



Blackburne House Nursery

Guide to Nursery Policies 2025

Blackburne House Nursery
Blackburne Place
Off Hope Street
Liverpool
L8 7PE

Tel: 0151 708 3930
Email: nursery1@blackburnehouse.co.uk

Opening hours: Monday-Friday 8.00am - 6.00pm



Contents

Inspection.....	3
Safeguarding and Protecting Children Policy.....	3
Roles and Responsibilities of Managers and Practitioners	3
Co-ordinators	3
Our Aims	4
Disclosures	4
Responding to suspicions of abuse	4
Steps to be taken	5
Informing Parents	5
Confidentiality	5
Support to families	5
Liaison with other bodies	6
Staff and volunteers	6
Training.....	7
Curriculum	7
Complaints.....	8
Complaints Procedure.....	9
Making concerns known.....	9
The Role of the Registering Body	10
Allegation Made Against a Member of Staff	11
Equal Opportunities and Inclusion Policy	12
SEND and Inclusion Policy	13
Nursery Behaviour Management Policy	14
Medication Policy.....	16
Health and Safety Policy	17
Staff Evacuation Procedure	17
Off-Site Visits	18
Responsibilities.....	18
Accident Policy and Procedures	19
Children with Languages other than English.....	20
Staff Development Statement	21
Parents/Carers Partnership Policy	22
Dropping off and collecting Your Child	23



Policies

The Nursery has the following policies, and we ask that you read and familiarise yourself with them, in particular our Medication Policy.

Inspection

The Nursery is registered with Liverpool's Early Years Development and Childcare Partnership to provide funded nursery places for under 2-, 2-, 3- and 4-year-olds and 15- and 30-hours funding. This requires us to be inspected regularly by OFSTED.

Copies of our most recent inspection report are always available from website, <https://www.blackburnehouse.co.uk/nursery>.

Safeguarding and Protecting Children Policy

Roles and Responsibilities of Managers and Practitioners

At Blackburn House Nursery our team work to always ensure effective practices and communication to ensure the best possible outcomes for each individual child to meet their needs.

We work under the guidance of the Children Act 2004 supporting Every Child Matters framework and the five outcomes:

- Be Healthy
- Stay Safe
- Enjoy and Achieve
- Making a Positive Contribution
- Achieve Economic Wellbeing.

Co-ordinators

Our named Safeguarding Co-ordinators are the joint Nursery Managers Debi Harnick and Kate Lowrie and Deputy Manager Joanne Wynne. It is their responsibility to ensure all staff are kept up to date with relevant training and policies to promote the welfare and wellbeing of the children in their care.



To enable staff to achieve the best outcomes for each individual child they must work closely with parents/carers to establish effective communication skills.

Their role and responsibilities are to:

- Establish a safe environment and employ practices that promote children's health, safety and physical, mental and emotional wellbeing.
- Recognise when a child is in danger or at risk of harm and know how to act to protect them.

Our Aims

- To create an environment in our Nursery which encourages children to develop a positive self-image, regardless of race, language, religion, culture or home background.
- Help children to establish and sustain satisfying relationships within their families, with peers, and with adults.
- Encourage children to develop a sense of autonomy and independence.
- To encourage children's development in expressing their own needs and feelings in appropriate ways.
- Enable and encourage children to have the self-confidence and the vocabulary to resist inappropriate approaches.
- Work with parents to build their understanding of commitment to the welfare of all our children.

Disclosures

Where a child makes a disclosure to a member of staff, that member of staff:

- Offers reassurance to the child:
- Listens to the child:
- Under no circumstances question the child.
- Reports to Nursery Manager, who as part of their role is a Designated Safeguarding Lead (DSL), ensuring confidentiality is always met.
- In the case where a referral has been made the Nursery Manager/DSL they must inform their line manager, who is Blackburne House's Chief Executive Officer (CEO).

Responding to suspicions of abuse

We acknowledge that abuse of children can take different forms; physical, emotional, sexual and neglect. When suffering from these forms of abuse it may be demonstrated through changes in the child's behaviour, or in their play. Where such changes in behaviour occur or when the children's play gives cause for concern the Nursery will take measures to investigate and challenge.



