

Parents Policy Information



Longacre Childcare Ltd

Updated: November 2015

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Introduction

This document is an overview of Longacre Childcare's policies which we as a Company and individual nurseries abide by. This information is a summary of the information set out in the Staff Policy and Procedure Document which can be made available upon request.

It is the aim of Longacre Childcare Limited to provide and maintain an environment where children can acquire and practice new skills. The staff and management seek to provide each and every child with the confidence, warmth and guidance that will encourage him or her to discover and learn from their environment. This approach embraces some of the Montessori philosophy and a fair proportion of our equipment reflects this. However, a variety of teaching techniques are used, allowing us to offer the children access to as many different opportunities for learning as possible within their environment.

Some of our key messages are:

- "A professional approach to the care and development of children in a friendly relaxed environment."
- "An environment that evolves in harmony with the child."
- "The successful combination of education and play."

Our Aim is:

- To enhance the wellbeing, development and education of children under statutory school age in a parent-involving, community-based group.
- To provide a safe, secure and stimulating environment.
- To work within a framework that ensures the equality of opportunity for all children and their families.

We offer children:

- A specially tailored curriculum based on the Early Years Foundation Stage Framework of Learning and Development.
- Individual care and attention made possible by a high ratio of adults to children.
- Fun and friendship with children and other adults.
- The support of a key person.
- Opportunities for them and their family to be directly involved in the activities of the Nursery and in their own child's progress.

General Information

Admissions Policy

It is our intention to make the Nursery genuinely accessible to children and families from all sections of the local community. We make known and adhere to our anti-discrimination policies.

The Manager or designated member of staff will talk to parents about their application and advise on the availability of spaces within the nursery. We will keep a place vacant, if this is financially viable, in order to accommodate emergency admissions.

A record of communication is kept with the child's Registration Form within the Waiting List Folder.

Our admissions are prioritized by:

- Siblings of those already in our care
- Strict order of the date of registration on our Waiting List
- Specific age related restrictions e.g. the age group in which a space is currently available

Parental Partnership

'Parents are children's first and most enduring educators. When parents and practitioners work together in early years settings, the results have a positive impact on children's development and learning' EYFS.

In recognising the role of parents and carers, nursery staff acknowledge the benefits of working in partnership with families to ensure care and learning for the children. The nursery and its staff are committed to involving them, and any other registered provision their child attends, in their child's development, learning and experiences.

We strive to achieve this by ensuring that families are always kept informed of events and activities in the nursery, by sharing information with them, answering questions and addressing any concerns fully, and encouraging families to participate in the life of the nursery. Other registered providers will be invited to visit the nursery and share in the exchange of information.

We implement the above policy through:

- The Key Person approach
- Detailed handovers
- Monthly News Updates and Termly Newsletters
- EYLog and Learning Journeys – our on-line observation and assessment software which all staff are trained to use to maintain children's development records
- Social Networking – the Company has website, Facebook and Twitter presence with activity details and photos from the nursery.
- Open Door Policy – parents are invited to discuss any concerns they may have about their child with their Key Person in the first instance. The Manager is also available to speak to parents regarding any aspects of the nursery.
- Sharing Information- Other Registered Providers and Outside Agencies - where a child attends more than one childcare setting the EYFS guides us to share relevant information with other providers and the child's parents, otherwise keeping information confidential. We will also, with parental permission, work with and where necessary seek support from agencies that specialise in supporting children's specific physical, emotional and educational needs.
- Parents Evenings – held twice a year, giving parents the opportunity to talk to their child's Key Person.

Key Person Policy

Our policy is to offer the highest quality of care for all children. We implement a Key Person system to ensure the needs of the individual child and their family are met whilst attending the nursery. The Key Person achieves this by:

- Assisting both the child and their family in settling in to Nursery life.
- Carrying out the settling in period with parent(s) and child (see Settling In Policy).
- Building a relationship with the child and their family to offer comfort and reassurance, enabling them to be fully involved in the life of the nursery.
- Ensuring each child knows and understands our child friendly rules and feels comfortable with staff, peers, and activities.
- Actively conducting observations on key children, using this knowledge to plan further activities to meet the needs of the child's development.
- Writing the regular Progress Summary Forms to keep the parents informed of what goals they are aiming at for their child.

The Key Person approach makes sure that within day to day demands of a nursery, each child feels special and individual, cherished and thought about by someone in particular while they are away from home. The child in the nursery will experience a close relationship that is affectionate and reliable.

It allows parents to build a relationship and share information with a named staff member to enable an holistic view of the child and develops a clear line of communication.

The Nursery, as part of our Key Person policy, also operates a 'Buddy System' so that should a Key Person be absent (due to holiday or sickness) there is another member of staff who is familiar with the children's routines and can carry out Key Person responsibilities in their stead. Parents will be introduced to the buddy in due course.

Early Learning

Working within the EYFS Framework we set out to support all children attending the nursery to attain their maximum potential within their individual capabilities. We do this by working with parents to gain knowledge and understanding of individual children, providing a stimulating and engaging learning environment and producing a personalised record of children's development.

