



## **Nursery Prospectus for Parents**

Full Policies and Procedures are on open access in the nursery.

The setting's policies help us to make sure that the service provided by the setting is a high quality one and that being a member of the setting is an enjoyable and beneficial experience for each child and her/his parents.

The staff and parents of the setting work together to adopt the policies and they all have the opportunity to take part in the annual review of the policies. This review helps us to make sure that the policies are enabling the setting to provide a quality service for its members and the local community.

### **Safeguarding children**

Our setting has a duty under the law to help safeguard children against suspected or actual 'significant harm'.

Our employment practices ensure children against the likelihood of abuse in our settings and we have a procedure for managing complaints or allegations against a member of staff.

Our way of working with children and their parents ensures we are aware of any problems that may emerge and can offer support, including referral to appropriate agencies when necessary, to help families in difficulty.

All the staff are familiar with the guidelines in relation to child protection. **The welfare of the child is paramount.**

OFSTED and local authority requirements are always adhered to in respect of references and police checks for staff and volunteers. All staff employed within the nursery are exempt from the Rehabilitation of Offenders Act 1974. Volunteers do not work unsupervised.

All parents/carers will be informed of how to register a complaint about a member of staff or volunteer within the nursery, which may include allegations of abuse.

### **Special needs**

As part of the setting's policy to make sure that its provision meets the needs of each individual child, we take account of any special needs a child may have. The setting works to the requirements of the 1993 Education Act and The Special Educational Needs Code of Practice (2001).

We will be sympathetic and responsive where special educational needs are identified or brought to our attention. Each child's needs are unique and the nursery aims to help all children make good progress. Many children have a special educational need at some point during their education. These children may need extra or different help from that given to other children of the same age while attending nursery.

The nursery will:

- Identify any special educational needs a child may have, as early as possible;
- Ensure all staff are aware of the DFES Code of Practice on identification and assessment of special needs;
- Monitor and evaluate practice and provision for children with special educational needs;
- Ensure that all staff are aware of their duties not to treat a disabled child less favourably and to make reasonable adjustments for disabled children (as required by the Special Educational Needs and Disability Act 2001).
- Work together with parents/carers and children, including the sharing of information and assessment of each child's specific needs in order to provide the care and education that meets these needs adequately;

- Liaise with other agencies, including the Early Years Inclusion Team, with parental permission; and
- Liaise with parents/carers and other professionals to ensure a smooth transition from home to nursery.

### **Behaviour Management**

It is the nursery's policy to promote positive behaviour, valuing co-operation and caring attitudes. The nursery believes that individual children have a right to feel safe and secure and will flourish best when they know how they are expected to behave. They should be free to play and learn without fear of being hurt or unfairly restricted.

- All children will be listened to and treated with care and respect.
- Positive behaviour, actions and attitudes will be praised and encouraged.
- Desirable behaviour will be modelled by the staff through actions and interactions with children and other adults.
- The nursery will promote positive behaviour within clearly defined preset boundaries.
- The nursery will work in partnership with parents/carers to support children through traumatic experiences and ensure a consistent approach when handling any related behaviour.
- Unacceptable behaviour is handled by distraction, discussion and/or withdrawal of the child from the situation.
- No child will be singled out, humiliated, or sent out of the room unaccompanied.
- Corporal punishment will not be used (including slapping, smacking or shaking etc).
- Bullying in any form will not be tolerated.

### **Complaints**

The nursery is committed to providing a quality service and the highest standard in care and education for children and families who attend. Prompt and serious attention will be given to any concerns about the service offered.

If you ever feel that we are falling short of our stated aims, we would encourage you to please feel free to express any concerns you have to the manager.

If you are dissatisfied, then we would urge you to put any complaints in writing to the representative of the proprietors namely:

- Parents/carers are welcome to make comments in writing, and the nursery is keen to learn from any suggestions, using them to improve the service.
- All complaints are dealt with promptly and politely.
- Dated records will be kept of any complaints made and related discussions.

Parents/carers may approach OFSTED directly at any stage of the complaints procedure.

### **Confidentiality**

It is a legal requirement of the nursery to hold information about the staff and the children attending the nursery. Privacy and dignity of children, families and staff will always be respected. The nursery aims to work in partnership with parents/carers based on a common concern for the well being of the children.

- All staff and parents/carers/students will be made aware of this policy.
- Parents and carers will be able to share information in the confidence that it will only be used to enhance the welfare of their own child.
- Parents/carers will have ready access to their own child's files and progress reports.
- Parents/carers will not have access to the records and files of other children.
- Confidential staff information will not be accessed by anyone other than the manager or deputy.
- All communications between nursery staff and parents/carers will be open, honest and based on clear boundaries relating to confidentiality.
- Where information is gained that may have implications for the nursery or for a third party, staff must pass this information on to their line manager.
- Child protection concerns will override the need for confidentiality.
- Staff must pass on any information that may have serious implications for a child's welfare to the nursery's Child Protection Register.

