Updated 06/01/2023

Review date 06/01/2024

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Nursery Manager

**6.2 Staff Policy on Adverse Weather and Other Disruptive Conditions**

**1. Policy Statement**

Our aim is to avoid, as far as possible, any uncertainty and confusion in the event of possible nursery closure. We believe that the best way to do this is to communicate as fully as possible with our parents.

Wakoos Centre4Children recognise the requirement to safely maintain services during adverse weather and other disruptive conditions which include public transport strikes, adverse weather conditions, petrol shortages and disrupted travel plans due to unforeseen circumstances (not including routine delays) , whilst properly discharging the duty of care to employees. This policy is based on the following principles:

* all staff are expected to make a genuine effort to report for work at the recognised start time, which may entail having to make special arrangements to ensure they are able to attend each day
* any failure to attend work, or where staff know they will be late, staff are required to contact their line manager or nominated alternative before their shift begins
* employees are not automatically entitled to pay if they are unable to attend work
* there is no automatic entitlement to work from home

Only in exceptional circumstances will Wakoos Centre4Children issue a direct instruction to staff in respect of closing buildings and / or reducing service provision due to extreme weather, or other emergency conditions. In the event of such circumstances, full instruction will be provided as to how any lost time should be accounted for.

In all other circumstances, employees will be expected to present themselves for duty appropriately. In the event of fewer staff, less time-critical work may be suspended to support more important activities; and staff may be expected to work outside of their normal area.

For individual advice on what to do in severe or disruptive weather, please refer to the following website at: [**http://www.metoffice.gov.uk/learning/get-ready-for-winter**](http://www.metoffice.gov.uk/learning/get-ready-for-winter%20)

**2. Responsibilities**

**2.1 Wakoos Centre4Children**

Wakoos Centre4Children are responsible for the health, safety and welfare of employees during working hours and will ensure that any risk to staffs’ health and safety as a result of adverse weather or other disruptive conditions will be identified, evaluated and reduced to an acceptable level. Actions taken, and the reasons why, will be documented by the manager.

**2.2 Wakoos Managers**

In the event of unforeseen circumstances, Wakoos Managers will ensure that adequate and appropriate communications and reporting mechanisms are in place to enable staff to discharge their responsibilities.

A range of factors which might impact upon an employee’s ability to attend for duty will include but are not limited to:

* Requirement of the service
* Prevailing weather conditions or other conditions and their estimated duration
* Safety of employees
* Employee’s regular method of transport
* Distance of travel to/from work
* Individual circumstances and/or requests of people with any physical, mental or other impairment which may present additional barriers to attendance for work in adverse weather or other emergency conditions
* The requirement to use alternative transport

Where such circumstances arise and an employee does not attend for duty, a range of options may be considered and discussed with the employee, which will include:

* Use of annual leave
* Use of lieu time, only with their Line managers agreement
* How lost hours will be worked back with agreement of their Line manager
* Working from home, by agreement, including the monitoring of output delivered
* Use of unpaid leave

**2.3 Employees**

It is the responsibility of employees to make every effort to attend work as usual. In the event of unforeseen circumstances employees will take all reasonable steps to report their inability to attend as soon as is practicably possible to their line manager or nominated alternative. Timescales already in existence for reporting sickness absence should be used for this purpose.

Employees will not unreasonably refuse to comply in temporarily undertaking other duties. Part-time staff may decide, with their Line manager’s agreement, to work on alternative days i.e. on what would normally be ‘days off’.

In the event of delayed travel, employees will agree with the manager if they wish to postpone or re-arrange any period of planned annual leave.

An employee must inform the manager if they reasonably believe their personal security or safety, or that of others, is at risk.

**3. Disputes arising from the application of this Policy**

Where matters of individual dispute cannot be resolved at the lowest appropriate level, the matter may be referred through use of the Grievance Procedure.

**4. Post-Incident Welfare of Staff**

Recognising that staff may be fatigued as a result of maintaining nursery services and working extra hours to cover staff shortfalls under difficult circumstances – staff should be given reasonable adjustments to their working hours.

