



Where Little Lambs Learn and Play

**Policies and Procedures**

**PP04 – Business & Operations Policy**

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This document is reviewed annually or sooner if required by changes in law, statutory guidance, or operational needs. Any changes, amendments, alterations, or updates of this document will be reviewed and/or approved by the Nursery Manager and a company Director.

All members of staff will be required to read this document in its entirety within 2 weeks of publication and for new starters before working with children, with confirmation that it has been understood.

Inevitably, there will be some situations that arise which are not specifically covered within this document. In such situation, if practicable, the Nursery Manager or Deputy Manager should be consulted for further guidance or instruction.

Any queries arising from this document should be raised with the Nursery Manager or Deputy Manager in the first instance.

This document and its policies and procedures herein, are not intended to replace recognised, established industry or regulatory safety standards, principles, or protocols.

Suggestions for future changes, amendments, alterations, additions, or updates should be sent to the Nursery Manager or Deputy Manager.

Copies of this document are uncontrolled and may not be current. If in doubt, please consult the Nursery Manager or Deputy Manager.

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# 1. Admissions & Waiting List Policy

Little Lambs Nursery is committed to offering fair, transparent, and inclusive admissions procedures that support families and ensure equitable access to high-quality early years provision. As a nursery operating within a unique working farm environment, we welcome children aged from birth to five years and allocate places in line with our capacity, staffing ratios, and ability to meet children's individual needs safely and effectively. Our admissions approach reflects the EYFS Statutory Framework (2025), the Equality Act 2010, and the legal requirement to treat all families with openness, respect, and without discrimination. We aim to ensure that admissions decisions are consistent, objective, and communicated clearly, while maintaining the flexibility required to meet the needs of our community and uphold the safety and wellbeing of all children in our care.

## 1.1 Admissions Criteria and Age Range

We accept children from birth up to the age of five and operate with a planned capacity of no more than twenty-four children per room. Places are offered in accordance with available space within age-appropriate rooms and in compliance with statutory ratios. We consider each application individually, ensuring that the nursery can meet the child's needs safely and that the environment is suitable for their age and developmental stage.

## 1.2 Priority Allocation of Places

Where demand exceeds availability, places are allocated according to clearly defined priorities. Priority is given first to children of staff employed at Little Lambs Nursery and Farrington's Farm, followed by siblings of existing children. All other applications are considered in the order they are received. While priorities guide the admissions process, the nursery retains the responsibility to ensure that children are only offered places where their needs can be safely met.

## 1.3 Registration, Fees, and Settling-In Arrangements

Families applying for a place must complete the nursery's registration form and pay the non-refundable application fee of £100. This fee covers administrative processing and includes the cost of settling-in sessions, which are arranged before the child's agreed start date. Submission of the fee and registration form does not guarantee a place; an offer will be made only when a suitable vacancy becomes available. Upon accepting an offer, parents sign the childcare contract, confirming their agreement to the nursery's terms and acknowledging that they know where to access all relevant policies.

## 1.4 Mid-Year Admissions and Flexibility

Admissions may take place at any point during the year, depending on availability. Children joining mid-year are offered the same settling-in sessions as children admitted at any other time. Start dates may be arranged flexibly to accommodate family circumstances, provided that staffing and room capacity allow.

## 1.5 Waiting List Management

When places are unavailable, applicants are added to the waiting list upon submission of the registration form and application fee. The waiting list is maintained in accordance with the priority criteria outlined above and is managed fairly and consistently. Families are contacted when a suitable place becomes available and are given a reasonable timeframe in which to accept the offer before it is passed to the next eligible family.

## 1.6 Children with Additional Needs

Little Lambs Nursery welcomes applications from children with disabilities or additional needs. We are committed to making reasonable adjustments wherever possible to support inclusion and access. Prior to offering a place, the Manager will meet with parents to discuss the child's needs, review available information, and determine whether the nursery can safely and effectively meet those needs within existing resources, training, and staffing structures. Where appropriate, external professionals may be consulted to support this assessment.

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The admissions and waiting list procedures at Little Lambs Nursery are designed to be fair, transparent, and sensitive to the needs of families, while maintaining the safety and wellbeing of all children. By applying clear criteria, offering flexible start dates, and communicating openly with parents, the nursery ensures a consistent and legally compliant approach to allocating places within our farm-based early years environment.

## 2. Fees & Payment Policy

Little Lambs Nursery is committed to providing a transparent, fair, and legally compliant fee structure that enables families to understand the costs associated with childcare and the expectations placed upon them as part of their contractual agreement with the nursery. Our approach aligns with guidance from the Competition and Markets Authority (CMA) relating to fairness in consumer contracts and reflects our responsibility to ensure financial sustainability while delivering high-quality early years education and care. Fees are set to reflect the cost of staffing, training, meals, consumables, resources, premises, utilities, and the additional considerations associated with operating within a farm-based environment. All families are provided with clear written information about fees, funding, payment requirements, and notice periods before accepting a childcare place.

### 2.1 Fee Structure and Sessions

Little Lambs Nursery operates an all-year-round model and offers full-day care only, charged at a fixed daily rate with a minimum attendance requirement of four days per week. Fees include all meals, snacks, drinks, and consumables for privately funded hours. Families accessing government-funded childcare hours are charged a daily consumables fee to cover the cost of meals, materials, and additional services that fall outside the scope of the funded entitlement. The funded hours provided by the local authority cover education and care only; they do not include consumables or the wider nursery service offering. Fees are reviewed annually and parents will be notified in advance of any changes.

### 2.2 Invoicing and Payment Terms

Invoices are issued monthly and cover childcare for the forthcoming month. All fees must be paid one month in advance and received before the first day of each month. Payments received after the fifth day of the month are considered late and will incur a ten per cent late payment penalty. Payments may be made by bank transfer, childcare vouchers, or Tax-Free Childcare; families are responsible for ensuring that payments from third-party schemes are made in sufficient time to meet the monthly deadline. Additional sessions, where available, must also be paid in advance. All contracted sessions must be paid for regardless of absence, including sickness, holidays, or other personal circumstances. Fees remain payable on bank holidays, as the nursery is closed but staffing and operational costs continue.

### 2.3 Refunds, Reductions, and Notice Requirements

The nursery does not offer refunds or reductions for planned holidays, unplanned absences, or nursery closures outside of its control. The only circumstance in which a refund will be issued is where a child has been admitted to hospital on a day they were due to attend; in this case, the fees for that day will be credited or refunded accordingly. Parents must provide a minimum of six weeks' written notice to cancel their child's place or to request a reduction or change in contracted sessions. Changes are subject to availability and cannot be guaranteed. Fees remain payable during the notice period, even if the child does not attend.

### 2.4 Government Funding and Consumables Charges

As an all-year nursery, government-funded entitlement is stretched across twelve months. This means the total funded hours allocated across the academic year are divided evenly across monthly invoices. Parents are informed of their stretched funding allocation when their child becomes eligible. All funded places remain subject to the nursery's fees policy, including the daily consumables charge, which covers meals, snacks, craft materials, and involvement in the full nursery curriculum. Consumables charges apply equally to all funded children, as permitted by national funding guidance.

### 2.5 Debt Management and Withdrawal of Service

Where fees are not paid in accordance with this policy, Little Lambs Nursery may suspend or withdraw the childcare place. Persistent late or non-payment, failure to engage with the nursery to resolve outstanding balances, or repeated failure to meet payment deadlines may result in termination of the childcare contract. Families experiencing financial difficulty are encouraged to speak with the Manager at the earliest opportunity so that reasonable arrangements can be explored. All instances of unpaid fees are recorded and retained in accordance with data protection requirements.

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The Fees & Payment Policy ensures that families receive clear, consistent, and legally compliant information about the financial expectations associated with a childcare place at Little Lambs Nursery. By establishing transparent procedures for invoicing, payments, funding, and notice periods, the nursery maintains fairness for families, supports financial sustainability, and safeguards the continuity and quality of the service we provide.