We support children's learning by:

- Acknowledging parents as primary educators and encouraging parental involvement as outlined in our Parents Partnership Policy. We build strong home links in order to enhance and extend children's learning both within the nursery environment and in the child's home.
- Presenting a positive play environment for the child, so they are able to develop good social skills and cultivate independence. These environments are regularly reviewed and developed to extend children's learning and continue to encourage their curiosity.
- Following the frameworks set out by the Early Years Foundation Stage to support and enhance children's learning and development holistically through play-based activities.
- Viewing all aspects of learning and development equally and ensuring a flexible approach that responds quickly to each child's learning and developmental needs, is maintained.
- Planning learning experiences to ensure, as far as practicable, equality of opportunity between all children and that this promotes diversity.
- Planning activities with each child's next developmental step and personal interests in mind. These are then supplemented with additional activities (adult initiated) to ensure a well-rounded curriculum in line with the EYFS areas of development. More information on the areas of learning and development can be found in the planning file and with the relevant Key Person.
- Producing a personalised record of each child's development which is maintained, showing their abilities, progress, interests and areas needing further staff or parental assistance. We acknowledge that children learn in different ways and at different rates and plan for this accordingly.

- Giving children the opportunity and encouragement to play outside throughout the year.

Intimate Care and Toileting Policy

We aim to meet the needs of all our children and promote their welfare. We recognise and assist children with intimate care where needed, and ensure that the children are treated with courtesy, dignity, and respect at all times.

Intimate care is defined as care involving washing, touching or carrying out a procedure to intimate personal areas which some children may need support in doing because of their young age, physical difficulties or other special needs. Where a child has intimate care needs, a designated member of staff takes responsibility to provide their care. We address issues on an individual basis.

Due to the developmental stages of the children that attend the nursery, we support them with their personal care: reminding the children to go to the toilet, hygiene such as washing their hands to develop their independence. As outlined in the EYFS, we are responsible for children's personal care skills, as an essential part of Personal Development, in order to be able to access the rest of the curriculum.

On some occasions, older children come to our setting in nappies. We support children sensitively and with dignity in this matter. Also, from time to time some children will have accidents and need to be attended to. Parents are asked to supply a bag of clean clothes for their child in their bags to be hung on their child's peg. These are taken into the bathroom prior to changing. However a supply of spare clothing is available if necessary and parents are asked to return this as soon as possible. If a child has needed help with meeting intimate care needs (had an accident). This is shared with the parents in person at the end of their session.

Staff Training

All staff are knowledgeable about intimate care/personal care. They are aware of their responsibilities, relevant policies and procedures in place (including adhering to Child Protection, Health and Safety, Confidentiality). All staff hold an enhanced CRB or DBS check and have received training for very specific intimate care procedures where relevant. They follow the child's care plan and they undertake their duties in a professional manner at all times. They are fully aware of best practice including hygiene.

Practice

Practitioners who provides the care (in most cases: the child's key person) forms a strong, trusting relationship with the child. They ensure that it is a positive experience that is safe and comfortable for all. Whilst the child is having their needs met, it is treated as a time to converse and promote their personal development.

The changing area is used to attend to a child's needs and every effort is made to ensure privacy and modesty.

Most procedures are carried out by just the child's key person. However, careful consideration is given to the child's individual circumstances to determine how many practitioners might need to be present when a child needs help with intimate care.

If a child is unhappy or anxious about the care being provided, the issue will be addressed to ensure that we continually meet a child's needs.

Working with parents

We work closely with parents to identify and ensure we meet the child's needs. Cultural and religious values are respected when planning for their care. We seek to engage in regular communication with parents, and monitor and review the plan together if needed.

Working with outside agencies

We work closely with outside agencies and utilize their knowledge and expertise where necessary. The SENDCO, coordinates this approach.

Collection of Children

The nursery aims to provide a safe and smooth transition to and from the nursery environment for all including children, parents, staff and visitors. This policy also covers the scenario of a child who has not being collected as agreed, and the unlikely event that a child has gone missing.

Late Collection of a Child

We remind parents of the importance of keeping to their arrival or collection times to ensure children do not arrive too early or are collected late without prior consent as this would throw off staff : child ratios set out by Ofsted.

We take lateness very seriously as the Nursery is only insured until 6.00pm when all staff and parents/children should have vacated the premises.

If a parent (or appointed person) is going to be late, they should inform the Manager as soon as possible and give the time they are likely to arrive. Where children are not collected within their agreed contracted hours, a Late Fee may be charged, payable on the day for each occasion of lateness. For more details see our Policy on Invoice Payments & Additional Charges.

Non-Collection of a Child

In the event of a non-collection of a child at the end of their booked session we will:

- Phone the parents/carer (phone numbers in the Contact Box)
- If no response, phone the named persons on the Contact Card to collect.
- If it is not possible to contact the parents/carers or any of the emergency contacts then social care should be informed that we have an uncollected child. Also contact OFSTED.
- If we are unable to reach any of the above within 30 minutes (6.30 pm) after closing time, the Manager/Senior Member of staff will contact **Kent Social Services** and inform them of the situation. Thereafter, they will guide us as to how we should proceed.

Staff are not permitted to take the child home with them pending collection by parents or an alternative responsible person.

Procedure for an Unaccounted Child

All practitioners have the highest regard for the safety of the children in our care. The nursery team will always be extremely aware of the potential for children to go missing during sessions and will ensure that exits and entrances are kept secure.

