



little orchard
nursery and pre-school

This is a slightly condensed version of our full policies. Parents are welcome to read the full policy documents if required. Please ask staff for these.

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Health and Hygiene Policy for children

Aim

- *To maintain the health and well being of all children, staff and visitors at Little Orchard*

The health and safety of your child is of paramount importance to us. We have a responsibility to ensure their health and safety is taken into consideration at all times. We have the following procedures in place to support this.

Accidents and First Aid

Accidents can be very distressing for all involved. We have this procedure to ensure all involved are supported and cared for.

Accidents

- The person responsible for reporting accidents, incidents or near misses is the member of staff who witnesses the incident.
- They must record it onto iconnect and report it to the nursery manager.
- Parents must be shown the Accident Form, informed of any first aid treatment given and asked to sign it as soon as they collect their child.
- The nursery manager will report serious accidents to the registered person 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))
- The Accident File will be kept for at least 21 years and three months
- Where medical attention is required, a senior member of staff will notify the parent(s) as soon as possible whilst caring for the child appropriately. If the parents are not able to be contacted we will call the next emergency contact on record.
- Should a child need emergency medical attention a member of staff will accompany the child to hospital taking all medical details where possible with them until a parent arrives.
- Where medical treatment is required the nursery manager will also inform the insurance company in writing.

- The nursery manager will report any accidents of a serious nature to Ofsted where necessary.

The safety of your child in our setting is important to us, we have procedures in place to keep your child safe and to hopefully prevent accidents.

First Aid

First Aid boxes are located at key positions around the setting.

Most of the staff are trained in paediatric first aid and this training will be updated every three years to ensure this remains current.

All first aid trained staff are listed in the Main Entrance.

When children are taken on an outing away from our nursery, we will always ensure they are accompanied by at least one member of staff who is trained in first aid and who carries an appropriate first aid box at all times and a means of contacting a manager if needed.

Illness and Infection Policy

We will maintain records of children attending Little Orchard. These will contain information on any Health issues the children may have and treatment of these. Parents will be asked to complete and keep these up to date. These records will be securely stored.

Should children have illnesses requiring specialised training, staff will receive training, for example the use of an epi pen or inhaler.

First Aid kits will be accessible at all times with appropriate content for use with children.

What to do if your child is ill:

If a child is ill they should not be at Little Orchard. Not only will the child be unhappy but they could spread their illness to other children and staff.

If a child becomes ill whilst at Little Orchard we will telephone parents/ carers and hope that the child can be collected within 1 hour of notification.

If we cannot contact the parent/ carer we will call their emergency contact. We will of course do everything we can to make the child feel better and secure while they are waiting to be collected.

Unfortunately we cannot give the child medication unless prior written permission has been given for prescribed medication.

Please make sure that your child has recovered fully before returning them to Little Orchard. Allow at least 24-48 hrs (depending on the illness) after they have returned to normal or from receiving their first dose of antibiotics. For example in the case of Sickness and Diarrhea children should be kept away from the setting for at least 48hrs after symptoms have subsided. This will prevent the spread to other children and staff.

Please refer the Health Protection Agency (www.hpa.org.uk) for guidelines regarding illness.

Little Orchard staff have an obligation to report infectious diseases to the Incident Report Centre to comply with RIDDOR '95. We will also have to report any infectious diseases to Ofsted.

We will use the 'Guidance on infection control in schools and other childcare settings' published in 2014 by Public Health England to help decrease the spread of infection at Little Orchard.

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/353953/Guidance_on_infection_control_in_schools_11_Sept.pdf

This document contains a list of illnesses that require time away from the setting and which need reporting.

Medication policy

Prescription medication:

- Prescription medicine will only be given to the child named on the bottle for the dosage stated
- Medicines must be in their original containers
- Parents/ carers of any child requiring prescription medication should allow a member of staff to have sight of the bottle. The staff member should note the details of the administration on the appropriate form and the parent should check these details.

Parents/ carers must give 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:

1. 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.

2. 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.
3. Parents should notify us IMMEDIATELY if the child's circumstances change, e.g. a dose has been given at home, or a change in strength/dose needs to be given.
4. Little Orchard staff will not administer a dose that exceeds the recommended dose on the instructions unless accompanied by a doctor's letter.

Parents/ carers must let staff know when the child was last given the medication before coming to nursery; this information will be recorded. Similarly when the child is picked up, the parent or guardian must be given precise details of the times and dosage given throughout the day. Parents will be asked to sign to acknowledge this information.

At the time of administering the medicine, if a child refuses the medication a note will be made.

Where medication is "essential" or may have side effects, discussion with the parent will take place to establish the appropriate course of action.

Non-prescription medication

Little Orchard staff will not administer non-prescription medication.

It is important to note that **staff working with children are not legally obliged to administer medication.**

For any non-prescription cream for the skin e.g. Sudocrem and sun cream, prior written permission will be obtained prior to starting at Little Orchard.

Accidents and Incidents

Accidents can be very distressing for anyone involved so we follow this policy and procedure to ensure all parties are supported and cared for, and their health, safety and welfare is protected.

We carry out a visual risk assessments of Little Orchard every morning before the children arrive to ensure it is a safe environment for children. Staff taking children outside also complete a visual check when children go outside. We also carry out written risk assessment, which are regularly reviewed, or when significant changes occur in the setting. These are available for all parents & carers to see.

Minor injuries/ Accidents

Parents will need to provide written permission in order for little Orchard staff to obtain medical attention for their child before starting at the setting.

We will:

- Provide appropriate first aid and obtain help from other members of staff
- Ensure other children are cared for whilst dealing with incident
- If necessary phone parents
- Log in accident record book
- Deal with any unsafe item

Major accidents

- If a child at Little Orchard suffers a serious accident staff will ensure children are safe from harm, and then provide first aid to the injured child. We will contact the emergency services immediately if appropriate.
- We will inform parents as soon as the child is safe.
- We will document any incident in the incident report book along with any injuries and treatment received as soon as possible.
- We will report the incident to Ofsted within 14 days
- We will notify Devon Safeguarding children Board and discuss with the local Authority Designated Officer. We will follow and advice given to us.
- We will report any incident to our public Liability insurer

- We will notify the Incident Contact Centre (RIDDOR '95) on 0845 300932
- We will inform MASH of any serious injury, accident , or death of any child while in Little Orchard and we will act on any advice given by these agencies.

Health and hygiene

Little Orchard is smoke-free environment and **no one will be allowed to smoke in it at any time.**

Children under our care will be taught to be hygienic and to wash their hands regularly. Staff will also wash their hands regularly and keep the setting clean and tidy.

We will provide sheets and bed linen for all children to use individually. These will be changed regularly.

All toys will be regularly cleaned – in particular if a child has been unwell.

We are be registered with environmental health and follow their guidelines for food storage and preparation.

Food Hygiene Policy

Policy statement

At Little Orchard, we provide and serve food for children. Some of this is prepared and eaten immediately. Packed Lunches are stored on the premises until they are consumed.

We maintain the highest possible hygiene standards with regards to the purchase, storage, preparation and serving of food.

We are registered as a food provider with the local authority Environmental Health Department. Our grading is on display in the entrance area.

Aim

To provide safe food for staff and children that attend the setting and educate children regarding hygiene at mealtimes.

Objectives

The person in charge and the person responsible for food preparation understand the principles of Hazard Analysis and Critical Control Point (HACCP). This is set out in Safer Food, Better Business (Food Standards Agency 2011). The basis for this is risk assessment of the purchase, storage, preparation and serving of food to prevent growth of bacteria and food contamination.

- All staff follow the guidelines of Safer Food Better Business produced by the Food Standards Agency.
- All staff involved in the preparation and handling of food have received training in food hygiene and adhere to advice and guidelines provided by their training.
- New staff are appropriately inducted and trained.
- The person responsible for food preparation and serving carries out daily opening and closing checks on the kitchen to ensure standards are met consistently. (See Safer Food Better Business.)
- The person responsible for food preparation will complete the daily diary which includes recording food, fridge and freezer temperatures and any problems that have occurred. (See Safer Food Better Business.)
- We use reliable suppliers for the food we purchase.
- Food is stored at the correct temperature and is checked to ensure it is in-date and not subject to contamination by pests, chemical, physical contamination or mould.
- Packed lunches are stored in a cool place and parents are advised to include cool packs to keep food out of the danger zone for microbial growth.
- Managers will regularly check that safety standards are adhered to and use continuing professional development to strive for the highest standards in food safety.
- If we have babies on the premises, we will provide suitable sterilising facilities if necessary.
- A cleaning schedule will be used to ensure all areas of the kitchen are cleaned on a regular basis.