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### **3. Late Collection & Non-Attendance Policy**

Little Lambs Nursery is committed to ensuring that all children are collected safely, promptly, and by authorised individuals. Timely collection supports children's emotional wellbeing, maintains staff-to-child ratios, and upholds the nursery's duty of care under the EYFS Statutory Framework (2025). Equally, regular attendance is important for children's continuity of learning, safeguarding, and integration into nursery routines. This policy outlines the expectations placed on parents and carers regarding punctual collection, procedures for unnotified absence, and the actions the nursery will take when delays or concerns arise. These procedures ensure that children are safeguarded, that staff can fulfil their responsibilities effectively, and that the nursery can operate smoothly within its wider farm-based environment.

#### **3.1 Late Collection Procedures and Charges**

Parents and carers must collect their child by the end of their contracted session. Where a delay is unavoidable, parents must notify the nursery as soon as possible. If a child has not been collected within twenty minutes of their scheduled collection time and no communication has been received, staff will begin contacting the parents followed by the listed emergency contacts. If the child remains uncollected after thirty minutes without a reasonable explanation, a late collection charge of fifteen pounds will be applied. A further charge of fifteen pounds will be added for every subsequent thirty-minute period until the child is collected. These charges reflect the additional staffing and operational costs incurred.

The Manager retains discretion to waive charges in genuine emergencies. Repeated late collection will be recorded and may result in the nursery reviewing the childcare contract.

#### **3.2 Safeguarding Escalation for Non-Collection**

If a child has not been collected within sixty minutes and no contact has been made with any authorised adult, the situation becomes a safeguarding concern. In such circumstances, the nursery will contact the local authority children's services and, if appropriate, the police. Ofsted will also be notified. Staff will remain with the child at all times until the situation is resolved and the child is safely collected. This escalation is essential to ensure that children are kept safe and that statutory safeguarding responsibilities are met promptly.

#### **3.3 Non-Attendance and Unnotified Absence**

Parents must inform the nursery as soon as possible if their child will be absent, either due to illness or for another reason. Notification should ideally be made before the start of the session or, at minimum, ten minutes before the expected arrival or collection time. Unnotified absence is defined as a child failing to attend without any communication from the parent or carer. As part of the nursery's safeguarding protocol, staff will attempt to make contact with parents shortly after the expected arrival time to confirm the child's whereabouts and wellbeing. Persistent non-attendance or patterns of unexplained absence may lead to further enquiries or referral to the appropriate safeguarding agencies.

#### **3.4 Monitoring and Safeguarding Considerations**

Attendance patterns are monitored over time to identify any concerns that may indicate family difficulties, neglect, or other issues requiring support or intervention. Staff record instances of late collection, repeated absence, or lack of communication, and bring these to the attention of the Designated Safeguarding Lead where necessary. The nursery works sensitively with families to understand the reasons for absence but will always prioritise children's safety and wellbeing in line with statutory safeguarding guidance.

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The Late Collection & Non-Attendance Policy ensures that children are collected safely and that any concerns regarding absence are responded to promptly and appropriately. By maintaining clear expectations for parents and robust procedures for staff, Little Lambs Nursery supports children's welfare, safeguards their wellbeing, and ensures the smooth running of the setting within its wider responsibilities under the EYFS and safeguarding law.

## 4. Complaints and Concerns Policy

Little Lambs Nursery values open communication, transparency, and strong partnerships with families, recognising that concerns and complaints are an important part of maintaining high standards of care. We believe that issues raised by parents and carers should be welcomed, listened to carefully, and resolved promptly and professionally. This policy outlines the procedures for raising concerns informally, making formal complaints, and escalating matters where necessary. The nursery's approach reflects the EYFS Statutory Framework (2025) and Ofsted's expectations for dealing with complaints in early years settings.

Our aim is always to resolve issues at the earliest opportunity, to learn from feedback, and to ensure that families feel respected, heard, and supported throughout the process.

### 4.1 Informal Concerns and Early Resolution

Most concerns can be resolved quickly through informal discussion. Parents are encouraged to speak directly with their child's Key Person or Room Leader about any worries or questions. These conversations provide an opportunity to clarify misunderstandings, adjust practice where appropriate, and ensure that issues do not escalate unnecessarily. Staff respond promptly and sensitively, taking any concern seriously and ensuring that parents feel informed and reassured. If a parent is dissatisfied with the outcome of an informal discussion, or if the matter cannot be resolved at room level, they may progress to the next stage of the procedure.

### 4.2 Formal Complaints and Written Submissions

Formal complaints should be made in writing and addressed to the Nursery Manager. Written complaints ensure that concerns are recorded accurately and can be investigated thoroughly. Upon receiving a complaint, the Manager will acknowledge it within twenty-four hours and begin the process of reviewing relevant information, speaking with involved staff, and considering the appropriate response. The nursery aims to provide a detailed written reply within five working days, outlining the findings of the investigation, the actions taken, and any further steps that may be required.

All formal complaints and their outcomes are stored securely and retained in accordance with data protection requirements.

### 4.3 Escalation to the Nominated Individual

If a complaint remains unresolved after the Manager's response, parents may request that it be escalated to the Nursery Director, Briony May Duval, who acts as the Nominated Individual. The Director will review the complaint independently, consider any further information provided, and liaise with the Manager and relevant staff as required. A written response will be provided, outlining the Director's conclusions and any actions to be taken. This step ensures that complaints can be reviewed objectively and fairly, with appropriate oversight and governance.

### 4.4 Complaints to External Agencies

If a parent remains dissatisfied after exhausting the nursery's internal procedures, they may contact Ofsted directly. Parents may also contact Ofsted at any stage if they believe the nursery is not complying with essential requirements of the EYFS, or if they feel that a matter involves safeguarding or regulatory concerns.

Ofsted Complaints Investigation Team  
Piccadilly Gate, Store Street  
Manchester, M1 2WD  
Tel: 0300 123 1231

The nursery will always cooperate fully with any external investigations and will implement recommendations and improvements where required.

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The Complaints & Concerns Policy ensures that all issues raised by families are managed promptly, transparently, and with respect. By providing a clear structure for informal resolution, formal investigation, independent review, and external escalation, Little Lambs Nursery maintains accountability, safeguards children's wellbeing, and supports ongoing quality improvement across the setting.

## 5. Confidentiality & Data Protection (GDPR)

Little Lambs Nursery is committed to protecting the privacy, dignity, and rights of all children, families, and staff by ensuring that personal information is handled lawfully, transparently, and securely. As an early years provider, we collect and process a range of personal data to deliver high-quality care, comply with statutory requirements, and maintain effective communication with families. This policy sets out how we store, use, share, and retain information, in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, the EYFS Statutory Framework (2025), and guidance issued by the Information Commissioner's Office (ICO).

Our procedures reflect our responsibility to preserve confidentiality, prevent misuse of information, and ensure that data is held only for as long as necessary to meet legal, operational, and safeguarding obligations.

### 5.1 Data Collection, Storage, and Use

The nursery collects information that is essential for the safe operation of the setting, including personal details, emergency contacts, medical information, attendance records, learning and development observations, accident reports, and financial data related to fees and funding. Data is stored securely using the Family digital management system, which is password-protected, encrypted, and accessible only to authorised staff.

Certain records, such as accident forms and signing-in sheets, may be stored in paper format and are kept in locked storage within the nursery.

The nursery also utilises encrypted cloud-based backup systems to ensure data is preserved safely and in compliance with digital security expectations.

Information collected is used solely for the purposes of providing childcare, meeting legal obligations, safeguarding children, and maintaining accurate operational records.

### 5.2 Confidentiality and Access to Information

Confidentiality is central to safeguarding and maintaining trust with families. Information relating to children, parents, and staff is treated with the utmost discretion and is shared only with authorised individuals who require access to fulfil their professional roles. Staff do not discuss personal information outside of the nursery or with individuals who do not have a legitimate reason to know. Parents have the right to access information relating to their own child but are not entitled to view information about other families or staff. Requests for access to personal data will be handled in accordance with GDPR timeframes and procedures.

Staff do not take work or personal data home, ensuring that all sensitive information remains within the nursery environment.