**5. Staff Procedure during Adverse Weather and Other Disruptive Conditions**

**The NIGHT BEFORE any likely disruptive conditions**

* Ensure the member of staff who lives close to the centre and who is due to be working is a designated key holder or is given a key to the building
* Other staff who are close enough to reach Wakoos on foot will be put on alert. Those due to be working later shifts will be asked to attend from 7.30am.
* Check BBC/Met Office website for weather updates

**The DAY of the disruptive conditions**

* Wakoos Management team in conjunction with Committee approval will assess the situation and make a recommendation for Wakoos by 7.00 am
  + To inform these discussions the following should be considered
    - BBC/Met Office weather update and forecast
    - The Local Primary School via WSCC school closure list – <https://www.westsussex.gov.uk/education-children-and-families/schools-and-colleges/find-a-school-academy-or-college/>

**If the Nursery plans to OPEN**

* Attempts should be made to grit the entrance to the car park and Centre if conditions are icy. An assessment to be made on the car parking safety - with placement of cones to indicate the car park is out of use.
* Staff will only accept children within the recommended child-adult ratios.
  + Priority will be given to first come first served;
  + Any child arriving, once these levels have been reached should be refused entry and a record made (to ensure appropriate invoicing). No charge will be made for this session. Of course, parents may wait with their child until a delayed member of staff arrives to provide the necessary ratio.
  + Depending on staff ratio children may be organised into different rooms than normal - depending on age and stage and to ensure that the children remain safe.
* Assessment should made of food and milk stocks to ensure there is a suitable quantities for the children.
* If the nursery is open and a parent/carer decides not to bring their child(ren) into nursery they will be charged for the booked session.
* **After-School Club –** this service will still operate if local schools remain open. If the school is not open parents will not be charge but if the school is open and parents choose to keep their child at home the sessions that are booked will be charged.

**If a decision is made to NOT OPEN THE NURSERY**

* The following will be updated,
  + Wakoos Answer phone message

*Example: ..State todays date; Brief note of nursery closure; [depending on conditions] if the weather is likely to improve during the morning/day, state time that the situation will be reviewed; prompt customers to expect an email regarding business status for the following day.*

* + Facebook (www.facebook.com/WakoosC4C)

*Example email:*

*Dear Parents/Carers,*

*Please note that Wakoos Centre4Children will be closed on DATE due to the adverse weather. Transport conditions around Billingshurst/Petworth and down to the coast have been very difficult this evening with journeys taking several hours. The snow is not deep but as roads have not been gritted driving conditions have been treacherous in places. The forecast tonight is for more snow and temperatures below zero. I anticipate conditions remaining the same or getting worse for tomorrow morning according to current weather reports. Given the conditions this evening and the likely conditions tomorrow morning I have decided to give parents early notice that we will not be open in the morning.*

* + Website
* Additionally;
  + Notices will be placed on Wakoos outer doors informing parents/carers of closure
  + Ensure that West Sussex are aware by phoning their number as they will update on their website advising of closure. Contact West Sussex either by ringing 01243 642104 or email [customer.services.nurseries@westsussex.gov.uk](mailto:customer.services.nurseries@westsussex.gov.uk)

**If a decision is made to CLOSE THE NURSERY EARLY**

* Parents/carers should be informed on drop-off of the possibility of the nursery closing early. If such a decision is made parents/carers will be informed via telephone using their contact number or emergency contact number if there is no response.
* *Follow actions as per decision not to open Centre*

**If a decision is made to DELAY OPENING THE NURSERY**

* The following must be updated
  + the Centre’s Answer phone message
  + Facebook
  + Website
* Additionally;
  + Notices must be placed on the nursery doors informing parents/carers of the closure

**AFTER any disruptive conditions**

* Ensure any children who were recorded as being turned away have their monthly invoices credited in relation to the sessions that you have been turned away
* Review the effectiveness of this procedure and revise as necessary.