The preparation environment is suitable for it's use:

- Food preparation areas are kept clean and well maintained.
- The kitchen and waste storage areas will be kept clean and in good working order.
- Daily temperature checks will ensure that food storage and cooking equipment is working properly.
- Equipment will be suitably maintained.

Record of food producers

Receipts and invoices will be kept in order to track the origin of the food in the event of a food poisoning incident.

Children and Food Hygiene

- Cleaning materials and other dangerous materials are stored out of children's reach.
- Children do not have unsupervised access to the kitchen.
- When children take part in cooking activities, they:
 - Are supervised at all times;
 - Understand the importance of handwashing and simple hygiene rules.
 - Are kept away from hot surfaces and hot water.
 - Do not have unsupervised access to electrical equipment such as blenders etc.

Reporting of food poisoning

Food poisoning can occur for a number of reasons; not all cases of sickness and diarrhoea are as a result of food poisoning and not all cases of sickness or diarrhoea are reportable.

Where children and/or adults have been diagnosed by a GP or hospital doctor to be suffering from food poisoning and where it seems possible that the source of the outbreak is within the setting, the manager will contact the Environmental Health Department and the Health Protection Agency, to report the outbreak and will comply with any investigation.

Any confirmed cases of food poisoning affecting two or more children looked after on the premises are notified to Ofsted as soon as reasonably practicable, and always within 14 days of the incident.

Healthy Eating Policy

Statement

A balanced diet is essential for the maintenance and protection of health, to ensure that full mental and physical potential is reached each day and to optimise growth and development. Developing a healthy diet and good eating habits early in life will lay the foundations for future health.

Aim

The aim of Little Orchard Nursery is to work in partnership with families and professionals to provide safe and healthy food and support children in developing healthy eating practices which will become embedded for life.

Objectives

- Before a child is admitted to the setting we will obtain information about any special dietary requirements, preferences and food allergies that the child has, and any special health requirements and we will record and act on this information.
- Where necessary, we will work alongside parents to put into place an individual dietary plan for their child. If appropriate, parents will be asked to contribute their ideas for menu planning.
- We will carry out a risk assessment and action plan in case of emergency for children who have allergies.
- Staff show sensitivity in providing for children's diets and allergies.
- Meals, snacks and drinks, will be healthy, balanced and nutritious.
- Fresh drinking water is constantly available and will be offered to younger children regularly.
- Foods from the four main food groups will be offered every day (starchy carbohydrates, fruit and vegetables, milk and dairy foods and proteins). Main meals will include foods from the following food groups: starchy carbohydrates, protein, dairy and fruit and vegetables.
- We will minimise added salt, sugar, unhealthy fat, artificial additives, preservatives and colourings.
- We will make meal/snack times a pleasurable, social for children and staff. During meals and snack times children are encouraged to use their manners and say 'please' and 'thank you' and conversation is encouraged.
- We will educate children about hand washing prior to eating and whilst they are eating, to avoid playing with hair, noses, ears and other areas of the body that may harbour bacteria and food contaminants.
- We will provide menus in advance and rotate them regularly to ensure a balance of food provided. We will ensure that meals reflect cultural diversity.
- Within the nursery setting, we will provide opportunities and experiences to develop children's knowledge and understanding of healthy eating concepts.
- We aim to develop understanding of healthy eating through the children's learning and development, social activities and play.
 - For example, cooking activities, growing fruit vegetables, stories and songs, playing with healthy food and celebrating cultural festivals that involve food.
- Staff use meal and snack times to help children to develop independence through making choices, serving food and drink, and feeding themselves.
- We encourage children to try new foods.
- Children are given time to eat at their own pace and are not rushed.
- Quantities offered take account of the ages of the children.
- The nursery provides parents with daily records of feeding routines for all children.
- No child is ever left alone when eating/drinking to minimise the risk of choking.
- We work within the Health and Safety guidelines regarding food preparation and storage. Please see the Hygiene Policy. All staff that prepare and handle food are competent to do so and receive training in food hygiene.

Packed lunches

If parents wish to supply food for their own child's consumption on the premises, they must be aware of food hygiene when preparing packed lunches or snacks. This includes checking dates for consumption of both dried and perishable foods. As consumption of all food on the nursery premises, inclusive of that provided by parents, is ultimately our responsibility, the following policy must be observed at all times.

- Food must not be past its use by date if it has one. Any food not consumed by a child will be returned to parents that same day.
- Parents should provide an ice pack in the lunch box to keep food cool and out of the danger zone for microbial growth.
- Food brought to the nursery by a parent to meet a child's specific dietary requirements can only be stored on a weekly basis and must be collected at the end of the week.
- If we are concerned about the contents of a child's packed lunch we will consider the best way to encourage/educate the family of the child about healthy eating.

Allergens

Staff at Little Orchard Nursery are aware of the 14 allergens that are the most common cause of allergic reactions.

Parents and carers will be informed that the allergens will be in food served on the premises unless children at the setting are allergic to these ingredients. As stated previously in this policy, information will be obtained about a child's allergies and dietary requirements before they start attending the setting.

The 14 main allergens are:

Celery	Soya	Cereals containing Gluten	Crustaceans	Molluscs
Sulphur Dioxide	Sesame Seeds	Peanuts	Nuts	Mustard
Milk	Lupin	Fish	Eggs	

Safeguarding Policy

The purpose of Little Orchard Nursery and Preschool safeguarding policy is to provide a secure framework for the workforce in safeguarding and promoting the welfare of those children who attend our setting.

We Aim:

- to enable children to feel safe and protected from harm.
- to have in place other elements of provision and policies to enable children to feel safe and adopt safe practices.
- to ensure that we comply with the legal and welfare requirements set out by the EYFS and by Ofsted.
- to share our Safeguarding policies and procedures with parents/carers staff, children, visitors and volunteers and make them aware of the expected behaviours and the settings legal and welfare responsibilities in relation to safeguarding.

'Every child deserves the best possible start to life and the support that enable them to fulfil their potential. A secure, safe and happy childhood is important in its own right.'

Statutory Framework for the Early Years Foundation Stage (EYFS)

Responsibilities and expectations:

Safeguarding is considered everyone's responsibility.

Little Orchards proprietors/ managers have responsibility for:

- Ensuring the setting has up to date policies and procedures including *safeguarding, allegations*, which are followed by all staff and volunteers.
- Policies are made available to staff, parents/carers and volunteers.
- All staff and volunteers are appropriately checked and are registered with CRB or DBS and are suitable to work with children.
- Ensuring there is a Designated Safeguarding Officer.

Designated Safeguarding Officer (DSO):

The Designated Safeguarding Officer (DSO) is Caroline Trembath. The Deputy DSO is Rebecca Hamilton.

Caroline Trembath should be contacted regarding any concerns about safeguarding however minor it may seem. Rebecca Hamilton should be contacted in her absence.

All adults in the setting (including visitors) have a duty of care to the children to report all known or suspected cases of abuse to the relevant agency via the DSO (Designated Safeguarding Officer)

Members of other agencies in the setting including health visitors or speech and language therapists must report disclosures to the DSO in the setting.

Recognising concerns, signs and indicators of abuse:

Safeguarding is not just about protecting children from deliberate harm. For our setting it includes such things as:

- child safety,
- bullying,
- racist abuse and harassment,
- intimate care,
- internet, camera and phone safety.

It must be acknowledged that where technology is involved, it is not the technology itself that will present the greatest risk, but the behaviours of individuals using such equipment will.

The witnessing of abuse can have a damaging affect on those who are party to it. It will have a significant impact on the health and emotional well-being of the child.

Abuse can take place in any family, institution or community setting, by telephone or on the internet. Abuse can often be difficult to recognise as children may behave differently or seem unhappy for many reasons, as they move through the stages of childhood or their family circumstances change.