### 5.3 Sharing Information with Third Parties

Information may be shared with external agencies where required by law, safeguarding procedures, funding agreements, or operational necessity. This includes local authority early years teams, health visitors, safeguarding partners, emergency services, Ofsted, and financial or legal bodies where necessary. Data is shared on a strict need-to-know basis and always in line with GDPR principles of lawfulness, fairness, and minimisation. Parents are informed whenever information is shared unless doing so would put a child at risk or prevent the effective operation of safeguarding protocols.

### 5.4 CCTV Recording and Data Protection

Little Lambs Nursery operates CCTV within indoor areas, outside spaces, and entrance points for the purposes of safety, security, and safeguarding. CCTV footage may capture children, families, staff, and visitors entering or using the premises. Sound recording is enabled. Access to CCTV footage is strictly limited to the Manager, Deputy Manager, Designated Safeguarding Lead, and Nursery Directors, and footage is retained for a minimum of thirty days unless required for investigation or legal purposes. CCTV footage is stored securely, cannot be accessed remotely by unauthorised individuals, and is handled in full accordance with data protection legislation.

## 5.5 Data Retention and Disposal

Records are retained only for as long as necessary to meet statutory, safeguarding, or contractual requirements. Certain records must be kept for extended periods, depending on the nature of the information; for example, accident records, safeguarding documentation, and attendance information may be retained for up to twenty-one years and three months, while financial and operational records are kept in line with HMRC requirements. Digital data is deleted securely through system removal processes, while paper records are shredded or disposed of using approved confidential waste methods.

Retention schedules are reviewed regularly to ensure compliance with current legislation and best practice.

## 5.6 Privacy Notices and Parental Information

Parents receive a Privacy Notice at the point of registration, explaining what information is collected, why it is collected, how it will be used, and how long it will be stored. The Privacy Notice also informs parents of their rights under GDPR, including the right to access data, correct inaccuracies, withdraw consent where applicable, and raise concerns with the ICO. By signing their childcare contract, parents confirm that they have read the Privacy Notice and understand how the nursery manages their personal data.

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The Confidentiality & Data Protection Policy ensures that all personal information entrusted to Little Lambs Nursery is handled with care, respect, and legal compliance. By maintaining robust systems for data collection, storage, sharing, and retention, the nursery protects children, supports families, and upholds its responsibilities under data protection law. This policy reinforces the importance of trust, integrity, and professionalism in the management of sensitive information.

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## 6. Social Media & Online Presence Policy

Little Lambs Nursery recognises the importance of maintaining a professional, accurate, and respectful online presence that reflects our ethos, values, and responsibility to safeguard children and staff. Social media and digital communication provide opportunities to keep families informed, celebrate nursery life, and strengthen relationships with the community. However, these platforms must be used with great care to protect children's identities, uphold data protection law, and ensure that the nursery is represented accurately and responsibly. This policy outlines how the nursery uses social media and online platforms for communication, marketing, and engagement, and clarifies the expectations placed on staff and parents. It complements but does not replace the separate Mobile Phone & Social Media Safeguarding Policy, which contains stricter safeguarding controls relating to personal device use.

### 6.1 Platforms and Purpose

The nursery maintains official accounts on Facebook, Instagram, the Little Lambs website, and the Family platform. These are used to share general nursery updates, celebrate achievements, provide information about events, and maintain regular communication with families. All content published via these platforms is intended to be positive, accurate, and aligned with the nursery's values. Social media is not used as a forum for discussing personal concerns or individual issues relating to children or families, and parents are encouraged to contact the nursery directly for any such matters.

### 6.2 Staff Use of Social Media on Behalf of the Nursery

Only designated members of staff may post content on behalf of Little Lambs Nursery. Staff are not permitted to publish nursery-related content on their personal social media accounts or to represent the nursery outside of the official platforms. All posts must be approved by the Manager, Deputy Manager, or Directors to ensure that content is appropriate, respectful, and compliant with safeguarding and data protection requirements.

Staff must never share photographs, information, or references to individual children on personal accounts under any circumstances.

### 6.3 Parental Use of Social Media

Parents and carers may not post photographs or videos taken at nursery events or within the nursery environment on their own social media accounts. This protects the privacy of all children and ensures compliance with data protection and safeguarding requirements. Parents are asked to respect the nursery's approach,

particularly in group situations where not all families may have consented to the sharing of images. Where parents have concerns, they are encouraged to raise these in person rather than through social media.

#### **6.4 Photo Consent and Use of Images**

Photographs and videos of children are used only where explicit parental consent has been obtained through the registration process. Consent covers the use of a child's image in internal displays, on official nursery platforms, or on social media or any other online platform, and parents may withdraw consent at any time. Where consent is not provided, staff ensure that the child is not included in photographs or recordings used for display or publication.

The nursery is committed to using images responsibly, ensuring that children are always presented positively, modestly, and in a manner that upholds their dignity.

#### **6.5 Branding, Communication, and Public Representation**

The use of Little Lambs Nursery branding, including the logo, colour themes, and any promotional materials, is controlled by the nursery's leadership team. All branding decisions and external communications must be approved by the Manager or Directors to ensure accuracy and consistency. Staff and parents are not permitted to create or distribute materials that use the nursery's name or branding without prior authorisation.

The nursery aims to present a positive, professional image at all times and to ensure that communication with the wider community reflects our values and commitment to high-quality early years care.

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The Social Media & Online Presence Policy ensures that Little Lambs Nursery maintains a professional and safe presence online while protecting the privacy and dignity of all children and families. By establishing clear expectations for staff and parents, the nursery upholds its safeguarding responsibilities, protects its reputation, and ensures that digital communication supports, rather than compromises, the integrity of the setting.

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## **7. Uniform Policy**

Little Lambs Nursery maintains a clear and consistent uniform policy to promote professionalism, ensure safety, and support a calm and cohesive learning environment. A well-presented staff team helps families and visitors identify nursery personnel easily and reinforces the nursery's values and commitment to high-quality early years care. This policy outlines expectations for staff attire, including requirements relating to hygiene, safety, and suitability for working with young children within a farm-based setting. While children are not required to wear a uniform, guidance on appropriate clothing ensures that they are dressed safely and comfortably for both indoor and outdoor activities.

#### **7.1 Staff Uniform Expectations**

All staff are required to wear the official Little Lambs Nursery uniform during operational hours. This consists of nursery-branded polo shirts, jumpers, fleeces, and coats, which must be kept clean, tidy, and in good condition. Staff must also wear appropriate black trousers, jeans, or a suitable equivalent that is practical, comfortable, and allows for full engagement in play and caregiving tasks. Clothing should be free from excessive rips, embellishments, or designs that may be impractical or unsafe within an early years environment. Footwear must be practical, closed-toe, and supportive for daily use within the building.

When working in the garden, on the farm, or during outings, staff must wear suitable outdoor footwear that provides grip, stability, and protection. Outdoor footwear should be changed before re-entering the indoor playrooms to maintain cleanliness and hygiene. Staff are responsible for ensuring that their footwear is safe and appropriate for varied terrain, including grass, gravel, mud, and slopes within the farm environment.

#### **7.2 Appearance, Hair, Nails, and Jewellery**

Staff must maintain a professional and hygienic appearance at all times.

Long hair may be worn down during general activity but must be tied back securely during mealtimes, food preparation, water play, or any activity where loose hair may present a hygiene or safety risk.

Excessively long nails or elaborate nail extensions may require a risk assessment to ensure they do not compromise the safety of children or prevent staff from performing their duties effectively.

Jewellery should be kept to a minimum to reduce the risk of accidents or injury. Bracelets, necklaces, and other loose or dangling items should not be worn while working with children, and management may prohibit any items that pose a health or safety concern.

### 7.3

### **Children's Clothing and Farm-Specific Considerations**

Although children are not required to wear a uniform, parents are encouraged to dress them in comfortable, practical clothing suitable for active indoor and outdoor learning. As part of the nursery's farm-based environment, children will need their own outdoor boots for use in garden and farm areas, along with appropriate seasonal clothing such as coats, hats, and waterproofs. To maintain hygiene and safety indoors, children must remove outdoor footwear before entering the main playrooms.

Parents are advised to label all items of clothing and accessories to minimise the risk of loss and support smooth daily transitions.