**6. PARENT UPDATE TIMELINE**

The following mechanisms will be in place to ensure parents are fully informed:

1 Facebook will be updated ([www.facebook.com/WakoosC4C](http://www.facebook.com/WakoosC4C))

2 Website will be updated

3 West Sussex website will have a note of whether or not Wakoos has been closed

4 A local member of staff will change the answer phone message and add a notice to the door of the nursery

**7. INVOICE CREDITS/ADJUSTMENTS TO PARENTS**

* All the time we have a full quota of staff we will remain open, however in the event of staff shortages the intake of children will be limited as per the staff ratio allowance in accordance with OFSTED. A Wakoos member of staff will record who arrives at the setting and will allow children in on a ‘first come, first served basis’. A full refund for those children being turned away will be given.
* We will take advice from WSCC and the Local Primary School website. However if Wakoos management feel that the setting is safe to open even though the schools are shut, our services will continue as normal.
* If in the unlikely event that we have to close and **can not** offer you a service a full credit will be issued to you. Wakoos reserves the right to review this should this.

**6.2a Parents Information on Adverse Weather and Other Disruptive Conditions**

**Policy Statement**

Our aim is to avoid, as far as possible, any uncertainty and confusion in the event of possible nursery closure. We believe that the best way to do this is to communicate as fully as possible with our parents.

**The DAY of the disruptive conditions**

* Wakoos Management team will make an informed decision based on :-
  + - BBC/Met Office weather update and forecast
    - The Local Primary School via WSCC school closure list – <https://www.westsussex.gov.uk/education-children-and-families/schools-and-colleges/find-a-school-academy-or-college/>

**If the Nursery plans to OPEN**

* Staff will only accept children within the recommended child-adult ratios.
  + Priority will be given to first come first served;
  + Any child arriving, once these levels have been reached should be refused entry and a record made (to ensure appropriate invoicing). No charge will be made for this session. Of course, parents may wait with their child until a delayed member of staff arrives to provide the necessary ratio.
  + Depending on staff ratio children may be organised into different rooms than normal - depending on age and stage and to ensure that the children remain safe.
* If the nursery is open and a parent/carer decides not to bring their child(ren) into nursery they will be charged for the booked session.
* **After-School Club –** this service will still operate if local schools remain open. If school are not open parents will not be charge but if the school is open and parents choose to keep their child as home the sessions that are booked will be charged.

**If a decision is made to NOT OPEN THE NURSERY**

* There will be a Facebook post stating that we are closed and what the next steps will be
* An email from the management team will be sent
* There will be an update on the Wakoos website (<https://www.wakoosc4c.co.uk/>)
* An answer phone message will be updated for parents calling in,
* A notice will be put on the front door
* West Sussex website will have a note of the closure

**If a decision is made to CLOSE THE NURSERY EARLY**

* Parents/carers will be informed on drop-off of the possibility of the nursery closing early. If such a decision is made parents/carers will be informed via telephone using their contact number or emergency contact number if there is no response.

**If a decision is made to DELAY OPENING THE NURSERY**

* + A message will be left on Facebook page
  + A notice will be left on the outside door

**SUMMARY**

* All the time we have a full quota of staff we will remain open, however in the event of staff shortages the intake of children will be limited as per the staff ratio allowance in accordance with OFSTED. A Wakoos member of staff will record who arrives at the setting and will allow children in on a ‘first come, first served basis’. A full refund for those children being turned away will be given.
* We would take advice from WSCC and the Local Primary School website. However, if Wakoos management feel that the setting is safe to open even though the schools are shut, our services will continue as normal.
* If your child is accessing funded hours during the closure, we will be able to honour these hours in the following holiday period space permitting.
* If in the unlikely event that we have to close and **can not** offer you a service a full credit will be issued to you. Wakoos reserves the right to review this should this.

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| Area | Communication |
| Policy or Procedural Guidelines Title | Adverse Weather Conditions |
| New or Existing Policy/Service? | Existing |
| Name and role of Reviewer | Kellie Ralph |
| Date | 06/01/2023 |