

# Parents' policies and procedures information



## **Safeguarding children**

At Ashfield House nursery we have a clear commitment to provide a secure and safe environment for all children and to be alert to factors outside the nursery environment which might impact on our children's wellbeing. We work with children, parents, external agencies and the community to ensure the welfare and safety of our children and to give them the very best start in life.

Safeguarding and promoting the welfare of children means:

- Protecting children from being badly treated or abused.
- Preventing damage to children's health or development
- Ensuring that children are growing up in circumstances which provide safe and effective care
- Taking action to enable all children to have the best possible outcomes

Children have the right to be treated with respect and to be safe from any abuse in whatever form.

In order to do this we:

- Do not allow any adult who has not received their enhanced Disclosure and Barring Service (DBS) to be left alone with a child
- Create an environment to encourage children to develop a positive self-image
- Encourage children to develop a sense of independence and autonomy in a way that is appropriate to their age and stage of development
- Provide a safe and secure environment for all children
- Always listen to children
- Provide positive role models and develop a safe culture where staff are confident to raise concerns about professional conduct
- Promote tolerance and acceptance of different beliefs, cultures and communities
- Help children to understand how they can influence and participate in decision-making and how to promote British values through play, discussion and role modelling
- Provide an environment where practitioners are confident to identify where children and families may need intervention and seek the help they need
- Share information with other agencies as appropriate

All staff receive initial basic child protection training during their induction period. This includes the procedures for spotting signs and behaviours of abuse and abusers, recording and reporting concerns and creating a safe and secure environment for the children in the nursery. Further child protection training and updates are then provided.

Within the nursery our Manager is our named Designated Safeguarding Co-ordinator (DSCO) who takes lead responsibility for safeguarding and co-ordinates child protection and welfare issues. The nursery manager and deputy manager receive regular updates to developments within this field.

## **Informing parents**

If we have any concerns about the safety or wellbeing of a child in our care, we follow procedures laid down by the Local Safeguarding Children's Board (LSCB). Parents are normally the first point

of contact if we have any concerns, but if a suspicion of abuse is recorded, parents are informed at the same time as the report is made, except where the guidance of the LSCB does not allow this. This will usually be the case where the parent or family member is the likely abuser, or where a child may be endangered by this disclosure. In these cases the investigating officers will inform parents.

### **Confidentiality**

All suspicions, enquiries and external investigations are kept confidential and shared only with those who need to know. Any information is shared under the guidance of the LSCB.

### **Support to families**

We work very hard to build up trusting and supportive relationships among families, staff and volunteers within the nursery. If external enquiries or investigations are being made in relation to abuse in the home situation, we continue to welcome the child and family who will be treated with respect in a non-judgmental manner whilst these are carried out.

Confidential records kept on a child are shared with the child's parents or those who have parental responsibility for the child, only if appropriate under the guidance of the LSCB with the proviso that the care and safety of the child is paramount. We will do all in our power to support and work with the child's family.

### **Attendance**

We ask that you let us know at the earliest opportunity if your child is not attending a scheduled session and the reason why. For funded children, we are required to keep records of attendance and the Council may decide to withdraw funding if your child's attendance falls below acceptable levels.

### **Accidents and First Aid**

The health, safety and welfare of all the children in our care is of our utmost importance. However active children do sometimes have accidents and occasionally conflicts with their peers may result in scratches or bites. Accidents can be very distressing for anyone involved so at Ashfield House we follow this policy and procedure to ensure everyone is supported and cared for.

If your child has an accident, our first concern will be to comfort them and provide treatment as appropriate. If your child has had a bump to the head we will ring you as a matter of courtesy.

A member of staff who has seen what happened will fill out an accident form and report it to our nursery manager. This is done as soon as the accident is dealt with, whilst the details are still clearly remembered.

Accident/incident report forms are completed within your child's record on iConnect/parent zone, and includes details of any first aid treatment given. This will be printed off for you to sign when you collect your child.

Accident forms are filed in the office and checked monthly for patterns e.g. one child having a repeated number of accidents, a particular area in the nursery or a particular time of the day when most accidents happen. Any patterns are investigated by the nursery manager and appropriate action taken if necessary.

All permanent staff are trained in paediatric first aid and this training is updated every three years to ensure this remains current.