Even when all precautions are properly observed, emergencies can still arise. Therefore practitioners will undertake periodic head counts, especially at the transition points between sessions (in addition to the registration procedures set out in the Arrival and Departures policy). If for any reason a member of staff cannot account for a child's whereabouts during a session at the setting, the following procedure will be activated:

- Staff will take all children and adults to a secure area and the Manager notified.
- The Manager will then identify who and when the child was last seen.
- Other members of staff will be posted at the entrance/exits of the driveway and garden.
- The Manager will then direct a member of staff to search all areas of the premises including all cupboards and storage areas.
- The Manager will then liaise with other senior members of staff to bring the matter to a satisfactory conclusion.

In the event that a satisfactory conclusion is not reached, the matter will be referred to the Police and the parents informed.

SEND (Special Educational Needs and Disability)

Definition of Special Educational Needs

1. Have a greater difficulty in learning than the majority of other children.
2. Have a disability that prevents or hinders them from making use of educational facilities generally provided in the area.

Definition of Disability

1. Physical or mental impairment that has a substantial and long term adverse effect on the ability to carry out normal day-to-day activities.

Definition of Additional Educational Needs

1. Children with AEN are those whose circumstances may impact on their ability to learn and who may need additional support to enable them to progress.

Children who have English as an additional language (EAL) may be seen as having additional educational needs for a period of time. There is a separate policy for students who have English as an additional language

Aims for Adults working with Children with SEND and AEN

1. To identify and assess children with SEND as early as possible
2. To support children with SEND in achieving their full potential
3. To enable children with SEND to have full access to a broad, balanced and relevant education, including our curriculum for the foundation stage, alongside their peers
4. To take into account the views, wishes and feelings of the child and the child's parents, enabling them to participate as fully as possible in decision making and, with our support, achieve the very best outcomes.

It is the policy of the Nursery to provide for the development of young children with special educational needs within the main stream service provided for children at Nursery and to ensure that all pupils have access to a broad and balanced curriculum in order that they may achieve their full potential. We aim to work closely with children, staff, parents and external support agencies to provide an appropriate environment.

It is our policy always to view the needs of the child as a whole. If the child has any needs, which we feel cannot be addressed using our existing resources, or displays behaviour that endangers themselves or others, we will consult with parents/carers and other relevant agencies to procure a solution that is in the best interests of the child concerned.

Does Your Child Have Special Educational Needs?

If you already know that your child has special educational needs, the Nursery will carry out an assessment before the child starts at the nursery.

To achieve our aim, we have set the following objectives:-

- To identify children with special needs as early as possible.
- To use a variety of methods to assess the specific needs of the child.
- To carefully monitor and record the progress of SEND children.
- To develop a detailed profile of each child's progress including if necessary Targeted Plan.
- Where appropriate, to maintain a daily diary of behaviour to aid outside agencies and/or diagnosis.
- To work closely with parents/carers and all outside agencies involved in the development of the child.

- To provide a range of resources and adopt a variety of approaches to support pupils with Special Educational Needs.

Role of the Special Educational Needs and Disabilities Coordinator (SENDCO)

- To be responsible for the daily implementation of the SEND policy
- To meet prospective parents to discuss the needs of their child
- To ensure the key worker has all relevant background information from parents and outside agencies
- To ensure staff are aware of any child with SEND/AEN and are fully informed as to the nature of those needs and how to support them
- To offer support and advice to staff working with children with SEND/AEN
- To ensure staff have sufficient training to support children with SEND/AEN
- To communicate effectively with and seek advice from relevant outside agencies
- To ensure appropriate records are in place, including Individual Education Plans and targets, including next steps
- To support the key worker in evaluating any targets set and ensuring provision is supporting the child effectively
- To information share at times of transition with parents, other nurseries, schools and outside agencies

The SEND Code of Practice is available to read at the Nursery or at:

<https://www.gov.uk/government/publications/send-code-of-practice-0-to-25>

or

<https://www.gov.uk/government/publications/send-guide-for-early-years-settings>

Equalities and Inclusion Statement

The nursery takes great care to treat each individual as a person in their own right, with equal rights and responsibilities to any other individual, whether they are an adult or a child. The nursery is committed to providing equality of opportunity and anti-discriminatory practice for all children and families according to their individual needs. Discrimination has no place within the Company.

The legal framework for this policy is based on:

- Equality Act 2010
- Children's Act 1989 & 2004
- Care Standards Act 2002
- Childcare Act 2006
- Special Educational Needs and Disability Act 2001
- Children's and Families Act 2014
- SEND Code of Practice 2014
- The Early Years Foundation Stage 2014- Welfare Requirements

A commitment to implementing our inclusion and equality policy will form part of each employee's job description. Should anyone believe that this policy is not being upheld, it is their duty to report the matter to the Nursery Manager at the earliest opportunity.

The nursery and staff are committed to:

- Recruiting, selecting, training and promoting individuals on the basis of occupational skills requirements. In this respect, the nursery will ensure that no job applicant or employee will receive less favourable treatment on the grounds of age, sex, gender reassignment, disability, marriage or civil partnership, race, religion or belief, sexual orientation and pregnancy or maternity. These cannot be justified as being requirements for the safe and effective performance of their work or training.
- Providing a childcare place and the necessary standard of care, wherever possible, for children who may have learning difficulties and/or disabilities or are deemed disadvantaged according to their individual circumstances.
- Striving to promote equal access to services and projects by taking practical steps, (wherever possible and reasonable) such as ensuring access to people with additional needs and by producing materials in relevant languages and media for all children and their families.
- Providing a secure environment in which all our children can flourish and all contributions are valued.
- Including and valuing the contribution of all families to our understanding of equality, inclusion and diversity.
- Providing positive non-stereotypical information.
- Continually improving our knowledge and understanding of issues of equality, inclusion and diversity.
- Regularly reviewing childcare practice to ensure the policy is effective and practices are non-discriminatory.
- Making inclusion a thread, that runs through the entirety of the nursery. For example, by encouraging positive role models through the use of toys, imaginary play and activities, promoting non-stereotypical images and language and challenging all discriminatory behaviour (see dealing with discriminatory behaviour policy).
- Inappropriate attitudes and practices will be challenged.

