permission will always be obtained from parents before taking children on trips
- We provide appropriate staffing levels for outings dependent on an assessment of the safety and the individual needs of the children.
- At least one member of staff will hold a valid and current paediatric first aid certificate and this will be increased where risk assessment of proposed activity deems it necessary
- A fully stocked first aid box will always be taken on all outings along with any special medication or equipment required
- A completed trip registers together with all parent and staff contact numbers will be taken on all outings
- Regular headcounts will be carried out throughout the outing. Timings of headcounts will be discussed in full with the Nursery Manager prior to the outing
- All staff will be easily recognisable by other members of the group; they will wear the nursery uniform and high visibility vests/jackets
- Children will be easily identified by staff when on a trip by use of a sticker system. The nursery name, number and mobile number will be displayed
- A fully charged mobile phone will be taken as a means of emergency contact
- In the event of an accident, staff will assess the situation. If required, the group will return to nursery immediately and parents will be contacted to collect their child. In the event of a serious accident an ambulance will be called at the scene, as well as parents being contacted. One member of staff will accompany the child to the hospital, and the rest of the group will return to the nursery.

Risk assessment/outings plan

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

- The name of the designated person in charge - the outing leader
- The name of the place where the visit will take place
- The estimated time of departure and arrival
- The number of children, age range of children, the ratio of staff to children, children's individual needs and the group size

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- The equipment needed for the trip, i.e., first aid kit, mobile phone, coats, safety reins, pushchairs, rucksack, packed lunch etc.
- Staff contact numbers
- Method of transportation and travel arrangements (including the route)
- Financial arrangements
- Emergency procedures
- The name of the designated first aider and the first aid provision
- Links to the child's learning and development needs.

Charges for educational trips

- All educational trips that do charge entry fee will be paid by parent the trip will be planned and parent will be informed of the charges.

We are a reasonable inclusive setting, we take all decisions and planned chargeable activities that does not exclude any child or discriminate against any race, gender, faith and ability.

Use of vehicles for outings

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

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

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



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Lost children

In the event of a child being lost, the Lost Child Procedure will be followed. Any incidents or accidents will be recorded in writing and Ofsted will be contacted and informed of any incidents.

There may be opportunities for parents to assist on outings. The manager will speak to parents prior to the visit regarding health and safety and code of conduct.

In the event of an emergency (including a terrorist attack)

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

Further information can be found at:

<http://www.npcc.police.uk/NPCCBusinessAreas/WeaponAttacksStaySafe.aspx>

Outdoor Play

At Lollyday Childcare and Education Services Ltd: Mini Uni Nursery we are committed to the importance of daily outdoor play and the physical development of all children regardless of their age and stage of development. We provide outdoor play in all weathers. Where possible and appropriate, we make outdoor activities accessible to children with learning difficulties and disabilities to ensure inclusive use of the outdoor area.

We recognise that children need regular access to outdoor play in order to keep fit and healthy, develop their large and fine motor skills, experience learning in a natural environment and access sunlight in order to absorb vitamin D more effectively. We also refer to The Chief Medical Office guidance on physical activity.

The outdoor areas, both within the nursery grounds and in the local community have a wealth of experiences and resources which help children to develop in a variety of ways, including independence, exploration and investigative skills, risk taking and self-esteem, all of which support children to develop skills now and for the future.

We ensure all areas are safe and secure through close supervision and the use of robust risk assessments and safety checks. Where possible and appropriate, we plan and encourage play that helps children understand and manage risks. This type of play allows children to explore and find their own boundaries in a safe environment with supportive practitioners. Staff are informed of the importance of safety procedures and are trained appropriately to ensure these procedures are followed effectively.

We obtain parental permission before any child leaves the nursery during the day. This includes short outings into the local community. There is more information in the outings policy.



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We plan all outdoor play opportunities and outings to complement the indoor activities and provide children with purposeful activities that support and follow individual children's interests. There is a balance of both adult-led and child-initiated opportunities to enable children to learn and practice new skills, knowledge and behaviours.

Where activities take place away from the setting (e.g. in the local wood) then a mobile phone and first aid kit will be taken to ensure the safety of children at all times. A trained paediatric first aider will be present when away from the main setting.

We use this policy alongside the following policies to ensure the safety and welfare of children throughout their time outside:

- Health and Safety
- Sun Care
- Lost Child Policy
- Parents and Carers as Partners
- Safeguarding and Child Protection

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46. Equality & Diversity Policy Statement

Statement of intent

At Lollyday Childcare and Education Services Ltd: Mini Uni Nursery we take great care to treat each individual as a person in their own right, with equal rights and responsibilities to any other individual, whether they are an adult or a child. We are committed to providing equality of opportunity and anti-discriminatory practice for all children and families according to their individual needs. Discrimination on the grounds of gender, age, race, religion or belief, marriage or civil partnership, disability, sexual orientation, gender reassignment, pregnancy or maternity, ethnic or national origin, or political belief has no place within our nursery.

A commitment to implementing our inclusion and equality policy will form part of each employee's job description. Should anyone believe that this policy is not being upheld, it is their duty to report the matter to the attention of the *Nursery Manager/ Owner/Registered person* at the earliest opportunity. Appropriate steps will then be taken to investigate the matter and if such concerns are well-founded, disciplinary action will be invoked under the nursery's disciplinary policy.

The legal framework for this policy is based on:

- Special Education Needs and Disabilities Code of Practice 2015
- Children and Families Act 2014
- Equality Act 2010
- Childcare Act 2006
- Children Act 2004
- Care Standards Act 2002
- Special Educational Needs and Disability Act 2001

The nursery and staff are committed to:

- Recruiting, selecting, training and promoting individuals on the basis of occupational skills requirements. In this respect, the nursery will ensure that no job applicant or employee will receive less favourable treatment because of age, sex, gender reassignment, disability, marriage or civil partnership, race, religion or belief, sexual orientation, pregnancy or maternity/paternity
- Providing a childcare place, wherever possible, for children who may have learning difficulties and/or disabilities or are deemed disadvantaged according to their individual circumstances, and the nursery's ability to provide the necessary standard of care
- Making reasonable adjustments for children with special educational needs and disabilities
- Striving to promote equal access to services and projects by taking practical steps (wherever possible and reasonable), such as ensuring access to people with additional needs and by producing materials in relevant languages and media for all children and their families



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- Providing a secure environment in which all our children can flourish and all contributions are valued
- Including and valuing the contribution of all families to our understanding of equality, inclusion and diversity
- Providing positive non-stereotypical information
- Continually improving our knowledge and understanding of issues of equality, inclusion and diversity
- Regularly reviewing, monitoring and evaluating the effectiveness of inclusive practices to ensure they promote and value diversity and difference and that the policy is effective and practices are non-discriminatory
- Making inclusion a thread which runs through the entirety of the nursery, for example, by encouraging positive role models through the use of toys, imaginary play and activities, promoting non-stereotypical images and language and challenging all discriminatory behaviour (see dealing with discriminatory behaviour policy).

Admissions/Service Provision

The nursery is accessible to all children and families in the local community and further afield through a comprehensive and inclusive admissions policy.

The nursery will strive to ensure that all services and projects are accessible and relevant to all groups and individuals in the community within targeted age groups.

Recruitment

Recruitment, promotion and other selection exercises such as redundancy selection will be conducted on the basis of merit, against objective criteria that avoid discrimination. Shortlisting should be done by more than one person if possible.

All members of the selection group will be committed to the inclusive practice set out in this policy and will have received appropriate training in this regard.

Application forms will be sent out along with a copy of the equal opportunities monitoring form. Application forms will not include questions that potentially discriminate on the grounds specified in the statement of intent.

Vacancies should generally be advertised to a diverse section of the labour market. Advertisements should avoid stereotyping or using wording that may discourage particular groups from applying.

At interview, no questions will be posed which potentially discriminate on the grounds specified in the statement of intent. All candidates will be asked the same questions and members of the selection group will not introduce nor use any personal knowledge of candidates acquired outside the selection process. Candidates will be given the opportunity to receive feedback on the reasons why they were not successful.

Under the Equality Act 2010 you can only ask questions prior to offering someone employment in the following circumstances:

- You need to establish whether the applicant will be able to comply with a requirement to undergo an assessment (i.e., an interview or selection test)



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- You need to establish whether the applicant will be able to carry out a function that is intrinsic to the work concerned
- You want to monitor diversity in the range of people applying for work
- You want to take positive action towards a particular group – for example offering a guaranteed interview scheme
- You require someone with a particular disability because of an occupational requirement for the job

The National College for Teaching and Leadership provides further guidance specific to working with children:

Providers have a responsibility to ensure that practitioners have the health and physical capacity to teach and will not put children and young people at risk of harm. The activities that a practitioner must be able to perform are set out in the Education (Health Standards England) Regulations 2003. Providers are responsible for ensuring that only practitioners who have the capacity to teach remain on the staff team.

People with disabilities or chronic illnesses may have the capacity to teach, just as those without disabilities or medical conditions may be unsuitable to teach. Further information on training to teach with a disability is available from the DfE website.

Successful applicants offered a position may be asked to complete a fitness questionnaire prior to commencing the programme. Providers should not ask all-encompassing health questions, but should ensure that they only ask targeted and relevant health-related questions, which are necessary to ensure that a person is able to teach.

Staff

It is the policy of Lollyday Childcare and Education Services Ltd: Mini Uni Nursery not to discriminate in the treatment of individuals. All staff are expected to co-operate with the implementation, monitoring and improvement of this and other policies. All staff are expected to challenge language, actions, behaviours and attitudes which are oppressive or discriminatory on the grounds specified in this policy and recognise and celebrate other cultures and traditions. All staff are expected to participate in equality and inclusion training.

Staff will follow the 'Dealing with Discriminatory Behaviour' policy where applicable to report any discriminatory behaviours observed.

Training

The nursery recognises the importance of training as a key factor in the implementation of an effective inclusion and equality policy. All new staff receive induction training including specific reference to the inclusion and equality policy. The nursery will strive towards the provision of inclusion, equality and diversity training for all staff on an annual basis.

Early learning framework

Early learning opportunities offered in the nursery encourage children to develop positive attitudes to people who are different from them. It encourages children to empathise with others and to begin to develop the skills of critical thinking.

We do this by:

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- Making children feel valued and good about themselves
- Ensuring that all children have equal access to early learning and play opportunities
- Reflecting the widest possible range of communities in the choice of resources
- Avoiding stereotypical or derogatory images in the selection of materials
- Acknowledging and celebrating a wide range of religions, beliefs and festivals
- Creating an environment of mutual respect and empathy
- Helping children to understand that discriminatory behaviour and remarks are unacceptable
- Ensuring that all early learning opportunities offered are inclusive of children with learning difficulties and/or disabilities and children from disadvantaged backgrounds
- Ensuring that children whose first language is not English have full access to early learning opportunities and are supported in their learning
- Working in partnership with all families to ensure they understand the policy and challenge any discriminatory comments made
- Ensuring the medical, cultural and dietary needs of children are met
- Identifying a key person to each child who will continuously observe, assess and plan for children's learning and development
- Helping children to learn about a range of food and cultural approaches to meal times and to respect the differences among them

Information and meetings

Information about the nursery, its activities and their children's development will be given in a variety of ways according to individual needs (written, verbal and translated), to ensure that all parents can access the information they need.

Wherever possible, meetings will be arranged to give all families options to attend and contribute their ideas about the running of the nursery.

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47. Dealing with Discriminatory Behaviour

At Lollyday Childcare and Education Services Ltd: Mini Uni Nursery we do not tolerate discriminatory behaviour and take action to tackle discrimination. We believe that parents have a right to know if discrimination occurs and what actions the nursery will take to tackle it. We follow our legal duties in relation to discrimination and record all incidents any perceived or actual relating to discrimination on any grounds and report these where relevant to children's parents and the registering authority.

Definition and legal framework

Types of discrimination

- **Direct discrimination** occurs when someone is treated less favourably than another person because of a protected characteristic
- **Discrimination by association** occurs when there is a direct discrimination against a person because they associate with a person who has a protected characteristic
- **Discrimination by perception** occurs when there is a direct discrimination against a person because they are perceived to have a protected characteristic
- **Indirect discrimination** can occur where a provision, criterion or practice is in place which applies to everyone in the organisation but particularly disadvantages people who share a protected characteristic and that provision, criterion or practice cannot be justified as a proportionate means of achieving a legitimate aim
- **Harassment** is defined as 'unwanted conduct related to a relevant protected characteristic, which has the purpose or effect of violating an individual's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that individual'
- **Victimisation** occurs when an employee is treated badly or put to detriment because they have made or supported a complaint or raised grievance under the Equality Act 2010 or have been suspected of doing so

Protected characteristics

The nine protected characteristics under the Equality Act 2010 are:

- Age
- Disability
- Gender reassignment
- Race
- Religion or belief
- Sex



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- Sexual orientation
- Marriage and civil partnership
- Pregnancy and maternity

Incidents may involve a small or large number of persons; they may vary in their degree of offence and may not even recognise the incident has discriminatory implications; or at the other extreme their behaviour may be quite deliberate and blatant.

Examples of discriminatory behaviour are:

- Physical assault against a person or group of people
- Derogatory name calling, insults and discriminatory jokes
- Graffiti and other written insults (depending on the nature of what is written)
- Provocative behaviour such as wearing badges and insignia and the distribution of discriminatory literature
- Threats against a person or group of people pertaining to the nine protected characteristics listed above
- Discriminatory comments including ridicule made in the course of discussions
- Patronising words or actions

Our procedures

We tackle discrimination by:

- Expecting all staff in the nursery to be aware of and alert to any discriminatory behaviour or bullying taking place in person or via an online arena
- Expecting all staff to intervene firmly and quickly to prevent any discriminatory behaviour or bullying, this may include behaviour from parents and other staff members
- Expecting all staff to treat any allegation seriously and report it to the Nursery Manager. Investigating and recording each incident in detail as accurately as possible and making this record available for inspection by staff, inspectors and parents where appropriate, on request. The Nursery Manager is responsible for ensuring that incidents are handled appropriately and sensitively and entered in the record book. Any pattern of behaviour should be indicated. Perpetrator/victim's initials may be used in the record book as information on individuals is confidential to the nursery
- Ensuring any online bullying or discriminatory behaviour is tackled immediately
- Informing: the parents of the child(ren) who are perpetrators and/or victims should be informed of the incident and of the outcome, where an allegation is substantiated following an investigation
- Excluding or dismissing any individuals who display continued discriminatory behaviour or bullying, but such steps will only be taken when other strategies have failed to modify behaviour. This includes any employees

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where any substantiated allegation after investigation will incur our disciplinary procedures (please see the policy on disciplinary procedures)

We record any incidents of discriminatory behaviour or bullying to ensure that:

- Strategies are developed to prevent future incidents
- Patterns of behaviour are identified
- Persistent offenders are identified
- Effectiveness of nursery policies are monitored
- A secure information base is provided to enable the nursery to respond to any discriminatory behaviour or bullying.