When children are taken on an outing away from our nursery, we always ensure that staff carry a first aid box and nursery mobile phone at all times.

Any serious accident would be reported to the Health and Safety Executive (HSE) for investigation for further action to be taken (i.e. a full risk assessment or report under Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR)).

### **Sickness and Illness**

Children should not be brought to nursery if they are unwell. If your child is unwell then the best place for them to be is at home with you. The nursery has the right to refuse admission to a child who is unwell. This decision will be taken by the manager on duty and is non-negotiable.

We follow these procedures to ensure the welfare of all children within the nursery:

- If your child becomes ill during the nursery day we will contact you and ask you to pick them up as soon as possible.
- If your child develops a high temperature, we will follow advice given by medical advisers and administer liquid paracetamol for fever reduction (see medication section below). Febrile convulsions as a result of a high temperature are fits which can occur when a child has a fever. They are common and in most cases are not serious. It is important that you let us know if your child has ever had a fit. If your child has a febrile convulsion and this is a first fit, we will call an ambulance and call you immediately. If your child has a history of fits we will agree with you a care plan which will inform our decision making about how we respond if they have a fit whilst in our care
- Should your child have an infectious disease, such as an ear infection which is producing discharge or sickness and diarrhoea, they should not return to nursery until they have been clear for at least 48 hours
- It is a common fallacy that teething can cause loose nappies, however NHS Choices states that there is no evidence to support this. We take a pragmatic view if your child has loose nappies but is otherwise well, we will ring to let you know but not exclude them. If however your child shows other signs of illness, we will ring and ask you to collect them.
- It is vital that we follow the advice given to us by our registering authority and exclude specific contagious conditions, e.g. sickness and diarrhoea, scarlet fever and chicken pox to protect other children in the nursery. Illnesses of this nature are very contagious and it is unfair to expose other children to the risk of an infection
- If a contagious infection is identified in the nursery, we will let you know so you can look out for early signs of this illness in your child. All equipment and resources that may have come into contact with a contagious child are cleaned and sterilised thoroughly to reduce the spread of infection

It is important that children are not subjected to the demands of the nursery day when they first become ill and require a course of antibiotics. Our policy, therefore, is to exclude children on antibiotics for the first 24 hours of the course.

Information/posters about head lice are readily available from your GP or local pharmacy and we ask that you regularly check your child's hair. If you find that your child has head lice we would be grateful if you could let us know so that other parents can be alerted to check their child's hair.

### **Prescription medication**

If your child requires on-going medication we will obtain information about your child's need for this, and ask that you ensure we are kept up-to-date.

When dealing with medication of any kind in the nursery, strict guidelines are followed.

Prescription medicine will only be given to the person named on the bottle for the dosage stated.

If you bring prescription medication into nursery for us to dispense, this **MUST** be in the original container and we need to be able to read the details on the bottle. A staff member will note the details of the dosage on a medication form and another member of staff will check these details.

We need to have your prior written permission for the administration of each and every medication. However we will accept written permission once for a whole course of medication or for the ongoing use of a particular medication under the following circumstances:

The written permission is only acceptable for that brand name of medication and cannot be used for similar types of medication, e.g. if the course of antibiotics changes, a new form will need to be completed.

The dosage on the written permission is the only dosage that will be administered. We will not give a different dose unless a new form is completed.

You should notify us **immediately** if your child's circumstances change, e.g. a dose has been given at home, or a change in strength/dose needs to be given.

We will not administer a dosage that exceeds the recommended dose on the instructions unless accompanied by a doctor's letter. When you drop your child off we will ask you when your child has last been given their medication before coming to nursery and this information will be recorded on the medication form. Similarly when your child is picked up, we will give you precise details of the times and dosage given throughout the day. We will ask for your signature at both times.

At the time of administering the medicine, a senior member of staff will ask your child to take the medicine, or offer it in a manner acceptable to your child at the prescribed time and in the prescribed form. It is important to note that staff working with children are not legally obliged to administer medication.

If your child refuses to take the appropriate medication then a note will be made on the form.

Where refusal to take medication may have serious consequences we will ring to discuss with you what further action should be taken.

Wherever possible we ask you to request that your GP prescribes the least number of doses per day, i.e. three x daily, rather than four x daily.