At all times the investigation will be carried out in confidence and with sensitivity. Staff will take care to ensure not to influence the outcome either through the way they speak to the children or ask them questions.

In the instance a child shows 'failure to thrive' or neglect, we make appropriate referrals and access support from other outside agencies.

Steps to be taken

Staff make a written record of the:

- Child's name and address
- The child's age and D.O.B
- Date and time of the observation or disclosure
- Exact words spoken by the child
- Name of the person to whom the concern was reported, with date and time
- Names of any other person present at the time.

These records are signed and dated and kept in a separate confidential file.

All Members of staff are aware of the procedures for recording and reporting.

Informing Parents

Parents are normally the first point of contact. If suspicion of abuse is recorded, parents are informed at the same time as the report is made, except where the guidance of the Liverpool Safeguarding Children's Board does not allow this. This will usually be the case where the parent is suspected of being the likely abuser. In these cases, the investigating officers will inform the parents.

Confidentiality

All suspicions and investigations are kept confidential and shared only with those who need to know. Any information is shared under the guidance of the Liverpool Safeguarding Children's Board (LSCB) and Safeguarding guidelines.

Support to families

The Nursery takes every step in its power to build up trusting and supportive relations amongst families, staff and volunteers in the group.



The Nursery continues to welcome the child and the family whilst investigations are being made in relation to abuse in the home situation.

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 under the guidance of the LSCB.

With the proviso that the care, well-being and safety of the child is paramount, we do all in our power to support and work with the child's family.

Liaison with other bodies

We work within Liverpool Safeguarding Children's Partnership (LSCP) guidelines.

We notify the registration authority, Ofsted, on 0300 123 1231 of any incident or accident and any changes in our arrangements which affect the wellbeing of the children.

We have procedures in place to contact the LSCP named contact person, regarding child protection issues, whistle blowing, or if an allegation is made against a member of staff.

For any support or advice, we can also contact Liverpool Children's Advice and Support Services (CASS) 24hr contact number 0151 459 2606.

If a report is to be made via referral, we act within the LSCP guidelines in deciding whether we must inform the child's parents at the same time.

To support Designated Safeguarding Leads (DSL) within the nursery, we work closely with the police and other agencies as part of Operation Encompass. This is a working together tool provided by the Local Authority and the Police, to ensure effective communication to support the child and family. This is done through a designated email address which is checked daily. As part of Operation Encompass, our DSL's have access to a Local Authority Designated Officer (LADO), who is there for advice and guidance.

Staff and volunteers

Our named Child Protection Co-ordinators are the Joint Nursery Managers Kate Lowrie and Debi Harnick and Deputy Manager Joanne Wynne.

Staff ratios are met at all times.



Applicants for posts within the setting 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.

We abide by OFSTED requirements in respect of references and all staff and volunteers must have an enhanced disclosure.

Volunteers do not work unsupervised.

We have procedures in place to record the details of visitors to the Nursery, and we take security steps to ensure that we have control over who comes into the Nursery so that no unauthorised persons have unsupervised access to the children.

To ensure the safety of the children and staff is always met, the Nursery entrance is operated by a Video Entry system in all areas, and also doors are locked internally.

Training

We seek out training opportunities for all staff involved in the Nursery to ensure they are able to recognise the signs and symptoms of possible physical abuse, emotional abuse, sexual abuse and neglect, so that they are aware of the procedures in place to report and make an enquiry or referral.

All staff and parents must sign that they have read and taken a copy of this policy

Curriculum

We set clear rules and boundaries within the setting and along with the frameworks and activities, we use positive praise and language when interacting with the children

We discuss elements of Staying Safe and Being Healthy in our Early years Foundation stage and we currently use Birth to five to monitor the children's learning journeys and outcomes which helps us identify early intervention support.

We create a culture of value and respect for each other within the Nursery. We ensure this is carried out in a way that is appropriate for the ages and stages of all the children.

The layout of all the rooms allows for constant supervision. Older children who go to the bathroom independently will be checked on frequently by a member of staff.



Complaints

We ensure that all parents are aware of the steps to take if they are complaining or making a disclosure about a member of staff within the Nursery. (See Nursery complaints procedure).

