

## SECTION 1

### Admission of children, equal opportunities, information and confidentiality.

#### Admissions Policy

We are committed to providing equality of opportunity. Admission to nursery depends therefore on the availability of places. Admissions (including information about settling a child at Nursery) are dealt with by the nursery manager or the deputy manager. Access to personal information is available only to management and those directly concerned. Please see policy of confidentiality.)

We operate a waiting list for children and priority is given to siblings. We allocate places as they become available, dependent on age, ratios and the sessions available.

#### Policy of Confidentiality

It is the policy of Prepcare Day Nursery to treat any information that we receive concerning any child, family or member of staff, as confidential.

The staff do not discuss any details about a child or his/her family, unless it is in the interest of that child. The discussions only take place in private, and only among the members of staff directly concerned with the issues. All of these conversations will be recorded and stored appropriately.

#### Access to Information Policy

It is the policy of Prepcare day nurseries to provide progress reports to parents about their child/children on a regular basis and to discuss with them any concerns and worries they may have. Information concerning activities and outings is given by newsletter or displayed on the notice boards. Staff verbally feed back to parents on a daily basis.

Ofsted and Social Services reports are available for parents to view.

Access to financial and personal information is available only to management and those directly concerned (see policy of confidentiality). Any personal details/information concerning a child or their family is dealt with by the manager, the deputy manager or a named member of staff.

#### Equal Opportunities Policy

Prepcare Day Nurseries is inclusive and 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.

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 attention of the nursery manager or Inclusions and Equality Officer (Monica Sangha) at the earliest opportunity. Appropriate steps will then be taken to investigate the matter and if such concerns are well-founded, disciplinary action will be invoked under the nursery's disciplinary policy.

The nursery wants each and every child to achieve their true potential and is totally committed in actively providing inclusion and equality of opportunity for children and their families. We will provide an environment where every child can flourish and where every child's individual background and rights are equally respected and celebrated. As well as to the families and children, our commitment to inclusion, equality and diversity also relates to students, volunteers and visitors to the nursery. Discrimination on the grounds of gender, age, race, religion or belief, marriage or civil partnership, disability, sexual orientation, gender reassignment, pregnancy or maternity, ethnic or national origin, or political belief has no place within the nursery.

All staff should work to encourage each child's self esteem and respect for others, using activities and displays that reflect positively our multicultural society. Role - playing games, books, posters, storytelling, meals and cooking activities, dressing up clothes, music, toys and equipment should be chosen to emphasise non - racist, non - sexist attitudes.

We are committed to providing equal opportunities in our selection, training and development of staff. Regular evaluation will be made to appraise our equal opportunities in operation.

#### Staff Training Policy

All staff are encouraged to further their training. If a member of staff is unqualified they are required to undertake relevant training such as NVQ's. We have contacts with a training agency called Paragon Training who visits us regularly.

We also have an up to date Shropshire County Council training book which is available to all staff. Staff who are already qualified act as mentors for other staff members and support and guidance is offered throughout making us a very strong team.

## SECTION 2

### The arrival and collection of children, exclusion and outings.

#### Arrival Policy

When a child arrives at the nursery it is our intent to make that child feel welcome and happy.

Parents are encouraged to sign their child in to the nursery on the register which is located in the entrance hall noting down their time of arrival. The member of staff who opens the door will accompany the child and parent to the correct classroom. If a parent wants to remain for a short while to settle their child then they are welcome to do so. The staff are welcoming and reassuring taking time for each child as he/she arrives so that they settle happily into the nursery day.

New parents and parents with any concerns are reminded that they are most welcome to phone the nursery at any time.

#### Collection Policy

When a child is collected from nursery, departure times of all children are recorded and parents are made aware that they are responsible for their children when leaving the nursery.

Children are only released to the care of individuals named by the parent; this is recorded on the child registration form. A password is agreed by the nursery in order to verify an adult's identity along with his or her name.

#### Non - Collection Policy

All children are expected to be collected at the pre-arranged time by their parent or an identified carer.

In the event that a child should not be collected from nursery at the designated time then the manager/deputy will endeavour to make contact with the nominated parent/carers using all the contact numbers available. If after 15 minutes they cannot be contacted then the manager/deputy will endeavour to make contact with any other nominated family members/nominated emergency contact people using the numbers available. Two members of staff will remain at the nursery and will occupy the child while contact is established. Staff will continue to try all contact numbers during this time. If after 45 minutes contact cannot be made with parents or emergency contacts then the manager/deputy should telephone the stay safe social work team for advice. Staff will record the incident in the incident book. It is the responsibility of the parent/carers to inform the nursery of any change in emergency contact numbers including their own contact details and those of all nominated contact persons.