### **Non-prescription medication**

If your child requires non-prescription liquid paracetamol during the day for temperature reduction, we will contact you to gain your permission for it to be given. If we cannot contact you, then the manager on duty will take the decision as to whether your child is safe to have this medication based on the time your child has been in the nursery, the circumstances surrounding the need for this medication and the medical history we have on your child's registration form.

For any non-prescription medication for an allergic reaction eg Piriton/Allerief, we will ring you first to confirm your permission to dispense this, but if we are unable to contact you, then the manager on duty will take the decision as to whether your child is safe to have this medication based on the time your child has been in the nursery, the circumstances surrounding the need for this medication and the medical history we have on your child's registration form.

If we feel that your child would benefit from medical attention rather than non-prescription medication, we reserve the right to refuse nursery care until your child is seen by a medical practitioner.

### **Immunisation**

We expect that where possible, children will be vaccinated in accordance with their age. You need to be aware that some children may not be vaccinated in the nursery. This may be due to their age, medical reasons or parental choice. We do not discriminate against children who have not received their immunisations and will not disclose individual details to other parents.

### **Allergies and allergic reactions**

To ensure allergic reactions are minimised or where possibly prevented all staff are fully aware of how to support a child who may be having an allergic reaction.

Staff are made aware of the signs and symptoms of a possible allergic reaction in case of an unknown or first reaction in a child. These may include a rash or hives, nausea, stomach pain, diarrhoea, itchy skin, runny eyes, shortness of breath, chest pain, swelling of the mouth or tongue, swelling to the airways to the lungs, wheezing and anaphylaxis.

If your child has a known severe allergy requiring treatment with an epipen, the nursery manager will carry out a full Allergy Risk Assessment Procedure with you prior to your child starting the nursery. At least two members of staff working directly with your child and the manager will need to receive specific medical training to be able to administer the treatment to your child.

Information given by you about a known allergy or allergic reaction, either at the time of registration or at a later time, will be passed on to all staff in the nursery.

All play rooms, the office and the kitchen have a food allergy register for all the children in the nursery.

The nursery management will work with you to ensure that if your child has a specific food allergy, that they receive no food at nursery that may harm them. This may include designing an appropriate menu or substituting specific meals on the current nursery menu.

**It is essential that any dietary change is notified to the office to ensure this is communicated nursery-wide and the necessary changes to the menu are made.**

If your child has an allergic reaction to food, a bee sting, plant etc. a first aid trained member of staff will act quickly and administer the appropriate treatment. You will be informed at the earliest opportunity.

If the allergic reaction is severe, a member of staff will summon an ambulance immediately. We **will not** attempt to transport a sick/injured child in our own vehicles.

Whilst waiting for the ambulance, we will contact you, or if not contactable, your emergency contact and arrange to meet you at the hospital.

A member of staff will accompany your child and collect together registration forms, relevant medication sheets, medication and your child's comforter.

Children who witness an allergic reaction may well be affected by it and staff not involved with the sick child will distract them or give cuddles and reassurance.

All incidents are recorded on your child's iConnect/parent zone record and printed out for discussion and signature by you.

## **Sun care**

The nursery is committed to ensuring that all children are fully protected from the dangers of too much sun. Severe sunburn in childhood can lead to the development of malignant melanoma (the most dangerous type of skin cancer) in later life. Children's safety outside in the sun is of paramount importance so we work closely with you to ensure all appropriate cream and clothing is provided

We use the following procedures to keep children safe and healthy in the sun:

- We ask that you provide a clearly named sun hat which we will endeavour to ensure is worn at all times whilst outside in sunny weather. This should preferably be of legionnaires design i.e. with an extended back and side to shield your child's neck and ears from sun to provide additional protection
- We provide a high factor sun cream and ask that you give prior written consent for staff to apply this. If your child has sensitive skin or known allergies to certain sun creams we ask that you provide suitable sun cream for their individual needs
- We ask that you ensure your child wears light-weight cotton clothing suitable for the sun, with long sleeves and long legs if prone to sunburn. A change(s) of clothing in your child's bag is helpful as in warm weather water play is always available

