

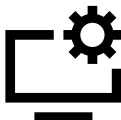




Colleague Referrals



Pain Point	Citation's Solution	Key Questions To Ask
<p>Recruiting and retaining the right employees is a major pain point amongst nurseries. Nurseries may also employ workers or employees on various contracts (zero hour/term time only), which requires new contracts and handbooks according to the Good Work Plan, which will be in enforced as of 6 April 2020.</p> <p>Managing disciplinaries, sickness, absences etc. are essential to comply with the Good Work Plan along with ensuring that policies for social media and the conduct of staff are in place.</p>	<p>Our Core HR & Employment Law Service</p> 	<ul style="list-style-type: none"> How do you handle the recruitment and retention of your employees? How do you manage employee contracts and handbooks? Are you confident in defining the employment status of everyone working for you? When was the last time you updated your HR policies? What procedure do you have in place to make sure these policies are regularly checked? Who's responsible for ensuring that all your HR policies are stored in one place and kept up to date?
<p>Dealing with tricky HR issues. Nurseries struggle with sickness and absence due to the stressful nature of the job.</p>	<p>On-Site HR</p> 	<ul style="list-style-type: none"> How comfortable are you in handling employees' issues once you've had our telephone advice? How do you manage tricky HR situations like disciplinaries, grievances or absence? How much time do you tend to spend with these types of HR issues? Would it be useful to have a HR presence in the business more regularly?
<p>Nursery workers have demanding and challenging roles working with children of various ages and this often involves working additional hours. This can lead to employees having to deal with stress-related issues, mental health problems and more. In England, Ofsted wants to see what settings are doing to manage employee wellbeing under the leadership and management areas of their inspection.</p>	<p>Employee Assistance Programme</p> 	<ul style="list-style-type: none"> What resources do you provide for your employees to support their health and wellbeing? What impact on the nursery setting do absences (due to stress or mental health challenges) have?
<p>Nurseries need to be able to ensure the safety of both their employees and the children in their care. It's very important that the nursery environment – including outdoor play areas, toys/equipment that may be used – are fully risk assessed multiple times each day, and that this is – as well as registers, mealtimes, etc. – are logged efficiently. Any incidents that occur involving children in their care, either in or out of nursery, must also be logged.</p>	<p>Our Core Health & Safety Service</p> 	<ul style="list-style-type: none"> How often do you update all your Health & Safety policies? What processes do you have in place for updating your Health & Safety policies? Who is responsible for completing your risk & COSHH assessments? How do they conduct them? Are you able to demonstrate competence if questioned? For instance, if you were asked to prove that your risk/room risk/COSHH assessments have been communicated to employees.

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<p>For nursery workers, finding the time to keep on top of paperwork can be tough – and this includes risk/COSHH assessments. As nurseries are a high-risk environment, it's crucial that the correct factors are being assessed. Outdoor play areas, sandpits, toys etc. - all need to be checked multiple times each day, as their condition and circumstances may change.</p>	<p>On-Site Health & Safety: Risk Assessment Support</p> 	<ul style="list-style-type: none"> • How comfortable are you with completing risk assessments? • Have you had the correct training to carry out a risk assessment? • If your risk assessments were externally reviewed, how confident are you that they'd stand up to scrutiny? • How often are you checking and updating your risk assessments? • Did you know we can help you with them?
<p>It's vital for nurseries that they receive and maintain a good rating in their inspection report. Ofsted (England), CIW (Wales) or CI (Scotland) will look at the safety of the nursery's surroundings, ensuring that the relevant risk assessments and checklists are in place.</p>	<p>On-Site Health & Safety: Site Inspections</p> 	<ul style="list-style-type: none"> • How many different sites do you have? • How often do your standards of Health & Safety change during a typical year? • What Health & Safety procedures are you carrying out which Ofsted/CIW/CI love?
<p>It's a legal obligation to have a Fire Risk Assessment in place – regardless of the sector, business size or number of employees. NDNA's insurance partner, Pound Gates, have said many nurseries are underinsured for their fire safety – having an FRA in place is a massive benefit.</p>	<p>Fire Risk Assessments (FRA)</p> 	<ul style="list-style-type: none"> • When was your Fire Risk Assessment last reviewed? • Who reviewed your Fire Risk Assessment for you? • How comfortable would you be reviewing the Fire Risk Assessment and putting your name to it if you did have a fire and your insurance company asked to see a copy of it?
<p>Nurseries need to find cost-efficient ways to offer additional benefits that attract and keep staff, e.g. by offering CPD certified elearning modules that potential and existing recruits would benefit from.</p>	<p>Atlas certified elearning</p> 	<ul style="list-style-type: none"> • Are you aware that we offer CPD and ROSPA certified eLearning training via Atlas? • Have staff completed a suitable induction? • How much time do you spend on inductions and how much does that cost? • Do staff complete on-going training on a regular basis to ensure continuous development is in place, ensuring they have the key skills needed to carry out their role?