Types of abuse: (if you wish to have more information on any of these signs of abuse then please refer to the full policy document at the setting)

Physical Abuse

Emotional Abuse

Sexual Abuse

Neglect

Child Exploitation and E-safety

Forced marriage

Underage marriage

Genital Mutilation/ female circumcision

Ritualistic Abuse

Sexually active under 18 year old

Safeguarding Disabled children

Honour based violence
Trafficked Children

Staff are trained for dealing with disclosure of abuse, and know the procedures to follow.

MASH

What is MASH?

The Multi-Agency Safeguarding Hub (MASH) is the central resource for the whole of Devon receiving all safeguarding and child protection enquiries.

The MASH is staffed with professionals from a range of agencies including police, probation, fire, ambulance, health, education and social care. These professionals share information to ensure early identification of potential significant harm, and trigger interventions to prevent further harm.

MASH staff gather information from every agency and use this to decide the most appropriate intervention to respond to the child's identified needs. Where appropriate, the MASH team is able to immediately trigger a response. The emphasis is on triggering interventions to the child or young person and their family to prevent harm.

See more at: <http://www.devon.gov.uk/mash.htm#sthash.htzHfUqf.dpuf>

Our responsibilities:

All members of staff and volunteers have responsibility for the welfare and safeguarding of children in Little Orchard.

Managers have the added responsibility of looking after the welfare and safeguarding of staff and visitors at Little Orchard.

All staff should be able to respond appropriately to:

- any significant changes in a child's behaviour.
- deterioration in a child's general well being.
- unexplained bruising, marks or signs of possible abuse.
- signs of neglect.
- comments a child makes which may give cause for concern.

Managers and staff are responsible for making sure that all staff have appropriate qualifications in Safeguarding and that these are kept up to date.

Staff have knowledge about the Prevent Duty. Staff are obliged to talk to parents if they suspect their child is at risk of being drawn into terrorism, and to report it to the police if they feel that a child is already involved in acts of terrorism.

Managing Allegations

We are aware of the possibility of allegations being made against members of staff or volunteers that are working or may come into contact with children and young people whilst in Little Orchard.

Allegations will usually be that some kind of abuse has taken place.

This could include:

- inappropriate behaviour displayed by members of staff or other persons working with the children such as
- inappropriate sexual comments.
- excessive one to one attention beyond the requirements their role and responsibilities.
- inappropriate sharing of images.

They can be made by children and young people or other concerned adults.

Allegations are made for a variety of reasons:

- Abuse has actually taken place.
- Something has happened to the child that reminds them of a past event – the child is unable to recognize that the situation and people are different; children can misinterpret your language or your actions.
- Some children recognise that allegations can be powerful and if they are angry with you about something they can make an allegation as a way of hitting out.
- An allegation can be a way of seeking attention.

If an allegation is made against an adult in a position of trust whether they be members of staff or volunteers this should be brought to the immediate attention of the DSO. In the case of the allegation being made against the DSO this will be discussed with the deputy SDO.

The DSO will need to discuss with the Local Authority Designated Officer (LADO) the nature of the allegations made against the adult, in order for the appropriate action to be taken. This may constitute an initial evaluation meeting or strategy discussion depending on the allegation being made.

The DSO will need to:

- Refer to the Local Authority Designated Officer (LADO) immediately and follow up in writing within 48 hours.
- Consider safeguarding arrangements of the child or young person to ensure they are away from the alleged abuser.
- Contact the parents or carers of the child/young person if advised to do so by the LADO.
- Consider the rights of the staff member for a fair and equal process of investigation.
- Advise Ofsted of allegation within 14 days of the allegation, and notify them of outcomes.
- Inform Public Liability Insurer of allegation.
- Ensure that the appropriate disciplinary procedures are followed including whether suspending a member of staff from work until the outcome of any investigation if this is deemed necessary.
- Act on any decision made in any strategy meeting.
- Advise the Independent Safeguarding Authority where a member of staff has been disciplined or dismissed as a result of the allegations being founded.
- A copy of “What to do if you’re worried a child is being abused” booklet is kept at the setting. This sets out the guidelines on dealing with incidents, disclosures and the procedures that must be followed.

Training

All members of staff and volunteers will have access to Little Orchard Safeguarding training at least every three years in line with Devon Safeguarding Children’s Board (DSCB). We will also, as part of our induction, issue information in relation to our Safeguarding policy and any policy related to safeguarding and promoting our children/young people’s welfare to all newly appointed staff and volunteers.

Our Safeguarding Designated Officer (and assistant DSO) will undertake further safeguarding training, Group 3 DSCB Multi-agency Safeguarding course or Group 3 Refresher Courses, in addition to the whole setting training. This will be undertaken at least every three years which updates awareness and understanding of the impact of the wide agenda of safeguarding issues.

Our safeguarding arrangements are reviewed annually, in order to keep it updated in line with local and national guidance/legislation.

Mobile Phones and Cameras

Little Orchard will be registered with the Information Commissioners Office (ICO) for data protection.

Mobiles

We believe our staff should be completely attentive during their hours of work to ensure all children in the nursery receive good quality care and education.

Mobile phones must not be used during working hours.

- Mobiles must be kept on silent or switched off during working hours and kept with staff belongings.
- Mobiles may only be used on a designated break and only in a child free area of the nursery with the permission of a manager.
- Ideally a nursery mobile should be used on outings, however in the event that this is not available staff may use mobiles on outings for little Orchard Nursery and Preschool emergency use only, but photographs may not be taken on these.
- Mobile phones must never be used to take photographs of any of the children, any area of Little Orchard or member of staff.

It is the responsibility of all members of staff to be vigilant and report any concerns to the Manager. Concerns will be taken seriously, logged and reported appropriately.

- See allegations against a member of staff policy

Caroline Trembath and Alaine Willis reserve the right to check the image contents of a member of staffs mobile phone should there be any cause for concern over the appropriate use of it.

Should inappropriate material be found then our Local Authority Designated Officer (LADO) will be contacted immediately. We will follow the guidance of the LADO as to the appropriate measures for the staff member's dismissal.

Visitors

Visitors will be asked to switch off their phones whilst in Little Orchard. Should there be a reason for the need to have the phone in use, permission must be sought from the manager and it must only be used for the purpose of making a call.

Parents will be asked not to use their mobile phones on the premises.

Cameras and recording devices

Only the designated nursery camera or tablet is to be used to take any photos or film within the setting or on outings.

Images taken on these cameras must be deemed suitable without putting the child/children in any compromising positions that could cause embarrassment or distress.

All staff are responsible for the safety of the camera as it includes images of children. They must not leave the setting apart from on outings.

Images taken and stored on the camera or tablet must be downloaded as soon as possible, ideally once a week. Images must only be downloaded and stored on the nursery computer.

Permission must be given by a Manager in order for any photographs to be taken in a bathroom or away from other members of staff i.e. photographs of the children washing their hands, then the Manager or Assistant manager must be asked first and staff be supervised whilst carrying out this kind of activity.

E - Safety

We are aware that use of the internet can pose the following issues:

- Access to illegal, harmful or inappropriate images or other content
- Unauthorised access to / loss of / sharing of personal information
- The risk of being subject to grooming by those with whom they make contact on the internet.
- The sharing / distribution of personal images without an individual's consent or knowledge
- Inappropriate communication / contact with others, including strangers
- Cyber-bullying
- Access to unsuitable video / internet games
- An inability to evaluate the quality, accuracy and relevance of information on the internet
- Plagiarism and copyright infringement
- Illegal downloading of music or video files
- The potential for excessive use which may impact on the social and emotional development and learning of the young person.

Most of these can be addressed by the children only being able to have access to the internet with a member of staff and computers having access passwords used at all times.

The use of mobile phones will not be permitted in the setting.

We believe that the internet can be a valuable resource for childrens learning and development as long as it is used with certain guidelines and restrictions. Children following the EYFS should have access to ICT and the internet which opens the world to the children from within the setting.

We will:-

- Talk to the children about internet safety using the following rules (when appropriate)
 - There is no access to chat rooms
 - There is no access to web cams
 - They can access agreed websites only
 - The internet use will be time limited
 - Any sites /pages they find that they feel uncomfortable about they must tell a member of staff.

