

**Stars Nursery Southgate Ltd**

**Policies and Procedures**

**Updated September 2016**



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## 1. PARENT/GUARDIAN PARTNERSHIP

The importance of continuity and communication between home and the Nursery cannot be underestimated. Our aim is to develop an honest, open and supportive relationship with you which complements life in your home rather than contradicts it. We are very aware of our influence as role models for your child and without your extensive knowledge of your child we would be unable to enhance your child's development. Nursery staff are always available to discuss your child and their development.

We will:

- We understand that the parents or guardians are the most important people in a child's life and that parents know their child best.
- It is important that there is an ongoing frank and open exchange of information about each child between the parents and the nursery so that each child can be given the care and attention that meets its own unique needs.
- We respect the parent's right to work
- It is our policy to respect each child's family beliefs, traditions and wishes for the care of their children.
- There is a written contract with parents covering the expected care of the child, activities and opportunities and business arrangements.
- We will arrange back-up cover for emergencies and will be as flexible as is practical with arrival and collection times and in providing out of contracted hours care in exceptional circumstances.
- We consider continuity and routine to be very important in the child's emotional and social development and thus understand children's need for ongoing care with the same carer.

- Make all new parents aware of the nursery's policies and consult with all parents/ carers about the times of meetings to avoid excluding anyone.
- Ensure that parents are informed on a regular basis about their child's progress. Parents will be informed of their child's Key worker so that information can be exchanged daily (Parents are welcome to join any session to observe their child playing and learning).
- Ensure that all parents have opportunities to contribute from their own skills, knowledge and interests to the activities of the group.
- Welcome the contributions of parents in whatever form these may be.
- Involve parents in shared record keeping about their own child, either formally or informally.
- Ensure that all parents are fully informed about meetings, conferences, workshops and training through displays on the notice board and website.
- Provide opportunities for parents to learn about the nursery school curriculum and about young children's learning, in the nursery school and at home.

### Key workers

The nursery has a key worker system in operation. Your child will be given a member of staff who will be responsible for the initial settling-in period, this will enable your child to form a bond with his/her key-worker. Your child's key-worker will also be responsible for keeping a developmental record of your child's progress. However, please note that the key-worker does not have sole charge of your child throughout the day and at times they will not be the person giving you feedback at the end of each day. Key workers will complete your children's learning journal using an on line system called Tapestry. Key workers will begin making observations on your children to really get to know your child and document the information they find. Once they feel they have gotten to know your child they will start planning exciting and interesting activities of interest for the children. All parents will be given log in details for Tapestry so they can read all about what their child has done at nursery, see photos and contribute to the observations written by keyworkers.

Development reports are written by keyworkers when your child turns two this is to ensure your child is on track with their development or flag up an area of concern. Further reports are written when your child moves classrooms and again when the leave us to start school.

If there are any concerns regarding your child's development, we would like to invite you in for a meeting to discuss strategies to encourage development or if agreed to make a referral to an external agency. We would always keep parents updated on the progress of any referrals made and of course continue to observe the child and record what we see.

## 2. ADMISSIONS POLICIES

We operate an inclusion and equality policy and ensure that all children have access to nursery places and services irrespective of their gender, race, ability, religion or the parent's sexual orientation.

Every child wanting to attend the setting will be treated as individuals. In some cases, children are placed on a waiting list. All children may attend full or part time. We offer flexible sessions to accommodate the needs of individual children and families.

If a child is known to have special additional needs before they begin the setting, discussions will be made with both parent/carers and all other agencies involved, ascertaining the additional requirements of the child to ensure that the child has the best support from the setting from the moment they start here.

Where possible the child will be introduced gradually to the nursery through settling in sessions. During these sessions the parents/carers must complete an 'All about me form' indicating any other agencies that may be involved and a registration form.

### Settling In Policy

This policy represents the agreed principles for Settling In throughout the Nursery. All Nursery staff, representing Stars Nursery have agreed this policy.

Stars Nursery offers flexible sessions. The morning sessions and afternoon sessions are for children from two years and over. We want children to feel safe and happy in the absence of their parents, to recognise other adults as a source of authority, help and friendship and to be able to share with their parents afterwards the new learning experiences enjoyed in the Nursery school. The Key worker is extremely effective in helping a child settle at the nursery. During the sessions your child's keyworker will spend the time getting to know you and your child to help them feel comfortable and safe and nursery.

We aim to ensure your child's introduction to our setting is as stress free as possible. Once a place has been offered, we aim to achieve this by inviting you and your child to visit the nursery prior to your child's official start date. When the child is due to start we will encourage them to come to the nursery for a visit, this helps to familiarise your child with the nursery, the nursery staff and the other children, and provides the opportunity to give your journey a trial run.

A child who is tense or unhappy will not be able to play or learn properly, so it is important for parents/carers and staff to work together to help the child feel confident and secure in the group. This takes longer for some children and parents/carers should not feel worried if their child takes a while to settle. You must be prepared to accept that it may take some time for your child to adjust to the nursery but very few children fail to settle eventually. We find that staying with your child and then leaving him/her for short periods eases the separation process. Please remember, the more your child comes and experiences the activities on offer and sees you interacting with the staff, the more settled s/he will feel.



### Settling In Procedure (am)

Day 1: 9.30am – 10.30am	We suggest that you stay with your child and spend an hour together in the nursery setting. This will normally be enough for your child's first day. Ideally parents should try to leave the room for the final 15 minutes to give the child a brief experience of being left at the setting.
Day 2: 9.30am - 10.30am	You will be invited to bring your child for one hour in the nursery setting. All being well, you will be encouraged to leave your child after 15 minutes to see how well they manage on their own for a slightly longer period.

### Transitions Policy

Starting nursery, moving from one room to another, changing settings or starting school is an exciting time for children, but can also be a challenging and anxious time for both children and their parent/carers. We are committed to putting the needs of the child first whilst working with each other, parents/carers and other professionals to make transitions as smooth as possible for all concerned. By ensuring that all of things are in fully in place we hope to make all transitions for children and their parents/carers as stress free as possible.

### Transition from room to room

Although children moving from room to room are comfortable in the nursery we still see this as an important transition for them and the move is planned and carried out in a way that meets the needs of each individual child. Children normally transfer from baby room at 18mths and toddler room at 2.5yrs. Prior to these children will visit the room with their key person. They will stay with them, to ensure that they are happy. They will also show them the toilets, new peg. The child's current key person will share relevant information with the new key person They will also pass on the child's Learning Journal along with their record at time of transfer grid. A Transition report will be passed on from the child's key person containing information such as sleep times, allergies and dietary requirements. This will help all staff members in the next room in meeting the needs of the child. The child will continue visits into the room with less support from their key person and for longer periods of time, these will be determined according to each individual child.

The child's new key person will introduce themselves to the child's parent/carer and give them any information that they may require.

### Transition to School

The move from nursery to school is a big step for both children and their parents/carers. Being in the grounds of a school we have close links with them and the majority of the children that leave us feed into the Infant school. We ensure smooth transitions by: The manager and key workers have a meeting with the head of the foundation stage to discuss the children's needs and support their transition. The key workers complete transition to school reports which are discussed with parents at the parents evening, signed by parents and given to the school with the My development matters charts. These enable the school to continue supporting each individual child's needs.