Parents must provide Prepcare Day Nursery with full details regarding all address/es the child resides at and the full address/es of both parents. Parents agree to provide this information prior to their child starting at the nursery. Parents must inform Prepcare of any changes to their or the child's contact details, including emergency contacts.

#### Exclusion Policy

Symptoms and illnesses that require a child's exclusion include the following: -

Diarrhoea/sickness: Any child who is suffering with Diarrhoea/sickness will not be allowed back into nursery for 48 hours.

Antibiotics: Any child who has been prescribed antibiotics and is unwell will not be allowed back into nursery for the first 24 hours.

Fever: - any temperature of 101f/38c or above

Conjunctivitis: - Any child who has Conjunctivitis or weeping eyes will not be allowed back into nursery until the weeping has stopped.

Ear Infection: - A child suffering from an ear infection will not be allowed to stay at nursery.

Impetigo: - This is a highly infectious condition and no child will be allowed at nursery while they have the symptoms.

Communicable diseases: Chickenpox, measles, mumps, meningitis and hepatitis. If a child has a communicable disease confirmed by the doctor the nursery should be informed and other parents warned. This is particularly important with regard to German measles, given the danger it can represent to women during the first three months of pregnancy.

If a child becomes ill at the nursery the nursery manager/deputy will notify the parents. If the illness requires the child to be collected from the nursery he/she will be allowed to rest away from the other children wherever ratios allow but within contact of an adult until the child's carer collects the child.

#### Procedure for Trips and Outings Policy

Outings are planned with your child's safety and well being as a top priority. Risk assessments are carried out prior to any outing and will determine staff/child ratios. All relevant precautions will be taken to ensure the children's safety. A consent form must be signed by the parent/carers in advance of any outing. We have a detailed missing child procedure to follow in the event of any child going missing. (See lost child policy)

Any means of transport used are safe and insured appropriately for the children to use. Children 3 years or above are able to use a three pointer seat belt on a coach. Children under the age of 3 must have a car seat to enable them to travel safely.

## **SECTION 3**

### **Child protection, supervision and behaviour**

#### **Supervision of Children Policy**

The supervision of children within the Nursery is covered by the following staff/child ratios:

1. Under 2 years 1 member of staff / 3 children
2. 2 -3 years 1 member of staff / 4 children
3. Over 3 years 1 member of staff / 8 children

It is the responsibility of the Nursery Manager or Deputy Manager to ensure that staff / child ratios are correct within the setting. The Nursery Manager should be supernumerary.

#### **Policy on Missing Children**

There are systems in place to ensure that no child is able to leave the setting unaccompanied. In the unlikely event that a child is found missing the Manager/Deputy Manager must be informed immediately. We have a detailed missing child procedure to follow in the event of any child going missing. (See lost child policy)

#### **Policy on Safeguarding Children Policy.**

We aim to provide clear direction to staff and others about expected codes of practice in dealing with child protection issues. The procedures within this policy are there to ensure that child protection concerns and referrals are handled sensitively, professionally and in a way that supports the needs of the child. All adults working with children have a responsibility to protect children in their care. It is our role to keep our eyes and ears open, to report any suspicious or evidence of abuse to the Designated Lead Practitioner for safeguarding/child protection in our setting, and are excellent adult role models. Our Designated Lead Practitioners for safeguarding /child protection (Mrs Penny Shevyn and Mrs Monica Sangha ) are trained up to level 2 in child protection, Safeguarding and also in EHAF (Early Help Assessment Framework) Training (See website). Through this training, they have an understanding of how this process operates and will follow the procedures should any concerns about a child arise. Staff are also aware of meetings and these are put into place as and when necessary.

According to regulations ALL staff is subject to a satisfactory enhanced DBS check, before commencing employment. In addition to this, all staff submits an up to date CV, attend an interview and supply the names of two referees. [NB Identifying and investigating actual child abuse is the responsibility of the child protection Agencies.] We also consult the Stay Safe Service web site: [www.safeguardingshropshireschildren.org.uk](http://www.safeguardingshropshireschildren.org.uk) which is updated every six months. Any new information is shared with all staff. "We are alert to issues for concern in the child's life at home or elsewhere.

#### **Handling a Child's Behaviour - Promoting Positive Behaviour**

We believe that children and adults flourish best in an ordered environment in which everyone knows what is expected of them and the children are free to develop their play and learning without fear of being hurt or hindered by anyone else. We aim to work towards a situation in which children can develop self - discipline and self - esteem in an atmosphere of mutual respect and encouragement. As a team we praise and reward positive behaviour at all times and share positive behaviour with other children, staff and parents. All adults will provide a positive model for the children with regard to friendliness, care and courtesy.