### **Equality and Diversity**

We make every effort to provide care and opportunities to everyone to enable them to maximise their potential irrespective of race, ability or disability, gender or religion. Amongst our equipment, we maintain a range of resources and toys which give the children an understanding of the multicultural and multiethnic society we live in. We will endeavour to be sympathetic to cultural and religious customs and prejudice will not be shown to any individual due to their background as detailed above.

### **Health and Safety**

The health and safety of all children and adults visiting or working/playing at the nursery is of paramount importance and it is the policy to provide a suitable safe and healthy environment. The building operates a no smoking policy on the premises. The nursery considers it to be the joint responsibility of all who visit the nursery to ensure that health and safety issues are addressed at all times.

### **Prevention of Accidents**

The premises and equipment are checked daily for safety and risk assessments are performed regularly. It is the policy of the nursery to ensure all children and adults are aware of hazards and potential risks.

### **Security**

All external entrances to the premises will be kept locked. Visitors should report to the front door where access is by entry phone. This ensures that no person can gain access unannounced.

### **Fire Safety**

Fire doors are clearly marked, never obstructed and easily opened from the inside. All smoke detectors/alarms and fire fighting appliances conform to the BSEN standards. They are fitted in appropriate high risk areas of the building and are checked as specified by the manufacturer. Fire drills will be carried out regularly, once a month.

### **Activities and Equipment**

Before purchase, equipment and resources are checked to ensure that they are safe for the ages and developmental stages of children that will have access to them. All materials including paint or glue are non-toxic and all gas and electric appliances conform to safety requirements. It is the policy of the nursery to provide and maintain safe and healthy working conditions, equipment and systems of work for all our employees, and to provide such information, training and supervision as they need for this purpose.

### **Food and Hygiene**

The nursery offers hygienic play, dining and toileting areas. All food is stored appropriately and staff that prepare and handle food receive appropriate training and comply with food safety and hygiene regulations.

### **Intimate Care**

Loving care and concern is fundamental to the healthy growth of all children. Here at Kidz First we believe that all children have the right to be at the nursery without fear of prejudice and any acts of this kind will not be tolerated.

### **Nappy Changing Policy**

We have a strict nappy changing policy and procedure which all staff adhere to. As you are aware we do not supply nappies and wipes but are aware that emergencies do arise and the nursery may need to provide a box of wipes or some nappies. We are willing to do this but you will be charged.

### **Sickness and Emergency**

It is the nursery's policy to encourage and promote good health and hygiene for all children. It is the nursery's responsibility to monitor children for sickness and infectious diseases.

### **Procedures for children who are sick or infectious**

- If children appear unwell during the day – have a temperature, sickness, diarrhoea or pains, particularly in the head or stomach – the manager calls the parents and asks them to collect the child, or send a known carer to collect on their behalf.
- If a child has a temperature, they are kept cool, by removing top clothing, sponging their heads with cool water, but kept away from draughts.
- Temperature is taken using a 'fever scan' kept near to the first aid box.
- In extreme cases of emergency the child should be taken to the nearest hospital and the parent informed.
- **Parents are asked to take their child to the doctor before returning them to nursery; the nursery can refuse admittance to children who have a temperature, sickness and diarrhoea or a contagious infection or disease.**
- **Where children have been prescribed antibiotics, parents are asked to keep them at home for 48 hours before returning to the setting.**
- **After diarrhoea, parents are asked to keep children home for 48 hours or until a formed stool is passed.**
- The setting has a list of excludable diseases and current exclusion times. The full list is displayed on our parents' notice board and includes common childhood illnesses such as measles.
- The setting has a list of excludable diseases and current exclusion times and includes common childhood illnesses such as measles, this must be read before signing this form. A copy of our policy regarding Administering medicines and Managing children with Allergies or who are sick or infectious can be found in our National Standards Handbook ( please read to ensure you have understood).
- We ask that you please do not bring sick or contagious children to the nursery as we strive to keep a safe and healthy place for all our children. If a child is showing signs of fever or infection, we reserve the right to return the child to you. Signs of illness include, but are not limited to:
  - Severe or persistent cough
  - Unexplained rash or spots
  - Yellow or green discharge (from nose, eyes or ears)
  - Earache
  - Sore throat
  - Temperature over 100 degrees
  - Diarrhea, Nausea, or Vomiting
- We will only be able to administer medication that has been prescribed by your doctor to your child and is labelled with your child's name on it. You will also be required to sign a consent form before we can do so.
- Please note that we do not keep, and will not administer over-the-counter preparations like Paracetamol or Calpol unless your doctor has recently prescribed it for your child, and then only for the duration of the prescription.
- For further information, particularly if your child has been diagnosed with a condition like asthma or a serious allergy that requires the emergency administration of life-saving medication, please speak to the Nursery Manager about this, remembering that at all times, your child's wellbeing is our primary concern.