### Transition to another Setting

Sometimes children will move to a new setting. In this situation we will ensure that the child's Learning Journal and record at the time of transition grid is fully up to date and ready to pass on to the new setting. If needed, and with the parent's/carers permission we are always available to talk with the new setting and share any information that may be deemed useful.

### 3. ARRIVALS AND DEPARTURES

#### Arrivals - Children

Children may arrive at nursery at any time from the start of the sessions that they are booked to come to. Parents should ring the bell by the door and wait for a staff member to come to take your child into the nursery. All children are signed in on the register when they arrive at the nursery by a member of staff and signed out when they leave.

#### Departures – Children

Parents should arrive to collect their child ideally 5 minutes before the end of the session. This will allow time for parents to receive a handover from staff who will give them information about their child during their nursery session. If parents do not arrive with time for a handover then they will not get one.

#### Carer Collection

If a child is to be collected by someone other than the parent/guardian, we must have written permission and the full name of the collector to hand over the child.

The first time a new collector visits we must see some form of identification and they must quote an agreed password agreed with the parents.

In an emergency the parent/guardian must telephone us personally, naming the new collector and agreeing a password for them to use.

**UNLESS THESE PROCEDURES ARE FOLLOWED WE WILL NOT RELEASE THE CHILD**

### Late Collection of Children

When parents collect children late they must remember that there are additional costs to the nursery. We must ensure that our ratios are met at all times, so staff would need to be paid overtime to look after your child if you are late. At least 2 members of staff will need to work late for every case of late collection. We will record all lateness and if you have been late three times we will warn you that on every future time we will have to charge you a late fee. The late fee is £20 for every fifteen minutes.

### Parents

Parents should not enter the nursery on arrival or collection unless it has been requested by nursery staff

### Visitors

All visitors provide identification and sign in and out in the Visitors book on every occasion.

### Staff

Staff sign a separate register when they arrive and leave from the nursery each day.

### Employment and Safer Recruitment

We will do all we can to ensure that all those working with children in our nursery are suitable people. Both managers have attended the course on Safer Recruitment childcare and have put in place procedures to ensure the safety of the children. To make sure we employ the right person we start by asking them to complete an application form and to send us a copy of their C.V. If we like what we see we will then invite them in for an interview. If they are successful we would need 2 recent references and they would need to receive a clear DBS check. We also ask for ID documents and proof of address. We would then sign the ID documents to verify we have seen the original paperwork. On the new member of staffs first day an induction meeting would occur and personal record forms completed. Staff have 6 weekly supervision meetings and annual appraisals to ensure staff are completing their role correctly. We also have monthly staff meeting where issues are brought up and discussed and targets set to improve our practice.

## Social Networking

Staff are aware of the importance of sensible and safe social networking. We request that present and past members of staff do not “friend” request parents of children at the nursery. We also request that our parents do not “friend request” members of our team.

All staff are responsible for ensuring that they protect the privacy and confidentiality of all the users of the nursery staff, children and parents.

To further safeguard and protect children and staff the following are not considered acceptable at Stars Nursery:

- The use of the nurseries name, logo, or any other published material without prior permission from the management. This applies to any published material including the internet or written documentation.
- The posting of any communication or images which links the nursery to any form of illegal conduct or which may damage the reputation of the nursery. This includes defamatory comments.
- The disclosure of confidential or business-sensitive information; or the disclosure of information or images that could compromise the security of the nursery.
- The posting of any images of employees, children, parents or anyone directly connected with the nursery whilst engaged in nursery activities.
- Making any derogatory, defamatory, rude, threatening or inappropriate comments about the nursery, or anyone at or connected with the nursery.

Staff are aware of the potential of on-line identity fraud and to be cautious when giving out personal information about themselves which may compromise their personal safety and security.

## Students and Volunteers

This policy represents the agreed principles for Student placement throughout the Nursery. All Nursery staff, representing Stars Nursery have agreed this policy.

We recognise that the quality and variety of work, which goes on in a nursery school, makes it an ideal place for student on placement from school and college child care courses as well as those on the diploma in nursery school practice.

Students are welcomed into the nursery school on the following conditions:

The needs of the children are paramount.

Students will not be admitted in numbers which hinder the essential work of the nursery school.

Students required to carry out child studies will obtain written permission from the parents of the child to be studied.

Students must be confirmed by their tutor as being engaged in a bona fide child care course, which provides necessary background understanding of children’s development and activities.

Any more information gained by the students about the children, families or other adults in the nursery school must remain confidential. Records of information will be held at the nursery. Unless registered as a fit person, a student will not have unrestricted access to children. If for any reason the staff, children or parents are unhappy with a student then it will be necessary for he or she to leave immediately.

Staff/ volunteers/ students under the age of 17 cannot count towards the ratio and should be supervised at all times. Individuals aged 17 and over on a long term placement may be included in the ratios if the provider is satisfied they are competent and responsible.

#### 4. Teaching and learning style

At Stars Nursery we aim to give all our children the opportunity to succeed and reach the highest level of personal achievement. We analyse the attainment of different groups of children to ensure that all children are achieving as much as they can. We also make ongoing assessments of each child's progress. Staff use this information when planning. It enables them to take into account the abilities of all their children.

When the attainment of a child falls significantly below the expected level, staff enable the child to succeed by planning work that is in line with that child's individual needs. Where the attainment of a child significantly exceeds the expected level of attainment, staff use appropriate resources and learning styles, and extend the breadth of work within the area or areas for which the child shows particular aptitude.

Behaviour Policy including physical intervention.

As stated in the EYFS Framework under the heading of 'keeping safe', having consistent boundaries for behaviour helps children feel confident and learn what is and what is not acceptable.

We like to encourage parents/carer to share with us ways they manage their children's behaviour to ensure consistency of care for their child.

Our aims are to help children develop self-esteem and learn between right and wrong.

We promote positive behaviour through rewarding all good behaviour and offering lots of praise when achieved.

- We will ensure clear and consistent boundaries.
- We will set a good example and be a positive role model.
- We will allow children to make choices.

We do not and will never threaten to smack as a way of managing behaviour.

In event of your child hurting another, we will calmly explain that it is not nice to hurt and encourage them to say 'sorry'.

We will always remain calm and explain reasons why their behaviour is unacceptable. This will always be shared with the parents/carers.

In the event of staff having to intervene they would only use physical intervention when absolutely necessary to maintain the safety of all parties (children & adults) and to prevent and to avoid damage to property.

All incidents requiring adult intervention will be recorded in detail on an incident form.

#### Behaviour management for Babies and Toddlers

Behaviour management techniques will be carefully considered in close consultation with parents and used with an awareness of the children's stage of development, level of understanding and maturity in mind.

Staff will provide a safe happy secure environment where children feel valued and cared for. Staff will ensure to have clear and consistent routines and rules. Staff will also be good role models who can care for the children confidently.

Parents need to be aware that staff need to be more hands on with the younger children in order to prevent accident or injury to themselves or to others. For example, lifting children down if they are climbing – moving a child away if there is conflict- placing a child somewhere safe if they are having a temper tantrum – providing a safe place to express their emotions.

#### Play

We consider that, for young babies and young children, play is central to their mental, physical and social development.

During a typical day we provide opportunities for both structured and unstructured play to suit and stretch each child according to his or her individual aptitude and ability.