If the behaviour shown by an individual is deemed to be radicalised, we will follow our procedure as detailed in our Safeguarding Policy in order to safeguard children and families concerned.

Nursery staff

We expect all staff to be alert and seek to overcome any ignorant or offensive behaviour based on fear or dislike of distinctions that children, staff or parents may express in nursery.

We aim to create an atmosphere where the victims of any form of discrimination have confidence to report such behaviour, and that subsequently they feel positively supported by the staff and management of the nursery.

It is incumbent upon all members of staff to ensure that they do not express any views or comments that are discriminatory; or appear to endorse such views by failing to counter behaviour, which is prejudicial in a direct manner. We expect all staff to use a sensitive and informed approach to counter any harassment perpetrated out of ignorance.

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48. Anti-bribery Policy

Legislation

The Bribery Act 2010 creates a new offence which can be committed by an organisation which fails to prevent persons associated with them from committing bribery on its behalf but only if that person performs services for you in business. It is unlikely that the organisation will be liable for the actions of someone who simply supplies goods to you.

There is full defence if it can be shown that there are adequate procedures and risk assessments in place to prevent bribery.

At Lollyday Childcare and Education Services Ltd: Mini Uni Nursery we have adopted this policy to ensure that we have adequate procedures in place that are proportionate to the bribery risks we face.

It is our policy to conduct all of our business in an honest and ethical manner. We take a zero-tolerance approach to bribery and corruption and are committed to acting professionally, fairly and with integrity in all our dealings wherever we operate. We are also committed to implementing and enforcing effective systems to counter bribery.

What is a bribe?

A bribe is a financial or other advantage offered or given:

- To anyone to persuade them to or reward them for performing their duties improperly or;
- To any public official with the intention of influencing the official in the performance of his/her duties.

Gifts and hospitality

A 'gift' is defined as any item, cash, goods, or any service which is offered for personal benefit at a cost, or no cost, that is less than its commercial value.

You should consider the following if a gift is offered:

- Whether it is appropriate to accept it:
- Decline gifts unless to do so would cause serious embarrassment; and
- Discuss the position with the manager or owner if the gift clearly has a value in excess of £25

Parents may wish to thank nursery staff for looking after their children with Christmas gifts or gifts when the child leaves the nursery. This is perfectly understandable. Each staff member is reasonable for deciding if this gift is appropriate to accept and if it should be shared with the wider team. If in any doubt discuss this with the manager.

The nursery will not accept gifts from service providers. This may be deemed as a bribe to maintain a contract. The nursery will remain transparent and open at all times.

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49. Grievance Procedure & Policy

At Lollyday Childcare and Education Services Ltd: Mini Uni Nursery we follow our legal obligations as an employer at all times including hearing and investigating grievances. We have a policy and procedures that set out our process.

Legal obligations

Our obligations as an employer are detailed in the ACAS Code of Practice on disciplinary and grievance procedures. This code of practice was introduced in April 2009 and updated in 2015. A full copy of the ACAS Code of Practice and the accompanying guidance can be obtained from the ACAS website www.acas.org.uk

We note that a failure to follow the code does not, in itself, make an organisation liable to formal proceedings at an employment tribunal, but failure to follow the code may result in any compensation award payable to be increased by up to 25%, or reduced by 25% if the employee does not comply.

Objectives and guiding principles

We recognise that an employee needs to feel that his or her grievance has been fully investigated and has received a fair hearing. The employee also needs to understand the reasons for the decision made by the manager who heard their grievance. The employee should then be given the opportunity to appeal against the decision. Their appeal should be submitted in writing and should be investigated and heard by someone more senior to the person who heard the initial grievance. The person allocated to hear the employee's appeal should be able to take a fresh and independent look at the issue. In Lollyday Childcare and Education Services Ltd: Mini Uni Nursery the individual's immediate line manager deals with the grievance initially separately before being passed on to the owner, manager or officer in charge of the nursery.

ACAS advocates the use of mediation to resolve grievances, in an attempt to maintain a good working relationship and resolve issues within the workplace. We may decide to use such mediation where appropriate using ACAS support and guidance.

Our grievance procedure does not form part of any employees' contract of employment. It may be amended at any time and we may depart from it depending on the circumstances of any case.

This procedure applies to all employees regardless of length of service.

Our nursery believes that all employees should be treated fairly and with respect. We encourage all employees to try to resolve any grievance with the individual concerned on an informal basis, as most grievances can be resolved quickly through discussion. Your line manager will assist you with this if you feel this is the best route for you.

If this does not resolve the problem, you should initiate the formal process below.

Grievance process

Stage 1

Making your grievance

- You should put your grievance in writing and forward it to your line manager
- This written statement will form the basis of any investigations and the subsequent hearing, so it is important that you set out clearly the nature of your grievance and any dates and names of individuals involved. You should also indicate the outcome that you are seeking. If your grievance is unclear, you may be asked to clarify your complaint before any meeting takes place

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- If your complaint relates to an issue with your line manager, the grievance may be sent to another nominated manager/Owner.
- Before proceeding to a full grievance hearing, it may be necessary to carry out investigations of any allegations made by you. If any evidence is gathered in the course of these investigations, you will be given a copy long enough in advance of the hearing for you to consider your response. In exceptional circumstances, the evidence given by individuals may have to remain confidential. Where confidentiality is necessary, this will be explained to you and an appropriate summary of the evidence gathered will be given to you.

Stage 2

The grievance hearing

The hearing will be held as soon as is reasonably possible following any investigations, and within 5 working days of the receipt of your written complaint. It will be conducted by your line manager. You are entitled to bring a companion to the grievance meeting if you make a reasonable request to do so. This request must be in advance of the meeting and you should tell us the name of your chosen companion. The companion may either be a trade union representative or a work colleague.

You should ensure that you attend the meeting where possible. If you are unable to attend because of circumstances beyond your control, you should inform your line manager as soon as possible and a further meeting will be re-arranged as soon as possible. If you fail to attend without explanation, or if it appears that you have not made sufficient attempts to attend, the hearing may take place in your absence.

During the hearing you will be given the opportunity to explain your complaint. Your explanations should focus on the complaint and not on irrelevant issues. The manager conducting the hearing will inform you if they believe the key issues are not being focused on. They may also set a reasonable timeframe for the meeting; this will be determined by the nature and complexity of your complaint.

The hearing may be adjourned to allow further investigations to take place. Following the meeting, you will be informed in writing of the outcome within 5 working days, where reasonably practicable, and told of any action that the nursery proposes to take as a result of your complaint, if applicable. If it is anticipated that further investigation is required and therefore the outcome cannot be provided within this timeframe, we will inform you as to when you can expect to receive the outcome.

If you are dissatisfied with the outcome, you may make a formal appeal in writing to nursery owner, stating your full grounds of appeal, within 5 working days of the date on which the decision was sent or given to you.

Stage 3

We will hold an appeal meeting within 14 working days of receiving the appeal, where reasonably practicable. This will be dealt with impartially by a more senior manager who has not previously been involved in the case. You will have the right to bring a companion, as explained above.

We will confirm our final decision in writing, usually within seven working days of the appeal hearing, where reasonably practicable. There is no further right of appeal.

Grievances linked to disciplinary matters

Complaints that you may have about any disciplinary action taken against you should be dealt with as an appeal under the disciplinary procedure.



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Grievances raised while you are subject to disciplinary proceedings will usually be heard when the disciplinary process has been completed.

If a grievance has any bearing on the disciplinary proceedings, it will be dealt with as part of the disciplinary hearing or disciplinary appeal, as appropriate.

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50. Supervisions and Disciplinary Procedure & Policy

Supervisions

At Lollyday Childcare and Education Services Ltd: Mini Uni Nursery we implement a system of supervision for all of our staff following their induction and probation period. Supervision is part of the nursery's overall performance management system and promotes a culture of mutual support, teamwork and continuous improvement. It encourages the confidential discussion of sensitive issues including the opportunity for staff and their managers to:

- Discuss any issues – particularly concerning children's development or well-being, including child protection concerns
- Identify solutions to address issues as they arise
- Receive coaching to improve their personal effectiveness
- Develop their own skills in order to progress in their role
- Discuss any concerns relating to changes in personal circumstances that might affect an individual's ability/suitability to work with children

The frequency of supervision meetings is monthly according to individual needs. A template agenda is used in all meetings to ensure consistency across the nursery. This clearly sets out who does what and the timeframe, i.e., what the manager is responsible for and what the practitioner needs to do.

There should always be something that a member of staff can discuss, e.g., a particular child's development, strengths or concerns. However, if there are times where staff may be struggling to identify areas to discuss in a supervision, we will ask them to identify three things they have enjoyed about their job/done well since the last supervision and one thing they have least enjoyed/requires further improvement. They will be asked to complete this prior to supervision (as set out in their responsibilities).

There may be times when supervision may be increased for members of the team as and when needed, i.e., if they have particular concerns about a child or if they are going through personal circumstances at home, for new starters, staff returning after long-term illness, on request from staff.

It is the responsibility of the manager to plan time to ensure that all staff have supervisions. At Lollyday Childcare and Education Services Ltd: Mini Uni Nursery the management team carries out supervision. If for any reason supervision is cancelled a new date will be rearranged within 3-5 days.

All members of staff responsible for carrying out supervisions are trained and supported prior to carrying these out.

Supervision meetings also offer regular opportunities for members of staff to raise any changes in their personal circumstances that may affect their suitability to work with children. This should include any incidents resulting in a reprimand, caution or prosecution by the police, any court orders or changes to their health. These changes are recorded as a declaration on the individual member of staff's supervision form and appropriate action is taken, where applicable, in line with the safeguarding/child protection and disciplinary procedure.

Staff have a responsibility to ensure that they are available for supervision meetings and that the necessary paperwork is complete. Information shared in supervision sessions is confidential. The supervision process will be evaluated once/twice a year through staff feedback and is used as part of the overall performance monitoring system at the nursery.

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Disciplinary

At Lollyday Childcare and Education Services Ltd: Mini Uni Nursery we follow our legal obligations as an employer at all times including dealing with any disciplinary matter in a fair and consistent manner. We have a policy and procedure that set out our process.

Legal obligations

Our legal obligations as an employer are detailed in the ACAS Code of Practice on disciplinary and grievance procedures. This code of practice was introduced in April 2009 and updated in 2015. A full copy of the ACAS Code of Practice and the accompanying guidance can be obtained from the ACAS website www.acas.org.uk

We note that a failure to follow the code does not, in itself, make an organisation liable to formal proceedings at an employment tribunal, but failure to follow the code may result in any compensation award payable to be increased by up to 25% or reduced by 25% if the employee does not comply.

Objectives and guiding principles

The objective of this procedure is to set out the standards of conduct expected of all staff and to provide a framework within which our managers can work with employees to maintain satisfactory standards of conduct and to encourage improvement where necessary.

It is our policy to ensure that any disciplinary matter is dealt with fairly and consistently. We will take the necessary steps to establish the facts and to give employees the opportunity to respond before taking any formal action.

This procedure does not form part of any employee's contract of employment, and it may be amended at any time. We may also vary this procedure, including any time limits, as appropriate in any case.

The procedure applies to all employees regardless of length of service.

Minor conduct issues can often be resolved informally between the employee and their line manager. These discussions should be held in private and without undue delay whenever there is a cause for concern. Where appropriate a note of any such discussions may be held on the employee's personnel file, but will be ignored for the purpose of future disciplinary issues.

Formal steps will be taken under this procedure if the matter is not resolved, or if informal discussion is not appropriate (due to the serious nature of the allegation against you).

The employee will not normally be dismissed for a first act of misconduct, unless we decide it amounts to gross misconduct or the employee has not yet completed their probationary period.

The procedure

Our aim is to deal with disciplinary matters sensitively and fairly. All employees must treat all information in connection with the disciplinary procedure and its investigation as confidential.

Where there has been a serious allegation of misconduct or gross misconduct and/or there are serious concerns regarding the employee's capability, we aim to establish the facts quickly and no disciplinary action will be taken until the matter has been fully investigated. The employee will be informed if a formal complaint is made against them, and if necessary, they may be suspended on full pay pending the outcome of the investigation and disciplinary procedure.



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Stage 1: Investigation

- We will investigate any allegations/concerns quickly and thoroughly to establish whether a disciplinary hearing should be held
- The purpose of the investigation is to establish a balanced view of the facts relating to the allegations against the employee. The amount of investigation will depend on the nature of the allegations and will vary from case to case. It may involve interviewing and taking statements from the employee and any witnesses, and/or reviewing relevant documents
- Investigation interviews are solely for the purpose of fact finding and no decision on the disciplinary procedure will be taken until after the disciplinary hearing
- The employee is not normally allowed to bring a companion to an investigatory interview. However, we may allow them to bring a work colleague or trade union representative in exceptional circumstances and if the employee wishes to be accompanied, they should contact the Nursery Manager/Owner to discuss the reasons for their request.
- If the investigations lead us to reasonably believe there are grounds for disciplinary action, we will write to the employee outlining the allegations against them, the basis of the allegations and the potential consequences. The employee will be invited to a disciplinary hearing to discuss the matter. They will be sent any copies of evidence, which may be referred to in the hearing (e.g., witness statements, or a summary of the statements if the witness's identity is to remain confidential, and minutes of meetings)

Suspension

- *If we believe that you may be guilty of misconduct, which we consider (at our absolute discretion) to be serious misconduct, where relationships have broken down, or where we have any grounds to consider that our property or responsibilities to other parties are at risk, or where we consider in our absolute discretion that your continued presence at the Company's premises would hinder an investigation, we will be entitled to suspend you on full pay*
- *Any such suspension will normally last only as long as required to enable an investigation into the circumstances giving rise to such belief of serious misconduct to be carried out and any disciplinary hearing to be convened*
- *Any such period of suspension is not a punishment, nor considered as disciplinary action against you, nor does it imply that any decision has been taken about your case.*

Stage 2: Invite to disciplinary hearing

- We will hold the disciplinary meeting to discuss the allegations. The employee will have the right to bring a companion to the meeting and a companion may be a work colleague or trade union representative. The employee must inform us prior to the meeting who their chosen companion is. If their companion is unreasonable, for example, there may be a conflict of interest, we may require the employee to choose someone else
- If the employee or their companion is unable to attend the meeting the employee should inform us immediately and we will arrange an alternative time and date. The employee must make every effort to attend the meeting and failure to do so without good cause may be treated as misconduct in itself.