- Ensure children have safe access to the internet by maintaining security system/s as far as our knowledge allows.
- Limit access to the internet
- Allow children to only use IT equipment, especially the internet, in a public room where we can supervise their usage
- Allow children to use a digital camera/ computer when supervised.
- Allow children to use ICT for research / educational games/ support for homework
- Obtain written parental permission to take photos of their child and agree where / how these images can be used i.e. marketing; social networking sites; records of child's development; parent copies etc. (we are registered with the ICO).
- Respect parent's rights to privacy & confidentiality. I will follow the guidance set out in the publication 'seven golden rules for information sharing' and ask that parents do the same. This information will be available on our web site.
- We will, where known, inform parents / carers of incidents of inappropriate e-safety behaviour that takes place out of Little Orchard Nursery and Preschool. These incidents will be recorded in my Record of Incidents book and we may have to follow my Safeguarding Children policy.

Further information and advice can be found at

- http://www.thinkuknow.co.uk/5_7/hectorsworld/
- <https://www.thinkuknow.co.uk/parents/>
- www.swgfl.org.uk

Please note these web addresses may change. They are current as of 7.2.16

We will ensure that staff are aware of how not to compromise their position of trust in or outside of the setting and are aware of the dangers associated with social networking sites.

Where it is suspected that a child is at risk from internet abuse or cyber bullying we will report our concerns to the appropriate agency.

Safeguarding Disabled Children

Disabled children have exactly the same human rights to be safe from abuse and neglect, to be protected from harm and achieve the Every Child Matters outcomes as non-disabled children.

Disabled children do however require additional action. This is because they experience greater risks and vulnerability as a result of negative attitudes about disabled children and unequal access to services and resources, and because they may have additional needs relating to physical, sensory, cognitive and/ or communication impairment.

Little Orchard Nursery and Preschool will ensure that our disabled children are listened to and responded to appropriately where they have concerns regarding abuse.

In order to do this we will ensure that our staff and volunteers receive the relevant training to raise awareness and have access to specialist staff in the event they have concerns regarding abuse of a child.

Safer Recruitment and Selection

It is a requirement that all staff recruited to work with children and young people are properly selected and checked.

At Little Orchard Nursery and Preschool. we will:

- We will have a member on the recruitment panel with the appropriate recruitment and selection training wherever possible. 3 members of staff will be on the selection panel.
- ensure that all of our potential staff are appropriately qualified.
- ensure that all of our potential staff have the relevant employment history and checks to ensure they are safe to work with children.
- follow the guidelines as set out in Staffing matters - a guide to recruitment and retention 2013.

Domestic Abuse

The Government defines domestic abuse as “Any incident of threatening behaviour, violence or abuse (psychological, physical, sexual, financial or emotional) between adults who are or have been intimate partners or family members regardless of gender or sexuality”.

- We will have support leaflets available to parents, carers and staff within the setting.
- We will report any suspected concerns regarding Domestic Abuse to the Splitz support service who will offer help and support to families suffering Domestic Abuse.

Tel: 0345 155 1074 (landline call rate)

Fax: 01392 368071

General Email: admin@splitzdevon.org

Secure Email: referrals.devon@splitz.org.cjsm.net

Website: www.splitz.org/devon

Splitz Support Service

Buckland House

Park Five

Harrier Way

Exeter

EX2 7HU

Storage of information

All information about staff, volunteers, parents and children will be securely held in the setting - registration documents are currently stored in a locked cupboard and the information is also on iconnect (Parentzone) which parents can access.

We are registered with ICO and fulfil their requirements.

We will tell people how the information we store will be used - it is used to enable us to contact parents in emergencies and to email information and to bill parents.

We will not give information to outside agencies without the prior knowledge of the people concerned. The only exception to this rule will be when a safeguarding issue is involved.

We will keep personal information securely for no longer than the information is needed (we are restricted by EYFS requirements to store some information)

All paper information will be locked away.

All information stored on a computer will be stored securely and password protected.

We are using a system called iconnect. We have made checked that all people with possible access to your child's information have a DBS check. All our information is protected by passwords and staff are locked out of the system outside working hours. Our data is stored off site which means that if a computer is stolen your data is still secure.

Partnership with parents and other settings

Aim

- To work with Parents to provide continuity of care for the children in our setting.
- To provide a place for children to learn and develop with the support of parents and staff.

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. We will work in partnership with parents to meet the needs of each child.

- We recognise and support parents as their child's first and most important educators, and we welcome them into Little Orchard.
- We will encourage parents who need communication in a different form to written, to talk to us about the families needs.
- We will ensure that all parents are aware of the nursery's policies and procedures. A copy is available to everyone at all times in the entrance porch and is available to borrow, there is also one available on our website. www.littleorchard.co.uk
- We will keep in regular contact with parents through newsletters, contact through the children's online diary, iconnect, emails and through the website and facebook.
- We will inform parents about the range and type of activities and experiences provided for the children, the daily routines of the setting, the types of food and drinks provided for children and events through newsletters, parent notice boards, all about me documents and through iconnect our website and facebook page.
- Once a child is registered at Little Orchard Nursery and Preschool, children and parents will be introduced to their key person. This adult will be the main point of contact, and will probably know your child the best within the setting. Other staff, including the managers, will be more than happy to talk to you about any exciting events, or difficulties that you may have, if your child's key worker is not available as all staff will work with all the children. This is where our 2 way relationship begins, where we can share information regarding each child's needs at Little Orchard and at home.

- We will regularly put observations for children onto iconnect so parents can see their child's progress. We welcome comments and observations from parents on these.
- Parents/ carers are invited to an informal parents meeting at least twice a year, where they can talk to their child's Key Worker about their progress or needs. However parents are encouraged to communicate with Key Workers if there are any issues outside this time.
- We will Inform all parents of the systems for registering queries, compliments or complaints. All parents have access to our written complaints procedure. We would encourage all parents to talk directly to staff or managers about any issues they may have. See complaints procedure.
- A written contract will be provided to parents so sign to acknowledge their understanding of the policy documents, payments and conditions of acceptance into the provision.
- Wherever possible, within the restraints of it being a Nursery and Preschool not home care, we will try to meet the requests of parents regarding the care of their child, we will also listen to the thoughts and views of the parents and value their contributions.
- We will respect the family's religious and cultural backgrounds and beliefs and will try to accommodate special requirements wherever possible and practical to do so.
- We will ensure we have information from parents regarding their child. For example their likes, dislikes, allergies, routine, medical needs, any nicknames etc.
- Information, including emergency contacts will be available on iconnect for parents to see. This information will be updated and checked annually. We ask parents to inform us if there are any changes such as a change of telephone number so we can keep in contact. (see confidentiality policy)
- Parents are encouraged to spend time in our setting during the settling in period to allow children to feel secure and happy. We can then work alongside parents to get to know the child.
- We will complete a daily diary for parents to read, to stay up to date with their child's activities during the day. This will be available online and will only be accessible to people nominated by parents and will require a password and username to access. (see confidentiality policy)
- We will work with parents in order to support children with extra needs for example accessing help from Devon County Council or Children's Centres. Parents will be part of this process. The only time we may talk about a child without permission would be for a safeguarding issue.
- All parents have access to policies on our website.

- Policies will be reviewed every 12 months or as and when circumstances change.
- Parents will be informed if Ofsted are visiting our setting. They will also be informed of the findings and given access to the report.
- We welcome feedback and suggestions from parents and will on occasions send out questionnaires to parents to help us to improve our setting further.

Confidentiality

Aim

- To ensure that all information that is held by Little Orchard Nursery and Preschool is held securely.
- To ensure that parents know who has a legal right to information.
- To ensure parents, children and staff know how information is stored.

It is a legal requirement for Little Orchard Nursery and Preschool to hold information about the children and families using the nursery, and the staff working at the nursery. This information is used for registers, invoices, emergency health information and emergency contacts. We are aware that the correct storage and use of information is a legal requirement for anyone holding personal information. It is our intention to respect the privacy of children and their families and we will do so by:

- Maintaining confidentiality with any personal or sensitive information given to Little Orchard regarding the child in our care and their family.
- Any information given will be kept securely in line with Data Protection Legislation. Any written information will be kept in a locked cupboard. Managers will have access to this and permission will be granted from them if there is a good reason for other staff to access this. All information will be entered onto iconnect for staff to access if needed, but all access will be restricted to members of staff having a password and code. Parents will have access to see their information at home which can be checked. Managers at Little Orchard will be the only ones able to change this information. iconnect are bound by ICO rules and have to store information securely. Staff there are also DBS checked.
- We are registered with the Information Commissioner's Office (ICO) and our registration number is ZA096026
- Parents will have access to their child's/ children's records only and have the right to see them at any time within reason.