Whilst playing, we encourage language development, writing skills, number skills, social interaction and co-operation, sharing, creativity and self confidence through positive reinforcement and conversation. We always encourage and promote good self belief, always with a clear positive attitude.

Our equipment and play items and material are made available with close supervision where necessary. Potentially messy or risky activities such as painting or cooking are carried out in a suitable structured and supervised setting. No child is ever forced into an activity that they do

not wish to take part in, but support and guidance will be used to help these children who find that certain activities uncomfortable or who are reluctant to try something new.

Wherever possible the child is encouraged to initiate creative activities (e.g. drawing material are always available) and books are, likewise always accessible.

All toys, books and equipment are for use by every child. We actively discourage stereotyping whether gender, racial, or mental/physical ability. All children in our care are encouraged to reach their full potential while playing.

"After school" children are encouraged to do their homework (if agreed with parents/guardian) and assistance is given when asked for. They also have access to all of our existing play equipment.

#### 5. Inclusion and equal opportunities

This policy represents the agreed principles for Inclusion and Equal Opportunities throughout the Nursery. All Nursery staff, representing Stars Nursery have agreed this policy. Martine Leigh the Nursery Director is responsible for overseeing this policy in the nursery.

The mission statement of our nursery talks of valuing the individuality of all of our children. We are committed to giving all of our children every opportunity to achieve the highest of standards. We do this by taking account of children's varied life experiences and needs. We offer a broad and balanced curriculum and have high expectations for all children. The achievements, attitudes and well-being of all our children matter. This policy helps to ensure that this nursery promotes the individuality of all our children, irrespective of ethnicity, attainment, age, disability, gender or background.

#### Aims and objectives

Stars Nursery aims to be an inclusive nursery. We actively seek to remove the barriers to learning and participation that can hinder or exclude individual children, or groups of children. This means that equality of opportunity must be a reality for our children. We make this a reality through the attention we pay to the different groups of children within our nursery:

- girls and boys;
- minority ethnic and faith groups;
- children who need support to learn English as an Additional Language;
- children with Special Educational Needs;
  
- gifted and talented children;
- children who are at risk of disaffection or exclusion;
- travellers and asylum seekers.

The Early Years Foundation Stage is our starting point for planning a curriculum that meets the specific needs of individuals and groups of children. We meet these needs through:

- setting suitable learning challenges;
- responding to children's diverse learning needs;
- overcoming potential barriers to learning and assessment for individuals and groups of children;
- providing other curricular opportunities outside the Early Years Foundation Stage to meet the needs of individuals or groups of children.

At Stars Nursery we achieve educational inclusion by continually reviewing what we do, through asking ourselves these key questions:

- do all our children achieve their best?
- are there differences in the achievement of different groups of children?
- what are we doing for those children who we know are not achieving their best?
- are our actions effective?
- are we successful in promoting racial harmony and preparing children to live in a diverse society?

All staff are familiar with the relevant equal opportunities legislation covering race, gender and disability.

#### Staff ensure children:

- feel secure and know that their contributions are valued; appreciate and value the differences they see in others;
- take responsibility for their own actions;
- participate safely, in clothing that is appropriate to their religious beliefs;
- are taught in groupings that allow them all to experience success;
- use materials that reflect a range of social and cultural backgrounds, without stereotyping;
- have a common curriculum experience that allows for a range of different learning styles;
- have challenging targets that enable them to succeed;
- are encouraged to participate fully, regardless of disabilities, special educational needs or medical needs.

#### Children with disabilities and SEN Special Educational Needs)

Some children in our nursery may have disabilities and Special Educational Needs and consequently may need additional resources. Stars Nursery is committed to providing an environment that allows these children full access to all areas of learning.

All staff will modify learning as appropriate for these children. For example, they may give additional time to children with disabilities to complete certain activities. In their planning practitioners ensure that they give children with disabilities the opportunity to develop skills in practical aspects of the curriculum.

For children with SEN Special educational needs we work closely with advisors to ensure that the needs of the children are fully supported with extra support services that are available eg speech



therapy sessions and referrals to specialists, through the council. Working with the professional advisors we create IEP (Individual Education Plans) to support their learning and play.

All staff ensure that the work for these children:

- takes account of their pace of learning and the equipment they use;
- takes account of the effort and concentration needed in oral work, or when using, for example, vision aids;
- is adapted or offers alternative activities in those areas of learning where children are unable to manipulate tools or equipment, or use certain types of materials;
- allows opportunities for them to take part in educational visits and other activities linked to their learning
- includes approaches that allow hearing-impaired children to learn about sound and music, and visually-impaired children to learn about light using visual resources and images.
- uses assessment techniques that reflect their individual needs and abilities.

Racism and inclusion

Stars Nursery are aware of the changes and follow the guidance in the Race Relations Amendment Act. The nursery actively discourages bullying and name calling, the parents of both children would be informed immediately and we would discuss appropriate action.

The action needed if there is inappropriate practice or discrimination.

A member of staff would talk to the child and explain that the behaviour was unkind, we would take into the account the maturity of the child the parent of the child would be told of his/ her inappropriate behaviour and we would work together to remedy the situation.

## 6. Safeguarding Policy

This policy represents the agreed principles for Safeguarding Children throughout the Nursery. All Nursery staff, representing Stars Nursery have agreed this policy. Martine Leigh the nursery director is responsible for overseeing this policy in the nursery.

If we have an immediate child protection concern about a child or family that needs early intervention contact SPOE (single point of entry) Please call 0208 379 5555 or complete an early help form (EHF) and submit to [spoe@enfield.gcsx.gov.uk](mailto:spoe@enfield.gcsx.gov.uk)

If you are worried about a child being abused and the family is already to social care contact,

Children's Social Care Referral and Assessment Team

Enfield Safeguarding Children Board

Charles Babbage House, 2nd Floor, 1 Orton Grove, Enfield, EN1 4TU.

Telephone: 020 8379 2767 Fax: 020 8379 2888

Out of Office Hours ,The Emergency Duty Team on 0208 379 1000

In the event of an allegation/concern against a member of staff contact LADO.

Enfield's local authority designated officer, LADO is Maria Anastasi her contact number, 0208 379 2746/2805

The health, safety and welfare of all our children are of paramount importance to all the adults who work in our Nursery School. Our children have the right to protection, regardless of age, gender, race, culture, background or disability. They have a right to be safe in our Nursery. This policy is in line with LSCB local guidance and procedures.

### Aims and Objectives

Our aims are:

- to provide a safe environment for children to learn in
- to establish what actions the Nursery can take to ensure that children remain safe, at home as well as at school
- to raise the awareness of all staff to these issues, and to define their roles and responsibilities in reporting possible cases of abuse
- to identify children who are suffering, or likely to suffer, significant harm
- to ensure effective communication between all staff on child protection issues
- to set down the correct procedures for those who encounter any issue of safeguarding

Section 175 of the Education Act 2002 introduced a new duty requiring governing bodies and LAs to have appropriate child-protection procedures in place. This policy takes account of the requests set out in the Children Act 2004 ('Every Child Matters'). New Legislation we are guided by include, Early Years Foundation Stage 2017, Working Together to Safeguard Children 2015 and What to do if you're worried a child is being abused March 2015. Paper copies of these documents are available to read in the staff room.