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Disciplinary hearing

- During the meeting we will go through the allegations against the employee and the evidence that has been collated. The employee will be able to state their case and call relevant witnesses (provided the employee gives advance notice and we agree to their attendance) to support the case
- We may adjourn the disciplinary meeting if we need to carry out further investigations and the employee will be given reasonable opportunity to consider new information
- The employee will be notified of the decision in writing, usually within 7 working days of the hearing
- If the employee persistently fails to reply to invitations, or persistently fails to attend the arranged hearing without good cause, it may be carried out in their absence and they will be notified of the decision in writing. The employee will retain the right to appeal.

Appeal

- The employee will be given the opportunity to appeal the decision. If they wish to appeal, the employee should state their full grounds in writing and the letter should be sent to the Nursery Manager/Owner within five working days from the date the decision was communicated to them
- The appeal meeting will be conducted impartially by a manager/Owner, where possible, who has not previously been involved in the case.
- The employee will be able to bring a companion to the meeting and the companion may be a work colleague or trade union representative (as stated above)
- We may adjourn the appeal hearing if further investigations need to be carried out and the employee will be given reasonable opportunity to consider any new information before the hearing is reconvened
- We will inform the employee in writing of our final decision as soon as possible, usually within 5 working days of the appeal hearing

There is no legal right to appeal beyond this stage.

Disciplinary penalties

In the first instance, where less serious offences are concerned, we are most likely to give the employee a verbal warning. This warning will be recorded and a copy maintained in the employee's personnel file with a time scale for improvement or to not re-offend.

The usual penalties for misconduct are set out below. No penalty should be imposed without a hearing. We aim to treat all employees fairly and consistently, and a penalty imposed on another employee for similar misconduct will usually be taken into account but should not be treated as a precedent. Each case will be assessed on its own merits.

The employee will not normally be dismissed for a first act of misconduct, unless we decide it amounts to gross misconduct or the employee has not yet completed their probationary period.

First written warning

A first written warning may be authorised by Manager/Deputy. It will usually be appropriate for a first act of misconduct where there are no other active written warnings on the employee disciplinary record.

Final written warning

A final written warning may be authorised by Manager/Deputy. It will usually be appropriate for:

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- a. Misconduct where there is already an active written warning on the employee record,
- b. Misconduct that we consider is sufficiently serious, to warrant a final written warning even though there are no active warnings on the employee record.

Dismissal

Dismissal may be authorised by Manager.

It will usually only be appropriate for:

- a) Any misconduct during the employee probationary period;
- b) Further misconduct where there is an active final written warning on the employee record; or
- c) Any gross misconduct regardless of whether there are active warnings on the employee record. Gross misconduct will usually result in immediate dismissal without notice or payment in lieu of notice (summary dismissal).

Levels of authority

Nursery Managers have the authority to suspend an employee pending investigation. Only the management team/Owner has the authority to dismiss an employee as set out above.

Gross misconduct

In the case of gross misconduct, the nursery reserves the right to dismiss an employee without notice (or payment in lieu of notice) if, after investigation and a hearing, the management are satisfied that there is sufficient justification for so doing.

Duration of warnings

Under normal circumstances warnings will be valid for the following time periods, although these may vary according to the nature of the occurrence and may therefore be determined by mutual agreement at the time of issue:

- Verbal warning – 6 months
- First written warning – 6 months
- Final written warning - 12 months

On expiry, warnings will be disregarded for future disciplinary purposes.

Alternatives to dismissal

In some cases, we may, at our discretion, consider alternatives to dismissal. These may be authorised by Manager/Owner and will usually be accompanied by a final written warning.

Examples include:

- Demotion
- A period of suspension without pay

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- Loss of seniority
- Loss of overtime

Examples of gross misconduct

Examples of what would constitute a gross misconduct offence include:

- Failure to inform the employer of a disqualification, either personally or a person living in the same household as the registered provider, or a person employed in that household
- Theft or the unauthorised possession of property belonging to the nursery, its employees or customers
- Assault on any employee or persons associated with the nursery
- Breach of confidence i.e., the divulging of confidential information relating to the nursery, its employees or clients
- Dishonesty, including the use of any funds, expenses or allowances for any other purpose than that for which they have been delegated by the nursery
- Being under the influence of drugs or alcohol whilst on duty
- Serious or persistent breaches of safety rules
- Fraud including falsification of work records and expense claims
- Signing/clocking in or out for another employee
- Physical assault or abuse towards a child e.g. hitting a child in chastisement or harsh disciplinary actions
- Discrimination/harassment in any way against a person
- Persistent failure to follow nursery documentary systems and procedures
- Unauthorised absence from work/unacceptable attendance levels
- Obscene language or other offensive behaviour
- Negligence in the performance of the employee duties

Further behaviour that could constitute gross misconduct is not limited by the above list.

Examples of misconduct

Examples of what would constitute a misconduct offence include:

- Minor breaches of our policies including the Sickness Absence Policy, Mobile Phone, Smartwatches and Social Networking Policy, and Health and Safety
- Policy

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- Minor breaches of the employee contract
- Damage to, or unauthorised use of, our property
- Poor timekeeping
- Time-wasting
- Refusal to follow instructions
- Excessive use of our telephones for personal calls
- Excessive personal email or internet usage
- Smoking in no smoking areas.

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51. Staff development and training Policy

At Lollyday Childcare and Education Services Ltd: Mini Uni Nursery we value our staff highly. We believe that personal and professional development is essential for maintaining the delivery of high-quality care and learning for children in their early years. It underpins all aspects of positive interactions and activities planned for children.

In the interests of the nursery, the children, their families and the individual we give every staff member the opportunity to develop their skills to their maximum and to broaden their knowledge and skills in caring for children. A comprehensive and targeted programme of professional development ensures practitioners are constantly improving their understanding and practice. High-quality professional supervision is provided, based on individual performance related targets, consistent and sharply focused observation and evaluations of the impact of staff's practice.

We ensure that all staff are qualified to Level 3 (or equivalent) or above in childcare and education or Early Years Educator. Other staff working at the nursery will either be qualified to Level 2 or undertaking training. Where necessary staff will be supported to achieve a suitable level 2 qualification in Maths and English (as defined by the Department for Education on the Early Years Qualifications List) for the completion of the Early Years Educator.

We strongly promote continuous professional development, and all staff have individual training records and training plans to enhance their skills and expertise, which are based on discussions at supervision meetings and appraisal meetings. We have a training budget which is set annually and reviewed to ensure that the team gain external support and training where needed.

To facilitate the development of staff we:

- Coach, mentor, lead and offer encouragement and support to achieve a high level of morale and motivation
- Promote teamwork through ongoing communication, involvement and a no blame culture to enhance nursery practice
- Provide opportunities for delegation based on skills and expertise to offer recognition and empower staff
- Encourage staff to contribute ideas for change within the nursery and hold regular staff meetings and team meetings to develop these ideas. Regular meetings are also held to discuss strategy, policy and activity planning
- Encourage staff to further their experience and knowledge by attending relevant external training courses
- Encourage staff to pass on their knowledge to those who are less experienced and share knowledge from external training with small groups of staff within the nursery
- Provide regular in-house training relevant to the needs of the nursery
- Carry out regular monthly supervision meetings with all staff. These provide opportunities for staff to discuss any issues particularly concerning children's development or well-being including child protection concerns, identify solutions to address issues as they arise and receive coaching to improve their personal effectiveness. Staff appraisals are carried out annually/six monthly where objectives and action plans for staff are set out, while also identifying training needs according to their individual needs



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- Develop a training plan that sets out the aims and intended outcomes of any training, addressing both the qualification and continuous professional development needs of the nursery and individual staff
- Carry out training need analyses for all individual staff, the team as a whole, and for the nursery every six months
- Promote a positive learning culture within the nursery
- Offer annual team building training
- Carry out full evaluations of all training events and use these to evaluate the training against the aims set to enable the development of future training programmes to improve effectiveness and staff learning
- Provide inductions to welcome all new staff and assign a 'work buddy' to coach, mentor and support new staff
- Offer ongoing support and guidance
- Offer varied information sources including membership of local and national organisations, resources, publications and literature to all staff

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52. Data Protection & GDPR Policy

GDPR

Lollyday Childcare and Education Services Ltd: Mini Uni Nursery is committed to protecting the privacy and security of personal information.

This privacy notice describes how the Nursery collects and uses personal information about employees of the Nursery. Employees, children attending the Lollyday Childcare and Education Services Ltd: Mini Uni Nursery and the parents of the Children known collectively as you in accordance with the General Data Protection Regulation (GDPR).

Lollyday Childcare and Education Services Ltd: Mini Uni Nursery is a “data controller”. This means that we are responsible for deciding how we hold and use personal information about you. We are required under data protection legislation to notify you of the information contained in this privacy notice.

This notice applies to Employees, Children, Parents and other outside agencies. This notice does not form part of any contract of employment or other contract to provide services. We may update this notice at any time but if we do so, we will provide you with an updated copy of this notice as soon as reasonably practical.

It is important that Employees, Children and Parents read and retain this notice, together with any other privacy notice we may provide on specific occasions when we are collecting or processing personal information about you, so that you are aware of how and why we are using such information and what your rights are under the data protection legislation.

Data Protection Principles

We will comply with data protection law. This says that the personal information we hold about you must be:

1. Used lawfully, fairly and in a transparent way
2. Collected only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes
3. Relevant to the purposes we have told you about and limited only to those purposes
4. Accurate and kept up to date
5. Kept only as long as necessary for the purposes we have told you about
6. Kept securely

CCTV Policy Statement and Procedure

Purpose:

The nursery operates a Closed-Circuit Television (CCTV) system to enhance the safety and security of children, staff, parents, and visitors. This policy ensures the responsible and lawful use of CCTV in accordance with the UK GDPR and the Data Protection Act 2018.



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Scope:

This policy applies to all staff, parents/carers, visitors, and any individuals captured by the CCTV system within nursery premises.

CCTV Procedures

System Overview

- Fixed-position cameras are installed in strategic areas such as entrances, hallways, classrooms, and outdoor play areas.
- No cameras are placed in private areas (e.g., toilets, nappy-changing stations).
- Signage is clearly displayed at all entry points indicating CCTV usage.

Objectives

- Safeguard children and ensure appropriate care.
- Monitor staff-child interactions for quality assurance.
- Assist in investigating incidents, complaints, or disciplinary matters.
- Deter and detect criminal activity or unauthorized access.
- Support staff training and development where appropriate.

Data Protection & Privacy

- CCTV footage is considered personal data and handled in compliance with UK GDPR.
- The Nursery Manager is the designated Data Controller responsible for system oversight.
- Access to footage is strictly limited to authorized personnel.
- Footage is not shared externally unless required by law enforcement or regulatory bodies.

Recording & Retention

- The system records 24/7 and stores footage on secure digital recorders.
- Recordings are retained for a maximum of 14–30 days, then automatically overwritten unless flagged for investigation.
- All access to recordings is logged and monitored.

Access & Viewing

- Only the Nursery Manager and designated senior staff may access footage.
- Parents may request to view footage involving their child, subject to privacy considerations of others.
- Viewing is conducted in a secure office and never shared publicly or online.



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Staff & Parent Awareness

- Staff are informed of CCTV usage during induction.
- Parents are notified upon enrolment and provided with a copy of this policy.
- Any updates to the policy are communicated promptly.

System Maintenance

- Regular checks ensure cameras and recording equipment are functioning.
- Faults are reported and addressed immediately.
- The system is reviewed annually for compliance and effectiveness.

The kind of information we hold

Personal data, or personal information, means any information about an individual from which that person can be identified. It does not include data where the identity has been removed (anonymous data).

There are “special categories” of more sensitive personal data, which require a higher level of protection, such as information about a person’s health or sexual orientation.

Employees:

We will collect, store, and use the following categories of personal information about Employees:

- Personal contact details such as name, title, addresses, telephone numbers, and personal email addresses
- Date of birth
- Gender
- Marital status and dependants.
- Next of kin and emergency contact information.
- National Insurance number
- Bank account details, payroll records and tax status information
- Salary, annual leave, pension and benefits information
- Start date and, if different, the date of an Employee’s continuous employment.
- Location of employment or workplace
- Copy of driving licence (where applicable)
- Recruitment information (including copies of right to work documentation, references and other information included in a CV or cover letter or as part of the application process)
- Employment records (including job titles, work history, working hours, holidays, training records and



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professional memberships)

- Personnel files and training records including performance information, disciplinary and grievance information, and working time records
- Information about your use of our information and communications systems
- Records of any reportable death, injury, disease or dangerous occurrence

We may also collect, store and use the following “special categories” of more sensitive personal information:

- Information about an Employee’s race or ethnicity
- Information about an Employee’s health, including any medical condition, accident, health and sickness records, including:
 - Where an employee leaves employment and under any share plan operated by a group company the reason for leaving is determined to be ill-health, injury or disability, the records relating to that decision;
 - Details of any absences (other than holidays) from work including time on statutory parental leave and sick leave; and
 - Where an employee leaves employment and the reason for leaving is related to their health, information about that condition needed for pensions and permanent health insurance purposes.
- **Children:**

We will collect, store, and use the following categories of personal information about children:

- Name
- Date of birth
- Home address
- Dietary requirements
- Attendance information

Photographs and video clips of the child to signpost children to where their belongings are stored at the Nursery that they attend, and also for general display purposes

Emergency contact should Parents be unavailable and the emergency contact’s contact details

Record book for each child containing the work of the child whilst at the Nursery, observations about the Child’s development whilst at the Nursery from Employees of the Nursery, specific examples of the child’s progress, photographs demonstrating the child’s development whilst at the Nursery, and personal details of the Child (e.g. their date of birth) (“Progress Report”)

- Records relating to individual children e.g., care plans, common assessment frameworks, speech and language referral forms
- Accidents and pre-existing injuries forms
- Records of any reportable death, injury, disease or dangerous occurrence
- Observation, planning and assessment records of Children

We may also collect, store and use the following “special categories” of more sensitive personal information:

- Information about a Child’s race or ethnicity, spoken language and nationality.



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- Information about a Child's health, including any medical condition, health and sickness records.
- Information about a Child's accident or incident reports including reports of pre-existing injuries.
- Information about a Child's incident forms / child protection referral forms / child protection case details / reports.

Parents:

We will collect, store, and use the following categories of personal information about Parents:

- Name
- Home address
- Telephone numbers, and personal email addresses.
- National Insurance number.
- Bank account details

We may also collect, store and use the following "special categories" of more sensitive personal information:

- Information about a Parent's race or ethnicity, spoken language and nationality.
- Conversations with Parents where Employees of the Nursery deem it relevant to the prevention of radicalisation or other aspects of the governments Prevent strategy.

How is your personal information collected?