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The Uniform Policy supports professionalism, safety, and consistency across the nursery. By ensuring that staff attire is practical, well-presented, and suitable for a farm-based early years environment, and by guiding parents on appropriate clothing for children, Little Lambs Nursery maintains a safe, hygienic, and purposeful learning environment that reflects the unique character of our setting.

## **8. Use of Technology Policy**

Technology plays an important but carefully managed role at Little Lambs Nursery. Our priority is always to maintain the safety, wellbeing, and developmental needs of children, ensuring that technology enhances rather than disrupts their learning experiences. As a nursery committed to play-based and outdoor learning within a working farm environment, the use of technology is intentionally limited and purposeful. This policy outlines how staff use digital devices for administrative, educational, and communication purposes, the expectations governing their responsible use, and the safeguarding and data protection controls that sit alongside these procedures. It also provides guidance on how children may encounter technology in a way that is safe, age-appropriate, and consistent with the EYFS.

### 8.1

### **Staff Use of Nursery Technology**

Staff use a range of nursery-owned devices, including tablets, laptops, the office mobile phone, and an outings mobile phone. These devices support administrative tasks, digital record keeping, secure communication with families, and operational management. Staff must use technology responsibly, ensuring that devices remain password-protected, handled with care, and stored securely when not in use. Nursery devices must not be used for personal purposes or removed from the premises except where authorised for outings or specific work-related tasks.

Information accessed through digital systems, such as Famly, must be used strictly in accordance with data protection and confidentiality requirements.

### 8.2

### **Safeguarding and Appropriate Use**

The use of technology by staff is governed by strict safeguarding expectations to ensure that children's personal information, images, and daily records remain secure. Photographs and videos are taken only on nursery-owned devices and only for authorised educational or administrative purposes.

Staff are not permitted to use personal phones or personal devices for any work-related activity, including taking photographs or communicating with families. Technology must never be used in a way that compromises children's privacy, dignity, or safety.

All staff must adhere to the nursery's safeguarding policies, mobile phone policy, and data protection requirements when using digital equipment.

### **8.3 Internet Access, Filtering, and Security**

Internet access on nursery devices is managed to promote safety and prevent exposure to inappropriate content. Where internet-enabled devices are used, filtering or monitoring systems may be implemented to restrict access to unsuitable websites and reduce the risk of misuse. Staff must ensure that all online searches, digital learning tools, and interactions take place in a controlled and safe manner. Devices connected to the nursery's network must be kept updated with appropriate security settings and software to protect against viruses, hacking, or data breaches.

Staff must report any concerns relating to digital security to the Manager immediately.

### **8.4 Children's Use of Technology**

If technology is introduced to children, it shall be in a limited, purposeful, and age-appropriate way. Digital tools may be used to support learning experiences, reinforce early communication skills, or introduce simple concepts through supervised interactive activities. However, in keeping with the nursery's ethos and farm-based environment, children's learning is primarily rooted in hands-on, exploratory, and outdoor play. Technology is used sparingly and only when it enriches an activity rather than replacing real-world interaction.

Children are always supervised when engaging with technology to ensure that use is safe, meaningful, and developmentally appropriate.

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The Use of Technology Policy ensures that digital tools are used responsibly and safely within Little Lambs Nursery. By maintaining clear expectations for staff, carefully limiting children's use of technology, and embedding strong safeguarding and data protection controls, the nursery protects children's welfare while using technology in a purposeful and supportive manner.

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## **9. Use of CCTV Policy**

Little Lambs Nursery uses CCTV as part of its commitment to creating a safe, secure, and well-managed environment for children, families, staff, and visitors. CCTV provides an additional layer of safeguarding within our working farm environment, supports the security of the premises, and assists in monitoring the welfare of children throughout the day. The system operates in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and relevant safeguarding legislation. This policy explains the purpose of CCTV within the nursery, how footage is stored and accessed, and the measures in place to ensure that recordings are used ethically, lawfully, and with respect for the privacy of all individuals.

### **9.1 Purpose and Operation of CCTV**

CCTV is used to support the safety and security of the nursery by monitoring indoor areas, external play spaces, and all entrance points. The system provides visual and audio recording and is intended to deter unauthorised access, support staff in maintaining appropriate supervision, and provide evidence in the event of an incident, complaint, or safeguarding concern.

CCTV is not used for continuous monitoring of staff performance, although footage may be reviewed as part of an investigation where necessary.

### **9.2 Storage, Access, and Retention of Footage**

All CCTV footage is stored securely and retained for a minimum of thirty days, after which it is automatically overwritten unless required for investigation or legal purposes. Access to CCTV footage is strictly limited to the Nursery Manager, Deputy Manager, Designated Safeguarding Lead, and Nursery Directors. Footage is not accessible to staff who are not authorised and is not shared with parents, except in circumstances where it is required as part of a safeguarding investigation and disclosure is lawful and appropriate.

Where footage is requested by external bodies such as the police, safeguarding teams, or Ofsted, it will be shared in accordance with legal procedures and data protection requirements.

### 9.3 Data Protection and Privacy Safeguards

CCTV is operated in line with data protection principles of necessity, proportionality, and minimal intrusion. Signs are displayed throughout the nursery to inform staff, parents, visitors, and contractors that CCTV is in operation. Footage is used only for the purposes stated in this policy and is not used for general monitoring or behaviour management. Audio recording is enabled, and the nursery has taken steps to ensure this is used appropriately and solely in support of safeguarding, security, and incident review.

All footage is protected against unauthorised access and stored in a secure digital system that meets GDPR security standards.

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The Use of CCTV Policy ensures that CCTV is operated responsibly, ethically, and in accordance with legal requirements. By safeguarding access to footage, maintaining clear boundaries around its purpose, and embedding strong data protection controls, Little Lambs Nursery uses CCTV to enhance the safety of children and staff while respecting the privacy and rights of everyone who enters the nursery.

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## 10. Staff-to-Child Ratio

Little Lambs Nursery is committed to maintaining safe, appropriate, and legally compliant staffing ratios at all times in accordance with the EYFS Statutory Framework (2025). Ratios are essential to ensuring high-quality care, effective supervision, and the protection of children's welfare within both indoor and outdoor environments, including the wider farm setting. This policy sets out how ratios are applied across the nursery, how they are monitored, and the enhanced arrangements that apply during outings and activities beyond the immediate nursery environment. Ratios are always upheld without compromise, and staffing is planned to ensure continuity throughout the day, particularly during periods of transition, outdoor play, rest times, and mealtimes.

### 10.1 Statutory Ratios Within the Nursery

The nursery follows strict EYFS staffing ratios based on the ages and needs of the children. These ratios ensure that each child receives appropriate supervision, support, and engagement throughout the day.

A maximum of twenty-four (24) children may be accommodated in each room, with staffing levels adjusted to ensure that the relevant statutory ratio is never exceeded. Qualified and experienced practitioners support the delivery of the curriculum, while maintaining appropriate oversight and interaction to promote children's learning, safety, and wellbeing.

Ratios are maintained during staff breaks, sickness, and training by planning staff rotas carefully and ensuring that bank or agency staff are available when needed.

### 10.2 Ratios During Farm-Based Activities

As part of the nursery's unique setting on a working farm, children frequently access outdoor areas for learning, exploration, and play. The nursery maintains EYFS ratios during all farm-based activities, as the layout of the farm, familiarity of the environment, and presence of trained staff allow for high-quality supervision without the need for enhanced ratios.

Staff working with children in farm areas must follow all safety procedures, remain vigilant to environmental risks, and ensure children are within sight and hearing at all times.

### 10.3 Enhanced Ratios for External Outings

When children leave the nursery site for outings beyond the farm, enhanced ratios are applied to ensure safety in unfamiliar or higher-risk environments. The nursery operates a ratio of one adult to two children for all external outings, regardless of age group. This enhanced supervision reflects the increased unpredictability of public spaces and supports staff in managing transitions, road crossings, public interactions, and emergency procedures effectively.

All outings are risk assessed in advance, and staffing is arranged to ensure ratios are met before children leave the premises.

The Staff-to-Child Ratio Policy ensures that Little Lambs Nursery provides safe, attentive, and developmentally appropriate supervision at all times. By adhering to statutory ratios within the nursery, maintaining consistent staffing on the farm, and applying enhanced ratios during external outings, the nursery upholds its responsibility to protect children's welfare and provide high-quality early education in a safe and supportive environment.