Nursery Schools are expected to ensure that they have appropriate procedures in place for responding to situations in which they believe that a child has been abused or is at risk of abuse – these procedures should also cover circumstances in which a member of staff is accused of, or suspected of, abuse.

DfEE Circular 10/95 (Protecting Children from Abuse: The Role of the Education Service) places the following responsibilities on all schools: -

- Nurseries should be aware of and follow the procedures established by the Safeguarding Committee
- Nurseries should have procedures (of which all staff are aware) for handling suspected cases of abuse of pupils, including procedures to be followed if a member of staff should be alerted to signs of abuse and know to whom they should report any concerns or suspicions
- The Designated Senior Person should have responsibility for co-coordinating action within the Nursery and liaise with other agencies
- staff with designated responsibility for Safeguarding should receive appropriate training

Circular 10/95 also states that “parents should be made aware of the Nursery Schools Safeguarding Policy and the fact that this may require cases to be referred to the investigative agencies in the interests of the child”.

The Designated Senior Persons (DSP) Mrs Martine Leigh (Director and Manger)

The Designated Senior Persons (DSP) for Safeguarding are the managers of the Nursery. The DSPs’ role is to: -

- ensure that all staff are aware of these procedures
- ensure that appropriate training and support is provided to all staff
- develop effective working relationships with other agencies and services
- decide whether to take further action about specific concerns (e.g. refer to Children Schools and Families Referral and Assessment Team)
- liaise with Social Work Teams over suspected cases of child abuse
- ensure that accurate records relating to individual children are kept in a secure place and marked ‘Strictly Confidential’
- submit reports to, and attend, Safeguarding Conferences
- ensure that the school effectively monitors children who have been identified as ‘at risk’
- provide guidance to parents, children and staff about obtaining suitable support.

### Nursery Procedures

- if any member of staff is concerned about a child he or she must inform the DSPs’
- information regarding the concerns must be recorded by the member of staff on the same day on a ‘cause for concern’ sheet (which has an outline of a body on it – staff must accurately record their concerns). The recording must be a clear, precise, factual account of the observations and must be dated. These sheets are kept in the DSP’s ‘Children Causing Concern’ file, which is kept securely in the managers locked cupboard.
- the DSP will decide whether the concerns should be referred to Children Schools and Families. If it is decided to make a referral to Children School and Families, this may be done without prior discussion with parents
- if a referral is made to Children Schools and Families, the DSP will ensure that a written confirmation of the concerns is sent to the ‘Call Centre’ within 48 hours when requested
- particular attention will be paid to the attendance and development of any child who the nursery believes to be ‘at risk’ or who has been placed on the Safeguarding Children Register
- records relating to Safeguarding children will be kept in a secure locked place, separate from the child’s general file
- if a pupil who is known to be on the Safeguarding Children Register changes nursery school, the DSP will inform the social worker responsible for the case and transfer the appropriate records to the receiving School/Nursery, in a secure manner, to a named person, and separate from the child’s general file.

### Prevent Abuse by means of good practice

- Adults will never be left alone for long periods of time, with individual children or with small groups
- Adults that have no CRB certificate or relevant childcare qualifications will never be alone with a child.
- Children will have regular circle time and discussions on appropriate behaviour

### Staff training

All adults in the Nursery receive regular training to raise their awareness of abuse, and to improve their knowledge of Safeguarding procedures that have been agreed locally. The maximum period of time before refresher training must take place is three years.

### When to be Concerned

Staff should be concerned about a pupil if he or she: -

- has any injury which is not typical of the bumps and scrapes normally associated with children's injuries
- regularly has unexplained injuries
- frequently has injuries (even when apparently reasonable explanations are given)
- gives confused or conflicting explanations on how injuries were sustained
- exhibits significant changes in behaviour, performance or attitude
- indulges in sexual behaviour which is unusually explicit and/or inappropriate to his or her age
- discloses an experience in which he or she may have been harmed
- gives other cause to believe that he or she may be suffering significant harm

### Dealing with a Disclosure

If a pupil discloses that he or she has been abused in some way, the member of staff should:-

- listen to what is being said without displaying shock or disbelief
- accept what is being said
- allow the child to talk freely
- reassure the child but not make promises which it might not be possible to keep
- not promise confidentiality – it might be necessary to refer to Children Schools and Families
- reassure him or her that what has happened is not his or her fault
- stress that it was the right thing to tell
- listen, rather than ask direct questions
- if necessary, ask open questions, not leading questions

- not criticise the alleged  
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- explain what has to be done next and who has to be told.

Record Keeping and Monitoring

When a pupil has made a disclosure, the member of staff should: -

- make brief notes during and as soon as possible after the conversation
- not destroy the original notes in case they are needed by a court
- record the date, time, place and any noticeable non-verbal behaviour and the words used by the child
- complete the diagram with an outline of a body shape, to indicate the position of any bruising or other injury
- record statements and observations rather than interpretations or assumptions
- the DSP is required to undertake an annual Safeguarding Checklist

Dealing with a disclosure from a child, and a Safeguarding case in general, is likely to be a stressful experience. The member of staff should, therefore, consider seeking support for him/herself and discuss this with the DSP.

Allegations Against Staff /Whistle Blowing

If an allegation is made against a member of the nursery staff (or a volunteer helper), it will always be investigated by the managers, or, in the case of the allegation being against the managers Children Schools and Families will be contacted immediately. If it is felt, after these initial investigations, that a further enquiry is needed, then the member of staff will be suspended. Suspension is a neutral act, and in no way implies that the person is guilty of any wrongdoing. However, it is acknowledged that this would be distressing for the person concerned, and the Nursery will do all it can to balance the interests of any individual with that of the need to keep children safe. The Nursery will seek advice from Children Schools and Families on these matters, and comply with national and locally agreed guidance.

There are two contact numbers for Whistle Blowing, OFSTED Whistle Blowing helpline 0300 1233155

NSPCC Whistle blowing advice line for professionals for anyone concerned how the workplace Child Protection issues are being handled 0800 028 0245

Physical Restraint

There may be times when adults, in the course of their duties, have to intervene physically in order to restrain children and prevent them from coming to harm. Such intervention will always be the minimum necessary to resolve the situation. See the behaviour policy for more detail.

### Confidentiality

DfEE 10/95 acknowledges that Safeguarding Children raises issues of confidentiality that must be clearly understood by all staff in schools. The Circular advises that all staff in the nursery have:

“A responsibility to share relevant information about the protection of children with other professionals, particularly the investigative agencies (Children Schools and Families and the Police). If a child confides in a member of staff and requests that the information is kept secret, it is important that the member of staff tells the child sensitively that he or she has a responsibility to refer cases of alleged abuse to the appropriate agencies for the child’s sake. Within that context, the child should, however, be assured that the matter will be disclosed only to people who need to know about it. Staff who receive information about children and their families in the course of their work should share that information only within appropriate professional contexts. Child Protection records should be kept securely locked”.

### Family Support

The nursery will take every step in its power to build up trusting and supportive relationships between families, staff and volunteers in the group.

Where abuse at home is suspected, the Nursery School will continue to welcome the child and family while investigations proceed.