Employees:

We collect personal information about Employees through the application and recruitment process, either directly from candidates or sometimes from an employment agency or background check provider. We may sometimes collect additional information from third parties including former employers, credit reference agencies or other background check agencies.

We will collect additional personal information in the course of job-related activities throughout the period of when an Employee works for us.

Children and Parents:

We collect personal information about Children and Parents from when the initial enquiry is made by the Parents, through the enrolment process and until the Children stop using the Nursery's services.

How will we use information about you?

We will only use your personal information when the law allows us to. Most commonly, we will use your personal information in the following circumstances:

1. Where we need to perform the contract we have entered into with you.
2. Where we need to comply with a legal obligation.
3. Where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests.

We may also use your personal information in the following situations, which are likely to be rare:

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1. Where we need to protect your interests (or someone else's interests).

Situations in which we will use Employee personal information

We need all the categories of information in the list above (see Employee section within the Paragraph entitled 'The Kind of Information We Hold About You') primarily to allow us to perform our contracts with Employees and to enable us to comply with legal obligations. The situations in which we will process Employee personal information are listed below.

- Making a decision about an employee's recruitment or appointment.
- Checking an Employee is legally entitled to work in the UK. Paying an Employee and, if an Employee is an Employee or deemed Employee for tax purposes, deducting tax and National Insurance contributions (NICs).
- Providing any Employee benefits to Employees.
- Enrolling you in a pension arrangement in accordance with our statutory automatic enrolment duties.
- Liaising with the trustees or managers of a pension arrangement operated by a group company, your pension provider and any other provider of employee benefits.
- Administering the contract we have entered into with an Employee.
- Conducting performance and/or salary reviews, managing performance and determining performance requirements.
- Assessing qualifications for a particular job or task, including decisions about promotions.
- Gathering evidence for possible grievance or disciplinary hearings.
- Making decisions about an Employee's continued employment, engagement.
- Making arrangements for the termination of our working relationship.
- Education, training and development requirements.
- Dealing with legal disputes involving Employees, including accidents at work.
- Ascertaining an employee's fitness to work.
- Managing sickness absence.
- Complying with health and safety obligations.
- To prevent fraud.
- To monitor your use of our information and communication systems to ensure compliance with our IT policies.
- To ensure network and information security, including preventing unauthorised access to our computer and electronic communications systems and preventing malicious software distribution.
- Equal opportunities monitoring.

Some of the above grounds for processing will overlap and there may be several grounds which justify our use of an Employee's personal information.

Situations in which the Nursery will use personal information of Children

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We need all the categories of information in the list above (see Children Section within the Paragraph entitled 'The Kind of Information We Hold About You') primarily to allow us to perform our obligations (including our legal obligations to Children. The situations in which we will process personal information of Children are listed below.

- Upon consent from the Parents, Personal Data of Children will be shared with schools for progression into the next stage of their education.
 - Personal information of Children will be shared with local authorities without the consent of Parents where there is a situation where child protection is necessary
 - The personal information of Children will be shared with local authorities without the consent of Parents for funding purposes.
 - Ofsted will be allowed access to the Nursery's systems to review child protection records.
 - To ensure we meet the needs of the Children
 - To enable the appropriate funding to be received
 - Report on a Child's progress whilst with the Nursery
 - To check safeguarding records
 - To check complaint records
 - To check attendance patterns are recorded
 - When a Child's Progress Report is given to its Parent in order for that Parent to pass the same Progress Report to a school for application or enrolment purposes

Situations in which the Nursery will use personal information of Parents

We need all the categories of information in the list above (see Parents Section within the Paragraph entitled 'The Kind of Information we Hold About You') primarily to allow us to perform our contracts with Parents and to enable us to comply with legal obligations. The situations in which we will process personal information of Parents are listed below.

- The personal information of Parents will be shared with local authorities without the consent of Parents for funding purposes.
- To report on a Child's attendance
- To be able to contact a Parent or a Child's emergency contact about their Child
- To ensure nursery fees are paid

If Employees and Parents fail to provide personal information

If Employees and Parents fail to provide certain information when requested, we may not be able to perform the respective contracts we have entered into with Employees and Parents, or we may be prevented from complying with our respective legal obligations to Employees, Children and Parents.



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Change of purpose

We will only use your personal information for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If we need to use your personal information for an unrelated purpose, we will notify the Employee, Child or Parent, as is appropriate in the circumstances, and we will explain the legal basis which allows us to do so.

Please note that we may process an Employee's, a Child's or a Parent's personal information without their respective knowledge or consent, as relevant to the circumstances, in compliance with the above rules, where this is required or permitted by law.

How we use particularly sensitive information

"Special categories" of particularly sensitive personal information require higher levels of protection. We need to have further justification for collecting, storing and using this type of personal information. We have in place an appropriate policy document and safeguards which we are required by law to maintain when processing such data. We may process special categories of personal information in the following circumstances:

1. In limited circumstances, with Employee or Parent explicit written consent.
2. Where we need to carry out our legal obligations or exercise rights in connection with Employee employment.
3. Where it is needed in the public interest, such as for equal opportunities monitoring or in relation to our occupational pension scheme.

Less commonly, we may process this type of information where it is needed in relation to legal claims or where it is needed to protect an Employee, a Child or a Parents' interests (or someone else's interests) and the Employee, Child or Parent as is appropriate is not capable of giving consent, or where the Employee or Parent has already made the information public.

The Nursery's obligations as an employer

We will use particularly sensitive personal information of Employees in the following ways:

- We will use information relating to leaves of absence, which may include sickness absence or family related leaves, to comply with employment and other laws.
- We will use information about the physical or mental health of an Employee, or their disability status, to ensure Employee health and safety in the workplace and to assess the fitness of Employees to work, to provide appropriate workplace adjustments, to monitor and manage sickness absence and to administer benefits including statutory maternity pay, statutory sick pay, pensions and permanent health insurance.
- We will use information about an employee's race or national or ethnic origin, religious, philosophical or moral beliefs, or an Employee's sexual life or sexual orientation, to ensure meaningful equal opportunity monitoring and reporting.

Do we need Employee consent?

We do not need the consent of Employees if we use special categories of personal information in accordance with

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our written policy to carry out our legal obligations or exercise specific rights in the field of employment law. In limited circumstances, we may approach Employees for their written consent to allow us to process certain particularly sensitive data. If we do so, we will provide Employees with full details of the information that we would like and the reason we need it, so that Employees can carefully consider whether they wish to consent. Employees should be aware that it is not a condition of their contract with the nursery that they agree to any request for consent from us.

Information about criminal convictions

We may only use information relating to criminal convictions where the law allows us to do so. This will usually be where such processing is necessary to carry out our obligations and provided, we do so in line with our data protection policy.

Less commonly, we may use information relating to criminal convictions where it is necessary in relation to legal claims, where it is necessary to protect the interests of You (or someone else's interests) and You are not capable of giving your consent, or where an Employee or a Parent, as is relevant to the circumstances, has already made the information public.

We envisage that we will hold information about criminal convictions.

We will only collect information about criminal convictions if it is appropriate given the nature of the role and where we are legally able to do so, which includes but is not limited to Disclosure and Barring Service ("DBS") checks. Where appropriate, we will collect information about criminal convictions as part of the recruitment process or we may be notified of such information directly by you in the course of you working for us. We will use information about criminal convictions and offences in the following ways:

- To conduct a DBS check on each Employee, to record the date of the DBS check, the number of the DBS check and the name of the body conducting the DBS check.

We are allowed to use your personal information in this way to carry out our obligations. We have in place an appropriate policy and safeguards, which we are required by law to maintain when processing such data.

Automated decision making

Automated decision-making takes place when an electronic system uses personal information to make a decision without human intervention. We are allowed to use automated decision-making in the following circumstances:

1. Where we have notified Employees or Parents of the decision and given the Employee of the Parent as is appropriate 21 days to request a reconsideration.
2. Where it is necessary to perform the contract with an Employee or a Parent and appropriate measures are in place to safeguard the Employee's, the Child's or the Parent's rights as is appropriate.
3. In limited circumstances, with explicit written consent from the Employee or the Parent, as is appropriate, and where appropriate measures are in place to safeguard Employee or Parent rights.

If we make an automated decision on the basis of any particularly sensitive personal information, we must have either explicit written consent from an Employee or a Parent as is appropriate, or it must be justified in the public



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interest, and we must also put in place appropriate measures to safeguard an Employee or a Parents right as is relevant in the circumstances.

You will not be subject to decisions that will have a significant impact on You based solely on automated decision-making, unless we have a lawful basis for doing so and we have notified the Employee or the Parent as is appropriate in the circumstances.

DATA SHARING

We may have to share Employee, Child or Parent data with third parties, including third-party service providers and other entities in the group.

We require third parties to respect the security of Your data and to treat it in accordance with the law.

Why might the Nursery share Employee, Child or Parent personal information with third parties?

We will share Your personal information with third parties where required by law, where it is necessary to administer the working relationship with You or where we have another legitimate interest in doing so.

There will be no disclosure of CCTV footage to any parties other than authorised personnel for safeguarding reason's, such as police and children services.

Access to CCTV images will be restricted to the Directors and Nursery Manager and not stored for more than 30 days. (Please refer to Policy 14. Mobile phones and Electronics Policy)

Which third-party service providers process my personal information?

" Third parties" includes third-party service providers (including contractors and designated agents), local authorities, regulatory bodies, schools and other entities within our group. The following third-party service providers process personal information about you for the following purposes:

- Local Authorities – for funding and monitoring reasons (e.g., equal opportunities and uptake of funded hours)
- Regulatory bodies – for ensuring compliance and the safety and welfare of the children
- Schools – to provide a successful transition by ensuring information about the child's progress and current level of development and interests are shared

We will share personal data regarding your participation in any pension arrangement operated by a group company with the trustees or scheme managers of the arrangement in connection with the administration of the arrangements.

How secure is my information with third-party service providers and other entities in our group?

All our third-party service providers and other entities in the group are required to take appropriate security measures to protect Your personal information in line with our policies. We do not allow our third-party service providers to use Your personal data for their own purposes. We only permit them to process Your personal data for specified purposes and in accordance with our instructions.

What about other third parties?

We may share Your personal information with other third parties, for example in the context of the possible sale or

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restructuring of the business. In this situation we will, so far as possible, share anonymised data with the other parties before the transaction completes. Once the transaction is completed, we will share Your personal data with the other parties if and to the extent required under the terms of the transaction.

We may also need to share Your personal information with a regulator or to otherwise comply with the law.

Data retention

How long will we use your information for?

At Lollyday Childcare and Education Services Ltd: Mini Uni Nursery we have an open access policy in relation to accessing information about the nursery and parents' own children. This policy is subject to the laws relating to data protection and document retention.

Access to CCTV images will be restricted to the Directors and Nursery Manager and not stored for more than 30 days. (Please refer to Policy 14. Mobile phones and Electronics Policy)

Parents are welcome to view the policies and procedures of the nursery, which govern the way in which the nursery operates. These may be viewed at any time when the nursery is open, simply by asking the Nursery Manager or by accessing the file in the parent information area. The Nursery Manager or any other relevant staff member will also explain any policies and procedures to parents or use any other methods to make sure that parents understand these in line with the nursery's communications policy.

Parents are also welcomed to see and contribute to all the records that are kept on their child. However, we must adhere to data protection laws and, where relevant, any guidance from the relevant agencies for child protection.

As we hold personal information about staff and families, we are registered under data protection law with the Information Commissioner's Office. A copy of the certificate can be viewed at the Parent information Board. All parent, child and staff information is stored securely according to the requirements of data protection registration, including details, permissions, certificates and photographic images. We will ensure that staff understand the need to protect the privacy of the children in their care as well as the legal requirements that exist to ensure that information relating to the child is handled in a way that ensures confidentiality.

The nursery's records and documentation that are required to be kept and stored by current legislation are performed in accordance with minimum legal archiving requirements. We currently archive these records for at least 24 years to ensure we are covered for any child protection concerns.

Nursery records and documentation that are not required to be kept are deleted or destroyed in line with the current data protection laws. If Parents have a specific deletion or retention request regarding any data that we hold, please raise a query in writing and we will respond formally to your request.

This policy will be reviewed annually and amended according to any change in law/legislation.

We will only retain your personal information for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements. Details of retention periods for different aspects of your personal information are available in our retention policy which is available from the manager. To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of Your personal data, the purposes for which we process Your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.



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In some circumstances we may anonymise your personal information so that it can no longer be associated with You, in which case we may use such information without further notice to You. Once you are no longer an Employee, or a Child benefiting from the Nursery's services or a Parent, as is appropriate, we will retain and securely destroy your personal information in accordance with our data retention policy **OR** applicable laws and regulations.

Rights of access, Correction, Erasure, and restriction

Your duty to inform us of changes

It is important that the personal information we hold about you is accurate and current. Please keep us informed if your personal information changes during your working relationship with us.

Your rights in connection with personal information

Under certain circumstances, by law you have the right to:

- **Request access** to your personal information (commonly known as a "data subject access request"). This enables you to receive a copy of the personal information we hold about You and to check that we are lawfully processing it.
- **Request correction** of the personal information that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.
- **Request erasure** of your personal information. This enables Employees or Parents to ask us to delete or remove personal information where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal information where you have exercised Your right to object to processing (see below).
- **Object to processing** of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground. You also have the right to object where we are processing your personal information for direct marketing purposes.
- **Request the restriction of processing** of your personal information. This enables Employees or Parents, as is appropriate, to ask us to suspend the processing of personal information about you for example if you want us to establish its accuracy or the reason for processing it.
- **Request the transfer** of your personal information to another party.

If you want to review, verify, correct or request erasure of Your personal information, object to the processing of Your personal data, or request that we transfer a copy of Your personal information to another party, please contact the manager in writing.

What we may need from you

We may need to request specific information from you to help us confirm your identity and ensure Your right to access the information (or to exercise any of Your other rights). This is another appropriate security measure to ensure that personal information is not disclosed to any person who has no right to receive it.

Right to withdraw consent

In the limited circumstances where you may have provided your consent to the collection, processing and transfer of your personal information for a specific purpose, you have the right to withdraw your consent for that specific processing at any time. To withdraw your consent, please contact the manager. Once we have received notification that you have withdrawn your consent, we will no longer process your information for the purpose or purposes you

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originally agreed to, unless we have another legitimate basis for doing so in law.

CHANGES TO THIS PRIVACY NOTICE

We reserve the right to update this privacy notice at any time, and we will provide you with a new privacy notice when we make any substantial updates. We may also notify you in other ways from time to time about the processing of your personal information.

If you have any questions about this privacy notice, please contact the Director or Nursery Manager.

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53. Admission Policy

At Lollyday Childcare and Education Services Ltd: Mini Uni Nursery we care for children between the ages of 3 months - 8 years.