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## 11. Environmental & Sustainability Policy

Little Lambs Nursery is committed to operating in an environmentally responsible and sustainable manner, reflecting both our values and our unique position within a working farm environment. We recognise the importance of modelling sustainable behaviour for young children and fostering respect for the natural world. Our approach integrates environmentally conscious practices into everyday routines and promotes learning experiences that encourage children to appreciate nature, reduce waste, and care for their surroundings. This policy outlines how the nursery manages resources, minimises environmental impact, and weaves sustainability into the curriculum, while maintaining the health, safety, and wellbeing of all children.

### 11.1 Sustainable Practice Within a Farm Setting

The nursery's location on a working farm provides a valuable opportunity to embed environmental awareness throughout children's daily experiences. Staff use the natural environment to support children's understanding of growth, seasons, wildlife, and food production. Children learn about caring for the land and respecting living things through guided discussion, supervised exploration, and hands-on learning.

Staff model sustainable habits by reducing unnecessary waste, encouraging responsible use of water and materials, and ensuring that the environment remains clean, safe, and respected.

### 11.2 Recycling, Reuse, and Waste Reduction

Little Lambs Nursery promotes recycling and the reduction of waste wherever possible. Materials such as paper, cardboard, and plastics are disposed of responsibly, and children are encouraged to participate in recycling activities appropriate to their age and understanding. The nursery makes regular use of reclaimed and reusable materials for craft, construction, and junk modelling, helping children recognise that objects can have multiple purposes.

Staff actively work to reduce food waste by planning meals carefully, encouraging positive eating habits, and modelling respect for food.

### 11.3 Use of Environmentally Friendly Products

Wherever practical, the nursery aims to use environmentally friendly cleaning products, nappy-changing resources, and consumables. While eco-friendly nappy disposal or washing schemes are not in place, staff remain mindful of the environmental impact of day-to-day operations and make responsible choices within the resources available.

The nursery continuously reviews opportunities to reduce the use of single-use plastics and promote sustainable alternatives, balancing environmental aims with hygiene and safety standards.

### 11.4 Energy Efficiency and Resource Management

The nursery encourages energy-efficient behaviours across all areas of practice. Staff ensure that lighting, heating, and electrical equipment are used thoughtfully and switched off when not required, without ever compromising children's safety or comfort. Windows and doors are used sensibly to maintain appropriate temperatures, and resources are handled with care to prolong their lifespan.

These habits support the nursery's environmental aims while teaching children that energy is a valuable resource that should not be wasted.

### 11.5 Sustainability in the Curriculum

Sustainability is embedded throughout the curriculum as part of the nursery's commitment to holistic early education. Children learn about nature, weather, plants, animals, and the environment through outdoor

experiences, discussions, stories, and imaginative play. Staff highlight the importance of caring for natural spaces, respecting living things, and making choices that benefit the planet. Activities such as planting, composting when appropriate, caring for garden areas, and exploring the farm environment help children develop an understanding of ecosystems, responsibility, and environmental stewardship.

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The Environmental & Sustainability Policy enables Little Lambs Nursery to operate responsibly, protect the natural environment, and provide children with meaningful opportunities to learn about sustainability. By combining farm-based experiences with thoughtful resource management and environmentally aware practices, the nursery embeds sustainable values into daily life and supports children in becoming conscious, responsible members of their community.

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## **12. Hours of Operation and Holiday Closure Policy**

Little Lambs Nursery operates an all-year-round service designed to provide consistent and reliable childcare for families. Clear information about opening hours and planned closures enables parents to make informed arrangements and ensures that the nursery remains transparent, fair, and consistent in its approach. This policy outlines the nursery's hours of operation, routine closure periods, and the arrangements surrounding bank holidays, Christmas closure, and staff training days. It supports families in planning ahead and reinforces the nursery's commitment to maintaining high-quality early years provision throughout the year.

### **12.1 Standard Opening Hours**

The nursery is open Monday to Friday from 8.00am to 6.00pm. These hours apply throughout the year and are structured to meet the needs of families requiring full-day care. Children must be dropped off and collected within these hours, and parents are expected to adhere to agreed session times to support smooth transitions, staffing continuity, and the welfare of the children.

### **12.2 Bank Holidays**

Little Lambs Nursery is closed on all recognised bank holidays. As part of the nursery's financial and operational policy, bank holiday closures remain chargeable, as the cost of staffing, fixed overheads, and service delivery continues irrespective of closure. Parents are informed of these arrangements before signing the childcare contract to ensure clarity and fairness.

### **12.3 Christmas Closure**

The nursery closes for a two-week period over Christmas. Unlike bank holidays, the Christmas closure is not chargeable. Dates for the Christmas closure are confirmed and issued to parents well in advance each year to support family planning and ensure that the nursery can carry out any essential seasonal maintenance.

### **12.4 Staff Training Days**

To ensure that staff remain confident, knowledgeable, and compliant with current regulation and best practice, the nursery closes for three (3) staff training days each year. These days are dedicated to professional development, safeguarding training, curriculum review, and site-specific operational training relevant to the farm environment.

Staff training days are not chargeable to parents. Dates are shared with families in advance to support planning.

### **12.5 Unplanned Closures**

Although the nursery does not operate planned closures beyond those listed above, circumstances such as severe weather, utility failures, or issues affecting the wider farm site may require temporary closure. In such cases, the nursery will communicate with families as quickly as possible and will follow the appropriate procedures set out in the Emergency & Contingency Plan (PP09).

Decisions regarding fees for unplanned closures will depend on the nature and duration of the event, with fairness and practicality guiding any arrangements.

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The Hours of Operation & Holiday Closure Policy provides clarity and fairness for families while enabling Little Lambs Nursery to maintain a high-quality, reliable service. By setting out clear expectations for opening hours, planned closures, and staff training days, the nursery ensures transparency, supports effective communication, and upholds its commitment to strong operational management.

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## 13. Registrations & Contract Agreement Policy

Little Lambs Nursery is committed to ensuring that all families receive clear, transparent, and comprehensive information before accepting a childcare place. The registration and contract process establishes the formal agreement between the nursery and parents, outlining responsibilities, expectations, financial arrangements, and access to all relevant policies and procedures. This policy ensures that families understand the terms of their childcare place, the standards of service they can expect, and the obligations they agree to when enrolling at the nursery. It supports legal compliance, promotes fairness, and provides clarity for both parties in line with the EYFS Statutory Framework (2025) and the Competition and Markets Authority guidance on consumer contracts.

### 13.1 Registration Process and Application Fee

Families wishing to reserve a place must complete a nursery registration form and pay the non-refundable application fee of one hundred pounds. This fee contributes to the administrative processing of the registration and covers the cost of settling-in sessions. Submission of the application fee and form does not guarantee a place; offers are made only when suitable room availability exists and only after consideration of the admissions priorities outlined in Section 1.

Once a place becomes available and is formally offered, parents are asked to confirm acceptance within the timeframe specified by the nursery.

### 13.2 Signing of the Childcare Contract

All families must sign a formal childcare contract before their child begins attending the nursery. The contract outlines all key terms relating to fees, funding, attendance, notice periods, safeguarding responsibilities, confidentiality, and operational expectations. Signing the contract confirms that parents have read and understood these terms and agree to be bound by them for the duration of their childcare arrangement. The childcare contract operates alongside this handbook, and both documents form part of the binding agreement between the nursery and the family.

### 13.3 Access to Policies and Regulatory Information

At the point of registration, parents are informed of where the full suite of nursery policies can be accessed. While parents are not required to read every policy before signing the contract, they must acknowledge that they understand how to access them and accept that all policies form part of the terms and conditions of the childcare place.

Parents are also informed of any updates or revisions to policies throughout their child's time at the nursery, ensuring transparency and continued compliance with statutory and regulatory requirements.

### 13.4 Information Required Prior to Start Date

Before a child begins at the nursery, parents must provide all essential information, including emergency contact details, medical information, parental responsibility confirmation, and any relevant safeguarding or custody arrangements. This information enables the nursery to meet legal responsibilities under the EYFS, GDPR, and safeguarding legislation.