- Children always have sun cream applied 20 minutes after going outside in the sun and at frequent intervals during the day as advised by national health guidelines unless you advise us your child is prone to burning and you wish us to apply cream before exposure to the sun
- Children are offered cooled water more frequently throughout sunny or warm days
- Children are made aware of the need for sun hats, sun cream and the need to drink more fluids during their time in the sun
- Staff make day-to-day decisions about the length of time spent outside dependant on the strength of the sun
- Shade is provided in various parts of the outside area to ensure children are able to cool down or escape the sun should they wish or need to
- Parents of children with Asian and black skin colouring should be aware that these skin types can be very tolerant to sunshine. However it is important to remember that burning can still occur

### **Promoting positive behaviour**

We believe that children flourish best when they know how they are expected to behave. Children gain respect through interaction with caring adults who show them respect and value their individual personalities. We actively promote British values and encourage and praise positive, caring and polite behaviour at all times in an environment where children learn to respect themselves, other people and their surroundings.

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

We promote non-violence and encourage children to deal with conflict peacefully. Children are encouraged to develop non-aggressive strategies to enable them to stand up for themselves so that adults and children listen to them.

In all cases inappropriate behaviour will be dealt within nursery. How it is handled will depend on the child's age, level of development and the circumstances surrounding the behaviour. We keep sanctions minimal and the incident is managed at the time it occurs.

If staff recognise that a potentially negative situation is emerging, then children will be distracted from the situation and supported in a different activity or environment, if necessary for their own well-being and that of others in the group.

Children are encouraged to recognise that bullying, fighting, hurting and discriminatory comments are not acceptable behaviour. We want children to recognise that certain actions are right and that others are wrong. We acknowledge when a child is angry or upset and that it is the behaviour which is unwelcome, not the child.

We will inform you if your child's behaviour is unkind to others or if your child has been upset by the actions of another child. If there are difficulties we will ask to meet with you to discuss your child's behaviour, so that we can work together to ensure consistency in management between home and nursery. This may include keeping records on a Behaviour Management form. In some



cases we may request additional advice and support from other professionals, via the Early Years Equality and Inclusion Officer, but we will ensure you are involved in making this request. If despite all strategies being employed, your child's behaviour remains a safeguarding issue to other children, we reserve the right to ask you to find another placement for them and we will assist you in finding a suitable alternative nursery.

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

### **Biting policy**

Biting is a common behaviour which some young children show as part of their development. It can be triggered when they do not yet have the words to communicate their anger, frustration or need. At Ashfield House we follow our positive behaviour policy to promote positive behaviour at all times.

Strategies to prevent biting include; sensory activities, biting rings, adequate resources and a stimulating exciting environment. However in the event of your child being bitten the following procedure is followed:

Your child will be comforted and checked for any visual injury and first aid administered if necessary. An accident form will be completed and you may be informed via telephone if deemed appropriate. We will monitor the bitten area for signs of infection.

For confidentiality purposes and the avoidance of possible conflict the name of the child who has bitten will not be disclosed to you.

If your child has caused the bite they will be told in terms that they understand that biting (the behaviour and not your child) is unkind, and be shown that it makes staff and the child who has been bitten sad. Your child will be asked to say sorry if developmentally appropriate or show they are sorry, e.g. through hugging.

If your child continues to bite, observations will be carried out to try to identify a cause, e.g. tiredness or frustration. All incidents will be shared with parents. We may ask to meet with you to develop strategies to prevent the biting behaviour. Often biting is just part of a child's development and you should not feel that it is your fault.

### **Transitions**

Children experience many transitions in their early years, some of these planned and some unplanned. Nursery staff are sensitive to the difficulties children may have whilst going through these transitions.

#### **Supporting transitions in the nursery**

Staff in our nursery support all children in the nursery with any transitions they may be encountering. If the transition relates to your child starting at nursery we follow our settling in policy. If the transition is due to occur at nursery, e.g. room changes, we fully support your child through this process in the following ways:

### **Moving rooms procedure**

When your child is due to move rooms due to age and stage readiness, we will work with you to ensure this is a seamless process in which you and your child are fully supported at all stages.

Your child will spend short sessions in their new room prior to the permanent move to enable them to feel comfortable in their new surroundings. We encourage you to join this first session so you can meet the new staff.

Your child's key person will take your child on these initial visits to enable a familiar person to be present at all times.

We will keep you informed of all visits and the outcomes of these sessions e.g. through photographs, discussions or diary entries.

Only when your child has settled in through these 'taster' sessions will the permanent room move take place. If your child requires more support this will be discussed between the key person, parent, manager and room leader of the new room to enable this to occur.