### Female Genital Mutilation (FGM)

#### Definition of FGM

“Female genital mutilation comprises of a procedure involving partial or total removal of the external female genital or other injury to the female genital organs for cultural or non-therapeutic reasons” World Health Organisation 1997

FGM is considered a type of physical abuse in the UK and a grave violation of the human rights for girls and women. In all circumstances where FGM is practiced on a child is a violation of the child’s right to life, their right to their bodily integrity as well as their right to health. This type of abuse is practiced as a cultural ritual by certain ethnic groups and there is more awareness of its prevalence in some communities in the UK, including its effect on the child and any other siblings involved.

Female circumcision is illegal in the U.K

If there are concerns that a girl is at risk of FGM this is a child protection matter. This would need to be documented and reported to the police.

Signs and symptoms MAY include;

Bleeding, Painful areas, acute urinary retention and/or urinary infections, wound infection, septicaemia, incontinence, vaginal and pelvic infections, depression and post-traumatic stress disorder as well as physiological concerns.

Some warning signs of it happening MAY include;

If a girl comes from a country that has a high prevalence of FGM and parents notify us of an extension to a holiday back to that country.

If the mother or siblings have already undergone FGM and the children begin to talk about a special event for them that they are attending.

If signs of FGM are apparent and observed by a member of staff during routine care such as nappy changing, the member of staff will notify the safeguarding officer Martine Leigh who will contact the police as this is evidence of actual bodily harm.

If we are concerned that this may be happening we will follow the nursery child protection procedure, documenting everything and making the relevant referral. If you are concerned that a child is in danger or at risk of FGM Call 0800 0283550 or email [fgmhelp@nspcc.org.uk](mailto:fgmhelp@nspcc.org.uk)

#### Fabricating or inducing illness.

Fabricated or inducing illness (FII) is a rare form of physical child abuse. It occurs when a parent or carer, exaggerates or deliberately causes symptoms of illness in the child. FII is also known as Munchausen's syndrome by proxy.

Signs and symptoms MAY include,

A carer exaggerating a real illness or symptoms, complete fabrication of symptoms, inducing physical illness e.g. through poisoning, starvation etc., this may also be presented through false allegations of abuse, or encouraging the child to appear disabled, or ill to obtain unnecessary treatment or specialist support.

If any child comes into nursery with any sign of a mark/injury, we will record this on the pre-existing injuries form whether this is disclosed by a parent/carers or a member of staff. If a concern is raised through observed behaviour or a disclosure from the child, a record of concern form will be used to document this. A chronology log may also be used to help build up a picture of repeated occurrences of reported illness and visits to doctors and hospitals.

FII is a child protection issue and so we would need to follow the procedure for physical abuse. This includes recording all injuries', the notifying member of staff will inform the safe guarding officer Martine Leigh who would then make the relevant referral to ensure the wellbeing of the child.

If you suspect that someone is fabricating or inducing illness in their child it is not recommended that you confront them directly. A direct confrontation may cause the adult to dispose of any evidence and they most likely would deny that this is happening. You can contact the NSPCC'S child protection helpline on 0800 800 5000.

## BRITISH VALUES AND PREVENT DUTY.

According to Ofsted, British values are: democracy; the rule of law; mutual respect for and tolerance of those with different faiths and beliefs and for those without faith.

As Britain has changed so much in recent decades and has now become an increasingly diverse society. It is important to teach our children that it is possible to live together peacefully and that everyone is a valuable part of our multi-cultural world.

Within these guidelines we will be helping children to become compassionate, considerate individuals.

The 4 British values are listed below with a summary of how we implement them at nursery;

Democracy – here everyone is treated equally and has equal rights. We support children’s personal emotion and social development by giving them opportunities to develop their self-confidence and self-awareness, to make choices and decisions. We encourage negotiation, sharing and taking turns during activities and play.

Rule of Law- This is about learning boundaries and understanding that rules matter. Children are encouraged to manage their own feelings and behaviour learn right from wrong and dealing with consequences for negative behaviour.

Individual Liberty and Mutual Respect- We want all the children to have a positive sense of themselves. We want the children to be confident in making their own decision and have the confidence to choose an option and understand not everyone will make the same choice as them and that is ok.

Tolerance for those with different faiths- We need the children and staff to always treat other how we all wish to be treated ourselves. Also what it means to be part of a diverse community. We want children to appreciate and respect their own culture and that of others in our community.

With our resources that we have at the nursery we try to reflect the diversity of our world and encourage the children to challenge gender, cultural, racial stereotypes. Through songs, stories, visual posters, role play and all other activities we hope we can instil these values in the children to promote a peacefully world.

## PREVENT DUTY

The counter terrorism and security act 2015 contains a duty on specific authorities to have due regard to the need to protect people from being drawn into terrorism. This is also known as Prevent Duty. This is important as we now know that this does happen and we need to stop people being drawn into terrorism.

Staff will be alert to harmful behaviours by influential adults in the child life. This may include discriminatory and/or extremist discussions between parents, family and/or staff member. We will take action if we observe behaviour of concern. We will assess the risk of children being drawn into terrorism and work in partnership with the police and LSCB. If young people are identified as being



vulnerable to radicalisation further advice and support can be found by calling the local authority community safety unit on 0208 379 4085/6137

Anti -Terrorism Hotline POLICE 0800789321 ([www.met.police.uk/terrorism](http://www.met.police.uk/terrorism))

## 7. HEALTH AND SAFETY

We aim to have at least 50% of members of staff to hold a current First Aid certificate and first aid procedures are in place. Accidents and incidents are recorded and we ask the parent or guardian to countersign each entry.

We have carried out thorough risk assessments on all areas of the building and the grounds. All staff have read and understood the risks and measures that are put in place to reduce the risks to the children. All equipment and facilities are kept in good repair and regularly checked. Damaged or out of date items are repaired and/or replaced.

We have written detailed risk assessments for all procedures that happen within the settling. These include using stairs, using the outside play area, taking children to the toilet, walking to school and caring for children who are unwell. All staff have read and understood the risks and measures that are put in place to reduce the risks to the children. We have trained all staff on what to do and what to consider in potential emergency situations.

All necessary safety equipment and procedures have been put in place in the nursery.

This includes;

Using safety equipment and ensuring that the nursery is secure

The children are not left unsupervised.

All children are logged in on arrival and collection time noted.

The setting and equipment are regularly cleaned and disinfected with cleaning schedules in place for each area used by the nursery.

Children are taught hygienic routines for washing, toilet procedures, using disposable tissues, etc.

See Collection Policy for procedure if a child is to be collected by someone other than the parent/guardian.

Toys and equipment used are to British Standard.

Small toys are kept in separate boxes/cupboards and not accessible to smaller children

Person Responsible – Martine Leigh – Nursery Manager and in the event of Martine not being present responsibilities are given to Kayleigh Ruthven Deputy Manager.

#### Risk Assessment Policy

The purpose of this policy is to ensure all activities, trips, materials and equipment are safe for the children to use. Any hazards associated with these are identified and removed or minimised to an acceptable level of risk. Stars nursery appreciates that children need some level of risk in their activities in order to ensure that the children continue to develop but these risks are appropriate to the age and stage of the development of the children involved. It's the responsibility of the manager and deputy manager to ensure that risk assessments are completed for all settings activities. The policy is implemented by all risk assessments are carried out on all existing and new activities that take place in the nursery. It is identified that some of the activities with a low level of risk will not be assessed for risk on every occasion however these risks will be reviewed regularly and signed off by a member of staff to ensure it is still valid.