The numbers and ages of children admitted to the nursery comply with the legal space requirements set out in the Early Years Foundation Stage (EYFS), 0-5years. When considering admissions, we are mindful of staff: child ratios and the facilities available at the nursery.

The nursery will use the following admission criteria which will be applied in the following order of priority:

1. Looked after children
2. A child known by the local authority to have special educational needs and/or a disability (SEND) and whose needs can be best met at the preferred nursery
3. A vulnerable child with either a Child Protection or a Child in Need Plan or Local Authority/Common Assessment Framework
4. Children who have siblings who are already with us
5. Children whose parents live within the area

A child requiring a full-time place may have preference over one requiring a part-time place. This is dependent upon work commitments, occupancy, and room availability.

We operate an inclusion and equality policy and ensure that all children have access to nursery places and services irrespective of their gender, race, disability, religion or belief or sexual orientation of parents.

Prior to a child attending our nursery, parents must complete and sign a contract and registration form. These forms provide the nursery with personal details relating to the child. For example, name, date of birth, address, emergency contact details, parental responsibilities, dietary requirements, collection arrangements, fees and sessions, contact details for parents, doctor's contact details, health visitor contact details, allergies, parental consent and vaccinations etc.

No Admission policy Procedure:

In a situation whereby the nursery is not able to meet the children ratio, for the benefit of safeguarding of the children, the nursery reserves the rights to refuse admission of any or some of the child on that day.

Nursery one off Registration fee:

At Mini Uni Nursery we provide inclusive, accessible and flexible early education places to all children. Nursery Registration Fee will need to be paid in advance to secure their place at Mini Uni Nursery. Non-funded and Funded registration will need to pay their Registration Fee before their child can attend the setting, however, parent can discuss with the manager on how to make the registration payment instalment to avoid hardship and to barriers to learning for the child.

The Nursery Registration Fee will be £50.00 non-refundable payable before resumption.

The Registration fee will **not be** used to cover childcare fees or arrears of invoices. Registration is to ensure your child's place is secure at Mini Uni Nursery. the registration fee come with changing bag a one T shirt uniform.



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Nursery Uniform Policy

At Lollyday Childcare and Education Service LTD: Mini Uni Nursery, we believe uniform helps create a sense of belonging and inclusive, reduces distractions and makes morning easier for parents! It is our policy that all children wear our nursery uniform. We want all children to feel included, comfortable and ready to play and learn.

We ask all parent/carer to send their children to the nursery every day in their uniform.

Mini Uni Nursery uniform



Invoices:

At Lollyday Childcare and Education Service LTD: Mini Uni Nursery, nursery fees are charged monthly in respect of signing up for term time and part time and full-term places.

Invoices will be issued to parents 2 weeks in advance before payment due date of the 25th of every month. This is to ensure that parents have enough time and notice for when payment is due. Nursery fees are charged a month in advance, and it covers the period of 1st of the month till 30th of the respective month.

Funded sessions invoices:

Parents on Government funded on 30hrs and 15hrs, invoice is also charged monthly for snacks and lunches.

Funded Hours: this is a free 15 hours or 30 hours entitled childcare place which is free to all qualified families.

Extra Charges to Funded hours: there are other charges payable, clearly itemised in your invoice and receipt, which exclude the free funded place offered. These incurred costs are:

- Breakfast
- AM or PM Snacks
- Lunches
- Evening Tea
- Outing and Trips
- Extra-curricular activities (Music, Sport, Yoga, Language and Dance)
- Nappies and wipe (parent to provide but can be charged when required)

Admission Refusal to fee paying sessions Non-payment of Nursery fees

Admission to the nursery for a child can be refused at the discretion of the manager and or director if invoice payments are late by 2 weeks or more. This is irrespective of race, religion, ethnic background, sexual orientation, learning needs and disabilities.

We will do our best to make every effort to communicate with parents to avoid no admission to their child for late payments, however the company holds the right to refuse entry of their child at the discretion of the management team.

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Government qualified schemes and free funded hours:

At Mini Uni Nursery we are delivering funded childcare places in accordance with government guidelines. we accept qualified Government Childcare cost schemes and provide free 15hours and 30 hours free funded places to children from 9months to 5years. If parents are waiting to be accepted onto the scheme and require a nursery space prior to their acceptance, payment of the nursery invoices are the responsibility of parents and will need to be paid regardless. If parents want to wait until their government scheme is approved, then your child nursery space will be on hold until payments are received in advance. We do not accept food vouchers

Nursery non-refundable registration fee of £50.00 is also required.

Aggressive behaviour Policy from parents:

Mini Uni Nursery will not accept any form of aggressive behaviour from parents to any staff member. We will try to come to a resolution over a dispute but will not tolerate any rude behaviour, disrespectful languages, aggressive or threatening behaviour. The company holds the rights to withdraw your child's placement at Mini Uni Nursery at any time.

Please refer to Policy 63: Aggressive behaviour from parents for more details.

Providers eligible to provide government funded places for early education

All settings registered to accept government funding (detailed in the code of practice) must offer free places for two/three- to five-year-olds for early learning sessions specified by the local authority. At Lollyday Childcare and Education Services Ltd: Mini Uni Nursery we currently provide free funded places available for children subject to availability. These places will be allocated on a first come, first served basis and can be booked a term in advance. Please note for admissions for the free nursery education we have a termly intake, beginning the term following your child's second/third birthday.

All funded sessions are now in line with the flexible arrangement as specified by the Government. When you register your child for their funded place, we will discuss your needs and, as far as possible with availability and staffing arrangements, we will accommodate your wishes.

There is additional monthly charges for snacks and meals which are invoice for advance payment on 25th of every month to cover the advance payment of the additional provisions from 1st -30th of every month.

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54. Safer Sleeping Policy and Procedure

This policy contains updated wording provided by the DfE (released March 2026) and refers to the Early Years Foundation Stage (EYFS): Safer sleep requirements – Frequently Asked Questions (released April 2026). The DfE plans to update the EYFS wording in September 2026, subject to parliamentary and legislative process.

Until the changes come into effect, Ofsted will inspect according to the current EYFS framework. This links to the NHS safer sleep guidance² which providers should already be following.

Sleep/Rest Policy

At Lollyday Childcare and Education Services Ltd: Mini Uni Nursery we aim to ensure that all children have enough sleep/rest to support their development and natural sleeping rhythms in a safe environment.

The safety of children sleeping is paramount. Our policy follows the advice provided by The Cot Death Society ([The Cot Death Society](#)) and Lullaby Trust ([Safer sleep information | The Lullaby Trust](#)) to minimise the risk of Sudden Infant Death.

The safety of babies and children sleeping is paramount. Our policy follows the advice provided by the DfE, the Lullaby Trust and NHS to minimise the risk of sudden infant death syndrome (SIDS) in babies up to 12 months of age, and sudden unexpected death in childhood (SUDC) in children over 12 months of age.

We make sure that all babies and children are placed down to sleep safely, with every practitioner reading the NHS advice on sudden infant death syndrome (SIDS)¹ and being made aware of the safer sleep guidance from The Lullaby Trust³.

² <https://www.nhs.uk/baby/caring-for-a-newborn/sudden-infant-death-syndrome-sids/>

³ <https://www.lullabytrust.org.uk/>



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Babies/toddlers under two years old

For babies/toddlers under two years old, we ensure that:

- Babies aged 12 months and under⁴ must only be placed to sleep on their back in a cot⁵
- Babies aged over 12 months are placed down on their back in their own separate sleep space on a clear, flat, firm surface mattress or mats on the floor that are compliant with British Standard regulations
- If a baby has rolled onto their tummy, we turn them onto their back again unless they are able to roll from back to front and back again on their own, in which case we enable them to find their own position
- Babies and toddlers are never put down to sleep with a bottle to self-feed
- Babies under six months of age must always have an adult with them in the same room for every sleep. We will monitor their sleep every five minutes
- For babies (over six months of age) and toddlers who are new to the setting we will have an adult in the same room for every sleep during the first few weeks, monitoring their sleep every five minutes, until we are familiar with the child and their sleeping routines
- Babies and toddlers are monitored visually when sleeping by looking for the rise and fall of their chest and if their sleep position has changed
- Babies/toddlers are always within sight and hearing of staff when sleeping.

Sleeping environment

We provide a safe sleeping environment for all babies and children by:

- Ensuring every child has their own separate sleep space
- Only using safety-approved cots and other suitable sleeping equipment (i.e. mats) that are compliant with British Standard regulations
- Using a firm flat surface such as a cot, bed or mattress on the floor. Babies aged 12 months and under are only placed to sleep in a cot
- Using a firm, flat waterproof mattress, a clean fitted sheet and lightweight bedding which is firmly tucked in around the child below their shoulders to prevent head covering
- Ensuring the baby/child is placed feet-to-foot at the bottom of the cot, with lightweight blankets tucked in, if used
- Ensuring every baby/child is provided with clean bedding, labelled for them, working in partnership with parents to meet any individual needs
- Ensuring babies/children are appropriately dressed for sleep to avoid overheating
- Ensuring babies'/children's heads are not covered
- Ensuring no extra items such as toys, pillows, extra blankets, bumpers, wedges or straps are used in cots; we will use sleep comforters for babies and children over 12 months only and follow The Lullaby Trust advice regarding the safe use of dummies while babies are sleeping⁶: <https://www.lullabytrust.org.uk/baby-safety/baby-product-information/dummies/>
- Keeping all spaces around cots and beds clear from hanging objects, i.e. hanging cords, blind cords, drawstring bags

⁴ If a baby was born prematurely (before 37 weeks) or weighing less than 2.5kg or 5.5lb, you should follow the safer sleep advice for a year from their due date, rather than when they were born

⁵ Cots refer to: Cots, carrycots, Moses baskets, travel cots

⁶ <https://www.lullabytrust.org.uk/baby-safety/baby-product-information/dummies/>



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- Monitoring the sleep room temperature and ensuring it remains between 16-20°C at all times, where possible
- Ensuring babies and children over six months of age are always within sight and hearing of staff when sleeping, and are checked every 10 minutes; we will continue to monitor the sleeping room on a CCTV monitor to enable the sleeping children to be always seen
- Ensuring babies under six months of age always have an adult with them in the same room for every sleep and are checked every five minutes
- Ensuring babies who are new to the setting always have an adult with them in the same room for every sleep and are checked every five minutes until staff are confident with their usual sleep patterns and sleeping style.

Further considerations

- We will only let babies/children sleep in buggies, pushchairs or prams if they lie flat on their back with permission from the parent
- We will allow babies/children to sleep outdoors, where appropriate and with written parent permission. When children are sleeping outside, we will follow NHS advice relating to head coverings and direct sunlight
- Well-fitted baby sleep bags may be used according to the manufacturer recommendations and with written parent permission
- All beddings are cleaned daily as required
- We will transfer any baby who falls asleep while being nursed by a practitioner to a safe sleeping surface to complete their rest
- We will transfer a baby/child who is brought into nursery while sleeping, such as in a sling, carrier or car seat, to a safe sleeping surface to complete their rest
- Any baby/child who falls asleep in a buggy, pushchair or pram while out on a visit will be transferred to a safe sleeping surface to complete their rest on their return to the nursery; coats, hats, extra clothing and blankets will be removed as soon as they are inside, even if this means waking them
- We have a No smoking/vaping policy which includes the requirement for staff to change their clothes and wash their hands after smoking/vaping. In addition, we require staff to wait for 30 minutes after smoking/vaping before holding babies or children, even with a change of clothes.

We ask parents during registration and settling in of their baby's/child's sleeping routine with their key person when starting at nursery; these are reviewed and updated at timely intervals. If a baby has an unusual sleeping routine or a position that we do not use in the nursery, i.e. babies sleeping on their tummies or in a sling, we will explain our policy to the parents and not usually offer this unless the baby's doctor has advised the parent of a medical reason to do so. In such cases, we would ask parents to provide written permission to adopt a different position or pattern for their baby/child.

We recognise parent knowledge of their baby/child with regard to sleep routines and will, where possible, work together to ensure individual sleep routines and well-being continue to be met. However, staff will not force a baby/child to sleep or keep them awake against their will. They will also not usually wake children from their sleep.

Individual sleep routines are followed rather than having one set sleep time for all children. We create an environment that helps to settle children that require a sleep, for example dimming the lights or using soft music, where applicable. We will maintain the needs of the children who do not require a sleep and ensure they can continue to play, learn and develop. This may involve taking children outdoors or linking with other rooms or groups of children.

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Staff will record update of their child sleeping time on the App or discuss with parents any changes in sleep routines at the end of the session and share observations and information if they do not receive enough sleep.

Sleeping twins

We follow the advice from The Lullaby Trust regarding sleeping twins⁷, while working with parents to maintain their sleep routines and well-being. Further information can be found at: www.lullabytrust.org.uk

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⁷ <https://www.lullabytrust.org.uk/baby-safety/premature-babies-and-multiples/twins-and-multiples/>



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Use of Dummies in Nursery

At Lollyday Childcare and Education Services Ltd: Mini Uni Nursery we recognise that a dummy can be a source of comfort for a child who is settling /or upset, and that it may often form part of a child's sleep routine.

We also recognise that overuse of dummies may affect a child's language development as it may restrict the mouth movements needed for speech. As children get older, they need to learn to move their mouths in different ways, to smile, to blow bubbles, to make sounds, to chew food and eventually to talk. As children move their mouths and experiment with babbling sounds, they are learning to make the quick mouth movements needed for speech. The more practice they get the better their awareness of their mouths and the better their speech will be.

Lollyday Childcare and Education Services Ltd: Mini Uni Nursery will:

- Discuss the use of dummies with parents as part of children's individual care plans
- Only allow dummies for comfort if a child is really upset (for example, if they are new to the setting or going through a transition) and/or as part of their sleep routine
- Store dummies in individual hygienic dummy boxes labelled with the child's name to prevent cross-contamination with other children
- Immediately clean or sterilise any dummy or bottle that falls on the floor or is picked up by another child.

When discouraging the dummy staff will:

- Make each child aware of a designated place where the dummy is stored
- Comfort the child and, if age/stage appropriate, explain in a sensitive and appropriate manner why they do not need their dummy
- Distract the child with other activities and ensure they are settled before leaving them to play
- Offer other methods of comfort such as a toy, teddy or blanket
- Explain to the child they can have their dummy when they go home or at sleep time.

We will also offer support and advice to parents to discourage dummy use during waking hours at home and suggest ways, which the child can be weaned off their dummy through books and stories.

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55. Settling in Policy

At Lollyday Childcare and Education Services Ltd: Mini Uni Nursery we aim to support parents and other carers to help their children settle quickly and easily by giving consideration to the individual needs and circumstances of every child and their families. Our aim is for children to feel safe, stimulated, and happy in the nursery and to feel secure and comfortable with all staff. We also want parents to have confidence in both their children's continued well-being and their role as active partners, with the child being able to benefit from what the nursery has to offer.