All parents are given a copy of this policy and measures to take in such instances when their child starts at the setting.

We follow the procedures and guidelines of LSCB when investigating an allegation or disclosure made against a staff member. (See Nursery policy allegation made against a member of staff).

If you feel your complaint has not been dealt with effectively you could therefore ring OFSTED on 0300 123 1231.



Complaints Procedure

At Blackburne House Nursery, we aim to offer a warm welcome to each individual child and family, and to provide a warm, caring environment where all children can learn and develop through play.

We believe children and parents are always entitled to respect and their individual needs met. Our ethos is to always work in partnership with parents and welcome suggestions on how to improve our provision.

Making concerns known

A parent/carer who is not happy about any aspect of the settings provision should in the first instance talk this through with the Nursery Manager or Deputy Manager.

If the parent/carer feels the outcome of this discussion is not satisfactory or if the problem re-occurs the parent should then proceed to put their concern in writing and request a meeting with the Manager or Deputy Manager or Blackburne House Chief Executive Officer (CEO).

If the complaint is regarding the Manager or Deputy Manager, you would take it directly to the Blackburne House CEO either in writing or by telephone requesting a meeting by calling 0151 709 4356.

The parent and Manager can request a friend or colleague to be present at the meeting.

A written agreed account of the meeting will be recorded and kept and stored in confidence. As a result of the meeting a time scale of 15 working days will be set to resolve the situation and a date made to review the outcomes.

At any time parents are entitled to report any concerns to OFSTED and can do so by contacting them at the following address and telephone number:

OFSTED
Royal Exchange Buildings
St Ann's Square
Manchester
M2 7LA
Tel: 0300 123 1231



The Role of the Registering Body

In some circumstances it may be necessary to bring in an Inspector from OFSTED to the setting, this usually happens when a parent makes a direct complaint to OFSTED.

OFSTED's role is to investigate the complaint and ensure we are meeting our registration requirements. We are required to fully support any such enquires and will do so to the best of our abilities.

Reports of any such incidents are recorded and referred to in our OFSTED inspections for parents/carers to access these are available to download online at www.ofsted.gov.uk and click on Inspection reports.

In the case where it seemed a child was at risk, the Liverpool Safeguarding Children's Board would be involved in investigating the matter and we have a legal obligation to inform OFSTED.

The Nursery staff would do everything to support any type of investigation, and the persons involved. Any such issues around child protection are recorded and kept strictly in confidence to protect all parties.



Allegation Made Against a Member of Staff

At Blackburne House Nursery we expect the highest standards of behaviour from our staff, both within the Nursery and outside it, and we do our very best to ensure that children are safe.

We aim to:

- Create a safe environment for all who use the Nursery
- Respect and protect adults and children's rights.
- Ensure that all staff are suitable to work in the Nursery.
- Protect staff against malicious allegations.

To achieve these aims, we operate the following procedure:

- Blackburne House Nursery will check and monitor its staff by taking references and vetting and clearance by OFSTED and/or the CRB.
- **Suspicions or allegations of child abuse against a member of staff will be reported by Blackburne House Nursery DSL to our Local Authority Designated Officer (LADO).**
- We follow all the disclosure and recording procedures when investigating an allegation that a member of staff or volunteer has abused a child as if it were an allegation of abuse by any other person.
- Allegations of child abuse against a member of staff will be treated in strict confidence. People who are authorised to know of the allegations in the Nursery will be the Nursery Managers and the Safeguarding Coordinator(s).
- We aim to ensure that the child/ children involved in the allegation and their family will receive continued support and will be free from judgement and reprimand. Where possible we will continue to offer care for the child at Nursery if required.
- The Nursery will encourage its staff to cooperate with the investigation in any way it can and will act impartially.
- The Nursery will suspend the staff member during the period of investigation, the reasons for the suspension will remain confidential and normal confidentiality rules will apply to all staff and staff members should they become aware of the circumstances.
- When the investigation is completed, the Nursery will implement the Blackburne House disciplinary proceedings to determine the future of the member of staff at the Nursery.