Parents are responsible for keeping this information up to date and informing the nursery of any changes immediately.

### 13.5 Confirmation of Contracted Sessions and Start Date

Once the contract is signed, the nursery will confirm the child's start date, contracted sessions, room placement, and settling-in arrangements. Any changes to contracted sessions after this point require a minimum of six weeks' written notice and are subject to availability.

The nursery reserves the right to withdraw or decline a place if it becomes apparent that the child's needs cannot be safely met within the nursery's staffing, training, or environmental capacity.

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The Registration & Contract Agreement Policy ensures that every childcare place at Little Lambs Nursery begins with clarity, fairness, and mutual understanding. By formalising expectations, providing accessible information, and maintaining consistent contractual procedures, the nursery builds strong partnerships with families and ensures that all children are welcomed into a setting that is organised, transparent, and committed to their wellbeing.

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## 14. Attendance & Punctuality Policy

Regular, reliable attendance supports children's learning, emotional security, and sense of belonging, while also allowing staff to plan effectively and maintain consistent routines. Little Lambs Nursery recognises that absences are sometimes unavoidable due to illness, family commitments, or unforeseen circumstances; however, strong communication between parents and the nursery is essential to safeguarding and to ensuring each child's wellbeing. This policy sets clear expectations for notifying the nursery of absences, outlines how attendance is monitored, and explains the steps taken when patterns of repeated or unexplained absence arise. It reflects the EYFS Statutory Framework (2025) and the nursery's wider responsibility to safeguard children, maintain accurate registers, and remain alert to attendance patterns that may indicate additional support needs.

### 14.1 Notification of Absence and Punctuality Expectations

Parents must inform the nursery of any planned leave, including holidays or foreseeable absences, with as much notice as possible. Advance notification ensures effective staffing, supports continuity of learning, and allows the nursery to maintain accurate administrative and operational planning. For unplanned absences, such as illness or unexpected circumstances, parents must notify the nursery at least thirty minutes before their child's session begins. This enables staff to update registers promptly, respond appropriately to any safeguarding concerns, and adjust daily arrangements where necessary.

Punctuality at both drop-off and collection times remains essential to supporting children's emotional security, maintaining smooth transitions, and ensuring that staffing ratios and routines are upheld throughout the day.

### 14.2 Unnotified Absence and Safeguarding Response

Where a child does not arrive as expected and no communication has been received from the parent or carer, staff will make contact shortly after the start of the session to confirm the child's safety and ascertain the reason for absence. This procedure forms part of the nursery's safeguarding duty and ensures that unexplained or concerning patterns of absence are not overlooked. If parents cannot be reached, staff will continue attempts to make contact using all available numbers, including emergency contacts, until the child's wellbeing has been confirmed.

### 14.3 Monitoring of Repeated or Irregular Absence

Attendance is monitored routinely to identify emerging patterns of repeated, prolonged, or irregular absence. Frequent absence may indicate underlying family difficulties, health concerns, or other issues requiring additional support. Information relating to attendance is shared with the Designated Safeguarding Lead where appropriate, and decisions about further action are taken in line with safeguarding procedures.

The nursery works sensitively with families to understand the reasons for absence, offering support where possible while ensuring that children's welfare remains central at all times.

### 14.4 Punctuality at Collection Time

Parents are expected to collect their children promptly at their agreed collection time to support children's emotional wellbeing and their sense of routine. Persistent lateness can disrupt the end-of-day experience for the child and other families and may lead to review under the Late Collection Policy set out in Section 3. Any concerns regarding punctuality will be discussed directly with the parent, and patterns of repeated lateness may be escalated if they raise safeguarding or contractual concerns.

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The Attendance & Punctuality Policy promotes clear communication, supports safeguarding responsibilities, and reinforces the importance of routine for young children. By setting clear expectations for notifying absences, responding to unnotified absence, and monitoring attendance patterns, Little Lambs Nursery ensures that every child's wellbeing is prioritised and that families remain informed and supported throughout their time at the nursery.

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## 15. Ending and Changing the Contract (Withdrawal of Service)

Little Lambs Nursery aims to build long-lasting, positive relationships with families, grounded in trust, transparency, and shared commitment to children's wellbeing. However, there are circumstances in which a childcare place may need to end or be adjusted, either at the request of the parent or by decision of the nursery. This policy ensures that all changes to contracted sessions, withdrawals, and terminations are managed fairly, consistently, and lawfully, in line with the EYFS Statutory Framework (2025) and the Competition and Markets Authority guidance on fair terms in childcare contracts. Clear procedures protect children's continuity of care while providing clarity for families about their responsibilities and the nursery's obligations.

### 15.1 Notice Requirements for Reducing or Changing Sessions

Parents wishing to reduce or amend their contracted sessions must provide a minimum of six weeks' written notice. Changes are subject to availability and cannot be guaranteed, particularly where room capacity or staffing ratios limit flexibility. The nursery will consider all requests carefully, and decisions will be communicated promptly. Any increase in sessions may be accommodated immediately if space permits, while reductions will take effect only once the notice period has elapsed.

Fees remain payable during the notice period, even if the child does not attend the nursery.

### 15.2 Parent-Initiated Withdrawal of a Nursery Place

Parents may withdraw their child from the nursery by giving six weeks' written notice. This notice period enables the nursery to plan staffing, allocate places to families on the waiting list, and maintain the financial stability required to deliver high-quality provision. If a family chooses to leave without providing the required notice, fees for the full notice period remain payable.

Children leaving the nursery will receive appropriate support during their final weeks to ensure a smooth and sensitive transition.

### 15.3 Nursery-Initiated Termination of a Contract

The nursery reserves the right to terminate a childcare contract where necessary to protect the safety, wellbeing, or operational integrity of the setting. Circumstances that may warrant withdrawal of a place include consistent non-payment of fees, repeated late collection, refusal to follow nursery policies, or behaviour from a parent or carer that poses a risk to staff, children, or the wider nursery community.

The nursery will always seek to resolve concerns through communication and support in the first instance, but where issues persist or compromise the safety or functioning of the setting, termination may be necessary. Depending on the severity of the situation, termination may be immediate or may follow a written notice period, as appropriate.

### 15.4 Situations Where the Nursery Cannot Meet a Child's Needs

Little Lambs Nursery is committed to inclusion and aims to make reasonable adjustments to support children with additional needs wherever possible. However, there may be rare occasions where, despite reasonable adjustments and robust discussion with parents, it becomes clear that the nursery cannot safely meet a child's needs within available staffing, training, or environmental resources. In such cases, the nursery reserves the right to decline or withdraw a place in the best interests of the child and the wider group. Decisions of this nature are taken sensitively and collaboratively, with full reference to professional advice where appropriate.

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The Ending or Changing a Nursery Contract Policy ensures fairness, transparency, and consistency in situations where childcare arrangements need to change or end. By setting out clear notice periods, outlining circumstances that may

lead to contract termination, and acknowledging the nursery's responsibility to provide safe and appropriate care, this policy supports children's wellbeing while maintaining the operational stability of Little Lambs Nursery.

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## 16. Lost Property & Personal Belongings Policy

Little Lambs Nursery recognises that young children frequently bring personal items such as clothing, comforters, and accessories into the setting, and that these belongings can easily become misplaced during busy nursery routines. While staff make every reasonable effort to help children care for their possessions, it is not always possible to track every individual item, particularly within large group environments and active play spaces. This policy outlines how the nursery manages personal belongings, the steps taken to minimise loss, and the expectations placed on parents when sending items into the nursery. These procedures ensure clarity for families and help maintain a well-organised, safe, and clutter-free environment.

### 16.1 Labelling and Organisation of Personal Items

Parents are strongly encouraged to label all clothing, footwear, bags, bottles, and comfort items clearly with their child's name. Labelling significantly reduces the risk of items becoming mixed up, misplaced, or accidentally taken home by another child.

Staff support children to look after their belongings and help them store items in the appropriate places; however, young children often require time, practice, and adult support to develop independence in this area. The nursery may designate specific areas for bags, shoes, or outdoor items to help maintain organisation and ensure that essential items remain accessible.