### **Outdoor play**

At Ashfield House we recognise the importance of outdoor play and physical development for all children regardless of their age and stage of development.

Children need regular access to outdoor play in order to develop their large and small muscles, experience an environment that is different to the inside of the nursery and to access sunlight in order to absorb vitamin D necessary for the development of strong bones.

The outdoor areas, both within the nursery grounds and in the local community have a wealth of resources which help children to develop in a variety of ways, including independence, exploration and investigative skills, risk taking and self-esteem all of which support children to develop skills for now and the future.

All outdoor play opportunities and outings will complement the indoor activities and provide children with both adult-led and child-initiated opportunities to enable children to learn and practice new skills, knowledge and behaviours.

### **Nutrition and meal times**

We aim to make meal times happy, social occasions where positive interactions are shared and enjoyed. We offer children healthy, nutritious and balanced meals and snacks which meet individual needs and requirements.

We ensure that:

- Low sugar cereal, a balanced and healthy midday meal, tea and two daily snacks are provided for children attending a full day at the nursery,
- Menus reflect cultural diversity and variation. These are displayed for children and parents to view

- We provide nutritious food at all snack and meal times, avoiding large quantities of fat, sugar and salt and artificial additives, preservatives and colourings
- Fresh drinking water is constantly available and accessible. It is frequently offered to children and babies
- Individual dietary requirements are respected. We gather information from you regarding your child's dietary needs including any special dietary requirements, preferences and food allergies that your child has and any special health requirements before your child is admitted to the nursery. Where appropriate we will carry out a risk assessment in the case of allergies and work alongside you to put into place an individual dietary plan for your child
- Staff show sensitivity in providing for children's diets and allergies. No child is made to feel singled out because of her/his diet or allergy
- Staff set a good example and sit with the children to demonstrate good table manners. Meal and snack times are organised so that they are social occasions in which children and staff participate in small groups. During meals and snack times children are encouraged to use their manners and say 'please' and 'thank you' and conversation is encouraged

Staff use meal and snack times to help children to develop independence through making choices, serving food and drink, and feeding themselves. Staff support children to make healthy choices and understand the need for healthy eating.

### **Potty/toilet Training**

Potty/toilet training is an important developmental milestone for a child and at Ashfield House Nursery we aim to make the process of achieving this as smooth as possible. We provide reassurance and guidance to make sure that children are fully supported and encouraged during this stage of their development. We also ensure effective partnership and communication with parents in order to give the child continuity between their home and nursery.

Children develop at their own pace, so there is no specific age at which a child should begin toilet training. However there are indicators that a child may be ready - they may know when they have a wet or soiled nappy and be able to say what they have done, using their words for wee and poo. They may have longer periods of dryness eg after an afternoon nap. They may show interest in watching family members use the toilet, or in other children in nursery using the bathroom. They will need to be physically capable of managing clothing - pulling down trousers and pants and getting on and off the potty or toilet

If you think your child is ready for toilet/potty training, you may wish to speak to your child's keyworker about how to get started so that we can ensure that we use a common language and consistent routine. Please ask us for a Toilet Training Diary, so that we can maintain communication about how your child is doing.

We suggest that you begin potty/toilet training at home at a time when life is fairly settled and your child is not coping with transitions such a new baby, a holiday away or social events when daily routines may be disrupted. When your child has been out of nappies and using the potty/toilet at home for about a week, then they may be ready to come into nursery in ordinary pants. We ask you to do this first as it can take longer to potty train at nursery as there is so much more happening which may distract them and lead to accidents. Please bring the diary to show progress over the preceding week(s).

We ask that you dress your child in clothes with elasticated waists which are easy to remove and to ensure that you bring a change(s) of clothes in the event of accidents. If we need to use our spare clothes, we ask that you return them to us the following day.

