



Key Person Policy

Bijou Day Nursery & Crèche, Cowbridge

Policy owner: Nursery Manager / Rheolwr y Feithrinfa

Version: 2.0

Last reviewed: June 2026 / Mehefin 2026

Next review: June 2027 / Mehefin 2027

Approved by: Samantha Rennison, Responsible Individual / Unigolyn Cyfrifol

1. Policy Statement

Bijou Day Nursery & Crèche operates a key person system in line with CIW requirements and the Curriculum for Wales to ensure each child develops a secure, trusting relationship with a dedicated practitioner. The key person approach is central to how we provide high-quality, personalised care.

This policy complies with the National Minimum Standards for Regulated Childcare (Wales) 2016 (Standard 7); Curriculum for Wales 2022; Wales Safeguarding Procedures 2019; and CIW guidance.

2. What is a Key Person?

The key person is a named practitioner who has a special responsibility for a small group of children. They are the child's primary carer within the nursery, building a close relationship that provides a secure base from which the child can explore, learn and develop.

3. Role of the Key Person

- Build a genuine, warm relationship with each child in their key group
- Be the child's primary point of comfort, security and reassurance
- Carry out personal care routines (nappy changing, feeding, sleep) wherever possible
- Observe, assess and plan for the child's learning and development using the Curriculum for Wales framework
- Maintain the child's developmental records, learning journal and next-steps planning
- Communicate regularly with parents about the child's progress, well-being and daily experiences
- Lead settling-in sessions for new key children
- Participate in parent meetings and reviews
- Liaise with the ALN Coordinator and external professionals where a child has additional needs
- Share relevant information with the DSP if safeguarding concerns arise

4. Allocation of Key Persons

- A key person is allocated before or during the child's settling-in period

- Allocation considers room ratios, the key person's current workload, and where possible, existing sibling relationships
- Each key person also has a "buddy" key person who knows the child well, to ensure continuity when the key person is absent

5. Continuity of Care

- The key person relationship is maintained for as long as possible during the child's time at nursery
- When a child transitions to a new room, the new key person is introduced gradually with overlap visits
- Handover meetings ensure all information, observations and plans transfer seamlessly

6. Communication with Parents

- Daily verbal or written feedback at collection time
- Regular written reports or learning summaries
- Formal parent meetings/reviews at least twice a year
- Open-door policy — parents can speak to their child's key person at any time

7. Professional Boundaries

While the key person builds a close bond with the child and family, professional boundaries must be maintained at all times. Refer to our Staff Behaviour & Code of Conduct Policy and Social Media Policy.

Bijou Day Nursery & Crèche

Responsible Individual: Samantha Rennison

CIW Registration: W15/00001742 · Company No. 11468667

48A Eastgate, Cowbridge, CF71 7AB · 01446 396 000 · cowbridge@bijou-nursery.com

CIW: W15/00001742 · Co. 11468667 · www.bijou-nursery.com