### 16.2 Items Brought from Home

Families are encouraged to limit the number of personal items sent into nursery, particularly toys or valuables that may be easily damaged, misplaced, or difficult to track. While comfort items are welcomed for children who benefit from them, the nursery cannot guarantee the safety or return of personal toys or belongings.

The nursery may at times ask parents to refrain from sending in particular items if they pose a safety risk, cause disputes among children, or cannot be appropriately stored.

### 16.3 Responsibility for Lost or Damaged Items

Although staff endeavour to support children in caring for their belongings, Little Lambs Nursery does not accept responsibility for the loss or damage of personal items brought into the setting. This includes clothing, footwear, toys, accessories, bags, bottles, or any other personal possessions. The busy and active nature of early years environments means that items may become misplaced despite reasonable precautions. Parents are therefore encouraged to avoid sending items of value or items that are difficult to replace.

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The Lost Property & Personal Belongings Policy provides clarity for families and helps maintain a safe, organised nursery environment. By encouraging labelled items, limiting unnecessary belongings, and setting realistic expectations, the nursery supports children's independence while ensuring that families understand the practical limitations of caring for personal property within a busy early years setting.

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## 17. Transport & Parking Policy

Little Lambs Nursery is located within a working farm environment where the movement of vehicles, machinery, and visitors requires careful coordination to ensure safety. Arrival and collection times involve both parents and staff entering the site, and it is essential that all parking arrangements are followed consistently to protect children, avoid disruption to farm operations, and maintain safe access for all users. This policy outlines the expectations for parents, carers, staff, and visitors when using the transport routes and parking facilities on-site. These procedures support the safe and smooth running of the nursery while respecting the operational needs of Farrington's Farm.

## 17.1 Parent and Visitor Parking Areas

Parents, carers and visitors must park only in the designated on-site gravel area opposite the barn, in front of the hedgerow. This location provides safe access to the nursery while ensuring that key farm routes remain clear for machinery, deliveries, and operational vehicles. Parking outside this area – including along farm access roads, grass verges, machinery paths, or informal spaces – is not permitted. These areas must remain unobstructed to maintain safe movement across the farm site.

## 17.2 Staff Parking Requirements

Staff must park exclusively in the designated Farrington's staff car park and are not permitted to use the nursery parents' car park or the general Farrington's Farm public car park under any circumstances. These restrictions are essential to ensure that parent parking remains available during busy drop-off and collection periods, and to avoid congestion in public parking areas used by farm customers and visitors. Staff must adhere to all parking rules agreed between the nursery and Farrington's Farm management.

## 17.3 Changes to Parking Arrangements

Parking arrangements for both parents and staff may change temporarily or permanently depending on the operational needs of Farrington's Farm or the nursery. The nursery will work closely with Farrington's Farm management to coordinate any required adjustments and will communicate changes to families and staff promptly. These may include temporary diversions, relocation of parking areas, restricted access due to farm activities, or alterations required for site safety. Staff must follow all instructions issued by farm management regarding parking, access routes, and vehicle movement on the premises.

## 17.4 Safe Conduct During Arrival and Collection

Parents and carers must drive slowly and cautiously when entering, parking, or leaving the nursery site. The presence of children, animals, uneven surfaces, and large agricultural vehicles requires heightened attention. Children must be supervised closely from the moment they exit their vehicle until they enter the nursery building, and again from the moment they leave the building until they are safely secured in the vehicle. Under no circumstances should a child be left unattended in a vehicle or allowed to walk ahead unsupervised. Parents should hold hands with young children or maintain close proximity when moving around the car park or farm pathways.

## 17.5 Pedestrian Safety and Farm Awareness

To minimise risk, families must use designated pedestrian routes where provided and avoid walking through areas used by farm machinery. Children must not run, wander, or climb on farm structures, fences, or equipment. Staff will remind families of these safety expectations as needed, and any persistent concerns may be addressed formally to ensure that risks to children remain well controlled.

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The Transport & Parking Policy ensures that everyone arriving at and leaving Little Lambs Nursery does so safely and in accordance with the requirements of a working farm environment. By following designated parking areas, adhering to all instructions issued by Farrington's Farm management, and supervising children closely, both families and staff contribute to a safe and well-organised nursery operation that respects the practical needs of the wider site.

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# 18. Access Controls & Use of Premises Policy

Little Lambs Nursery is committed to maintaining a secure, well-managed environment that protects children, staff, parents, and visitors while supporting the safe operation of the wider farm in which the nursery is located. The farm setting includes both public areas – such as the play park, café, inside PlayBarn, and various retail spaces – and private agricultural areas used for livestock, crop production, machinery, and storage. Access to these different zones must be carefully managed to ensure safeguarding, prevent accidents, and support the smooth running of both the nursery and the farm. This policy sets out how access to the building and surrounding farm environment is controlled, ensuring that children benefit from farm-based learning opportunities while remaining safe at all times.

## 18.1 Controlled Entry via Staffed Reception

Entry to the nursery building is managed exclusively through a staffed reception area. Parents, carers, contractors, and authorised visitors must report to reception upon arrival, where a member of the nursery team

will confirm their identity and grant access. This controlled entry system ensures that only authorised individuals enter the nursery and supports safeguarding requirements by maintaining a record of all visitors to the site.

Visitors must sign in and out in accordance with nursery procedures and must not access any part of the nursery or farm outside their authorised purpose.

## 18.2 Access to Public Farm Areas

Farrington's Farm includes several public areas that are accessible to families, including the children's play park, the café, the inside PlayBarn, and various shops and businesses. These areas are open to the public and are not part of the nursery premises. Parents may choose to visit these spaces before or after nursery sessions; however, when doing so, they are responsible for supervising their child at all times. Children remain the responsibility of their parent or carer whenever they are in public areas of the farm and are not under nursery supervision outside of contracted hours.

Parents must not leave the premises during drop-off or collection to visit public farm areas while their child is still in their care.

## 18.3 Access to Private Farm Areas

Private areas of the farm – including barns, machinery yards, storage buildings, workshops, livestock sheds, crop fields, and any restricted agricultural or commercial zones – are strictly off-limits to parents, children, and visitors unless they are participating in a nursery-organised, staff-led activity. These areas contain significant potential hazards, such as moving machinery, unpredictable livestock, chemicals, and uneven terrain. Entry to these spaces is permitted only as part of a pre-arranged learning experience that has been risk assessed by the nursery and authorised both by Little Lambs Nursery and by Farrington's Farm management or the relevant private business operating that part of the site. Under no circumstances should families or visitors enter private farm or business areas independently or without explicit prior permission.

## 18.4 Movement Within the Nursery Building

Once inside the building, parents and visitors must remain in the designated reception or collection areas unless escorted by a member of staff. This supports safeguarding procedures, maintains the safe and calm operation of the nursery, and ensures that children's play and learning are not disrupted. Parents should avoid entering playrooms except where invited as part of settling-in or transition arrangements.

Visitors are restricted to essential areas only and must follow all staff guidance regarding movement within the building.

## 18.5 Belongings, Pushchairs, and Access Routes

All walkways, exits, and emergency evacuation routes must remain clear at all times. Families are asked to follow staff instructions regarding where prams, bags, or outdoor equipment may be placed, particularly during busy transition periods, to ensure that movement through the building remains safe and unobstructed.

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The Access Control & Use of Premises Policy ensures that children, staff, and families remain safe and protected within a complex farm environment. By clearly distinguishing between public farm areas, private operational zones, and the nursery premises, and by maintaining strict access controls and supervision requirements, Little Lambs Nursery upholds its safeguarding responsibilities while enabling children to benefit safely from the unique opportunities offered by its farm-based setting.

# 19. Outings Operational Procedures Policy

Little Lambs Nursery recognises the value of outings and external experiences in enriching children's learning and supporting their understanding of the world. As part of the nursery's farm-based location, children benefit from regular opportunities to explore nature, observe seasonal changes, and engage with the local environment in a safe and structured manner. This policy outlines the procedures that govern all outings, whether on the farm or off-site, to ensure that children remain safe, supervised, and well supported at all times. These procedures reflect the EYFS Statutory Framework (2025) and the nursery's wider safeguarding responsibilities, ensuring that children access meaningful experiences without compromising their safety or wellbeing.