Our procedure:

- The keyworker will ensure that all staff in the room are aware that your child is starting toilet training and of any specific requests from you eg on the use of pull-ups or whether to use a potty or toilet
- The keyworker will be responsible for seeing that your child is taken regularly to the bathroom and asked using their terminology, whether they need to use the potty/toilet
- Praise and encouragement is given for use of the potty/toilet, rather than for being clean/dry
- Support and supervision will be given until your child can use the toilet confidently and independently, though staff will continue to assist if necessary
- We encourage good hand washing routines at Ashfield House and remind children to wash after using the potty/toilet. Visual prompts are provided and children are encouraged to sing the hand washing song
- If your child has an accident, they will be reassured that it doesn't matter, that sometimes accidents happen and to let staff know next time
- Successes and accidents (wet/soiled) are recorded in the Toilet training booklet and discussed with you each day
- If your child continues to have accidents and becomes upset or worried, then after discussion with you it may be decided to leave training for a few weeks before trying again. False starts are very common
- After use, staff will wipe down the toilet, flush handle and potty with antibacterial spray
- Staff will then model good hygiene practice by washing their hands with hot soapy water

It is not unusual for children to regress after a while, particularly if there are changes in routine. If this does happen staff will continue to encourage and give praise for the times they are using the potty. Communication with parents will ensure that any factors which may be important in understanding set backs are attended to.

### **Parents and carers as partners**

We believe that in order for children to receive quality care and early learning that suits their individual needs, parents and staff need to work together in a close partnership. The two-way sharing of information is key to this. The nursery team welcomes parents as partners and this relationship needs to be built on trust and understanding. It is important that we, as practitioners, are able to support parents in an open and sensitive manner.

Our policy is to:

- Recognise and support you as your child's first and most important educators, and to welcome you into the life of the nursery
- Welcome you into the nursery at any time

- Operate a key person system to enable a close working relationship with you, to support two-way information sharing regarding your child's individual needs both in nursery and at home
- Maintain regular contact with you to help us to build a secure and beneficial working relationship for your child
- Generate confidence and encourage you to trust your own instincts and judgement regarding your child
- Welcome nursing mothers, we will make available a private area to offer space and privacy if you need to nurse your baby
- Ensure that you are aware of the nursery's policies and procedures. Detailed parent information is provided and our full policy documents are available on request.
- Create opportunities for you to talk to other adults in a secure and supportive environment through such activities as breakfast mornings and parents evenings
- Inform you about the range and type of activities and experiences provided for children, the daily routines of the setting, the types of food provided for your child and events through the nursery iConnect/Parent zone
- Inform you on a regular basis about your child's progress and involve you in the shared record keeping, through access to Parent zone. Parents' evenings are held at least twice a year at a mutually convenient time
- Consider and discuss all suggestions from you concerning the care and early learning of your child and nursery operation

### **Complaints and compliments**

We believe that parents are entitled to expect courtesy and prompt, careful attention to their individual needs and wishes. We hope that at all times you will be happy with the service provided and that you might like to voice your appreciation to the staff concerned.

Complaints will be dealt with professionally and promptly to ensure that any issues arising from these complaints are handled effectively and to ensure the welfare of all children. In case of a complaint relating to child protection, please refer to the Safeguarding Policy.

We welcome any suggestions from parents on how we can improve our services, and will give prompt and serious attention to any concerns that you may have by following our complaints procedure as outlined below:

### **Complaints procedure**

#### **Stage 1**

If you should have cause for complaint or any queries regarding the care or early learning provided by the nursery you should in the first instance take it up with your child's key person or a senior member of staff/room leader.

#### **Stage 2**

If the issue remains unresolved or you feel you have received an unsatisfactory outcome, then these concerns must be presented in writing to the nursery manager who will investigate the complaint and report back to you within five working days. This will be fully documented in the complaints log book and will detail the nature of the complaint and any actions arising from it

We will attempt to resolve any complaint informally at stage 1 or 2.

### **Stage 3**

If the matter is still not resolved you will be invited to a formal meeting with the manager and room senior to ensure that it is dealt with comprehensively. A record of the meeting will be made along with documented actions. All parties present at the meeting will review the accuracy of the record, sign to agree and receive a copy, which will signify the conclusion of the procedure.

### **Stage 4**

If the matter cannot be resolved to your satisfaction, then you have the right to raise the matter with OFSTED.

A record of complaints is kept in the nursery. This record includes the name of the complainant, the nature of the complaint, date and time complaint received, action(s) taken, result of any investigations and any information given to the complainant including a dated response.

You are able to access this record if you wish to, however all personal details relating to any complaint will be stored confidentially. OFSTED will have access to this record at any time during visits to ensure actions have been met appropriately. Contact details:

OFSTED  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD  
Tel: 0300 123 1231

You will also be informed if we become aware that we are going to be inspected by OFSTED and after inspection a copy of the report will be available.