Behaviour Management

Our nursery believes that children flourish best when they know how they are expected to behave. Children gain respect through interaction with caring adults who show them respect and value their individual personalities. Positive, caring and polite behaviour will be encouraged and praised at all times in an environment where children learn to respect themselves, other people and their surroundings.

Children need to have set boundaries of behaviour for their own safety and the safety of their peers. Within the nursery we aim to set these boundaries in a way that helps the child to develop a sense of the impact of their own behaviour, both on their own environment and on those around them. Restrictions on the child's natural desire to explore and develop their own ideas and concepts are kept to a minimum.

We aim to:

- Recognise the individuality of all our children.
- Encourage self-discipline, consideration for each other, our surroundings and property.
- Encourage children to participate in a wide range of group activities to enable them to develop their social skills.
- Work in partnership with parents by communicating openly.
- Praise children and acknowledge their positive actions and attitudes, therefore ensuring that children see that we value and respect them.
- Promote non-violence and encourage children to deal with conflict peacefully.
- Provide a Key Person system enabling staff to build a strong and positive relationship with children and their families.
- Have a named person who has overall responsibility for issues concerning behaviour.
- Encourage all staff working with children to accept their responsibility for implementing the goals in this policy.
- We recognise that patterns for interacting with other people vary between cultures and staff are required to be aware of and respect this.

Nursery **Anti-bullying** rules are concerned with safety and care and respect for each other.

When children behave in unacceptable ways:

- Physical punishment such as smacking or shaking will be neither used nor threatened, however it may be necessary to use preventative measures in an emergency to prevent personal injury.
- Children will not be humiliated in any way. Staff within the nursery will redirect the children towards alternative activities. Discussions with children will take place recognising and respecting their level of understanding and maturity.
- Staff will not raise their voices in a threatening way.
- In any case of misbehaviour, it will always be made clear to the child or children in question that it is the behaviour and not the child that is unwelcome.
- How a particular type of behaviour is handled will depend on the child's age, level of development and the circumstances surrounding the behaviour. It may involve the child being asked to talk and think about what he/she has done. It may also include the child apologising for their actions.
- Parents will be informed if their child is unkind to others or if their child has been upset. In all cases inappropriate behaviour will be dealt with in nursery at the time. Parents may be asked to meet with staff to discuss their child's behaviour, so that if there are any difficulties we can work together to ensure consistency between their home and the nursery. In some cases we may request additional advice and support from other professionals, such as an educational psychologist or child guidance counsellors.

- Children need to develop non-aggressive strategies to enable them to stand up for themselves so that adults and children listen to them. They need to be given opportunities to release their feelings more creatively.
- Confidential records will be kept on any negative behaviour that has taken place. Parents will be informed and asked to read and sign any entries concerning their child.
- If a child requires help to develop positive behaviour, every effort will be made to provide for their needs.
- Through partnership with parents and formal observations, staff will make every effort to identify any behavioural concerns and the causes of that behaviour. From these, behaviour management strategies will be put into place.
- Children will be distracted from the negative situation and supported in a different activity or environment, if necessary for their own well-being and that of others in the group.

Children need their own time and space. It is not always appropriate to expect a child to share and it is important to acknowledge children's feelings and to help them understand how others might be feeling.

Children must be encouraged to recognise that bullying, fighting, hurting and discriminatory comments are not acceptable behaviour. We want children to recognise that certain actions are right and that others are wrong. Bullying takes many forms. It can be physical, verbal or emotional, but it is always a repeated behaviour that makes other people feel uncomfortable or threatened.

Any form of bullying is unacceptable and will be dealt with immediately. At our nursery staff follow the procedure below to enable them to deal with challenging behaviour:

- Staff are encouraged to ensure that all children feel safe, happy and secure.
- Staff are encouraged to recognise that active physical play in the early years is part of the child's development and that it should be channelled in a positive way.
- Children need to be helped to understand that using aggression to get things is inappropriate and they will be encouraged to resolve problems in other ways.
- Our staff are encouraged to adopt a policy of intervention when they think a child is being bullied, however mild or "harmless" it may seem.
- Staff are ready to intervene by initiating games and activities with children when they feel play has become aggressive, both indoors and out.
- Any instance of bullying will be discussed fully with the parents of all involved, to look for a consistent resolution to the behaviour.
- If any parent has a concern about their child, a member of staff will be available to discuss those concerns. It is only through co-operation that we can ensure our children feel confident and secure in their environment, both at home and in the nursery.
- All concerns will be treated in the strictest confidence.

By positively promoting good behaviour, valuing co-operation and a caring attitude, we hope to ensure that children will develop as responsible members of society.