Fiona Robinson is responsible for behaviour management and it is her role to promote the use of positive behaviour to all staff, parents and children. We have a detailed Behaviour management procedure please refer to our full Behaviour policy.

#### **Policy on discipline**

Any Physical Punishment of children in group childcare is forbidden, even if parents give permission. This is to include smacking, shaking, pinching, squeezing, rough handling, throwing missiles or any other assault to the child. Verbal assault, shouting and belittling can be equally damaging and is not permitted.

## **SECTION 4**

#### **Policy on Medication**

At Prepcare Day Nurseries we always aim to have the child's well being at the centre of our care. We will administrate medication to the children if it has been prescribed by a doctor or in case of emergency situation. In the event of having to administrate medicine in an emergency situation the parent's / guardians of the child will always be contacted before any medication is given. Regarding medicines such as teething gel's, nappy creams etc will be administrated by staff on duty but all of these products must be clearly labelled with the child's full name and must be logged in and out of the nursery on our medicine form. Management or a senior member of staff MUST be present when medicine is being administered.

Please ask to see our full policy if you require further information on our medicine procedure.

### Serious Accident or Illness Policy

It is the policy of Prepcare Day Nurseries to ensure the children's Health and Safety at all times.

In the event of a serious accident or illness the following will apply:

- Senior staff are to contact the ambulance service immediately and take their advice regarding the situation, Inform senior person in charge. Seek the help of an on-site first aider. Two members of staff are to remain with the child while he/she is on the premises to administer first aid and to ensure the child's records are available if needed. Contact the parents / carers and inform them of the situation. At the earliest convenience after the incident, contact head office to inform them. Write up a full report including recommendations if applicable. The accident will be reported to RIDDOR if required.

Please ask to see our full serious accident / illness policy if you require further information.

### **SECTION 5 - Special Educational Needs Policy**

We welcome all children to our setting and endeavour to make sure that appropriate provision is made to cater for their needs and they are able to play a full part in the daily life of the setting.

We have regard to the definition of SEN stated in the SEN Code of Practice:-

Children have a learning difficulty which calls for special educational provision to be made for them. Children have learning difficulty if they:-

- Have a significantly greater difficulty in learning than the majority of children of the same age
- Have a disability which prevents or hinders the child from making use of educational facilities of a kind generally provided for children of the same age in settings within the area of the local authority.
- We monitor the progress of all children as part of our practice. Children who appear to be progressing significantly more slowly will be monitored in more detail
- We work with all parents and carers as partners and experts in their children's development. Success for all children is ensured by accessibility and sensitive differentiation of all activities. Planning for this is the responsibility of all staff. The needs of children with SEN are shared appropriately between all staff. Staff access relevant training.

Our named SENCO is Fiona Robinson.

Please refer to our full SEN policy for detailed information of SEN issues and implementations.

### **SECTION 6**

#### Health and Safety / Health and Hygiene Policy

Prepcare Day Nurseries promotes a healthy lifestyle and a high standard of hygiene in its day to day work with children and adults.

#### Policy on Daily Safety and Equipment checks.

Staff must take care to ensure the safety of children and adults at all times. Staff are responsible for completing a daily risk assessment of both the indoors and outdoors areas.

Children, parents and visitors should not be allowed in the nursery until all safety checks have been carried out.

#### Policy on Allergies

It is the policy of Prepcare Day Nurseries to ask parents to fill in application forms, initial profile forms and medical consent forms for their child, which specifically asks about allergies.

#### No Smoking Policy

At Prepcare Day Nurseries we operate a 'No smoking policy' in and around the nursery premises and when taking children out on outings and trips. The setting recognises and understands the health advantage of a smoke free environment, for both children and adults.

## **SECTION 7**

### Fire Procedure

Prepcare Day Nurseries carries out regular independent fire drills as necessary. A record should be kept of dates, time taken for completion of the drill and any significant comments/difficulties incurred.

Please see our full policy on fire procedure for further information.

## **SECTION 8**

### Students on work placement policy

Prepcare Day Nurseries recognises that the quality and variety of work, which goes on in the nursery makes it an ideal place for students on placement from school and college childcare courses.

Please refer to our detailed student placement policy for further details.

### Complaints Policy

Children and their parents are entitled to expect courtesy at all times and promote careful attention to their needs and wishes at Prepcare.

We work cooperatively with parents and carers and welcome feedback whether positive or negative for the service we provide. Any complaints will be dealt with sensitively and promptly and the complaint will receive a response within 28 days (Early Years register or 20 days compulsory childcare register). If the complaint relates to a Safeguarding issue, refer to Safeguarding Policy and Procedures.

Within the nursery corridor you will find a comments box and book where we welcome your comments / suggestions. Please refer to our detailed complaints procedure policy for further information.