### **Special educational needs and disabilities code of practice**

As a nursery, we have a statutory duty to identify, assess and make provision for children with special educational needs or disabilities. The Code of Practice recommends that our nursery should adopt a graduated approach to assessment and intervention. Good practice of working together with parents, and the observation and monitoring of children's individual progress using their developmental tracker and through the implementation of Individual Support Plans, may help identify a child as having special educational needs. This may result in the recommendation that an Education, Health and Care plan (EHC) be completed. Our nursery SENCO is Kate Opie who works alongside parents to assess the child's strengths and plan for future support. As SENCO, Kate ensures that appropriate records are kept according to the Code of Practice.

## **Late collection and non-collection**

We ask that you arrive at nursery to collect your child by the end of the booked session. If you expect to be late we ask that you:

- Call us as soon as possible to advise of your situation
- Ask a designated person to collect your child wherever possible
- Inform us of this person's identity so staff can talk to your child if appropriate. This will help to reduce or eliminate any distress which may be caused by this situation
- If the designated person is not known to nursery staff you must provide a detailed description of this person. This designated person must know your child's safety password or date of birth in order for us to release your child into their care. It is your responsibility to ensure the designated person can identify themselves.

In the event of your child not being collected from the nursery, within the nursery opening hours, after half an hour has been allowed for lateness, the following procedure is initiated by staff:

- The manager is informed that your child has not been collected
- The manager will check for any information regarding changes to normal routines, your work patterns or general information. If there is no information recorded, we will contact you on the numbers you have provided as your mobile, home or work numbers. If we can't get through to you on any of these numbers, we will use the emergency contacts as per your child's records
- The manager will telephone all contact numbers available every 10 minutes until contact is made. These calls will be logged on an incident record
- In the event of no contact being made after one hour has lapsed, the duty manager will ring the Social Services Emergency Duty Team to advise them of the situation. Ofsted will also need to be informed
- Late collection of a child due to be collected at 6.00pm will result in the above action being instigated at 6.05pm, unless we have received a call from you to say you are running late
- The manager and one other member of staff will stay behind with your child until suitable arrangements have been made for the collection of your child.

In order to provide this additional care, in all cases, a late fee of £6 per  $\frac{1}{4}$  hour will be charged to you. This will pay for any additional staff costs that caring for your child outside their normal nursery hours will incur.

## **Arrivals and departures of children**

It is the policy of the nursery to give a warm welcome to each child on their arrival.

The staff member receiving your child immediately records their arrival on the daily attendance register. Any specific information provided by you will be recorded at this time.

If you request your child be given medicine during the day the staff member will ensure that the medication procedure is followed.

If your child is not to be collected by you at the end of the session, please let us know. The agreed procedure must be followed to identify the nominated adult who will know your password. We will ensure medicines are recovered from the fridge only when you or a designated adult has

arrived and the medication is handed to him/her personally. The medication policy will be followed here with regard to receiving your signature

We will not hand over your child to anyone other than the known parent(s) unless an agreement has been made at the time of arrival. If we have any doubt we will check the person's identity by ringing you or your child's emergency contact number.

### **Adults arriving under the influence of alcohol or drugs**

The nursery's prime focus is the care and safety of the children it cares for. All procedures are written with this in mind.

If an adult arrives to collect a child, whether this is the parent/carer or another designated adult (see above procedure), and they are deemed to be under the influence of alcohol or drugs, the duty manager will assess whether the child's safety and welfare may be impacted if released into this person's care.

The decision will be discussed with the adult and where required an additional named adult will be contacted to collect the child or this will be referred to the duty social care worker if this is not possible. During this time the child will be cared for by another member of staff so they are able to remain calm and engaged in play.

Where an adult is deemed unsuitable to drive due to suspected alcohol or drugs consumption, and may endanger themselves and others if they do, the nursery will intervene and endeavour to prevent this individual from getting back into the vehicle. The nursery reserves the right to also report such matters to the police.