- Parents will be asked to give written permission for photographs to be taken of their child. These will be used in learning journeys and on observations of your child.
- We will ask parents permission for photographs of their child to be used on the website or for publicity purposes.
- We are aware that we have a professional duty to share information with certain agencies to safeguard children.
- We will ensure that all staff, volunteers and students are aware that this information is confidential and only for use within the nursery
- Ensuring staff, student and volunteer inductions include an awareness of the importance of confidentiality in the role of the key person. If staff breach any confidentiality provisions, this may result in disciplinary action, and in serious cases, dismissal. Students on placement in the nursery are advised of our confidentiality policy and required to respect it.
- Ensuring staff, students and volunteers are aware of and follow our social networking policy in relation to confidentiality.

We expect any personal information about ourselves or our families to be treated in the same way as staff and families information is treated within the setting.

Sharing of Information

Aim:

- To ensure that all information held by Little Orchard Nursery and Preschool is protected.
- To ensure that parents know what is happening with data and permissions are obtained.

We will ask staff and volunteers to make sure that no information obtained from Little Orchard Nursery and Preschool is discussed or shared outside the setting, except where it affects the development of the children.

Management or staff will not discuss your child with others unless they have permission from you.

When a child moves on from Little Orchard Nursery and Preschool, we share information about their progress and development with the next pre school provider or school. We also share information with

other settings where a child attends more than one setting. Parents are asked to give written consent to sharing child development summaries and to sharing information about any additional needs their child may have.

Staff will however divulge confidential information to the Multi-Agency Safeguarding Hub or to Ofsted if they have any concerns that your child is being abused. Please see the Safeguarding Children Policy.

The nursery's records and documentation are kept and stored in accordance to the minimum legislative archiving time. We currently archive records for at least 21 years and three months.

All staff and student workers at the nursery will be made aware of our nursery policies and MUST abide by them.

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, or by using our compliments book located in the entrance hall.

Our aim is to provide a safe, fun and stimulating environment for children to learn and develop in. If you have any worries please talk to us we are always here to listen to your thoughts and concerns.

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 any parent should have cause for complaint or any queries regarding the care or early learning provided by Little Orchard Nursery and Pre-school they should in the first instance take it up with the child's key person.

Stage 2

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

(Most complaints are usually resolved informally at stage 1 or 2.)

Stage 3

If the matter is still not resolved, a formal meeting will be held between the manager and the parent 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. We will respond to any complaints made within 28 days.

Stage 4

If the matter cannot be resolved to their satisfaction, then parents have the right to raise the matter with Ofsted. Parents are made aware that they can contact the above in all stages of complaints and are given information on how to contact them.

A record of complaints will be kept in the nursery. This is a legal requirement of Ofsted. The record will include:

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.

Parents will be able to access this record if they wish to, however all personal details relating to any complaint will be stored confidentially and will be only accessible by the parties involved. Records will be kept for 3 years.

Ofsted will have access to this record at any time during visits to ensure actions have been met appropriately.

If you feel you need to contact Ofsted we would appreciate it if you could let us know before you do so.

Contact details for the regulator:

OFSTED National Business Unit
Piccadilly Gate
Store Street
Manchester
M1 2WD
Telephone number: 0300 123 1231
www.ofsted.gov.uk

Our URN (Unique Reference Number) is: EY487071

We will inform parents if we are going to be inspected. After inspection we will make copies of the report available to parents (this will probably be via iconnect or the web page)

We do like to hear things that parents, or children enjoy about Little Orchard Nursery and Preschool. We have a compliments book for any comments from parents and carers. This is kept in the entrance area.

Inclusion and Equal opportunities

Aim:

- To ensure all members of staff, parents and children are aware that we are a setting that encourages inclusion for all.

What is Inclusion?

Inclusion is about treating every person as an individual and seeking to meet their individual needs. These needs may be related to their age, gender, sexuality, physical or mental ability, culture, or religion.

Disability should be viewed as a diverse range of ability in the same way as we refer to the capabilities of children without disabilities.

The Disability Equality Act 2010 says that organisations must not: discriminate against a disabled child who requires their service by not providing that service discriminate against a disabled child by providing a service on worse terms, terminating the service or 'subjecting [the child] to any other detriment' fail to make reasonable adjustments harass a disabled child victimise a disabled child.

Article 31 of The UN Convention on the Rights of the Child says that 'Every child is entitled to rest and play, and to have the chance to join in a wide range of activities including cultural and artistic activities'.

The Disability Discrimination Act 1995 (DDA) sets out the basic legal duties in promoting equality for disabled people. Part 3 of the DDA requires service providers (including play settings) to make 'reasonable adjustments to policy, practice and procedures'.

We will:

- Value the individuality of all children and are committed to giving all children every opportunity to achieve, irrespective of their sex, age, faith or race, language, additional needs, educational needs, medical needs, physical needs, behaviour, family composition, or social background.
- Take account of the child's varied life experiences and needs. We value each and every child's achievements, attitude and well being.
- We are aware of the Disability Discrimination act 1995 and aim to make our setting suitable for as many children as possible. We aim to meet the various needs of all children by removing all physical and social barriers to their participation.
- Take great care to treat each individual as a person in their own right, with equal rights and responsibilities to any other individual, whether they are an adult or a child.
- Provide equality of opportunity and anti-discriminatory practice for all children and families according to their individual needs.
- Show no discrimination on the grounds of gender, age, race, religion or belief, marriage or civil partnership, disability, ability, learning difficulties, medical needs, sexual orientation, gender reassignment, pregnancy or maternity, ethnic or national origin, or political belief.
- Take into consideration the views of children and their families (see partnership with parents policy)
- A commitment to implementing our inclusion and equality policy will form part of each employee's job description.
- Should anyone believe that this policy is not being upheld, it is their duty to report the matter to the attention of a manager at the earliest opportunity.

The staff are committed to:

- Recruiting, selecting, training and promoting individuals on the basis of occupational skills requirements. In this respect, the nursery will ensure that no job applicant or employee will receive less favourable treatment on the grounds of age, sex, gender reassignment, disability, marriage or civil partnership, race, religion or belief, sexual orientation and pregnancy or

maternity which cannot be justified as being necessary for the safe and effective performance of their work or training.

- Providing a childcare place, wherever possible, for children who may have learning difficulties and/or disabilities or are deemed disadvantaged according to their individual circumstances, and the nursery's ability to provide the necessary standard of care.
- Striving to promote equal access to services and projects by taking practical steps, (wherever possible and reasonable) such as ensuring access to people with additional needs.
- Providing a secure environment in which all our children can flourish and all contributions are valued and nurtured.
- Including and valuing the contribution of all families to our understanding of equality, inclusion and diversity.
- Providing positive non-stereotypical information and images for parents and children. We will make sure all children have access to diverse books, toys and activities.
- Continually improving our knowledge and understanding of issues of equality, inclusion and diversity. We will also allow children to follow the same line of enquiry through activities.
- Regularly reviewing, monitoring and evaluating the effectiveness of inclusive practices to ensure they promote and value diversity and difference and that the policy is effective and practices are nondiscriminatory.
- Ensuring that children with SEN are given the additional support from outside agencies coming to the setting where possible.
- Providing activities and equipment that are accessible for everyone through the use of specific equipment or simply by differentiation either by task or outcome.
- Recognise that each child in the setting has rights and that we should be safeguarding their welfare.
- All staff are expected to co-operate with the implementation, monitoring and improvement of this and other policies.
- All staff are expected to challenge language, actions, behaviours and attitudes which are oppressive or discriminatory on the grounds as specified in this policy and recognise and celebrate other cultures and traditions.

See the SEN and inappropriate behaviour policy for more information.

Dealing with discriminatory behaviour

We have a duty to create and implement strategies at Little Orchard Nursery and Pre-school to prevent and address all discriminatory behaviour.

Such strategies include:

- We record all incidents relating to discrimination on any grounds.
- All recorded incidents are reported to the children's parents.
- Parents have a right to know if discrimination occurs and what actions the nursery will take to tackle it.