Equal Opportunities and Inclusion Policy

Blackburne House Nursery is committed to achieving equality of opportunity for everyone who uses it. We value and respect everyone, regardless of race, colour, religion, gender and ability. No form of negative behaviour or views will be tolerated.

We aim to ensure that each child is treated as an individual and given the best opportunity to reach his/her full potential.

We encourage the children to be independent and make decisions, boosting their self-esteem and personal confidence.

All our resources have been selected to reflect the multi-racial, multi-cultural society in which we live. They show positive role models and non-stereotypical images.

We aim to support and encourage all the children to share and explore their natural heritage and/or language.

Children are encouraged to have pride in themselves and value their individuality.

Our activities and experiences on offer will reflect the wide range of cultures and beliefs. As books play a big part in activities and learning at the Nursery, we will be careful in ensuring that the images and illustrations are accurate and convey positive morals and images to the children.

All staff receive equal opportunities training as part of their induction and abide by the Equal Opportunities and Inclusion Policy of Blackburne House Nursery and the organisational Policies.

If any parent/carer feels we have not abided by our Policy Statement, please inform the Nursery Manager. We have a designated person to be our Equal Opportunities Co-ordinator. This person attends relevant training to support the role.



SEND and Inclusion Policy

At Blackburne House Nursery we aim to meet the needs of all children inclusively. Before the child starts at the setting any individual needs will be discussed. If a child has additional needs, we will ensure we take the appropriate steps to support these with help from the parent/carer and outside agencies if this is the case.

The Nursery curriculum is planned with all the children's needs in mind, and we will ensure that ratio and staffing measures are always in place to allow things to run efficiently.

The child's Key Person performs ongoing assessments of all children on a regular basis.

If a member of staff has concerns regarding the development of a child, they will take these concerns to the Manager/Deputy, and this will then be reported back to the parent/carer.

It will then be decided if help and support from an outside agency is needed and if so, the Nursery will offer full support to both the agency and parent and measures will be put in place to support any changes needed. Any such information is kept in the strictest confidence.

We have a designated person to be our (SENCO) Special Needs Co-ordinator. This person attends relevant training to support the role.



Nursery Behaviour Management Policy

At Blackburne House Nursery we aim to always encourage positive behaviour. We set clear rules and boundaries within the setting and along with the frameworks and activities, we use positive praise and language when interacting with the children.

We aim to help children who display negative behaviour and turn it round into positive outcomes.

We identify that that family structures, personalities, and the child's environment all play an important part in how behaviour is expressed, and we aim to work closely with parents/carers to assist them with positive approaches to challenging behaviour.

The children will become accustomed to the Nursery rules and boundaries and if on an occasion a child is being disruptive staff are encouraged to use the 3-step procedure below: -

Procedure for all staff to follow when dealing with a child who is being disruptive or posing a risk to themselves or others.

1. Explain to child/children that their behaviour or action is not acceptable and give them opportunity to stop the behaviour and move on. Staff member to offer **Positive Praise** thanking child for listening
2. If child doesn't respond positively, engage in conversation ensuring they understand what you are saying; this could mean sometimes having to simplify language used etc. If child doesn't respond positively or co-operatively with this second stage, you then move on to the last stage. If child responds they must be **Praised Positively**.
3. At this stage you explain to the child that you have asked them to do or not to do the action or repeat the unacceptable behaviour; so now because you haven't listened then you are going to have time out which you will explain to them means they have to move away from activity or play area and sit for appropriate length of time (1 minute per 1 year of their lives) until all the sand has reached the bottom of the hour glass and then they will be asked if they are ready to listen and join in. The child must then be **Praised Positively** for co-operating.

Physical intervention should 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, to prevent serious damage to property or in what would reasonably be regarded as exceptional circumstances.



Any occasion where physical intervention is used to manage a child's behaviour should be recorded and parents should be informed about it on the same day. The forms are kept in a behaviour management file and are available upon request.

If a staff member feels a child's behaviour is becoming an issue and affecting their development or causing disruption to others in the setting, they should observe and record the incidents then refer to the Nursery Managers/Key Person who will arrange to speak with the child's Parent/Carer regarding the matter and to offer solutions to the problems.