Invoice Payments & Additional Charges

Upon starting at the nursery, parent's sign Terms and Conditions and a Contract of Hours confirming their acceptance of the nursery policy on fee payment. In all cases fees are payable monthly by the end of each month in advance.

Holidays and Sickness

All absences including holidays and sickness are charged at the standard rate.

Late Collection Fee

All children must be collected on time at the end of their session. If a parent is unable to collect on time a late collection fee of £25 (subject to annual review) on top of the hourly rate may be charged, payable on the day for each occasion of lateness.

Late and Non Payment of Fees

If a parent is persistently late paying their invoice in full or payment is invalid, the parents will be charged a £60 administration fee (subject to annual review). Longacre Childcare reserves the right to withdraw a child's nursery place due to non-payment or persistent late payment of fees. Further action will be taken to recover outstanding amounts.

Parental Complaints

We believe that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. Our intention is to work in partnership with parents and the community generally. We welcome suggestions for how we can improve our service.

It is in the best interests of the Nursery that complaints are taken seriously, dealt with fairly and in a way that respects confidentiality. We welcome opportunities to work with parents in seeking a resolution.

Making a Complaint

If a parent has concerns about their child they are encouraged to speak to their Key Person or Nursery Manager. Alternatively Comment Forms are available by the entrance of the building or parents are welcome to write to or email the Nursery Manager.

The Nursery Manager will then make contact and either discuss over the phone the details of the complaint or arrange an appointment to do so face to face. The Manager will then work to resolve the situation to a successful conclusion; this may include carrying out a full investigation. Any outcomes will be communicated with 28 days of the original complaint.

Details of all complaints are recorded in a confidential manner and kept in a Record of Complaints File available to be shared with parents/staff/Ofsted on request. All outcomes and actions will be included in the file.

Parents are able to contact Ofsted directly regarding the registration procedure, see Ofsted contact details at the end of this policy.

Ofsted

All nurseries under Longacre Childcare are registered with the governing body of Ofsted.

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| Broughton Cottage Day Nursery | EY242362 |
| Longacre Day Nursery | EY269941 |

Parents are able to contact Ofsted directly regarding the registration procedure.

- Ofsted helpdesk, which is open from 8am to 8pm, Monday to Friday, 0300 123 1231,
- Or email enquiries@ofsted.gov.uk
- Or by post Enquiries, Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD

Health & Safety

Nursery Health and Safety Statement

The Nursery has a responsibility to provide a safe environment for the children and staff within its care. The person stated below is responsible for health and safety matters concerning the nursery premises including carrying out and recording of risk assessments.

Our Health and Safety Policies have been developed in accordance with the principles established by:

- Health and Safety at Work Act (1974)
- Management of Health and Safety at Work Regulations 1992
- Electricity at Work Regulations 1989
- Manual Handling Operations Regulations 1992 (as amended)
- Health and Safety (display screen equipment) Regulations 1992

The health, safety and welfare of all the people who work or learn at our Nursery are of fundamental importance. We aim to provide a safe, secure and pleasant learning/working environment for everyone. The management take responsibility for protecting the health and safety of all children and members of staff.

In the nursery we aim to:

- Involve and motivate nursery staff in all matters concerning Health & Safety.
- Prevent accidents, injuries and ill-health and to identify and eliminate hazardous situations.
- Achieve a high standard of occupational health, safety, welfare and hygiene.
- Control situations likely to be hazardous to health and safety in the nursery or cause damage to persons or equipment.
- Provide a safe and healthy environment.

The Nursery will ensure that:

- All children are supervised by adults at all times and will always be in sight of an adult.
- Adults do not walk about with hot drinks or place hot drinks in reach of children.
- A register of both adults and children is completed on arrival so that a complete record of all those present is available in an emergency.
- Children do not have unsupervised access to kitchens, cookers or any cupboards storing hazardous materials including matches.
- Children will only leave the group with authorised adults.
- A correctly stocked and locked first aid box is available at all times.
- Risk Assessments on the premises both inside and outside are made before each day.
- The outdoor space is securely fenced.
- Equipment is checked regularly and any dangerous items are repaired or discarded.
- Activities such as cooking, woodwork, and energetic play receive close and constant supervision.
- The layout and space ratios allow children and adults to move safely and freely between activities.
- Equipment offered to children is developmentally appropriate; recognising that materials suitable for older children may pose a risk to younger/less mature children.

- There is a no smoking policy at the nursery, including Electric Cigarettes.

Food and Drink

We regard snack and meal times as an important part of the Nursery's day. Eating represents a social time for children and adults and helps children to learn about healthy eating. We aim to provide nutritious food that meets the children's individual dietary and developmental needs. We aim to meet the full requirements of The National Standards for Day Care on Food and Drink and 'Safer Food Better Business'.

The members of staff responsible for food preparation will have undertaken food and hygiene training and regularly update their knowledge and understanding. They are competent to carry out these responsibilities.

Under no circumstances are parents/carers/staff permitted to bring any food containing nuts to the nursery e.g. peanuts and birdseed, due to allergies.

Permission to allow products such as a birthday cake or sweets into the nursery must be sought from the Nursery Manager and the original packaging brought in with the item so that the ingredients can be checked against the allergies of children. Should there be any question on the safety of ingredients we will not serve the food stuff at all, returning it to the parent to take home.

Illnesses & Medicine

It is our policy to promote the good health of the children in our care in line with the Early Years Foundation Stage safeguarding and welfare requirements.