Types of discrimination:

Direct discrimination occurs when someone is treated less favourably than another person because of a protected characteristic.

Discrimination by association occurs when there is a direct discrimination against a person because they associate with a person who has a protected characteristic.

Discrimination by perception occurs when there is a direct discrimination against a person because they are perceived to have a protected characteristic.

Indirect discrimination can occur where a provision or criterion is in place which applies to everyone in the organisation but particularly disadvantages people who share a protected characteristic.

Harassment is defined as 'unwanted conduct related to a relevant protected characteristic, which has the purpose or effect of violating an individual's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that individual'.

Third party harassment is the harassment of employees by a third party not employed by the nursery, e.g. visitors or parents.

Victimisation occurs when an employee is treated badly or put to detriment because they have made or supported a complaint or raised grievance under the Equality Act 2010 or have been suspected of doing so.

Protected characteristics

The nine protected characteristics under the Equality Act 2010 are:

Age
Disability
Gender reassignment
Race
Religion or belief
Sex
Sexual orientation
Marriage and civil partnership
Pregnancy and maternity.

Procedure

All staff in Little Orchard Nursery and Preschool should be constantly aware of and alert to any discriminatory behaviour or bullying taking place.

They must intervene firmly and quickly to prevent any discriminatory behaviour or bullying, this may include behaviour from parents. Any allegation should be taken seriously and reported to the nursery manager.

Each incident should be investigated and recorded in detail as accurately as possible. This record should be available for inspection by staff, inspectors and parents where appropriate, on request.

The nursery manager is responsible for ensuring that incidents are handled appropriately and sensitively and entered in the record book. Any pattern of behaviour should be indicated.

Where an allegation is substantiated following an investigation, the parents of the child(ren) who are perpetrators and/or victims should be informed of the incident and of the outcome.

Continued discriminatory behaviour or bullying may lead to exclusion but such steps should only be taken when other strategies have failed to modify behaviour.

Adults found to be perpetrators must be reported immediately to the manager and where such adults are employees and such allegations are substantiated after investigation, appropriate disciplinary action shall be taken which can include dismissal.

Discriminatory behaviour or bullying needs to be recorded to ensure that:

- Strategies are developed to prevent future incidents
- Patterns of behaviour are identified
- Persistent offenders are identified
- Effectiveness of nursery policies are monitored

Staff

All staff should be alert and seek to overcome any ignorant or offensive behaviour based on fear or dislike of distinctions that children, staff or parents may express in Little Orchard.

Victims of any form of discrimination should have confidence that they would be positively supported by staff and management at Little Orchard Nursery and Preschool.

It is important that all members of staff ensure that they do not express any views or comments that are discriminatory. Nor must staff appear to endorse such views by failing to counter behaviour, which is prejudicial in a direct manner. A sensitive and informed approach must be used to counter any harassment perpetrated out of ignorance.

Payment of fees Policy

Fees

It is our intention to make the nursery fees understandable and fair to all parents. We are currently open 51 weeks of the year with the exception of Christmas and Bank Holidays. We do not charge for days we are closed.

Little Orchard is a member of the Devon Early Years Partnership and accepts Early Years Entitlement funding towards the cost of childcare and education sessions for 3 and 4 year olds. Funded sessions will be shown on your invoice at NIL cost.

Children become eligible for Early Years entitlement from the beginning of the term following their 3rd birthday.

Each child is entitled to 15 hours Free preschool education a week. You can use a minimum of 2.5 hrs and a maximum of 10 hours between the hours of 8 and 6 on any one day. This can be spread between 2 settings if required. This funding is available in term times for 38 weeks each academic year.

2 year olds attending Little Orchard Nursery and Preschool are usually funded by parents but there is funding available for some children. This availability is assessed by Devon County Council not ourselves. The criteria for funding are:

Eligibility Criteria - Economic

A child is entitled to a 2gether place if a parent/carer receives any of the following benefits:

- Universal Tax Credits
- Income Support (IS)
- Income-based Jobseekers Allowance (JSA)
- Income-related Employment and Support Allowance (ESA).
- Child Tax Credit with an annual household taxable income (as assessed by HMRC) not over £16,190.
- Working Tax Credits with an annual household taxable income (as assessed by HMRC) not over £16,190.
- The Working Tax Credit 4 weeks run on. Guaranteed Element of State Pension Credit. Support under Part VI of the Immigration and Asylum Act 1999.

Eligibility Criteria – Non economic

- The child attracts Disability Living Allowance (DLA) If they are looked after by the Local Authority.

- If they have left care through Special Guardianship or through an Adoption Order or Residence Order
- If they have a current statement of special educational needs (SEN) or an Education, Health and Care Plan.

All eligibility is checked and places approved by Devon County Council.

Parents can pay via childcare vouchers through employers, or a combination of both. Payment by cheque or cash is also accepted but must be in advance. Our preferred method of payment is via Bank Transfer.

Session times	08:00 to 08.30	08.30 to 09:00	09:00 to 11:30	11.30 to 12.30	12.30 to 13.30	13:30 to 16:00	16:00 to 17:00	17:00 to 17:30	17:30 to 18:00
Pre booked sessions	£2.35	£2.35	£11.75	£4.70	£4.70	£11.75	£4.70	£2.35	£2.35
Occasional/ additional sessions	£2.50	£2.50	£12.50	£5.00	£5.00	£12.50	£5.00	£2.50	£2.50
Meals	Breakfast £1.50				Lunch £2.85		High Tea £1.80		

Our late collection fee is: £5.00 + the hourly rate as we have to maintain ratios of staff and children at all times. We reserve the right to review this fee if late collection is a regular occurrence.

Introductory sessions for younger children accompanied by a parent are available at £5 per hour.

Our registration fee is: £40 this is non refundable, for parents who are accessing sessions not entirely funded by Early Years Entitlement.

Fees remain due even if your child is absent for a short period of time, e.g. illness or holiday. If your child has to be absent over a long period of time, please talk to Caroline or Alaine to discuss any fee arrangements. Any discussions will be completely confidential.

Holiday sessions are available and should be booked in advance.

If you wish to cancel your child's place at the nursery then we will require 1 calendar months notice.

Non Payment of Fees

Little Orchard Nursery and Preschool value their relationship with parents/carers and will be sympathetic towards any difficulty in paying their child's fees. However, we are unable to function effectively without these payments.

If you have a change in personal circumstances and are struggling to make payments, please let the nursery management know so we can make suitable arrangements. It may be that you are now entitled to additional funding through the Childcare element of the Working Tax Credit and other benefits.

Should a parent/carer have problems paying their child's fees on time they should speak in confidence to Caroline or Alaine. If an arrangement has not been made then the following procedure will apply.

Procedure for late payment of fees

- If payments are 1 week late - a reminder notice will be issued.
- If payments are 2 weeks late - a further notice will be issued accompanied by a letter and a copy of this policy.
- If payments are more than 3 weeks late - A final warning will be issued giving the parent/carer 7 (seven) days to pay the full amount due.
- If the full payment is not received after this time scale then procedures will begin at the Small Claims Court and the child will lose their place at nursery.

Little Orchard Nursery and Pre school thank you for your understanding and will do all they can to avoid the above situation. However we are not able to function effectively without all payments due.

Learning and Development Policy

Aim:

- To fulfil the legal requirements laid down by the Early Years Foundation Stage
- To provide an environment where children can learn and develop in their own way and at their own pace.
- To provide opportunities for observations of children's learning and development in order to report back to parents.

Our approach centres around the individual child, teaching at the child's own pace based on their individual needs.

Learning and knowledge are not something that can be delivered, but are embedded in daily living and experiences, to be explored and enjoyed.

- We will recognise that children have distinctive ways of learning, knowing, reasoning and understanding.

- We will provide a range of meaningful, purposeful, well-planned experiences, recognising the importance of a multi-sensory experience.
- We will plan for activities the children want to do alongside activities we feel they need to do, in order to progress their development. We will encourage children to make choices and to have their own requests.
- Emphasis is placed on the development of thinking skills and the process of learning, the joy of learning and the fun of learning for themselves.
- We encourage children to ask questions and discover their own answers and direct their own learning guided by an adult.
- We encourage children to interact with their environment
- We encourage children to develop a calm, relaxed and ordered environment so that they feel safe, secure and happy.
- We recognise that parents are an important part of children's development. We will work with parents to develop a 2 way partnership.
- We will provide parents with information about how their child is developing and learning and we will encourage parents will share their home experiences with us.
- We believe it is important for children to be provided with the space to develop their own ideas and thoughts.