A designated member of staff will carry out Risk assessments on a daily basis, as the nursery opens and just before the nursery closes at 6pm. The contents of these risk assessments can be found on the opening and closing checklist. All staff are to be vigilant throughout the day ensuring that the nursery is safe and secure for the children, staff and visitors. If any risks are identified they must be dealt with instantly and reported to the nursery manager. Any risks that are identified will be recorded and any further action will be decided by the nursery manager. The risks that are identified will be made aware to all staff/students/volunteers and discussed at the next staff meeting.

Different aspects of the nursery are analysed to ensure that it is safe for use on a regular basis using risk assessments. If any actions are required they are noted and dealt with immediately.

Here is a list of the risk assessments that are carried out at the nursery;

<u>Risk Assessment</u>	<u>Regularity</u>
Kitchen* - Safety and Hygiene	Daily and Weekly checks
Outdoors* - Safety	Daily morning just before use and at closing times
Equipment*	Weekly
Toilets*	2 hourly
Opening Check on all Rooms	Daily
Closing Checks on all Rooms	Daily

\*dated and signed by the person carrying out the check

New risk assessments will be written for any new equipment bought for the nursery.

### Outings and Trips

A risk assessment will be written for any outing or trips organised by the nursery. Before the children are leave from the nursery for a trip parental consent will be obtained.

With each trip organised staff members will visit the site prior to the children going and a new risk assessment will be written. All staff members will read and understand the risk assessment. At least one staff member who is NVQ level 3 qualified will attend the outing and at least one member of staff will be First aid trained.

## Lost Child Policy

We will endeavour never to lose a child by making sure that the children are fully aware of the importance of being near us at all times when out in public. Babies will either be in a buggy or put on reins. All children will be brightly identifiable by a brightly coloured reflective vest that we will provide. This will also have our contact details in bold print on it. We would practice regularly with the children what they should do if they were to get lost so that they know how to act in a compromising situation.

If the unthinkable happens we would call the child's name 3 times in a strong loud voice. Then we would blow a whistle to bring attention to the urgency of the situation this should help to lower the noise around me and get the help of other adults. We would then continue to call the child's name and make as much fuss as possible to involve as many people as possible to look for the child. If we still couldn't find the child after 10 minutes we would alert the child's parents to the situation and call everyone we know who might be able to help in the search and call the police.

## Sickness

In the event of a child becoming sick, we would contact the parent/guardian to collect the sick child as soon as possible to protect any other children.

If the parent/guardian is not available we would contact the emergency number entered on the contact, we are not able to offer care for already sick children in the interest of the health of other children.

After illness we require 48 hours free of symptoms or a doctor's recommended quarantine period, whichever is the greater time, before we could resume care. This is 48 hours without the effects of any medication, this includes diarrhoea and vomiting. Following a temperature, the children should be well, without the use of medication for at least 35 hours.

For infections that require prescribed medication and are of a contagious nature, we require medication to be given for 48 hours before they return to the nursery. This length of time has been advised to us by a pharmacist whom informed us that prescribed medication takes 3 days to have an effect and children should be kept away from other children during this time.

Conjunctivitis is contagious until the eyes are no longer red and there is no discharge children should not attend the nursery until they are clear for 48 hours without discharge forming in either eye. This length of time has been advised to us by a pharmacist whom informed us that if there is any gunk in the eyes they are still contagious and should be kept away from other children during this time.

We have provided exclusions periods for common illnesses below.

Vomiting – return 48 hours after last episode

Diarrhoea – return 48 hours after last episode

Temperature (over 38 with other symptoms, over 39 without other symptoms) – 35 hours.

Chicken Pox – return 7 days after the appearance of rash/or spots are dry (scabbed over)

Gastro-enteritis – as with vomiting but with the advice of a doctor should be sort

Food Poisoning– as with vomiting but with the advice of a doctor should be sort

Measles – return 7 days after the appearance of rash

Head Lice – until treatment has been given

Mumps – return 7 days after the onset, when the swelling has subsided and/or after medical advice.

German Measles/Rubella – return 7 days after the appearance of rash and after medical advice

Hand Foot and Mouth – return after 2 days to prevent the spread of infection.

We will consult the NHS website to guide us with recommendations or quarantine for all illnesses.

We hope that all parents recognize the need to be careful and considerate to others to prevent the spread of infections and also allow your children to recover properly before returning to nursery.

### Accidents and Incidents

All accidents and incidents are recorded in an accident book and must be countersigned by the parent or guardian.

At least half of our staff are qualified First Aiders and our certificates are undated every 3 years. Certificates are available to be seen upon request.

Where we feel that medical attention is required, we would contact the parent or guardian accordingly. Should immediate emergency treatment be required, we would undertake to get the child to a hospital, or would accompany the child should an ambulance be needed.

Please be aware that legally we are not allowed to give permission for any treatment from any outside medical services e.g. hospital, paramedic, doctors. we require all parents/guardians to sign a permission form allowing us to treat minor injuries, and seek medical attention for major injuries.

### Medical Treatment and Advice

Please note that as a professional nursery provider at least 2 members of our staff have attended a 12 hour First Aid course as required by Ofsted. We are able to carry out basic first aid for the safety and wellbeing of your child. All incidences of injury or illness will be recorded in the Accident/Incident and Medication Record Book. This must be acknowledged and signed by all relevant parties, including the child's parents.

It is important to note that we can offer immediate first aid ONLY. After an incident/accident has occurred, it is the parent's/carers responsibility to seek further medical advice in ALL circumstances as underlying medical problems may not be evident, for example: Cuts may become infected, Bruises could be concealing more serious injury. It is advisable to consult medical professionals such as your GP or NHS Direct - Telephone Number 111

### Administering Medicines

- As a registered nursery, the safety and welfare of the children in our care is paramount. We do not usually administer medication to children unless a doctor, dentist, nurse or pharmacist has prescribed it for that child. Non-prescription medication, teething gel may be administered, but only with the prior consent of the parent and only when there is a health reason to do so.
- Pain relief medication will not be given to a child at any time to avoid an accidental overdose (in case parents have given a dose before arrival at the childcare) to ensure that the child's condition is not masked by the medication and to make sure that it doesn't implicate any medicine that maybe given by a medical profession.

- Parents are responsible for informing us about any medication that the child has been given prior to their arrival.
  - We must obtain prior written permission for each and every medicine from parents before medication is given. In some cases, it may not be appropriate for a child to attend for 2-3 days in case they react to medication and also to prevent the spread of an infection to others. Please see sickness policy.
  - The medicine permission form will be regularly reviewed with parents to ensure that there are no changes, for example a child may require a different dosage or may need an additional form. We ask parents to provide details of any changes to prescriptions or the health support children require.
  - We record all medication administered in our book.
  - All medication administered is witnessed by 2 members of staff
- 
- We make sure that we have sufficient written information about the medical condition of any child with long-term medical needs. This ensures that their health needs can be fully met.
  - We ensure that all medicines are stored strictly in accordance with the product instructions. Also those medicines are provided in the original container in which they are dispensed and include the prescriber's instructions for administration.
  - If a child has a self-held medication, we ask parents to provide an additional one to be kept at my home. Older children can easily leave an inhaler at school. What could require a simple puff of Ventalin can turn into a major incident and a trip to the hospital.
  - If the administration of prescription medicines requires technical/medical knowledge, we will ask the parent to source relevant training for me from a qualified health professional. The training will always be specific to the individual child concerned.