The Nursery does not aim to exclude children unnecessarily. Whilst we recognize the difficulties involved for working parents in making alternative care arrangements for their child if they are ill, the Nursery will always put the well-being of the children in our care first.

Children taking medicine can attend nursery as long as they are not suffering from any contagious illnesses, are not displaying any signs or symptoms of illness, and they are well enough to fully participate in nursery activities. This is at the Manager's discretion.

Parents will have the opportunity to discuss health issues with the Nursery Manager and will have access to information available to the Nursery. The Nursery will gather health information and advice from the local health authority information services and/or other health agencies.

Immunisations

- We advise parents that it is in their child's best interests for their immunisations to be kept up to date. In the absence of this it is essential that the nursery is kept fully informed of any information that may affect your child's health whilst at nursery.

Illness

- Parents and staff are asked to report any absences as a result of infectious illness. This is so that the nursery can alert other parents as necessary (normally in the form of a poster in the reception area) and to take careful observations of any child who seems unwell.
- We follow the advice given by Public Health England with regards containment of illness including exclusion periods.

Medicines

- A Medication Form will need to be completed prior to any medication being administered.
- If a child has been prescribed a course of antibiotics, we ask that they remain at home for the first 24 hours. This is to ensure that the child has not had an adverse reaction and medication has had ample time to take effect and the child will feel more like themselves and be able to enjoy their day at nursery.
- We will try to administer medication wherever possible, but we will not force it against the child's wishes. Where a child refuses medication, we will contact the parent and inform them.
- Medication will be stored in line with its recommendations and out of reach of children.
- If any medication such as Calpol is found in children's bags, it will be removed and then handed back to parents at the end of the session. Parents should be asked not to bring medication back into nursery.

The nursery reserves the right to refuse to give any medication we do not feel comfortable to administer.

Non-Prescription Medicines

Non-prescription medication will not usually be administered unless there is a clear health reason to do so, and is at the discretion of the Nursery Manager. Medication such as teething gels and skin creams can be administered with prior written consent.

NB: The term 'medicine' also covers homeopathic remedies and therefore the same procedures apply.

Emergency Use of Calpol

Under normal circumstances it is the policy of the Company not to administer un-prescribed medication which could mask symptoms such as a fever. However, should a child develop a fever whilst at Nursery, the parents or nominated person will be contacted and arrangements for the child's collection made.

If the parent or nominated person is unable to collect straight away and the child develops an extreme temperature (39°C or over) there is an increasing risk that the child may suffer from febrile convulsions. If permission has been given by the parent the Manager will administer a dose of Calpol to reduce the temperature. The parent will still be expected to make collection arrangements as soon as possible and staff may recommend that they consult a doctor.

Should the temperature not reduce or parents have serious delay in collecting the child, the NHS (111) service will be consulted on whether an ambulance should be called.

The child will not be allowed back into the Nursery until they have recovered from all symptoms.

NB: If parents have not given permission for the Manager to administer medication and/or they are non-contactable, NHS Direct will be consulted on what action to take, this may include administering Calpol.

Long Term Medical Needs & Life Threatening Illnesses

Parents of children with known illnesses e.g. anaphylaxis or serious allergic conditions, blood disorders, epilepsy, HIV and AIDS etc. will be asked to complete a Individual Health Care Plan to ensure staff are fully aware of the signs, symptoms and treatment of that individual child. This will be typed up and displayed discreetly in the nursery room. In the case of a child with a known illness/allergy suffering a reaction, the child's Individual Health Care Plan will be strictly followed in all cases. Individual Health Care Plans need to be checked by parents at regular points of the year to ensure that all details are still correct. Any changes between these times should be communicated in writing.

First Aid

In keeping with the EYFS Welfare Requirements the nursery will ensure that there is at least one member of staff trained in First Aid at the setting at any time or accompanying children on outings.

We will ensure that first aid kits are kept accessible and well stocked with appropriate content for use with children.

The Nursery keeps a written record of accidents and injuries, together with an account of any first aid treatment given. We will inform parents of any accident or injury sustained by the child on the same day, or as soon as reasonably practicable. Parents will be asked to sign the written record as evidence that they have been informed.

We will notify Ofsted and local child protection agencies of any serious accident, illness or injury to, or death of, any child while in our care. We will notify the above of the action taken and will act on any advice received from those agencies. Notification must be made as soon as is reasonably practicable, but in any event within 14 days of the incident occurring.

In the event of an ambulance being required, the Manager should follow steps outlined in the Medical Emergency Action Plan within this document.

Sun Care

The nursery is committed to ensuring that all children are fully protected from the dangers of too much sun. Severe sunburn in childhood can lead to the development of malignant melanoma (the most dangerous type of skin cancer) in later life.

We recognize that some skin types are more tolerant of sunshine; however it is important to remember that damage can still occur and therefore all children in our care should be equally protected.