Key Person Policy

Aim:

- To ensure that parents and staff are clear about the role of Key worker and their responsibilities.

Key person role:

- To support and welcome the child on entry, building a warm and secure relationship and ensuring that the child is familiar with the setting, routines, toilets etc.
- To settle children daily until they are able to do this independently.

- To liaise with parents, discuss progress, achievements, concerns and ensure parents are informed of any accidents, illness, toileting accidents, eating/ drinking etc. This information should be uploaded to iconnect.
- To discuss any concerns or behavioural issues with the SEN/ behavioural co-ordinator (Caroline)
- To ensure all information about a child is recorded correctly on iconnect and any allergies or medical needs are made known to other staff who may need to know.
- Ensure other members of staff working with your named child are aware of any needs.

No smoking policy

- Children's health and well-being is of the utmost importance for the nursery. Smoking has proved to be a health risk and therefore in accordance with legislation, the nursery operates a strict no smoking policy within its buildings and grounds. This rule also applies to staff, students, parents, carers, visitors, contractors etc.
- It is illegal to smoke in enclosed places.
- Staff accompanying children outside the nursery are not permitted to smoke.
- We also request that parents accompanying nursery children on outings refrain from smoking whilst caring for the children.

Drug and alcohol policy

No drug or alcohol use is permitted on the site during normal working hours.

Parents will not be able to take their child from Little Orchard Nursery and Pre school if we suspect a parent is incapable of caring for a child whilst under the influence of either substance. This is for the safety of the child.

Policy for an uncollected child

1. child to remain with a member of staff
2. Contact Parent
3. If no response contact other emergency contacts
4. If child remains uncollected after 1 hour and contact cannot be made, contact the Multi-Agency Safeguarding Hub

MASH Telephone number: 0345 155 1071 (correct 2015)

Emergency Duty team (out of hours) 0845 6000 388

A report will be written up afterwards to send to Ofsted with an action plan.

The incident will be written up in the incident book

Missing child procedure from Little Orchard Nursery and Preschool

Children's safety is maintained as the highest priority at all times, both on and off premises. Every attempt is made through carrying out the outings procedure and the exit/entrance procedure to ensure the security of children is maintained at all times. In the unlikely event of a child going missing, the following procedure is followed.

All staff will be aware of the procedure when a child goes missing. In the unlikely event of a child going missing within/from Little Orchard Nursery and Preschool we will follow procedures to attempt to find the child.

The manager will call the police as soon as they believe the child is missing and follow police guidance.

The parents will be informed.

During this period, available staff will be continually searching for the missing child, whilst other staff maintain as near to normal routine as possible for the rest of the children in the nursery.

Any incidents must be recorded in writing as soon as practicably possible including the outcome, who was lost, time identified, notification to police and findings.

Ofsted and the insurance company will be contacted.

Post-incident risk assessments will be conducted following any incident of this nature to enable the chance of this recurring to be reduced.

Lost child procedure from outings

Regular head counts are carried out on children throughout the outing. In the unlikely event of a child going missing whilst on an outing the staff will follow the procedures to locate the child.

- A check will be made to ensure that no other children are missing.

- The organiser will be informed immediately and all staff present will be informed. Some staff will be deployed to start an immediate thorough search of the area, ensuring that all other children remain supervised, calm and supported throughout.
- If appropriate, on-site security will also be informed and a description given.
- The designated person in charge will immediately inform the police.
- The designated person in charge will then inform the manager at Little Orchard Nursery and Preschool, who will contact the child's parents giving details of what has happened. If the whole nursery is on an outing, all contact details will be taken on the trip by the person in charge.
- During this period, staff will be continually searching for the missing child, whilst other staff maintain the safety and welfare of the remaining children.
- It will be the designated person in charge or the manager's responsibility to ensure that there are adequate staff to care for the children and get them back safe, a member of staff to meet the police and someone to continue the search (this may mean contacting relief staff)

Any incidents will be recorded in writing and the parents informed.

In the unlikely event that the child is not found the nursery will follow the local authority, and police procedure.

- RIDDOR, Ofsted and the insurance company must be contacted and informed of the incident.
- In any cases with media attention, staff will not speak to any media representatives.
- Post-incident risk assessments and an investigation will be conducted following any incident of this nature to enable the chance of this recurring to be reduced.

Parking

In the past there have been complaints from neighbours and the Police about parents parking outside the setting. In response to this we have the following requests.

- Please do not park outside Little Orchard Nursery and Preschool on the pavement it prevents a clear view for cars exiting from Heath Park.
- Parking is available further down the road in a layby. Please do not block the entrance into Palstone Park.

- Parents, staff and visitors are asked to be extra vigilant as there will be children entering the premises.

Arrival and collection

Aim:

- To ensure secure arrival and drop off procedures
- To ensure accurate handover of information
- to keep children in our care safe.

The front door will remain locked at all times.

Entry is via the intercom and a member of staff manually opening the inner door. A member of staff will open the door to visitors throughout the day to ensure the nursery building remains secure at all times.

During the summer months the younger children can access the Garden room through the back door. There is a doorbell to ring to allow children and parents to be admitted by a member of staff.

If a parent requests the child to be given medicine during the day the staff member must ensure that the medication procedure is followed.

Extra sessions must be booked in advance. We cannot guarantee that we will have space for your child at Little Orchard Nursery and Preschool without prior agreement.

Arrival

- Parents will need to be vigilant outside the nursery at arrival and departure times as the road can be busy at times.
- Parents need to be aware of uneven surfaces on the tarmac drive. Please ask your child not to run on this surface.
- Children will be handed over to a member of staff. This may be the key worker or another member of staff. The child's arrival will immediately be recorded on the daily register and a note of any handover information will be made.
- Permission must be given for another parent/ or family member to collect. Unknown collectors must be given a password in order to take the child from the setting.
- All policy statements are in the interest of child safety.
- No child can leave Little Orchard Nursery and Preschool without parents permission. Staff may need to phone a parent in order to verify this.

- We encourage children to be dropped off promptly for a session, so they don't disrupt the session for others, or miss out on the fun.
- Children must not be dropped off prior to their start time as it can affect staffing levels.

Departure

- Children will be handed over to a parent or carer nominated for collection. Parents will be required to provide us with a list of people authorised to collect and a collection password.
- The register must be immediately marked to show that the child has left the premises.
- The planned departure of the child should be anticipated by the key person in the group. All medicines should be recovered from the medicine box/fridge only when the parent has arrived and should be handed to him/her personally.
- Parents must pre warn us if another parent or member of the family is collecting a child. This can be by telephone if it is a late change of plan. We will check anything we are unsure about in the interest of the child's safety. We operate a password system for unknown persons collecting your child. The nursery will only release your child from our care to adults who have permission to collect them.
- Parents must not remove their child from Little Orchard Nursery and Pre school without signing out with a member of staff. This is extremely important for their safety.
- Ofsted require a minimum of 2 members of staff to remain with any child on site. If parents are late collecting we have to maintain these ratios.
- We reserve the right to make a charge for late collection. Please see late collection policy.
- It is important that you arrive at the contracted time to collect your child. Even very young children learn our routine and know when their parents are due. They can become distressed if you are late. We know sometimes delays are unavoidable, especially if you are relying on public transport. If you are delayed, for whatever reason please contact the nursery and let us know when you expect to arrive. We will normally be able to accommodate the additional care. We will reassure your child that you are on the way and if necessary organise additional activities and a meal.
- In the instance of a child not being collected from the nursery after a reasonable amount of time (15 minutes) has been allowed for lateness, our non collection procedure (see policy) will be initiated by staff.

Unacceptable customer behaviour policy

Aim:

- To ensure that staff and parents are aware of what behaviour is unacceptable in the setting.
- To ensure that everyone involved knows how to deal with unacceptable behaviour

Definition of unacceptable behaviour:

Any behaviour which is damaging or has hurtful effects either physically or emotionally on other people is considered unacceptable behaviour.

