

Our Policies & Procedures

A parent-friendly guide



Safe • Caring • Inclusive • Learning Together

This website information gives families a clear overview of the policies and procedures that guide our practice at Play2Learn Nursery. When your child joins us, you are welcome to request a copy of as many individual policies as you would like.

If you would like to read our complete policies and procedures before deciding whether Play2Learn is right for your family, please contact the nursery. We will be happy to make the full set available for you to read.

Our policies and procedures are reviewed to reflect the Early Years Foundation Stage (EYFS) statutory framework for group and school-based providers that applies from 1 September 2026, alongside other relevant statutory requirements and guidance.



Safeguarding

A quick guide for families

Keeping children safe is at the heart of everything we do. Our safeguarding policies explain how we protect children from harm, recognise and respond to concerns, share information appropriately and work with families and other agencies.

They also cover attendance and unexplained absence, missing or uncollected children, online and photographic safety, intimate care, visitors, serious incidents, lockdown arrangements, safer recruitment, staffing, supervision and how concerns about adults working with children are managed. Everyone at Play2Learn has a responsibility to listen, notice, record and act promptly when a child may need help or protection.

What this means for your child

Clear procedures, vigilant staff and prompt action whenever a child's safety or welfare may be at risk.



Health, Safety & Everyday Care

A quick guide for families

Our health and safety procedures set out the practical steps we take every day to keep children healthy, safe and well cared for. They include first aid, accidents and incidents, medicines, illness and infection control, allergies, food safety, choking prevention, nutrition, oral health, risk assessment, fire and emergency arrangements, security, extreme weather and safe use of the nursery environment.

They also cover outings and handovers, staff safety and safe working practices. For babies and younger children, our procedures include safer sleeping, sleep monitoring, arrival and handover information, and safe eating and weaning practices.

What this means for your child

A carefully managed environment where health, safety, sleep, food, medicines and everyday care are planned and monitored.



Working in Partnership with Parents

A quick guide for families

Children thrive when parents and practitioners work together. Our policies explain how we welcome and settle children, work with each child's key person, communicate with families, seek permissions and support children's wellbeing, behaviour, play, physical activity and transitions.

They also explain how we respond sensitively to individual family circumstances, including separated families, multiple births and bereavement, and how we manage concerns such as biting or dummy use. Our complaints, compliments and conflict-resolution procedures explain how parents can raise a concern and how we expect everyone to communicate respectfully.

What this means for your child

Open communication, respectful relationships and a shared approach to helping your child feel secure, understood and ready to learn.



Special Educational Needs & Disabilities (SEND)

A quick guide for families

We are committed to identifying and supporting children's individual needs as early as possible. Our SEND policy explains how we work in partnership with parents, our SENCO and other professionals to understand each child's strengths and needs, plan appropriate support and review progress.

Our approach is inclusive and child-centred. We make reasonable adjustments where needed, work to remove barriers to participation and aim to ensure that children with SEND are valued, supported and able to learn, develop and thrive alongside their peers.

What this means for your child

Early support, inclusive practice and close partnership with you and the professionals supporting your child.



Our Team, Records & General Policies

A quick guide for families

This section explains how Play2Learn Nursery is organised and how we maintain professional, consistent and accountable practice. It includes admissions and parent contracts, confidentiality, data protection and privacy, children's records and their secure transfer, equality and inclusion, and our approach to discriminatory behaviour.

It also covers the recruitment, suitability, training and development of staff, volunteers, students and younger workers; our Single Central Record; professional boundaries and staff conduct; and the general procedures that help the nursery operate fairly, safely and transparently.

What this means for your child

Suitable, supported adults; respectful and inclusive practice; and careful handling of your family's information.



Want to read more?

- ✓ Once your child joins Play2Learn, you may ask for copies of any individual policies - there is no limit to how many you can request.
- ✓ If you are considering joining and would like to read the complete policy and procedure document first, please contact the nursery and ask to view it.
- ✓ If you have a question about how a particular policy applies to your child, please speak to us. We are happy to explain our procedures and discuss your child's individual needs.