All our staff know about the importance of building strong attachments with children. They are trained to recognise the different stages of attachment and use this knowledge to support children and families settling in to the nursery.

Please note that a child can take up to 6 - 12 weeks to settle into nursery before feeling confident in their new setting environment and towards staff members.

Our nursery will work in partnership with parents to settle their child into the nursery environment by:

- Allocating a key person to each child and his/her family, before he/she starts to attend. The key person welcomes and looks after the child, ensuring that their care is tailored to meet their individual needs. He/she offers a settled relationship for the child and builds a relationship with his/her parents during the settling in period and throughout his/her time at the nursery, to ensure the family has a familiar contact person to assist with the settling in process
- Reviewing the nominated key person if the child is bonding with another member of staff to ensure the child's needs are supported
- Providing parents with relevant information about the policies and procedures of the nursery
- Encouraging parents and children to visit the nursery during the weeks before an admission is planned and arranging home visits where applicable
- Planning settling in visits and introductory sessions (lasting approximately 1-2 hours). These will be provided free of charge over a one- or two-week period, dependent on individual needs, age and stage of development
- Welcoming parents to stay with their child during the first few weeks until the child feels settled and the parents feel comfortable about leaving their child. Settling in visits and introductory sessions are key to a smooth transition and to ensure good communication and information sharing between staff and parents.
- Reassuring parents whose children seem to be taking a long time settling into the nursery and developing a plan with them
- Encouraging parents, where appropriate, to separate themselves from their children for brief periods at first, gradually building up to longer absences.
- Assigning a buddy/back-up key person to each child in case the key person is not available. Parents will be made aware of this to support the settling process and attachment.
- Respecting the circumstances of all families, including those who are unable to stay for long periods of time in the nursery and reassure them of their child's progress towards settling in
- Not taking a child on an outing from the nursery until he/she is completely settled.

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Multiple Birth Families Policy

At Lollyday Childcare and Education Services Ltd: Mini Uni Nursery we aim to ensure that all families are included and supported fully, no matter how big or small. There are more and more multiple births occurring in the UK, twins, triplets and even more. As a nursery we accommodate all families and work together with parents to ensure all children are treated as individuals and supported to make the best progress they can.

Twins, triplets, and other multiple birth children will have unique relationships with their sibling, different to any other relationship in the nursery so we will take this into consideration with all aspects of care and early learning.

To this end we will:

- Acknowledge multiple birth relationship as special and to be celebrated as well as enabling children to develop as individuals
- Explore each child's preferences, interests, needs and starting point
- Complete separate forms for each child to discover their routines specific requirements, dietary needs etc.
- Recognise each child and call them by name. Differences will be recognised and tuned into to enable each child to be seen as an individual
- Create "all about me" books for each child, including photos and special features
- Recognise and celebrate all individual achievements
- Report back on each child separately at the end of the day to the parents
- Consider separation if this is beneficial for their development. Parents, and where appropriate the children, will be involved in the decision for when, where and how this may occur (e.g. focused activities, outdoor play)
- Arrange parental consultations for each child. Each child will be compared against the peer group or against typical developmental benchmarks not compared to their sibling. Each child will receive the same time during the consultation as any other child in the setting
- Not expect each child to behave in the same manner, excel in the same areas or enjoy the same activities. If one child is not achieving at the expected rate then we would investigate the reasons why
- Ensure all staff are able to identify each child and know their name

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55. Sexual Harassment Policy

1. Sexual Harassment Policy Statement

Lollyday Childcare and Education T/A Mini Uni Nursery is committed to providing a safe, respectful, and inclusive environment for all children, staff, parents, carers, students, and visitors. Sexual harassment in any form is strictly prohibited. The setting adopts a zero-tolerance approach and will respond to all concerns promptly, sensitively, and in line with statutory safeguarding guidance.

Sexual harassment is recognised as a form of abuse and a safeguarding concern. All incidents—whether between children, between adults, or between adults and children—will be taken seriously and managed in accordance with the EYFS, *Working Together to Safeguard Children*, and local safeguarding partnership procedures.

2. Scope

This policy applies to:

- All staff (permanent, temporary, agency)
- Students and volunteers
- Parents and carers
- Visitors and contractors
- All children attending the setting

It covers behaviour occurring:

- On the premises
- During outings or off-site activities
- Online or via digital communication connected to the setting

3. Definition of Sexual Harassment

Sexual harassment includes any unwanted conduct of a sexual nature that violates someone's dignity or creates an intimidating, hostile, degrading, humiliating, or offensive environment.

Examples include (but are not limited to):

- Sexual comments, jokes, or gestures
- Inappropriate or sexualised language
- Unwanted touching or physical contact
- Sharing sexual images or content
- Sexualised play or behaviour that is developmentally inappropriate
- Pressuring someone for sexual activity

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- Online sexual harassment (messages, images, videos)

For children, staff will use the **NSPCC Sexual Behaviours Traffic Light Tool** to distinguish between:
[Understanding sexualised behaviour in children | NSPCC Learning](#)

- Developmentally expected behaviour
- Concerning behaviour
- Harmful or abusive behaviour

4. Roles and Responsibilities

Designated Safeguarding Lead (DSL)

- Leads on all sexual harassment concerns
- Ensures accurate recording and secure storage of information
- Liaises with the Local Authority (e.g., Newham MASH)
- Ensures staff training is up to date

All Staff

- Must report concerns immediately to the DSL
- Must not investigate independently
- Must model respectful behaviour
- Must challenge inappropriate language or conduct

Management / Provider

- Ensures policies are implemented
- Ensures safer recruitment practices
- Supports staff wellbeing and whistleblowing

5. Procedures for Responding to Sexual Harassment

5.1 Immediate Response

- Ensure the safety of the child or adult involved
- Offer reassurance and listen without judgement
- Do not promise confidentiality
- Report to the DSL immediately

5.2 Recording

Staff must record:

- Date, time, and location



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- What was said or observed
- Who was involved
- Actions taken Records must be factual, signed, and stored securely.

5.3 DSL Actions

The DSL will:

- Assess the level of risk
- Consult the NSPCC traffic light tool
- Decide whether to:
 - Manage internally
 - Inform parents
 - Refer to Newham MASH
 - Contact the police (if a crime may have occurred)
- Ensure appropriate supervision and safety plans

5.4 Supporting Children

- Provide emotional reassurance
- Use age-appropriate language
- Implement safety plans or behaviour support plans
- Work with parents sensitively

6. Allegations Against Staff or Adults

If the concern involves a member of staff, volunteer, or visitor:

- The DSL must contact the **Local Authority Designated Officer (LADO)** immediately
- The staff member may be suspended pending investigation
- Ofsted must be notified within 14 days if the allegation meets the threshold
- The setting will follow safer recruitment and disciplinary procedures

7. Peer-on-Peer Sexual Harassment

The setting recognises that harmful sexual behaviour can occur between children. Staff will:

- Respond proportionately and sensitively
- Avoid victim-blaming
- Put protective measures in place



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- Work with parents and external agencies

8. Prevention Measures

- Staff training on sexual harassment and harmful sexual behaviour
- Clear behaviour expectations
- Supervision of children, especially in higher-risk areas
- Safe use of toilets, changing areas, and outdoor spaces
- Online safety education for staff and parents
- Whistleblowing procedures

9. Confidentiality and Information Sharing

Information will be shared:

- Only with those who need to know
- In line with UK GDPR and safeguarding legislation
- With external agencies when required to protect a child

10. Monitoring and Review

This policy will be reviewed:

- Annually
- After any incident of sexual harassment
- Following updates to statutory guidance or local safeguarding procedures

11. Linked Policies

- Safeguarding and Child Protection Policy
- Behaviour Policy
- Whistleblowing Policy
- Staff Code of Conduct
- Online Safety Policy
- Safer Recruitment Policy

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56. Transition Policy

At Lollyday Childcare and Education Services Ltd: Mini Uni Nursery we recognise that young children will experience many transitions in their early years; some of these planned and some unplanned. We are sensitive to the impact of such changes to children and this policy sets out the ways in which we support children going through these transitions.

Some examples of transitions that young children and babies may experience are:

- Starting nursery
- Moving between different rooms within the nursery
- Starting school or moving nurseries
- Family breakdowns
- New siblings
- Moving home
- Death of a family member or close friend
- Death of a family pet

Staff are trained to observe their key children and to be sensitive to any changes in their behaviour and personality. We respectfully ask that parents inform us of any changes in the home environment that may impact on their child so staff can be aware of the reasons behind any potential changes in the child's behaviour.

Starting nursery

We recognise that starting nursery may be difficult for some children and their families. We have a settling in policy to support the child and their family.

Moving rooms procedure

When a child is ready to move to a different room in the nursery, we follow the process set out below and work with the parents to ensure this is a seamless process in which the child is fully supported at all stages. This may include a handover meeting between the existing key person, new key person and parents.

- The child will spend short sessions in their new room prior to the permanent move to enable them to feel comfortable in their new surroundings
- The child's key person will go with the child on these initial visits to enable a familiar person to be present at all times
- Wherever possible groups of friends will be moved together to enable these friendships to be kept intact and support the children with the peers they know



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- Parents will be kept informed of all visits and the outcomes of these sessions e.g., through photographs, discussions or diary entries
- Only when the child has settled in through these taster sessions will the permanent room move take place. If a child requires more support this will be discussed between the key person, parent, manager and room leader of the new room to agree how and when this will happen. This may include moving their key person with them on a temporary basis

Starting school or moving childcare providers

Starting school is an important transition and some children may feel anxious or distressed. We will do all we can to facilitate a smooth move and minimise any potential stresses. This following process relates to children going to school. However, wherever possible, we will adapt this process to support children moving to another childcare provider e.g., childminder or another nursery.

- We provide a variety of resources that relate to the school, e.g., uniform to dress up in, a role play area set up as a school classroom, photographs of all the schools the children may attend. This will help the children to become familiar with this new concept and will aid the transition
- We invite school representatives into the nursery to introduce them to the children
- Where possible we use other ways to support the transition to school, e.g., inviting previous children from the nursery who have moved on to school to come back and talk to the children about their school experiences
- Where possible we plan visits to the school with the key person. Each key person will talk about the school with their key children who are due to move to school and discuss what they think may be different and what may be the same. They will talk through any concerns the child may have and initiate activities or group discussions relating to any issues to help children overcome these
- We produce a comprehensive report on every child starting school to enable teachers to have a good understanding of every child received. This will include their interests, strengths and level of understanding and development in key areas. This will support continuity of care and early learning.

Other early years providers

Where children are attending other early years settings or are cared for by a childminder, we will work with them to share relevant information about children's development. Where a child is brought to nursery or collected from nursery by a childminder, we will ensure that key information is being provided to the child's parent by providing the information directly to the parent via email or telephone.

Family breakdowns

We recognise that when parents separate it can be a difficult situation for all concerned. We have a separated family's policy that shows how the nursery will act in the best interest of the child.



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Moving home and new siblings

We recognise that both these events may have an impact on a child. Normally, parents will have advance notice of these changes and we ask parents to let us know about these events so we can support the child to be prepared. The key person will spend time talking to the child and providing activities that may help the child to act out any worries they have, e.g., through role play, stories and discussions.

Bereavement

We recognise that this may be a very difficult time for children and their families and have a separate policy on bereavement which we follow to help us offer support to all concerned should this be required.

If parents feel that their child requires additional support because of any changes in their life, we ask that you speak to the Nursery Manager and the key person to enable this support to be put into place.

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56. Working in partnership with parents/carers Policy

At Lollyday Childcare and Education Services Ltd: Mini Uni Nursery we believe that parents and staff need to work together in a close partnership in order for children to receive the quality of care and early learning to meet their individual needs. We welcome parents as partners and support a two-way sharing of information that helps establish trust and understanding. We are committed to supporting parents in an open and sensitive manner to include them as an integral part of the care and early learning team within the nursery.

The key person system supports engagement with all parents and will use strategies to ensure that all parents can contribute to their child's learning and development. Parents contribute to initial assessments of children's starting points on entry and they are kept well informed about their children's progress. Parents are encouraged to support and share information about their children's learning and development at home. The key person system ensures all practitioners use effective, targeted strategies and interventions to support learning that match most children's individual needs.

Lollyday Childcare and Education Services Ltd: Mini Uni Nursery policy is to:

- Recognise and support parents as their child's first and most important educators and to welcome them into the life of the nursery
- Generate confidence and encourage parents to trust their own instincts and judgement regarding their own child
- Welcome all parents into the nursery at any time and provide an area where parents can speak confidentially with us as required
- Welcome nursing mothers. The nursery will make available a private area whenever needed to offer space and privacy to nursing mothers
- Ensure nursery documentation and communications are provided in different formats to suit each parent's needs, e.g., Braille, multi-lingual, electronic communications
- Ensure that all parents are aware of the nursery's policies and procedures. A detailed parent prospectus will be provided and our full policy documents will be available to parents at all times at the parent information area.
- Maintain regular contact with parents to help us to build a secure and beneficial working relationship for their children
- Support parents in their own continuing education and personal development including helping them to develop their parenting skills and inform them of relevant conferences, workshops and training
- Create opportunities for parents to talk to other adults in a secure and supportive environment through such activities as open days, parents' evenings and a parents' forum
- Inform parents about the range and type of activities and experiences provided for children, the daily routines of the setting, the types of food and drinks provided for children and events through regularly distributed newsletters/the nursery website.



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- Operate a key person system to enable parents to establish a close working relationship with a named practitioner and to support two-way information sharing about each child's individual needs both in nursery and at home. Parents are given the name of the key person of their child and their role when the child starts
- Inform parents on a regular basis about their child's progress and involve them in shared record keeping. Parents' evenings will be held at least twice a year. The nursery will consult with parents about the times of meetings to avoid excluding anyone
- Actively encourage parents to contribute to children's learning through sharing observations, interests and experiences from home. This may be verbally, sharing photographs or in written form
- Agree the best communication method with parents e.g., email, face-to-face, telephone and share information about the child's day, e.g., food eaten, activities, sleep times etc.
- Consider and discuss all suggestions from parents concerning the care and early learning of their child and nursery operation
- Provide opportunities and support for all parents to contribute their own skills, knowledge and interests to the activities of the nursery including signposting to relevant services, agencies and training opportunities
- Inform all parents of the systems for registering queries, compliments, complaints or suggestions, and to check that these systems are understood by parents
- Make sure all parents have access to our written complaint's procedure
- Share information about the Early Years Foundation Stage, young children's learning in the nursery, how parents can further support learning at home and where they can access further information
- Provide a written contract between the parent(s) and the nursery regarding conditions of acceptance and arrangements for payment
- Respect the family's religious and cultural backgrounds and beliefs and accommodate any special requirements wherever possible and practical to do so
- Inform parents how the nursery supports children with special educational needs and disabilities
- Find out the needs and expectations of parents. We will do this through regular feedback via questionnaires, suggestion system and encouraging parents to review working practices. We will evaluate any responses and publish these for parents with an action plan to inform future, policy and staff development.