## 19.1 Permission and Parental Notification

Parents provide blanket written consent for local walks and short outings at the time of registration. This allows the nursery to take children into nearby areas of the farm or surrounding land for supervised activities without requiring additional permission each time. Despite holding general consent, the nursery will always notify parents in advance before any outing takes place, providing details of the planned destination, purpose of the outing, and expected duration.

For outings beyond the immediate locality or those involving travel by vehicle, additional specific consent may be requested at the nursery's discretion.

## 19.2 Risk Assessment and Safety Preparation

Every outing is supported by a written risk assessment completed in advance by the Nursery Manager or designated staff member. Risk assessments consider the route, environment, weather, staffing arrangements, emergency procedures, and the specific needs of the children attending. Staff ensure that all necessary equipment is taken, including first aid kits, emergency medication, mobile phones, wipes, spare clothing, and drinking water. Children are appropriately dressed for the weather and activity, and staff conduct head counts at regular intervals to maintain safe supervision.

## 19.3 Staffing Ratios and Supervision

Staffing ratios on the farm remain aligned with statutory EYFS requirements due to the familiarity and controlled nature of the environment. However, for outings beyond the farm site, the nursery applies an enhanced ratio of one adult to two children, regardless of age group. This enhanced ratio ensures that children receive close supervision and support in unfamiliar or higher-risk environments. Staff remain vigilant at all times, maintaining visual and auditory supervision and ensuring that children stay within agreed boundaries.

## 19.4 Conduct During Outings

Children are supported to walk safely, follow adult instructions, and remain within close proximity to staff. Staff reinforce road safety, awareness of the public, and appropriate behaviour when in community spaces. Children may use walking ropes, buddy systems, or high-visibility vests depending on the nature of the outing and the level of risk. Staff remain alert to changing conditions and may shorten or adjust outings if weather, safety, or children's wellbeing requires it.

## 19.5 Costs and Access to Outings

The nursery does not charge families for outings. All planned visits and experiences are included within the daily cost of childcare. Where outings involve venue entry or specific activities, these costs are absorbed by the nursery, ensuring equal access for all children. Families are informed in advance of any special clothing or items required.

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The Outings Operational Procedures Policy ensures that children at Little Lambs Nursery benefit from enriching, well-planned experiences beyond the nursery environment while remaining safe, supported, and fully supervised. By combining thorough risk assessment, appropriate staffing ratios, and clear parental communication, the nursery provides meaningful opportunities for exploration, learning, and community engagement within a robust safeguarding framework.

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## 20. Data Retention Summary Policy

Little Lambs Nursery is committed to managing and storing all records in line with statutory requirements, safeguarding responsibilities, and data protection legislation. Clear data retention procedures ensure that information is kept only for as long as necessary, disposed of securely, and used in a manner that respects the privacy and rights of children, families, and staff. This policy summarises how long different categories of records are retained, how they are stored, and the secure methods used for their disposal. These procedures reflect the UK GDPR, the Data Protection Act 2018, EYFS Statutory Framework (2025), local authority guidance, and wider safeguarding expectations.

## 20.1 Children's Records

The nursery retains children's personal records—including registration forms, contact information, attendance logs, accident and incident reports, medical records, and safeguarding files—in accordance with national requirements. Safeguarding and child protection records are retained for up to twenty-one years and three months. Accident and incident forms are stored for the legally required period depending on the nature of the incident and the age of the child.

General records relating to a child's time at the nursery are typically retained for a minimum of three years after they leave the setting. Records are stored securely, with digital files held in the Family system and encrypted cloud backup, while paper files are stored in locked, restrict-access cabinets.

## 20.2 Staff and HR Records

Staff employment records, including recruitment documents, training certificates, DBS information, supervision notes, and personnel files, are retained in line with HR and safeguarding legislation. These records may be stored for up to seven years after the staff member's employment ends, or longer where safeguarding guidance requires extended retention. All HR files are stored digitally in secure systems with access restricted to authorised management personnel.

## 20.3 CCTV Footage Retention

CCTV footage is retained for a minimum of thirty days. If footage is required for an investigation, safeguarding assessment, insurance matter, or legal process, it may be retained for longer until the matter is fully resolved. Access to CCTV data is strictly limited to the Nursery Manager, Deputy Manager, Designated Safeguarding Lead, and Directors.

## 20.4 Financial and Administrative Records

Financial documents – including invoices, funding claims, fee statements, and accounting records – are retained in accordance with HMRC requirements, typically for a minimum of six years. Attendance records, daily registers, and operational logs are kept for the time periods specified by regulatory and local authority guidance. Both digital and paper formats may be used depending on operational needs, with all records stored securely and destroyed at the end of the retention period using approved methods.

## 20.5 Secure Disposal of Records

When records reach the end of their retention period, they are disposed of securely. Digital files are permanently deleted using secure system processes, and paper records are destroyed using shredding or confidential waste disposal services. The nursery ensures that no personal data is left accessible, in accordance with GDPR principles of confidentiality, integrity, and appropriate disposal.

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The Data Retention Summary Policy ensures that all records held by Little Lambs Nursery are managed responsibly and lawfully. By retaining information only as long as necessary, storing it securely, and disposing of it appropriately, the nursery protects children, families, and staff while fulfilling its statutory and safeguarding obligations.

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# 21. Contractual Expectations Summary

The relationship between Little Lambs Nursery and each family is built on trust, mutual respect, and a shared commitment to children's wellbeing. Clear contractual expectations ensure that all parties understand their responsibilities, the standards of behaviour required, and the policies that govern the operation of the nursery. These expectations support transparency, consistency, and fairness, and they reinforce the safeguarding, legal, and operational requirements upon which high-quality early years provision depends. This section summarises the key commitments expected of parents and carers when entering into a childcare agreement, complementing the detailed terms set out in the childcare contract and the policies within this handbook.

## 21.1 Parent and Carer Code of Conduct

Parents and carers are expected to behave respectfully towards staff, children, and other families at all times. The nursery will not tolerate aggressive, intimidating, or inappropriate behaviour, whether verbal or physical, and reserves the right to take appropriate action where such behaviour occurs. Parents should communicate

openly and courteously with staff, raise concerns using the procedures outlined in the Complaints & Concerns Policy, and work collaboratively with the nursery to support their child. Respect for boundaries, professionalism, and confidentiality is essential to maintaining a safe and positive environment for all.

## **21.2 Agreement to Nursery Policies**

By signing the childcare contract, parents acknowledge that all nursery policies form part of the contractual terms and must be followed in full. Parents are not required to read every policy at the point of signing; however, they must confirm that they know where the policies are located and understand their obligation to follow them. The nursery may update or revise policies from time to time to reflect changes in legislation, operational practice, or best practice guidance, and parents will be notified when significant changes occur. Continued use of the nursery place constitutes acceptance of updated policies.

## **21.3 Sharing Key Information with the Nursery**

Parents must provide accurate and up-to-date information regarding their child, including medical needs, allergies, emergency contacts, and any changes to personal or family circumstances that may affect the child's care or safety.

The nursery must be informed immediately of any court orders, custody arrangements, or safeguarding concerns involving the child. This information ensures that staff act appropriately and lawfully in all interactions and supports the nursery in fulfilling its duty of care.

## **21.4 Adherence to Operational Requirements**

Parents are expected to follow the nursery's operational procedures, including those relating to fees and payment, drop-off and collection, attendance, parking and access, technology use, illness and medication, and farm-specific safety expectations. These procedures ensure the smooth running of the nursery and protect the welfare of all children. Failure to follow operational requirements, especially where it compromises safety or wellbeing, may be addressed through communication with the family and, where necessary, may lead to further action as outlined in the Ending or Changing a Nursery Contract Policy.

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The Contractual Expectations Summary ensures that parents understand the behaviours, responsibilities, and commitments required to maintain a safe, respectful, and well-functioning nursery community. By outlining clear expectations and embedding them within a legally robust contractual framework, Little Lambs Nursery promotes positive relationships, supports safeguarding requirements, and upholds the high standards of care and professionalism that families can expect from the setting.

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ENDS