

POLICIES

The following is a short review of some of our policies. A complete record of all relevant policies and procedures is available for your inspection and can be made available upon request.

Admissions: We aim to ensure that all sections of our community have access to the pre-school through open, fair and clearly communicated procedures. We advertise and arrange our waiting list with siblings first then in birth order and where possible try to accommodate an emergency admission.

Confidentiality: It is our intention to respect the privacy of children and their parents and carers. Therefore we aim to ensure all parents and carers can share their information in the confidence that it will only be used to enhance the welfare of their children.

Parental Involvement: We believe children benefit most when parents and pre-schools work together in partnership. We aim to support parents as their children's first and most important educators, involve them in life of the pre-school and their children's education and support parents in their own continuing education and personal development. We fulfil this with parents through ongoing dialogue, written information, providing opportunities for contribution of skills, knowledge and interests, in whatever form these may take.

Behaviour Management: We believe that children flourish best when they know how they are expected to behave and should be free to play and learn without fear of being hurt or unfairly restricted by anyone else. We aim to provide an environment in which there is acceptable behaviour and where children learn to respect themselves, other people and their environment. The manager has overall responsibility for any issues. We require all staff to treat children, parents and one another with friendliness, care and courtesy. We use positive strategies for handling any conflict by finding ways which are appropriate for the children's ages and stages of development - for example distraction, praise, reward or time out. We never send children out of the room by themselves, or use physical punishment. We take bullying physically or verbally very seriously and will intervene with explanation of inappropriate behaviour and reassurance to the bullied child.

Child Protection: Children in our care require our protection at all times. We will inform you if your child has an accident or mishap and you will be asked to sign an accident report. We would ask parents to inform us of any marks on their child as protection for themselves and the nursery. We work within the child protection guidelines and have a copy available for staff and parents to see. All staff undergo a police check and volunteers and visitors have supervised access to the children. We carry out training for all adults involved in the pre-school to ensure they are able to recognise the signs and symptoms of possible neglect, physical, emotional and sexual abuse and so that they are aware of the local authority guidelines for making referrals. We ensure that all

staff know procedures for reporting and recording their concerns in the pre-school.

Equality and Diversity: Our pre-school is committed to providing equality of opportunity and anti-discriminatory practise for all children and families and is open to all members of the community thus creating an environment of mutual respect and tolerance. We do not discriminate against a child with a disability or refuse entry because of any disability. We welcome the diversity of family life and work with all families to ensure that the medical, cultural and dietary needs of children are met.

Special Educational Needs: We provide an environment in which all children are supported to reach their full potential. We include all children in our provision and provide practitioners to help and support parents and children with special educational needs (SEN)/ disabilities. We designate a member of staff to be a Special Educational Co-Ordinator (SENCo) and give her/his name to parents. We ensure that all parents are informed at all stages of assessment, planning, provision and review of their children's education.

Child Security: Parents and carers must notify a member of staff if their child is to go home with anyone other than themselves. If a person is known to the staff it is written up on the white board. If it is someone not known to any of the staff then clear instructions must be given which is known only to both parties and recorded securely with a password supplied. A member of staff is by the inner door as the children arrive and this is locked with a locking device once the parents/ carers leave and can only be accessed by the staff. The children are released by a member of staff and only when the collector of the child is recognised and has entered the nursery.

The Non Collection of Children: In the event that a child is not collected by an authorised adult, we contact the parents at home or work and if this is unsuccessful, the adults authorised by the parents and recorded on the form are contacted. All other reasonable attempts are made whilst the child remains with two fully vetted workers until the child is collected. If no one collects the child and the group is closing or staff are no longer able to wait, we contact the local authority social services department and inform Ofsted.

Illness: Parents are asked to keep their children at home if they have any infection and to inform the pre-school as to the nature of the infection so that the pre-school can alert other parents and make careful observations of any child who seems unwell. Parents are asked not to bring into pre-school any child that has been vomiting or had diarrhoea until at least 48 hours has elapsed since the last attack.

Complaints: We aim to bring all concerns about the running of our pre-school to a satisfactory conclusion for all parties involved. We anticipate that most concerns will be resolved quickly by informal approach to the appropriate member of staff. If this does not achieve the desired result, we have a set of procedures for dealing with concerns. These are posted in the hallway along with the Ofsted complaints department telephone number 0845 6014772/ 0300 123 4666.