If it is decided the child and Parents/Carer need help from outside agencies i.e. a Special Educational Needs Co-ordinator, a referral will be made via the Nursery Managers with consent from Parent/Carer. Any such information will be kept in the strictest confidence.



Medication Policy

ALL MEDICATION MUST BE ADMINISTERED UNDER THE FOLLOWING GUIDELINES

- Medication prescribed by a doctor may only be administered by Nursery staff.
- Medication MUST be labelled with the child's name, date of dispensing and dosage.
- Requests for administering medication must be written in the daily room diary and recorded on child's personal medical form.
- Parents must give written permission for medication to be administered.
- All medication administered will be recorded on the child's daily diary sheet.
- Medication will only be administered by a qualified member of staff and witnessed by another staff member.
- If a child is on long term medication, a long-term medication form is available for parents to sign and a care plan if required.

On some occasions babies may need to be given gels/powders when teething, this will be done with the written permission of Parents/Carers on the child's enrolment form and individual medication form.

If verbal permission is given throughout the day, the Parent will be required to sign the medication form on collecting the child. Only the child's own teething gel/powders will be applied, and these will be labelled individually and stored in a clearly labelled box in the baby room milk kitchen.

Paracetamol or similar medication supplied by Nursery will be kept in a secure place located in the Nursery kitchen for use in emergencies only i.e. really high temperature, and when a parent/carer has given written or verbal consent. A recorded temperature of above 38°C or 100.4 °F we regard as a rising temperature. Paracetamol or similar will only be kept for three months from time of opening. After which a new bottle will be supplied.



Health and Safety Policy

At Blackburne House the Safety of all staff and children is paramount to us. We ensure we cover all aspects of health and safety issues on an ongoing basis. Staff carry out regular risk assessments of all areas used daily.

Areas that are risk assessed include:

- All rooms including children's bathroom
- Milk kitchen in baby room
- Changing areas in main bathroom and baby room
- Outside play area
- Any other rooms used e.g. Dojo or Main Hall

Areas are checked for:

- Safe use by children and staff
- Hygiene
- Non-slippery surfaces
- Breakages or damage to furniture and equipment
- Dangerous substances or medicines
- Sharp objects
- Fire hazards

Staff Evacuation Procedure

All staff are aware of the Nursery's fire evacuation procedures (and are shown the exits and assembly points during their staff induction) and how to conduct themselves in such an event. They also have a copy of all policies and procedures in their staff policy pack for reference purposes.

The Nursery carries out at least three evacuation practices a year to ensure the safest measures are in place and staff and children familiarise themselves with the procedure.

Regular checks are made by Building Services of any smoke alarms and emergency equipment. Faults are reported immediately both verbally and on a report form to the Building Services Manager.



Off-Site Visits

When children are taken off site either locally or via transport, risk assessments will be carried out by staff if possible before the visit, or on arrival. Staff will always ensure correct ratios are in place and a fully stocked first aid box, tissues, hand wipes and fresh drinking water is taken on each visit.

Transport used must be vetted and fully insured ensuring it has up to date seat belts for all children, babies and staff members.

Separate permission must be requested for visits not deemed as local visits as these visits are not covered by the parental contract.

Responsibilities

All staff are responsible for the health and safety of themselves and the children as part of their job description, but we do have a designated person who attends courses as our Health and Safety Co-ordinator. Our two nursery managers have also attended child safety training and are designated Child Safety Officers.



Accident Policy and Procedures

Any accidents that occur whilst the child is in our care will be recorded in the 'accident' book. Parents will be required to sign the book to say they have been informed of the accident. A copy of the accident record will be retained by Nursery, and a copy will be given to the child's parent.

Staff will administer first aid to the child in normal circumstances and if necessary, will phone the parent/carer to collect their child. If a child has an injury that is thought to require hospital treatment, then the parent/carer will be informed straight away. If they cannot get to us in time, then the staff will take the child and meet the parent/carer at the hospital.

However, in the event of a serious situation the staff will phone for an ambulance immediately before contacting the parent/carer to obtain immediate professional assistance. Permission is granted/denied by parents on their child's registration forms.