The Nursery Staff follow the guidelines below for the care of children in the sun:

- We advise parents that all children are prone to sunburn will need lightweight cotton clothing suitable for the sun with long sleeves and long legs.
- We request parents to provide named sun hats for their children.
- Children are made aware of the need for sun hats, sun cream and the need to drink more fluids during their time in the sun.
- Staff will ensure that children wear their sun hats at all times whilst outside in sunny weather.
- Nursery will supply a factor 50 sun cream specially designed for children.
- All children must have sun cream applied before going into the garden and reapplied in line with the instructions on the cream. If permission is not given for sun cream then the child will have access to the garden restricted to areas covered by shade.
- Children's own sun cream should be clearly named and dated. This enables children to have sun cream suitable for their own individual needs.
- Children are offered water more frequently throughout sunny or warm days.
- Shade will be provided to ensure children are able to cool down or escape the sun should they wish or need to.
- Staff will make day-to-day decisions about the length of time spent outside dependent on the strength of the sun. On very hot days children will not be out in the sun between 11.15am – 2.15pm

Policy on Adverse Weather

We have an adverse weather policy in place to ensure our nursery is prepared for all adverse weather such as floods, snow and heat waves. If any of these incidents impact on the ability of the nursery to operate, we will contact parents via phone, website, Facebook and e-shot.

Flood

In the case of a flood we will follow our critical incident procedure to enable all children and staff to be safe and continuity of care to be planned for.

Snow

If high snow fall is threatened during a nursery day then the Operations Manager will take the decision as to whether to close the nursery. This decision will take into account the safety of the children, their parents and the staff team. In the event of a planned closure during the nursery day we will contact all parents to arrange for collection of their child.

In the event of staff shortages due to snow when we are unable to maintain statutory ratio requirements, once all avenues have been explored and if we feel the safety, health or welfare of the children is compromised, then we will take the decision to close the nursery.

Heat wave

Please refer to our sun care policy.

Prohibited Behaviour

- No alcohol is to be consumed on the premises during Nursery hours.
- Parents/carers/staff are not permitted to smoke whilst on the Nursery Premises or property. This also includes the total exclusion of e-cigarettes or any form of them that could represent smoking to the children
- Anti-social or discriminatory behaviour, including violence, towards staff, children, parents and third parties in connection with the nursery is not accepted.
- The possession or use of mobile phones whilst on duty at the nursery is not allowed.

Safeguarding

Child Protection/Safeguarding Policy

Longacre Childcare and our staff fully recognise the contribution it makes to safeguarding children. We recognize that all staff has a full and active part to play in protecting our children from harm. We believe that we should provide a caring, positive, safe and stimulating environment, which promotes the social, physical and moral development of each individual child.

The legal framework for this Policy is:

- The Early Years Foundation Stage (2014)
- DfE guidance Keeping Children Safe in Education (2015)
- Working Together to Safeguard Children (2015)
- Framework for the Assessment of Children in Need and their Families (2000)
- Kent and Medway Online Safeguarding Children Procedures (2014)

Defining Abuse – what is Child Abuse?

Child abuse is to cause harm to a child or fail to take action to prevent harm. Staff in the Nursery recognise that child abuse can and does happen in all types of families. The different social and cultural backgrounds of the children do not constitute barriers to child abuse and in most cases children are abused by individuals known by them, rather by strangers. Child abuse can take any formats, but all instances can be broadly categorised under one of four headings.

Categories of abuse:

- Physical abuse
- Emotional abuse
- Sexual abuse
- Neglect

What the nursery's responsibilities are in dealing with suspected cases?

- Ensuring the child's welfare, safety and protection is paramount.
- Nursery will act in the best interests of the child at all times.
- The Early Years Designated Person will immediately contact the Local Authority Designated Person in the event of a disclosure either from a child, another member of staff, parent or user of the nursery.
- Nursery will treat all parties involved with respect and not pass judgement or make assumptions and will offer support to those involved.

Nursery promise:

- To be sure that all staff are alert to the signs and understand what is meant by safeguarding and are aware of different ways in which children can be harmed, including by other children i.e. bullying.
- To respect confidentiality.
- To work co-operatively with all outside agencies.
- To notify Ofsted in cases of a member of staff being involved in a child protection issue.
- To work in accordance with the National Standards relating to Child Protection.
- To maintain written records of all concerns even if there is no need to make an immediate referral. This could include the completion of a body map showing exact size, colour and place of injury and must include the date and name of person recording injury. All records will be locked away with only those persons with authority having access to them.

- In the instance of a child, currently on the Child Protection register, being absent without explanation for two days, Social Services must be immediately informed.

What happens when an allegation is made against a member of staff or volunteer (his could be from a child, another member of staff, a parent or other user of the nursery):

- All members of staff regardless of their position within the Nursery are treated fairly and equally and in accordance with the set guidance.
- Any allegation will be taken seriously.
- In accordance with the National Standards, the Early Years Designated Person will act on the information given. This may mean informing the **Local Authority Designated Person** of the allegation. Their advice will be followed
- The member of staff will be generally be notified by letter of the details of the accusation and the action the nursery is taking.

All staff will attend safeguarding Training and receive basic training as part of their induction.

Staff and Volunteering

A senior member of staff is identified within the nursery as the '**Early Years Designated Person**' (EYDP). The designated person will undertake specific training and accesses regular updates to developments within this field.

- We provide adequate and appropriate staffing resources to meet the needs of the children
- All applicants must have an enhanced DBS disclosure check.
- We abide by OFSTED requirements in respect of references and police checks for staff and volunteers, to ensure that no disqualified person or unfit person works at the nursery or has access to the children.
- Volunteers, including students do not work unsupervised.
- The deployment of staff within the nursery allows for constant supervision.