If you have any concerns regarding medication, please do not hesitate to discuss them with us.

## 8. Recommendations and Complaints

### Recommendations and Suggestions

We are always interested in your comments and feedback to allow us to continue to improve the service that we provide. We are happy to listen to your comments verbally or written feedback by email. If you would like to remain anonymous we have a suggestions box in the entrance hall.

### Making Concerns Known

A parent who is uneasy about any aspect of the provision should first talk over any concerns or complaints with the nursery.

If we do not have a satisfactory outcome within a couple of weeks, the parents should then put the complaint in writing and request a formal meeting with us, an agreed written record will be made and signed.

The same procedure applies for any concerns or complaints that we may have.

If the matter is still not resolved to the parent's satisfaction, then the parents should request another meeting with me and to see if a possible solution can be reached.

If an agreement cannot be reached, then it would be recommended to terminate the contract.

We believe that most complaints are made constructively and can be sorted out at an early stage.

We also believe that it is in the best interest of the nursery and parents that complaints should be taken seriously and dealt with fairly in a way that respects confidentiality.

### Complaints Procedure

Caring for young children involves sharing responsibility with their parents and families, and recognising the prime role they play in their children's upbringing. 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 we welcome suggestions on how to improve my childcare service at any time.



If you wish to inform Ofsted about any concerns that you have with the care that we provide then you may contact them at the following address; The National Business Unit, Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD

### Procedure to be followed

The procedure to be followed in the event of a complaint is as follows:

Parental complaints about a member(s) of staff

### 9. Emergency Plans

Nikki Miller the nursery director is responsible for overseeing these policies in the nursery.

#### Evacuation Procedure – Fire Alarm

In the event of a fire, a Fire Emergency Plan has been devised to ensure the safety of all children in our care. Each child will be familiarised with the fire drill procedure and we aim to practice evacuation every month.

The Fire Plan:

Gather all to a Safe Meeting Point by the foundation stage playground.

All staff have allocated roles and responsibilities that they have knowledge of.

Call the Register

Call 999 in school is closed.

Wait for instructions from Wolfson Hillel School.

Contact Parents and inform of situation

The Fire Escape Plan is designed to ensure a safe, quick and confident evacuation to a safe designated area where help can then be obtained.

There are smoke alarms in the school which are fully maintained and checked regularly.

There is a Fire Extinguisher and Fire Blanket in the kitchen.

Our children's safety is paramount, but in the unfortunate event of a fire, all actions will be taken to make our children safety first priority always.

#### Invacuation Procedure – Terrorist Alarm

In the event of a terrorist attack, an Invacuation Emergency Plan has been devised to ensure the safety of all children in our care. Each child will be familiarised with the invacuation drill procedure and we aim to practice evacuation every other month.

#### The Invacuation Plan:

Gather all to a Safe Meeting Point.

All staff have allocated roles and responsibilities that they have knowledge of.

Call the Register

Wait for instructions from Wolfson Hillel School.

Contact Parents and inform of situation

The Invacuation Plan is designed to maximize the safety of your children.

There are alarms in the school which are fully maintained and checked regularly.

Our children's safety is paramount, but in the unfortunate event of an attack, all actions will be taken to make our children safety first priority always.

#### 10. FUNDING AND PAYMENTS

We are happy to accept government funding for nursery places. Parents should be aware that this is a contribution towards the cost of the nursery place and that as parents you are responsible for full cost of the nursery place and should pay the remainder of any fees not covered by government funds.

The nursery fees are due at the beginning of each month payable in advance. A penalty fee will be issued for late payment in accordance with our pricing policy. The nursery reserves the right to refuse to accept children for the sessions booked if their care has not been paid for in cleared funds, or received notification of authorization of childcare vouchers by the 7th day of each month. All extra ad hoc days are due to be paid in advance or on the day, unless booked in blocks.

We require two months' notice to terminate your contract and fees are due until the contract has been terminated.

The nursery is open all year except on UK bank holidays and Jewish Yom Tovim (including the whole of Pesach). These days are chargeable and fees have been calculated to take these closures into account

#### Terminating Contracts of childcare

We ask that all parents provide two months' written notice for all childcare services where two-month notice is not given the two months' notice will still be charged.\_

#### Over 3's Funding Policy

At Stars Nursery we are happy to receive the over 3's funding from the council. Funding is available for all children over the age of 3 years old. It starts from the term after the child turns three. It is paid directly from the council to the nursery who applies for the funding on your behalf. The council pay for 3 terms a year which they dictate the length of the term. We are happy to accept the funding although we make parents aware that the funding does not cover the full costs of running this nursery. We have extra costs to consider including security, music groups and Jewish Studies activities.

1.30 until 5.15 – Monday to Thursday

Please there is a charge of £2 per meal, payment optional. If you wish for your child to eat at mealtimes you will be charged these separately.

We are therefore able to offer the hours with no additional fees at the following times although if parents wish to use the nursery at more convenient times to them we are able to provide the childcare on alternative days and times if they are willing to pay the balance of the fees that they nursery charge. There is no obligation to pay these extra costs if the sessions above are used at all times and no additional sessions are required.

#### 11. Heathy Eating and Food

We aim to provide the children with a healthy balanced diet consisting of a good mix of nutritious food. The nursery took part in a recent government campaign to improve the standards of menus in childcare providers called Start Right Eat Better.

The menus have been put together to provide the children with a variety of choice and the opportunity to create good eating habits. The menus are displayed at the nursery near the entrance for parents to view.

Breakfast is a choice of 3 cereals.

Lunch consists of variety of tried and tested favourites amongst the children. We have devised a 3 weekly menu and it is full of delicious hot vegetarian and fish dishes. Every meal served will have a balance of carbohydrate, protein and vegetables. We encourage the children to finish or at least try their meal before we give them seconds and desserts. Desserts vary may include cake, biscuits, fresh fruit, yogurts and ice lollies.

Dinner is a simple nutritious meal that rotates on a weekly basis. It provides the children with carbohydrate and vegetables.

Snacks are provided in the morning and the afternoon (to those using all sessions except the 3 hour sessions). For a snacks the children again we follow a schedule and alternate the choices for snacks. Type of snacks we give the children include fresh fruit, vegetable sticks, cake or biscuit, toast or crackers.

### Food

Martine Leigh the nursery Manager and Kayleigh Ruthven the deputy manager are responsible for overseeing these Food Hygiene in the nursery. Five members of staff have acquired their Food Hygiene qualification. The nursery has achieved a 5 Star rating by environmental health.

Any specific dietary needs and particular likes and dislikes are catered for. Where food needs to be obtained from specialist shops, the parent/guardian may be asked to provide them.

Any allergies will also be catered for i.e. nut allergy and taken into account; parents/guardians advice will be given and adhered to.

A meal will be provided at lunch time and again in the evening if required.

A snack will be provided mid-morning and mid-afternoon.

All food will be freshly cooked in hygienic conditions.

Meal times are treated as an ideal opportunity for social interaction and development.