If a child comes in with an injury, then the parent/carer should inform the staff of what it is and how it happened. If an injury is found on a child during the course of the day, then the parent/carer will be asked about it when they come to collect their child.

If parent's explanations are not thought to match with the injury (staff are trained in this) then this will be recorded in the incident book and the staff have a duty to follow the Safeguarding Procedure by reporting to the Nursery Manager who will follow the Safeguarding steps.

The Health & Safety Co-ordinator will be made responsible for checking the 'accident' book to see if there is anything that can be done to avoid some accidents. They will then feed this back to the management.

Regular risk assessments of all areas will be done by staff daily including the outdoor play area or other rooms used to house the children.



Children with English as an Additional Language (EAL) and communication needs.

Blackburne House Nursery will endeavour to keep parents informed of any of the below activities undertaken to support children with English as an Additional Language (EAL) and communication and language difficulties.

We will:

1. Try to find a quiet time and a quiet place.
2. Choose an activity or book that the child is familiar with.
3. Face the child when speaking to them and make sure that the language and text used is simple and easy for the child to remember and understand. We will use picture cards and objects of reference to familiarise the child with routines.
4. Use visual cues where possible to re-enforce the child what we are asking and saying.
5. Learn some basic words in the child's own language, e.g. toy(s), mama, papa, drink, toilet, etc. We will keep a list of other words we may find useful and write them down phonetically.
6. Encourage the child's parents/carers to pass on simple songs for the children to learn and sing with the other children to help them feel recognised.
7. Remember the child might understand more than they can speak.
8. Encourage the child to speak in their own language, especially with other children who speak the same language. A child should have pride in their own cultural language.



Staff Development Statement

Blackburne House and Blackburne House Nursery are committed to Staff Development as part of their Equal Opportunities policy.

Priority is given to members of staff who possess few or no formal qualifications already. All staff will have opportunities to access training courses relevant to support their role with children and to also enhance their personal development. This training also includes Equal Opportunities training which all staff attend whilst at Blackburne House.

The development training that staff undertake must enhance their working role within the organisation.

Requests for development training are discussed in staff supervision in which their line manager will action this request and look for other role specific training opportunities.



Parents/Carers Partnership Policy

We believe parents/carers and childcare staff should work together to have a positive impact on the child's well-being and learning. We will ensure a 'Key Person' system is in place; this will ensure that the relationship between Nursery staff and parents/carers is able to develop into one of mutual trust and respect.

Key Points for Staff

1. Ensure you have a good relationship with parents/carers.
2. Show respect and understanding for the role of parents/carers in their child's learning.
3. Recognise the child's past experiences with their parents/carers and encourage their future involvement.
4. Settling in must be flexible for the child and the parents/carers who should feel welcome and able to discuss their child's individual circumstances, interests, what they are able to do and their needs.
5. Staff must make parents/carers welcome, valued and a necessary part of the child's development. Always involve parents/carers in the care of their child.
6. Use talents and skills of parents/carers to support the activities in the Nursery.
7. Parents/carers and Nursery staff should talk about and record information about a child's progress and achievements through record keeping, informal chats and pre-arranged meetings.
8. Encourage parents/carers to continue quality play at home.
9. Staff will ask Parents and Carers for information via the Famly app. Parents can also use Famly to inform staff about new activities or developmental progress the child has achieved away from the setting, thereby enabling staff to include the information in the Key Person plans upon which to build.



Dropping off and collecting Your Child

All children must be dropped off using the Nursery entrance situated on Blackburne Place, not the Blackburne House Reception.

Blackburne House does have a private parking facility however it is only used for staff and group bookings. We ask all parents/carers to drop off/collect their children directly from the Nursery which must be accessed via the facility's side entrance located on Blackburne Place, off Hope Street.

Pram Storage

Staff will show you our Pram Storage canopy **STAFF ARE NOT RESPONSIBLE for putting prams away.**

No prams are to be left outside of Nursery exits as this poses a risk for fire evacuation procedures.



For Office use only

Policy name	Guide to Nursery Policies 2025
Department	Nursery
Last updated	20/10/2025
Next review date	31/07/2026
Reviewed by ELT	Andrea Rushton