Informing Parents

Parents are normally the first point of contact. If suspicion of abuse is recorded, parents are informed at the same time as the report is made, except where the guidance of the Local Safeguarding Children's Board does not allow this. This will usually be the case where the parent is the likely abuser. In these cases the investigating Officer will inform the parents.

Confidentiality

All suspicions and investigations are kept confidential and only shared with those who need to know. Any information is shared under the guidance of the Local Safeguarding Children's Board.

Legal Contact Guidance

Please note that the nursery cannot restrict access to any parent with parental responsibility unless a formal Court Order is in place. We respectfully ask that parents do not put us in this position. We ask parents to:

- Provide us with all information relating to parental responsibilities, Court Orders and injunctions.
- Update information that changes any of the above as soon as practicable.
- Work with us to ensure continuity of care and support for the child.
- Not involve nursery staff in any family disputes, unless this directly impacts on the care we provide for the child.
- Talk to the Manager/Key Person away from their child when this relates to family separation in order to avoid the child becoming upset. This can be arranged as a more formal meeting or as an informal chat.
- Not to ask nursery to take sides in any dispute. We will only take the side of the child and this will require us to be neutral at all times.

Use of Photography

Photos are taken regularly within the Nursery as a means of supporting children's learning and recording activities and special events. These images are only taken by members of the staff team on a Company digital camera or on nursery tablets. We do not allow the use of mobile phone cameras or personal cameras.

Photographs are only to be published at the discretion of the Nursery Manager and with the best interests of the children in mind.

Only children with written permission (located on the Enrolment Form) will have photos featuring them displayed and at no time will the child's name appear with the image. Images are stored on the nursery laptop for a limited period after which they will be deleted.

Advertising

Where images are wanted to be used for advertising purposes a specific Permission Form will be sent to the parent. These images will be kept securely on the Head Office computer. Unless stated otherwise by the parent, they will be kept indefinitely.

Withdrawal of Photographic Permission

Permission for photographic images automatically terminates when the child leaves the nursery (the only exception to this is advertising images). Parents will be given any photos that have been stored within their child's file. Parents retain the right to withdraw consent at any stage, but they need to do so in writing.

E-Safety, Networking and Mobile Phones Policy

The Internet is now regarded as an essential resource to support teaching and learning. Computer skills are vital to accessing life-long learning and employment. It is important for children to learn to be e-safe from an early age and the nursery can play a vital part in starting this process.

In line with nursery policies that protect children from other dangers, there is a requirement to provide children with as safe an internet environment as possible. Practitioners need to begin to teach them to be aware of and respond responsibly to possible risks.

We do this by:

- Ensuring that no personal information is published on the Company Website and other social media account posts.
- Photographs will only be used in line with permissions given, either on the Permissions Form which is renewed annually or a Marketing Permissions Form.
- Should the children use the internet (e.g. for Google map etc) the nursery computer is used under staff supervision using a child friendly search engine.
- Mobile phones are not permitted in the setting rooms. Staff are permitted to use their mobile phones in the office and in the staff cloakroom area, but the taking of photographs on mobile phones is strictly prohibited anywhere on the nursery site.

EYLog

In order to create children's Learning Journey, a record of their development and progress, we use a computer software program called EyLog. This allows staff to capture a photo, a video clip or a voice recording as well as written notes using a tablet computer. As soon as an observation has been recorded and uploaded to the EyLog server, it is automatically deleted from the tablet and stored on a Cloud to ensure that it is never lost.

All data is held in encrypted form and is accessed subject to a secure login and password. The only people who can access a child's Learning Journey are the relevant nursery staff (Manager, Room Leaders, Key Person) and the child's parents. Parental access will be via an EyLog Application which is downloaded to their mobile telephones or P.C.'s.

Data Protection Statement

This policy defines the arrangements in the nursery that assure compliance to the requirements of The Data Protection Act, 1998, as relevant to the Nursery's business interests.

The nursery is committed to the enforcement of the following code of good practice in relation to the data it keeps on the children and its employees. In summary, data will:

- Be fairly and legally processed;
- Be relevant to the needs of the nursery setting;
- Not be unnecessarily excessive in detail;
- Be accurately maintained;
- Not be kept longer than necessary, or required by law;
- Only be used in accordance with the individual subject's rights;
- Be securely stored.

The nursery will require written consent from each individual child's parents/ guardian/ carer, in order for personal data to be collected and processed. In this respect it will be taken that consent is implied through the following:

- Clients – by the parent/ carer who signs the registration forms and appropriate consent forms as a 'contract for nursery care' for their child/ children.
- Employees – by completing the job application form at onset of employment, and where the employee has not registered an objection to their data being used.

All individual, parents, carers and employees have the right of access to manual and computerised records when concerning their personal data. Where it is deemed necessary to divulge to a third party, this will only be done with the express permission of the individual subject.

Personal data and records will be maintained under appropriate conditions of security to prevent any unauthorised or accidental disclosure. Records can be hard copy (paper) format and computer files. Particular attention is paid to the following aspects of the record storage:

Hard copy file:

- Identification of storage
- Identification of those employees authorised to have access

Computer file:

- Password- protection for access to sensitive data files
- Who is authorised to have knowledge of these passwords
- Back up, control and management of what are essentially copies of personal data

When personal data is being processed, staff will take reasonable precautions to prevent sighting of data by unauthorised persons:

- Record files are locked away when not in use
- Where practical computer screens should be tilted towards the user and away from the general office environment
- Employees should log off at the end of their computer session