GEMS TINEY HOME NURSERY

HOME FROM HOME CHILDCARE

Loss and Damage to Personal Property Policy

Purpose

We take reasonable care of belongings at Gems tiney Home Nursery and resolve concerns fairly. This policy covers children's, families' and staff members' property and damage to nursery resources. It does not exclude liability that cannot lawfully be excluded or reduce anyone's statutory rights.

What to bring

Please clearly label coats, bags, bottles, spare clothes and comfort items. Bring only what is needed for the child's care and discuss additional items with Gemma. We advise against valuable, fragile or irreplaceable possessions where a suitable alternative is available.

Comforters, sensory aids and necessary medical or accessibility equipment may be important to a child's wellbeing. We agree appropriate storage, access and care arrangements with parents and do not restrict essential support merely because an item has value.

Adults should check bags for medicines, batteries, coins, small parts and other hazards. Medication and other items needing secure storage must be handed directly to an adult. Personal devices follow the Internet Safety Policy.

Care and storage

We provide designated storage and help children recognise and care for their belongings in ways suited to their development. Items are kept as organised as practical, and adults check for belongings at transitions and collection.

Parents and staff are asked to keep valuables secure and tell Gemma promptly if something is missing or damaged. Children are not blamed or shamed for misplaced items, ordinary accidents or difficulties related to their development or additional needs.

If an item is lost or damaged

We check the usual storage and recent activity areas while maintaining child supervision, ask relevant adults and contact the family promptly about significant loss or damage. A general message may help locate a mixed-up item without unnecessarily sharing personal details.

We record significant incidents factually, including the item, condition, circumstances, searches and action taken. Damaged items posing a hazard are removed from use. Essential equipment needs are considered urgently with the family.

We cannot guarantee that every item will remain undamaged or be recovered. Responsibility is considered on the facts, including whether reasonable care was taken and whether the setting was at fault. We do not use a blanket disclaimer to avoid responsibility for negligence or breach of legal duties. Insurance advice is sought where appropriate.

Damage to nursery property

Normal wear, tear and ordinary accidental damage arising from children's play and care are managed as part of running the setting. Parents are not automatically charged because their child was involved in an incident.

We consider what happened, supervision, age, development, additional needs and any environmental factors. The response focuses on safety, appropriate support and prevention. Any proposed reimbursement in an exceptional case must have a fair lawful basis, be discussed openly and reflect evidenced reasonable loss rather than a penalty.

We do not impose automatic full replacement charges, punish a child, withhold essential belongings or require payment as a condition of their funded entitlement. Disputed liability is addressed through discussion, the contract and complaints arrangements.

Unclaimed items and serious incidents

We ask families to check and collect unclaimed belongings and give reasonable notice before donating or disposing of ordinary unclaimed items. Named items are returned

where possible. Medicines, identity documents and essential equipment are handled separately and are not donated as general lost property.

Suspected theft, deliberate damage or a safeguarding concern is considered on its facts and referred to police or relevant agencies where necessary. Staff do not make unsupported accusations or share another child's confidential information with families.

Concerns and review

Please raise concerns with Gemma so we can investigate and agree a fair response. The Complaints Policy explains how to escalate an unresolved concern, including contact with tiney. This policy is reviewed annually or sooner after a significant incident or legal change. References: Consumer Rights Act 2015; Competition and Markets Authority guidance on fair consumer contracts; current EYFS childminder framework.

Policy owner: Gemma Bayley
Reviewed: November 2026
Next review due: November 2027