### **Mobile phones/smartwatches**

To ensure that all our safeguarding measures are complied with we must insist that you do not use your mobile phone to make or take phone calls or photographs whilst on nursery premises. This includes its use within the car park. This is to ensure that photographs of other children are not included in your pictures and that there are no breaches of any of the various permissions we ask parents to sign eg where photographs of a child on nursery premises are published. On special occasions such as the nativity or leavers parties, we will ensure that photographs are taken on our camera and share these with you. We ask that photos of such events are not posted on any social media websites/areas without permission from parents of all the children included in the picture.

### **Social Media**

We do not allow staff to accept requests to be 'friends' on Facebook to ensure appropriate professional boundaries are maintained. We ask that you respect this rule and do not embarrass staff by making such requests. We ask that you do not ask questions relating to the nursery via social networking sites. Any such questions should be addressed to the manager by telephone.

If slanderous or abusive messages appear on any social media sites we will address these immediately with a request to follow our complaints procedure. We will endeavour to resolve any



issue raised through our complaints procedure. If slanderous/abusive messages continue we will seek legal action against the complainant.

### **Adverse weather**

At Ashfield House nursery we have an adverse weather policy in place to ensure our nursery is prepared for all adverse weather such as snow or heat waves.

If either of these extremes impacts on the ability for the nursery to operate, we will post a message on Facebook or contact you via phone/email/text message, as appropriate.

### **Snow**

If high snow fall is threatened during a nursery day then the duty manager will take the decision as to whether to close the nursery. This decision will take into account the safety of the children, their parents and the staff team. In the event of a planned closure during the nursery day we will contact you to ask you to come and collect your child.

In the event of staff shortages due to snow we will contact all available off duty staff and group the children differently until they are able to arrive. If we are unable to maintain statutory ratio requirements after all avenues are explored we are obliged to contact OFSTED to inform them of this issue, recording all details in our incident file. If we feel the safety, health or welfare of the children is compromised then we will take the decision to close the nursery.

### **Infection control**

At Ashfield House we operate a no shoe policy which means that outdoor shoes are not allowed in any of the rooms or on the staircase to our Preschool room. Outdoor shoes must be removed and left on the black carpeted areas in the entrances, or shoes covers may be used. We ask that you communicate this strict policy to any family members who may be coming to pick up. This includes the children's shoes. Please remove your children's shoes on the black door mat area and carry the shoes to the respective area.

## **DATA PROTECTION PRIVACY STATEMENT**

### **Information**

It is necessary for us to collect personal information about you and your child. We will make sure that the information we have obtained about you and your child is accurate and up to date when we collect or use it. You can help us with this by keeping us informed of any changes to the information we hold about you.

### **Information security**

We will keep information about you and your child secure. We will protect your information against unauthorised change, damage, loss or theft. All information collected on paper forms is kept locked away. The software on our computers and tablets is accessible only by password.

### **Sharing information with others**

Sometimes we have to confirm or share information with other organisations. If we need to do this, we will make it clear to you on the forms you complete giving us the information. We will inform you before sharing any of yours or your child's information.

In some cases, a third-party organisation, such as a funding body, may require you to sign an agreement to allow your information to be shared e.g. on a funding form. Please read all paperwork thoroughly before signing, so that you know exactly how your information will be used.

### **Keeping information**

We will hold information about you and your child only for as long as the law says. After this, we will dispose of it securely.

### **Openness**

We will tell you what kinds of information we hold and what we do with it.

### **Access and correctness**

Whenever possible, we will let you see the information we hold about you and correct it if it is wrong.

### **In general**

We will comply with the Data Protection Act 1998 and any subsequent legislation on information handling and privacy. We will do this through our Data Protection Policy. We will help you with any questions or problems that you may have with the Data Protection Act 1998, the Human Rights Act 1998 or the Freedom of Information Act 2000. If we cannot help you, we will give you advice on where to write to get the information you may need.

## **Our Commitment**

We will only collect information that is necessary for what we do. We will be fair in the way we collect information about you. We will tell you what we intend to do with the information about you. Where practicable, we will collect information directly from you. If we collect information about you from someone else, we will make sure you know that we have done this whenever possible.

## **Types of information we collect**

Yours and your child's full names, your child's date of birth, your address, your contact numbers and those of your emergency contacts, your email address, your child's medical conditions and in some cases, your date of birth and National Insurance number. We may also need to record your passport number or birth certificate number as proof of identity.

## **While your child is with us we store information regarding:**

Their ongoing progress and development; photographs of them; Accident records; medication records.