Separated Families

At Lollyday Childcare and Education Services Ltd: Mini Uni Nursery we recognise that when parents separate it can be a difficult situation for all concerned. We understand that emotions may run high and this policy sets out how we will support the all parties in within the nursery including our staff team. The key person will work closely with the parents to build close relationships which will support the child's/children's emotional wellbeing and report any significant changes in behaviour to the parent. Parents will be signposted to relevant services and organisation for support for the whole family.



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Parental responsibility

While the law does not define in detail what parental responsibility is, the following list sets out some of the key features of someone holding parental responsibility. These include:

- Providing a home for the child
- Having contact with and living with the child
- Protecting and maintaining the child
- Disciplining the child
- Choosing and providing for the child's education
- Determining the religion of the child
- Agreeing to the child's medical treatment
- Naming the child and agreeing to any change of the child's name
- Accompanying the child outside the UK and agreeing to the child's emigration, should the issue arise
- Being responsible for the child's property
- Appointing a guardian for the child, if necessary
- Allowing confidential information about the child to be disclosed.

England

If the parents of a child are married to each other at the time of the birth, or if they have jointly adopted a child, then they both have parental responsibility. Parents do not lose parental responsibility if they divorce, and this applies to both the resident and the non-resident parent.

This is not automatically the case for unmarried parents. According to current law, a mother always has parental responsibility for her child. However, a father has this responsibility only if he is married to the mother when the child is born or has acquired legal responsibility for his child through one of these three routes:

- By jointly registering the birth of the child with the mother (From 1 December 2003)
- By a parental responsibility agreement with the mother
- By a parental responsibility order, made by a court.



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Nursery registration Policy

During the registration process we collect details about both parents including who has parental responsibility, as this will avoid any future difficult situations.

We request these details on the child registration form. If a parent does not have parental responsibility or has a court order in place to prevent this, we must have a copy of this documentation for the child's records.

If a child is registered by one parent of a separated family, we request disclosure of all relevant details relating to the child and other parent such as court orders or injunctions. This will make sure we can support the child and family fully in accordance with the policy set out below.

We will:

- Ensure that parent fully understands the nursery monthly billing system for all required attendance mode.
- Ensure the child's welfare is paramount at all times they are in the nursery
- Comply with any details of a court order where applicable to the child's attendance at the nursery where we have seen a copy/have a copy attached to the child's file
- Provide information on the child's progress, e.g., learning journeys, progress checks within the nursery, to both parents where both hold parental responsibility
- Invite both parents to nursery events, including parental consultations and social events where both hold parental responsibility
- Ensure any incident or accident within the nursery relating to the child is reported to the person collecting the child
- Ensure that all matters known by the staff pertaining to the family and the parent's separation remain confidential
- Ensure that no member of staff takes sides regarding the separation and treats both parents equally and with due respect
- Not restrict access to any parent with parental responsibility unless a formal court order is in place. We respectfully ask that parents do not put us in this position.

We ask parents to:

- Provide us with all information relating to parental responsibilities, court orders and injunctions
- Update information that changes any of the above as soon as practicably possible
- Work with us to ensure continuity of care and support for your child
- Not involve nursery staff in any family disputes, unless this directly impacts on the care we provide for the child



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- Talk to the manager/key person away from the child when this relates to family separation in order to avoid the child becoming upset. This can be arranged as a more formal meeting or as an informal chat
- Not ask the nursery to take sides in any dispute. We will only take the side of your child and this will require us to be neutral at all times.

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57. Arrivals and Departures Policy

At Lollyday Childcare and Education Services Ltd: Mini Uni Nursery we give a warm welcome to every child and family on their arrival.

Parents are requested to pass the care of their child to a specific member of staff who will ensure his/her safety (this is usually a child's key person). The staff member receiving the child immediately records his/her arrival in the daily attendance register. The staff member also records any specific information provided by the parents, including the child's interests, experiences, and observations from home.

If the parent requests the child is given medicine during the day the staff member must ensure that the medication procedure is followed.

If the child is to be collected by someone who is not the parent at the end of the session, there is an agreed procedure that must be followed to identify the designated person. Photo identification and a password are also required where possible for the designated adult. Parents are informed about these arrangements and reminded about them regularly.

The child's key person or other nominated staff member must plan the departure of the child. This should include opportunities to discuss the child's day with the parent, e.g., meals, sleep time, activities, interests, progress and friendships. The parent should be told about any accidents or incidents and the appropriate records must be signed by the parent before departure. Where applicable, all medicines should be recovered from the medicine box/fridge after the parent has arrived and handed to him/her personally. The medication policy is to be followed regarding parental signature.

The nursery will not release a child to anyone other than the known parent unless an agreement has been made at the time of arrival. In the case of any emergency such as a parent being delayed and arranging for a designated adult to collect a child, the parent should inform the designated person of the agreed procedure and contact the nursery about the arrangements as soon as possible. If in any doubt the nursery will check the person's identity by ringing the child's parent or their emergency contact number (please refer to the late collection policy).

On departure, the staff member releasing the child must mark the child register immediately marked to show that the child has left the premises.

Adults arriving under the influence of alcohol or drugs: Please refer to the alcohol and substance misuse policy.

Arrivals and departures of visitors

For arrivals and departures of visitors the nursery requires appropriate records to be completed on entry and exit e.g., in the visitors' book. Please refer to supervision of visitor's policy for further information.

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58. Late Collection and Non-Collection Policy

At Lollyday Childcare and Education Services Ltd: Mini Uni Nursery we expect all parents to agree an approximate time to collect their child from the nursery. We give parents information about the procedures to follow if they expect to be late.

These include:

- Agreeing a safety password with the nursery in advance to be used by anyone collecting a child who is not the parent (designated adult)
- Calling the nursery as soon as possible to advise of their situation
- Asking a designated adult to collect their child wherever possible
- Informing the nursery of this person's identity so the nursery can talk to the child if appropriate. This will help to reduce or eliminate any distress caused by this situation
- If the designated person is not known to the nursery staff, the parent must provide a detailed description of this person, including their date of birth where known. This designated person must know the individual child's safety password in order for the nursery to release the child into their care. This is the responsibility of the parent.

If a child has not been collected from the nursery after a reasonable amount of time (5-10 minutes) has been allowed for lateness, we initiate the following procedure:

- The Nursery Manager will be informed that a child has not been collected
- The manager will check for any information regarding changes to normal routines, parents' work patterns or general information. If there is no information recorded, the manager will try to contact the parents on the telephone numbers provided for their mobile, home or work. If this fails the manager will try the emergency contacts shown on the child's records
- The manager/staff member in charge and one other member of staff must stay behind with the child (if outside normal operating hours). During normal operating times, the nursery will plan to meet required staff ratios. If the parents have still not collected the child, the manager will telephone all contact numbers available in our record every 10 minutes until contact is made. These calls will be logged on a full incident record
- In the event of no contact being made after one hour has lapsed, the person in charge will ring the local authority children's social services emergency duty team
- The nursery will inform Ofsted as soon as convenient
- The two members of staff will remain in the building until suitable arrangements have been made for the collection of the child
- The child's welfare and needs will be met at all times and to minimise distress staff will distract, comfort and reassure the child during the process



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There will be a late fee of £1 – per minute charged until the child is pick up to parents per child for late collection.

Contact numbers:

Name	Contact No
Social Services Emergency Duty Team	0208 430 2000
Ofsted	03001231231

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59. Lost Child Policy

Lost Child Procedure from Nursery

At Lollyday Childcare and Education Services Ltd: Mini Uni Nursery we are committed to promoting children's safety and welfare. In the unlikely event of a child going missing within/from the nursery, we have the following procedure which will be implemented immediately:

- All staff will be aware of the procedure when a child goes missing and supply information to support the search, e.g., a recent photograph and a detailed description of clothing
- The Nursery Manager will be informed immediately and all staff present will be informed. Some staff will be deployed to start an immediate thorough search of the nursery, followed by a search of the surrounding area, whilst ensuring that some staff remain with the other children so they remain supervised, calm and supported throughout
- The manager will call the police as soon as they believe the child is missing and follow police guidance. The parents of the missing child will also be contacted
- A second search of the area will be carried out
- During this period, available staff will be continually searching for the missing child, whilst other staff maintain as near to normal routine as possible for the rest of the children in the nursery
- The manager will meet the police and parents
- The manager will then await instructions from the police
- In the unlikely event that the child is not found the nursery will follow the local authority and police procedure
- Any incidents must be recorded in writing as soon as practicably possible including the outcome, who was lost, time identified, notification to police and findings
- Ofsted must be contacted and informed of any incidents
- With incidents of this nature parents, carers, children and staff may require support and reassurance following the traumatic experience. Management will provide this or seek further support where necessary
- In any cases with media attention staff will not speak to any media representatives
- Post-incident risk assessments will be conducted following any incident of this nature to enable the chance of this reoccurring being reduced
- Internal use only.

Lost child procedure from outings

At Lollyday Childcare and Education Services Ltd: Mini Uni Nursery we are committed to promoting children's safety and welfare. This includes where children are on outings and visits. We carry out regular head counts of children

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throughout any outing or visit. In the unlikely event of a child going missing whilst on an outing we have the following procedure, which we implement immediately:

- All staff will be aware of the procedure when a child goes missing and supply information to support the search, e.g., a recent photograph and a detailed description of clothing
- The organiser will be informed immediately and all staff present will be informed. Some staff will be deployed to start an immediate thorough search of the area, ensuring that all other children remain supervised, calm and supported throughout
- If appropriate, on-site security will also be informed and a description given
- The designated person in charge will immediately inform the police
- The designated person in charge will then inform the nursery who will contact the child's parents giving details of what has happened. If the whole nursery is on an outing, all contact details will be taken on the trip by the person in charge
- During this period, staff will be continually searching for the missing child, whilst other staff maintain the safety and welfare of the remaining children
- It will be the designated person in charge or the manager's responsibility to ensure that there are adequate staff to care for the children and get them back safe, a member of staff to meet the police and someone to continue the search (this may mean contacting relief staff)
- Any incidents must be recorded in writing as soon as practicably possible including the outcome, who was lost, time identified, notification to police and findings
- In the unlikely event that the child is not found, the nursery will follow the local authority and police procedure
- Ofsted must be contacted and informed of any incidents
- With incidents of this nature parents, carers, children and staff may require support and reassurance following the traumatic experience. Management will provide this or seek further support where necessary
- In any cases with media attention staff will not speak to any media representatives
- Post-incident risk assessments will be conducted following any incident of this nature to enable the chance of this reoccurring being reduced

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60.Intimate care policy



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At Lollyday Childcare and Education Services Ltd: Mini Uni Nursery we believe that all children need contact with familiar, consistent carers to ensure they can grow and develop socially and emotionally. At times children need to be cuddled, encouraged, held and offered physical reassurance.

Intimate care routines are essential throughout the day to meet children's basic needs. This may include nappy changing, supporting children with toileting, changing clothes, and giving first aid treatment and specialist medical support, where required.

In order to maintain the child's privacy, we will carry out the majority of these actions on a one-to-one basis, wherever possible, by the child's key person with the exception of first aid treatment, which must be carried out by a qualified first aider.

We wish to ensure the safety and welfare of children during intimate care routines and safeguard them against any potential harm as well as ensuring the staff member involved is fully supported and able to perform their duties safely and confidently. We aim to support all parties through the following actions:

- Promoting consistent and caring relationships through the key person system in the nursery and ensuring all parents understand how this works
- Ensuring all staff undertaking intimate care routines have suitable enhanced DBS checks
- Training all staff in the appropriate methods for intimate care routines and arranging specialist training where required, i.e., first aid training, specialist medical support
- Ensuring children are afforded privacy during intimate care routines whilst balancing this with the need to safeguard children and staff. No nappies will be changed or intimate routines take place behind closed doors
- Conducting thorough inductions for all new staff to ensure they are fully aware of all nursery procedures relating to intimate care routines
- Following up procedures through supervision meetings and appraisals to identify any areas for development or further training
- Working closely with parents on all aspects of the child's care and education as laid out in the Parent and Carers as Partners Policy. This is essential for intimate care routines which require specialist training or support. If a child requires specific support the nursery will arrange a meeting with the parent to discover all the relevant information relating to this to enable the staff to care for the child fully and meet their individual needs
- Ensuring all staff have an up-to-date understanding of safeguarding/child protection and how to protect children from harm. This will include identifying signs and symptoms of abuse and how to raise these concerns as set out in the safeguarding/child protection policy
- Operating a whistleblowing policy to help staff raise any concerns about their peers or managers; and helping staff develop confidence in raising worries as they arise in order to safeguard the children in the nursery
- Conducting working practice observations on all aspects of nursery operations to ensure that procedures are working in practice and all children are supported fully by the staff. This includes intimate care routines



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- Conducting regular risk assessments on all aspects of the nursery operation including intimate care and reviewing the safeguards in place. The nursery has assessed all the risks relating to intimate care routines and has placed appropriate safeguards in place to ensure the safety of all involved

If any parent or member of staff has concerns or questions about intimate care procedures or individual routines, please see the manager at the earliest opportunity.

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61. Nappy Changing Policy

At Lollyday Childcare and Education Services Ltd: Mini Uni Nursery we aim to support children's care and welfare on a daily basis in line with their individual needs. All children need contact with familiar, consistent carers to ensure they can grow confidently and feel self-assured. Wherever possible, each child's key person will change nappies according to the child's individual needs and requirements.

Our procedures meet best practice identified by the Health Protection Agency (2011) in 'Best practice advice for nurseries and childcare settings'.

We will enable a two-way exchange between parents and key persons so that information is shared about nappy changing and toilet training in a way that suits the parents and meets the child's needs. Parents will be engaged in the process of potty training and supported to continue potty training with their child at home.

We will use appropriate designated facilities for nappy changing which meet the following criteria:

- Facilities are separate to food preparation and serving areas and children's play areas
- Changing mats have a sealed plastic covering and are frequently checked for cracks or tears. If cracks or tears are found, the mat is discarded. Disposable towels/roll are placed on top of the changing mat for added protection
- Clean nappies are stored in a clean dry place; soiled nappies are placed in a 'nappy sack' or plastic bag before being placed in the bin. Bins are foot-pedal operated, regularly emptied and placed in an appropriate waste collection area.
- Each child should have their own creams and lotions for any non-prescription cream for skin conditions e.g. Sudocream. These are supplied by the parent/guardian and must be clearly labelled with the child's name. Prior written permission is obtained from the parent. When applying creams for rashes, a gloved hand is used.