Table manners taught and positively reinforced.

Drinks are available at all times and fluid intake is monitored and encouraged according to current health guidelines.

## 12. ADDITIONAL INFORMATION

### Notice Board

The notice board displays the current information about areas of learning we will be covering and general information. Please check regularly. We email all parents and weekly newsletter to keep them informed about relevant information activity plans.

### Developmental Charts / Records

Each child has their own assessment records that are updated regularly. These are strictly confidential. Parents are able to see the records and discuss their child's progress at any time. When your child leaves Stars Nursery all records are given to the parents of the child.

### Children's Work

Your child will not bring something home every day, as creative work will often be put on display for everybody to see, or kept in their special books which can be seen at the end of the session.

### Refreshments

Children who attend the nursery all day or half day sessions will not require any additional snacks as these are provided at snack time. Children who attend the morning 3 hours' sessions or school day sessions, need to bring a piece of fruit with them for snack time.

### Parking

Cars can be parked in the street locally. Please do not park in the private roads near the school.

### Clothing

Please ensure your child's clothes have no added difficulties such as braces or unnecessary belts as they can be difficult to change. Please provide your child with appropriate clothing for all weathers. We discourage the wearing of jewellery, as chains and some types of earrings can get caught or very easily lost. All clothing needs to be clearly marked with your child's name.

### Head lice

Responsibility for the prevention, detection, control and treatment of head lice lies with parents and

guardians. It is our experience that the best advice we can give is that you get into the habit of 'wet combing' children's hair twice a week (even when you do not suspect the presence of lice) as a preventative measure. If you have any questions, please ask a member of staff who will be happy to help.

#### Smoking

Smoking is not allowed on the nursery premises.

#### Mobile Phones

Mobile phones may only be used by staff during lunch times or in an emergency. Staff are required to place them in a draw in the office. Parents using mobile phones on entering the nursery will be asked to end their call or finish their call away from the children.

#### Severe Weather

In the event that we have heavy snow and blizzards overnight or in the morning, could you please telephone Nursery before you bring your child, to check whether we are open as normal. If it starts snowing during the day whilst your child is at nursery, we will contact you if we feel nursery needs to close. Please ensure that you keep nursery informed of any change in telephone numbers and address.

#### Birthday celebrations

The nursery celebrates birthdays. It is optional whether parents/carers wish to bring a Kosher & nut free cake to be shared between all the children attending on that day. Parents/carers of the child concerned are welcome to attend these small celebrations but we prefer that parents of other children do not attend as this causes significant disruption to the nursery routine.

#### Clothing

The nursery has a Tshirt uniform for all the children to wear. This can be purchased from the nursery. We request that each child is provided with a complete change of clothes. It is an essential component of educative play that children are able to enjoy art and craft activities with, for example, glue, paste, paint, sand, water, etc. Inevitably children will transfer some of these materials to themselves and their clothing. We attempt as far as possible to purchase glue, paste and paint which are "washable", but in practice not everything is washable off all clothing materials. Parents should therefore dress their children with this in mind. The nursery will accept no liability for clothing damaged while the child is at the nursery.

Please ensure your child has the following at nursery:

- Wellington Boots/Rain coat, Sun Hat/Sun Cream
- Appropriate clothing for the weather conditions
- Spare change of Clothes
- 2 spare changes of Underwear (or more if toilet training)
- Growbag / blanket
- Nappies (to be replaced every month or when requested)
- Formula Milk and Bottles
- Comforter (favourite teddy)

All clothing needs to be clearly marked with your child's name.

The nursery will keep a supply of spare clothes which will be used in cases of emergency when the child doesn't have their own spare clothes at nursery. These items must be returned (washed) within 10 days or the nursery will issue a fine to cover the cost and time of replacing the items.

#### Notice of absence

If a child is not brought to the nursery on a day when s/he is normally present and the Managers have not heard from the parent/carer after five days (not including Saturday and Sunday) Stars reserves the right to de-register the child and offer the place to someone else. If for any reason (e.g. illness) a child cannot be brought to the nursery when s/he would normally be present, parents/carers are required to pay the normal fees.

#### Personal property

Children should not bring sweets or valuables to the nursery (e.g. jewellery, toys etc), since staff cannot be held responsible for any personal belongings being lost or damaged.

#### Sun cream

Parents are advised to bring in a named sun cream during the summer season this must be applied by the parent before they arrive at the nursery and will be reapplied by staff at the nursery in the afternoon before they play outside.

#### Toileting

We promote independent toileting for all children who are 3 years old and over. Children are encouraged to ask a member of staff if they need to use the toilet. This arrangement enables toileting to be more closely monitored by staff that are then on hand to supervise hand washing afterwards.

#### Nappies

Parents/carers of children not yet completely toilet trained are required to provide sufficient disposable nappies for each day.

#### Photographs policy

At Stars we like to take photographs of your children in action and their development/ learning experiences and make displays inside the nursery school. Under no circumstances will these photographs be circulated outside the nursery, used for promotional purposes or posted on the website unless express permission is received in writing from parents/carers beforehand.

The photographs are developed using an online photo developing company.

#### Equipment

Each child has their own peg with their name on for their coat and bag. Please ensure your child has appropriate clothes for the prevailing weather conditions. Please ensure all items are named. We regret we cannot accept responsibility for the loss of any item brought into the Nursery or left on the premises.

#### Clothing

Please ensure your child's clothes have no added difficulties such as braces or unnecessary belts as they can be difficult to change. Please provide your child with appropriate clothing for all weathers.

We discourage the wearing of jewellery, as chains and some types of earrings can get caught or very easily lost.

All clothing needs to be clearly marked with your child's name.

### Babysitting Policy

Staff (current and previous may not offer babysitting services to parents at the nursery.

Previously it has not been uncommon for our nursery staff to offer babysitting services to nursery clients, outside of nursery working hours. This policy has been changed to protect the interests of the staff, the nursery and the parents. The nursery will no longer allow current staff or previous members of staff to offer babysitting services to parents at the nursery

This policy has been changed because babysitting work has been interfering with the commitment of the staff to the nursery and to avoid a compromise of boundaries in relationships between staff and parents. The nursery will not tolerate abuse of this policy and reserve the right to terminate the childcare contract if it is not upheld.

Animals and Pets in the nursery.

At Stars we believe the children learn through real life experiences and therefore when we have the opportunity to bring animals in the nursery for a specific topic we will do that. We may keep pets at the nursery and we may allow supervised visits to the nursery of other animals. Before we allow any animals into the nursery we will put the following safety measures in place.

1 Complete a specific risk assessment.

2 Notify all parents in advance. We will ask for written consent for the children to handle and be close to the animals. Where permission is not given there will be alternative activities for the children.

3 Check the allergy list and ensure children with a known allergy to animals will not come into contact with the animal.

All children will be supervised throughout the visit and children will be given specific instructions on how to stay safe. All children will wash their hands thoroughly after touching the animals and before eating food. We will disinfect all areas that the animals have been in contact with as soon as the visit is over.

### Terminating Childcare Contracts

We require 2 months' written notice to reduce, change or terminate your childcare contract. We are reaching capacity in many rooms so we need more notice to be able to offer the place to those that require it.

Changes to continue with the same amount of care can still be made if we have the capacity, without a two-month notice period.