Examples of the sort of behaviour included are:

- Verbal abuse including name calling
- Bullying, shouting or swearing
- Threat of any of the above
- Assault – whether resulting in injury or not
- Assault using a weapon or other instrument
- Sexual assault
- Injury caused by pets e.g. dogs
- Threat of harm to property or family
- Threat of or damage to setting property
- Racial or sexual abuse

Ensuring Acceptable Behaviour:

Staff are responsible for:

- Delivering a high standard of customer service and taking all reasonable steps to avoid a potentially difficult situation from escalating.
- Considering their own behaviour when dealing with customers.
- Being aware of and following the settings Health and Safety procedures.
- Reporting any incidents of unacceptable behaviour to a manager.

Managers are responsible for:

- Making sure this policy and procedure is applied within the setting.
- Assessing the risk to staff of unacceptable behaviour by customers.
- Having the appropriate systems and procedures in place to protect staff.
- Maintaining accurate records of all incidents reported by staff and reassessing the risks and control measures after each incident.
- Identifying if any staff have training needs for dealing with unacceptable behaviour.
- Monitoring the effectiveness of training.
- Staff welfare.

The setting is responsible for treating everyone with dignity and respect by:

- Treating people fairly and according to their needs. Trying not to make assumptions.
- Being patient and helpful particularly if someone has difficulties communicating, understanding or with mobility.

- Communicate clearly.
- Be courteous and polite.
- Respect property and culture particularly when visiting people in their own places.
- Respect the right to private and family life.

Members of the public:

- Are expected to treat staff with respect, be courteous and polite.
- Have a right to make a complaint in the appropriate manner.
- Respect setting property.
- Follow setting policy and procedures.
- Are reminded that they do not have the right to refuse service from staff because of age, disability, gender reassignment, marital and civil partnership status, pregnancy and maternity, race/ethnicity, religion and belief, sex, sexual orientation, or any other factor that is not reasonable (unless there is a genuine and objective need, for example, some women may feel uncomfortable receiving certain services provided by a man).

We have a staff procedure for managing unacceptable behaviour by customers.

Pets

Aim

- The aim of this policy is to keep children healthy and the animals and children safe.

At Little Orchard Nursery and Pre-school we believe that children should experience the world around them. This includes learning skills like looking after and observing animals. For this reason, wherever possible we will have animals at the setting.

Animals can be effective and valuable teaching aids for children, but there is a risk of illness and injury from contact with animals. Young children are especially at risk for illness because their immune systems are still developing and because they are more likely than others to put their fingers or other items into their mouths, a behavior that can spread germs.

- Pets will not be allowed near food, dishes, worktops or food preparation areas.
- Adults will always supervise handling of animals.
- Children will only be able to handle animals in designated areas with staff supervision.
- Animals kept at Little Orchard Nursery and Preschool will have regular visits to the vet and will be kept up to date with their vaccinations.
- Children will wash their hands with soap and water after handling animals, and will be encouraged to not place their hands in their mouths during the activity.
- The staff will explain the importance of this to the children.

- Children will be encouraged to leave their comforters and dummies (if they have to use them) away from the animals to prevent cross contamination.
- Currently we have rabbits and fish in the setting.
- The animals will be mainly looked after by staff, but the children will help to look after them, wearing protective gloves if helping to clean them.

Intimate care

Little Orchard Nursery and Preschool aims to support children's care and welfare on a daily basis in line with their individual needs. All children need contact with familiar, consistent carers to ensure they can grow confidently and feel self-assured. At times children need to be cuddled, encouraged, held and offered physical reassurance.

Intimate care routines are essential throughout the day to ensure children's basic needs are met. This may include nappy changing, supporting children with toileting, changing clothes where required, first aid treatment and specialist medical support.

We wish to ensure the safety and welfare of the children involved in intimate care routines and safeguard against any potential harm as well as ensuring the staff member involved is fully supported and able to perform their duties safely and confidently. Through the following actions we will endeavour to support all parties:

- Promote consistent and caring relationships through the key person system in the nursery and ensure all parents understand how this works.
- Ensure all staff undertaking intimate care routines have suitable enhanced DBS checks.
- Train all staff in the appropriate methods for intimate care routines and access specialist training where required, i.e. first aid training, specialist medical support.
- Conduct thorough inductions for all new staff to ensure they are fully aware of all nursery procedures relating to intimate care routines.
- Follow up on these procedures through supervision meetings and appraisals to identify any areas for development or further training.
- Working closely with parents on all aspects of the child's care and education. This is essential for intimate care routines which require specialist training or support. If a child requires specific support the nursery will arrange a meeting with the parent to discover all the relevant information relating to this to enable the staff to care for the child fully and meet their individual needs.
- Ensure all staff have an up-to-date understanding of safeguarding and how to protect children from harm. This will include identifying signs and symptoms of abuse and how to raise these concerns in the most appropriate and speedy manner.

- The setting operates a whistleblowing policy as a means for staff to raise concerns relating to their peers. The management will support this by ensuring staff feel confident in raising worries as they arise in order to safeguard the children in the Nursery and Preschool.
- The management team regularly conducts working practice observations on all aspects of nursery operations to ensure that procedures are working in practice and all children are supported fully by the staff. This includes intimate care routines.
- Staff will be trained in behaviour management techniques as applicable.
- The nursery conducts regular risk assessments on all aspects of the nursery operation and this area is no exception. The nursery has assessed all the risks relating to intimate care routines and has placed appropriate safeguards in place to ensure the safety of all involved.

If any parent or member of staff has concerns or questions about intimate care procedures or individual routines please see the manager at the earliest opportunity.

Potty Training

When your child starts to show signs that they are becoming aware of their bodily functions staff will arrange a convenient time to discuss with you your plans on potty/toilet training your child.

It is very important that we work together to potty train your child. If we start the training and your child is not ready then we can stop and start again when they are. Some children take to potty training overnight for some it is a longer process, the most important thing is that we work together to give your child the support and reassurance they need during this period. Daily feedback will be provided via the child's normal diary with how we are progressing with the training.

In order to help your child become independent in going to the toilet the nursery has low level toilets and wash basins. We will aim to use the toilets rather than potties, but these are available should you prefer your child to use a potty.

Safe care and practice

Working with young children to ensure they feel safe, secure and happy involves nursery staff being responsive to their needs, whilst maintaining professional standards. This includes giving children cuddles and changing children's nappy's or clothes.

To minimise the risk of allegations the nursery promotes good practice in the following ways:

- Although it is appropriate to cuddle children, staff are advised to usually do this in view of other children and practitioners. There may be occasions, for example when a child is ill and needs

comforting away from others and this will continue to take place. It is the duty of all staff and the manager to ensure that comforting children is appropriate and to monitor practice

- When changing children's nappy's or soiled/wet clothing, any doors remain open, or it happens in the same room as other staff, where appropriate. All staff are aware of the whistle blowing procedures and the manager carries out random checks throughout the day to ensure safe practices
- Inappropriate behaviour such as over tickling, over boisterous or inappropriate questions such as asking children to tell them they love them is discouraged.

Management will challenge inappropriate behaviour in line with the supervision/ disciplinary or whistleblowing procedures. If a parent or member of staff has concerns or questions about safe care and practice procedures they are urged to see the manager at the earliest opportunity.

Personal Possessions Policy

The nursery provides a wide range of toys and activities for all the children, catering for different needs, abilities and ages. Whilst it is not necessary for children to bring additional toys with them to play with, the nursery appreciates that sometimes a child may have a particular comfort toy that they wish to bring or a toy that they have been playing with just before they left home.

Staff will endeavour to keep all children's toys and resources safe, however we are sure you appreciate that with several children in our care at any one time, it is not always possible to keep an eye on their belongings. Whilst losses are rare we would advise that if a toy is very special or expensive that it remains safely at home as the nursery will not be held responsible for loss or damage to them. We would ask you to put your child's name on it so it can be identified if found.

If your child does have a comfort toy that they are very attached to, the nursery recommends that additional 'copies' are purchased as this can prevent great upset if it becomes lost or that it does not come into nursery.

We would also ask that all shoes, slippers, boots, coats, jumpers etc. are all clearly named. With so many children at Little Orchard at any one time it's normal for several children to have the same items and it very difficult to make sure that they all have their own.