Staff changing nappies will:

- Use a new disposable apron and pair of gloves for each nappy change and always wash hands before and after using gloves
- Clean disinfect and dry mats thoroughly after each nappy change; disposable towels/roll must be discarded after each nappy change
- Ensure they have all the equipment they need and access to fresh water before each nappy change.

We wish to ensure the safety and welfare of the children whilst being changed and safeguard against any potential harm, as well as ensuring the staff member involved is fully supported and able to perform their duties safely and confidently. We aim to support all parties through the following actions:

- Promoting consistent and caring relationships through the key person system in the nursery and ensuring all parents understand how this works and who they will be working with



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- Using this one-to-one time as a key opportunity to talk to children and help them learn, e.g. through singing and saying rhymes during the change
- Ensuring that the nappy changing area is inviting and stimulating and change this area regularly to continue to meet children's interests
- Ensuring all staff undertaking nappy changing have suitable enhanced DBS checks
- Training all staff in the appropriate methods for nappy changing
- Ensuring that no child is ever left unattended during the nappy changing time
- Making sure staff do not change nappies whilst pregnant until a risk assessment has been discussed and conducted; and that students only change nappies with the support and close supervision of a qualified member of staff
- Conducting thorough inductions for all new staff to ensure they are fully aware of all nursery procedures relating to nappy changing
- Ensuring hygiene procedures are followed appropriately, e.g. hands washed before and after nappies are changed and changing mats cleaned before and after each use
- Following up procedures through supervision meetings and appraisals to identify any areas for development or further training
- Working closely with parents on all aspects of the child's care and education as laid out in the parent and carers as partner's policy. This is essential for any intimate care routines which may require specialist training or support. If a child requires specific support, the nursery will arrange a meeting with the parent to discover all the relevant information relating to this to enable the staff to care for the child fully and meet their individual needs
- Ensuring all staff have an up-to-date understanding of child protection and how to protect children from harm. This includes identifying signs and symptoms of abuse and how to raise these concerns as set out in the child protection policy
- Balancing the right for privacy for the children with the need for safeguarding children and adults by making sure intimate care routines do not take place behind closed doors
- Operating a whistleblowing policy to help staff raise any concerns relating to their peers or managers and helping staff develop confidence in raising concerns as they arise in order to safeguard the children in the nursery
- Conducting working practice observations of all aspects of nursery operations to ensure that procedures are working in practice and all children are supported fully by the staff. This includes all intimate care routines
- Conducting regular risk assessments of all aspects of nursery operations including intimate care and reviewing the safeguards in place. The nursery has assessed all the risks relating to intimate care routines and has placed appropriate safeguards in place to ensure the safety of all involved.



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If any parent or member of staff has concerns or questions about nappy changing procedures or individual routines, please see the manager at the earliest opportunity.

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62. Lone working Policy

At Lollyday Childcare and Education Services Ltd: Mini Uni Nursery we aim to ensure that no member of the team is left alone working in either a room alone or within the building at any time. However, there may be occasions when this isn't always possible due to:

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- Toilet breaks
- Lunch cover
- Nappy changes
- Comforting a child that may be unwell in a quiet area
- Following a child's interest, as this may lead staff away with a child to explore an area
- Supporting children in the toilet area that may have had an accident
- The duties some team members have, e.g., management, opening and closing the setting, carrying out cleaning or maintenance at the settings and staff operating outside operating hours

We always ensure that our staff: child ratios are maintained.

It is the responsibility of both the employee and their manager to identify the hazards and minimise the risks or working alone.

Considerations when deciding on lone working include how lone workers manage with a variety of tasks such as talking to parents and supervising activities whilst maintaining the safety and welfare of children and ensuring that each member of staff required to work alone has the training and/or skills for the role; e.g. paediatric first aid certificate, child protection/safeguarding training and competency, food hygiene training and if children younger than school reception age are present; hold a level 3 qualification.

Public liability insurance for lone working will be sought where applicable.

Employees/managers' responsibilities when left in a room alone include ensuring:

- To complete a risk assessment for staff working alone
- Ratios are maintained
- There is someone to call on in an emergency if required
- The member of staff and children are safeguarded at all times (relating to additional policies as above)

Employee's responsibilities when left in the building alone:

- To make a member of the management aware of when they are working and make plans to check in at their expected time of completion of the work
- To ensure they have access to a telephone at all times in order to call for help if they need it, or for management to check their safety if they are concerned
- Ensure that the building remains locked so no one can walk in unidentified
- Report any concerns for working alone to the management as soon as is practicably possible



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Management's responsibilities when left in the building alone:

- To ensure staff working alone are competent and confident to carry out any safety procedures e.g., fire evacuation
- To ensure that the employee has the ability to contact them or a member of the team even if their lone working is outside normal office hours (i.e., access to a phone, contact numbers of someone they can call)
- To check that the employee has someone they can contact in the event of an emergency, and the numbers to call
- To ensure that employees have the ability to access a telephone whilst lone working
- If reporting in arrangements have been made and the employee does not call in, to follow it up.

Risk assessments are also completed for these occasions including hazards and risks and how these are controlled.

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63. Conflict Resolution with Parents and Aggressive Behaviour Policy

At Lollyday Childcare and Education Services Ltd: Mini Uni Nursery we believe that we have a strong partnership with our parents and an open-door policy to discuss any matters arising. If as a parent, you have any concerns or issues you wish to raise with the nursery then please follow the complaints procedure.

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In the case of a parent emailing, calling or using social media to complain the nursery will direct them to the correct procedure for raising a complaint.

We have a zero tolerance on abusive calls, emails, social media contact and face to face confrontation.

Abusive Calls

The call taker receiving an abusive call will ask the caller to follow the complaints policy. If the abuse continues the call taker will end the call. Any abusive calls will be logged with an outline of the conversation.

Abusive Emails

The responder will ask the parents to come into the setting to speak in person, as per our complaints policy. If the emails persist the manager may seek legal action. All emails will be kept as evidence until the matter is resolved.

Social Media

If slanderous or abusive messages appear on any social media sites, we will address these immediately with a request to follow our complaints procedure. We will endeavour to resolve any issue raised through our complaint's procedure. If slanderous/abusive messages continue we will seek legal action against the complainant.

In the event that any person inside the nursery starts to act in an aggressive manner at the nursery

Lollyday Childcare and Education Services Ltd: Mini Uni Nursery policy is to:

- Direct the person away from the children and into a private area, such as the office
- Ensure that a second member of staff is in attendance, where possible, whilst continuing to ensure the safe supervision of the children
- Remain calm and professional in order to calm the aggressive person, making it clear that we do not tolerate aggressive or abusive language or behaviour
- If the aggressive behaviour continues or escalates, we will contact the police in order to ensure the safety of our staff team, children and families
- If the person calms down and stops the aggressive behaviour a member of staff will listen to their concerns and try to resolve the issue
- Following an aggressive confrontation an incident form will be completed detailing the time, reason and any action taken
- Any aggressive behaviour from a parent could result in the withdrawal of a place for the child/ren. Parents will be informed, by the management team, in writing within 3 days of any incident that involved aggressive or threatening behaviour to their staff
- Management will provide support and reassurance to any staff member involved in such an incident
- Management will signpost parents to organisations/professionals that can offer support if applicable.

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64. Compliments and complaints procedure



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At Lollyday Childcare and Education Services Ltd: Mini Uni Nursery we believe that parents are entitled to expect courtesy and prompt, careful attention to their individual needs and wishes. We hope that at all times parents are happy with the service provided and we encourage parents to voice their appreciation to the staff concerned.

We record all compliments and share these with staff.

We welcome any suggestions from parents on how we can improve our services and will give prompt and serious attention to any concerns that parents may have. Any concerns will be dealt with professionally and promptly to ensure that any issues arising from them are handled effectively and to ensure the welfare of all children, enable ongoing cooperative partnership with parents and to continually improve the quality of the nursery.

We have a formal procedure for dealing with complaints where we are not able to resolve a concern. Where any concern or complaint relates to child protection, we follow our Safeguarding/Child Protection Policy.

Internal complaints procedure

Stage 1

If any parent should have cause for concern or any queries regarding the care or early learning provided by the nursery, they should in the first instance take it up with the child's key person or a senior member of staff/room leader.

Stage 2

If the issue remains unresolved or parents feel they have received an unsatisfactory outcome, then they must present their concerns in writing as a formal complaint to the Nursery Manager. The manager will then investigate the complaint and report back to the parent within between five to 28 days depending on the matter. The manager will document the complaint fully and the actions taken in relation to it in the complaints log book.

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

Stage 3

If the matter is still not resolved, the nursery will hold a formal meeting between the manager, parent and a senior staff member to ensure that it is dealt with comprehensively. The nursery will make a record of the meeting and document any actions. All parties present at the meeting will review the accuracy of the record, and be asked to sign to agree it and receive a copy. This will signify the conclusion of the procedure.

Stage 4

If the matter cannot be resolved to their satisfaction, then parents have the right to raise the matter with Ofsted. Parents are made aware that they can contact Ofsted at any time they have a concern, including at all stages of the complaint's procedure, and are given information on how to contact Ofsted. Ofsted is the registering authority for nurseries in England and investigates all complaints that suggest a provider may not be meeting the requirements of the nursery's registration. Its risk assesses all complaints made and may visit the nursery to carry out a full inspection where it believes requirements are not met.

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



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Parents will be able to access this record if they wish; however, all personal details relating to any complaint will be stored confidentially and will be only accessible by the parties involved. Ofsted inspectors will have access to this record at any time during visits to ensure actions have been met appropriately.

Contact details for Ofsted:

Email: enquiries@ofsted.gov.uk

Telephone: 0300 123 1231

By post: Ofsted, Piccadilly Gate, Store Street, Manchester. M1 2WD

Parents will also be informed if the nursery becomes aware that they are going to be inspected and after inspection the nursery will provide a copy of the report to parents and/or carers of children attending on a regular basis.

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65. Breakfast and Afterschool club policy



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At Lollyday Childcare and Education Services Ltd: Mini Uni Nursery provides high quality out of school child care for children who register for the provision. We provide a range of stimulating and creative activities in a safe environment. Breakfast and afterschool club aim to establish an environment where everyone is made to feel valued and welcomed, we are fully committed to working in partnership with parents/carers to provide high quality, safe, fun and stimulating care, learning and play opportunities for children.

Any child who takes up a place for Breakfast or Afterschool club will be registered under the online system Family. This will allow us to create a profile for the child, with emergency contact details, child's information and inclusion to our daily registers.

Our services also include a school drop off system as well as school pick up. Parents will be responsible for setting up the authorised collection personal as well as ensuring that staff know what room and time to collect their child from. All Mini Uni Nursery staff are the authorised personal for school pick up and drop off.

The breakfast club operates from 7.00am - 8.30am (term time only) and costs £10 per session

The after-school club operates from 3.30pm - 6:00pm (term time only) and costs £10 per session

A 10% discount is available for siblings

We provide breakfast and after school care for children between the ages of 5yrs - 13yrs of age..

Places are offered on a first-come first-served basis. If all places have been filled a waiting list will be established, with the following order of priority:

1. Siblings of children already attending the club
2. Those requiring the greatest number of sessions/hours per week

A copy of this policy is provided to all parents of children attending the club.

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66 Private arrangement Policy

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At Mini Uni Nursery, we strive for excellent parent - staff relationships. Whilst we encourage this to happen so that parents feel comfortable with their child being within our care. We expect parents and staff to act responsibly to ensure that both staff, parents and their children are safe.

Any private arrangements between parents and staff are thoroughly discouraged and prohibited.

Staff will not plan with parents any outside childcare arrangements, meetings, invitations, or activities. This includes but not limited to private babysitting and nannying.

Any staff member or parent who are caught violating this policy will be faced with disciplinary action as per policy 50 states.

Please note that the management team hold the right to dismiss staff and withdraw a Parents place from the nursery.

if parents and staff arrange a private arrangement without the nursery's knowledge, Mini Uni Nursery will not be hold responsible, liable or accountable for any disagreements that arises.

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London Borough of Newham Safeguarding contact details

Local Authority Designated Officer (LADO)

For allegations against adults working with children to consult with the Newham LADO Service, please lado@newham.gov.uk Tel: 0203 373 3803



and you need contact: Email:

Alex Mihiu – alex.mihu@newham.gov.uk

0203 373 6706 / 0792 918 2262

Evelyn Millyard (Assistant LADO) - Evelyn.Millyard2@newham.gov.uk

0203 373 0751 / 07929 399336

Newham's Multi-Agency Safeguarding Hub (MASH)

- Safeguarding referrals for children

Telephone: 020 8430 2000

MASH Golden Number: 020 3 373 4600 – Option 3

EDT: 020 8430 2000

Secure Email: MASH@newham.gov.uk

If you are unable to get through to the MASH on the telephone number above in urgent matters, please send an email directly to: mash@newham.gov.uk If your referral requires urgent attention, please contact Newham Contact Centre on 0208 430 2000 who will transfer you to the social work duty team. In case of an emergency or you feel that a child is at immediate risk, please also call 999 and request support from the police.

If you are a parent/carer or a member of the public and want to make a referral or make an anonymous request, you can contact the MASH (Multi-Agency Safeguarding Hub) on 0203 373 4600



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supporting Documents

Please note that all supporting documents that underpin this policy document can be found in the EYFS Statutory Framework document.

EYFS statutory framework for group and school-based providers 2025 (updated Sept 2026)

Updated EYFS framework: [Help for early years providers : Changes to the EYFS framework from 1 September 2026](#)

Key documents included, but not restricted to:

[Development Matters - GOV.UK](#)

Keeping Children Safe in Education 2024

https://assets.publishing.service.gov.uk/media/66d7301b9084b18b95709f75/Keeping_children_safe_in_education_2024.pdf

Special Educational Needs and Disability code of practice: 0 to 25 years

https://assets.publishing.service.gov.uk/media/5a7dcb85ed915d2ac884d995/SEND_Code_of_Practice_January_2015.pdf

Working Together to Safeguard Children 2023

https://assets.publishing.service.gov.uk/media/6849a7b67cba25f610c7db3f/Working_together_to_safeguard_children_2023_-_statutory_guidance.pdf

Early Years Foundation Stage nutrition guidance for group and school-based providers and childminders in England May 2025

https://assets.publishing.service.gov.uk/media/6839b752210698b3364e86fc/Early_years_foundation_stage_nutrition_guidance.pdf

ACAS- [Acas | Making working life better for everyone in Britain](#)

LBN Local Offer- [Newham Families Advice and Support | Listings in Newham Local Offer](#)