

Westview Day Nursery

POLICIES AND PROCEDURES

ADMISSIONS TO THE NURSERY

We admit children into the nursery regardless of sex, race, culture and ability. Prospective parents are invited to visit the nursery with their children to meet the staff and see for themselves the nursery environment. A registration form and prospectus will be available for completion should the parents require a place. If there is no immediate place for a child, they will be placed on a waiting list and parents will be notified as soon as a place becomes available. No place is guaranteed until an offer and starting date is agreed. A deposit securing the place is requested. The nursery reserves the right to decline registration if our ethos and general principles are not acceptable to the parents.

To offer the best continuity of care, we offer all children a minimum of 2 sessions a week. This allows the children and parents to build stronger relationships with the staff.

SETTLING IN PROCEDURE

The nursery staff will work in partnership with each child's parents to ensure settling is made as gentle as possible. We are aware that many parents will be attending nursery for the first time and will find the early days very difficult. We operate an open door policy and parents are encouraged to stay with their child for as long as is needed to familiarize themselves and their child with the nursery layout, staff and routine. Parents will be offered the option to visit the nursery daily until their child settles and are welcome to stay a while and have a cup of tea!

PARENTAL PARTICIPATION

Parents are encouraged to stay a while and have a cup of tea and get to know the staff. To care for someone else's children is immensely personal and we acknowledge that parents need to have faith in the staff.

- Staff and Management will always be available for discussion with parents
- Parents have the opportunity to participate in all nursery and social events
- Ensuring that information provided by the parents about their children will be kept confidential and treated on a strictly need to know basis
- Information regarding the children's activities throughout the day is always available to parents on a daily basis by verbal communication
- Parents are encouraged to keep us informed of any changes to personal circumstances, which may have an effect upon a child
- e.g. house move, bereavement or separation

LEARNING AND PLAY

The nursery understands that play is something that a child enjoys best. A child's play has a purpose and is the main step to learning and understanding of valuable skills. Play will help a child fit into the world physically, intellectually, emotionally and socially and grow to be a healthy and competent individual. It is not our aim to teach children of three and four to read and write but we feel we can teach children to be confident and independent individuals.

The nursery will endeavour to provide children with a stimulating environment in which to play and learn. A varied selection of activities will be provided throughout the day, both inside and outside with the emphasis on participation as opposed to entertainment.

OUTINGS

The children will visit the park and Barton Farm as part of our daily routine and extension to nursery. We will also arrange a number of trips and outings to places of interest during the year. Management and/or the trip organiser must ensure that full risk assessments are carried out before the trip commences. Signed consent is required for children attending the trip.

- A notice informing parents of the trip will be placed on the board
- Parents will be asked to sign giving consent for their children to attend
- The trip will be assessed for risk and a suitable staff to child ratio will apply
- Ensure that all members of the group or sub groups have mobile phones, first aid and sufficient food and drink with them
- Ensure relevant epi-pens and asthma pumps are with the group or sub groups
- Contact number and medical history on each child must be taken
- A head count of children must be done before leaving and must be ongoing at regular intervals
- Meeting points must be pre-designated and times arranged when all the party should assemble
- In the event that the child comes into contact with animals, basic health and safety principles of hygiene will be adhered to

MEALTIMES

The nursery will adopt a policy that will ensure the standards of table manners and behaviour is consistent. Mealtimes should be a happy, social occasion for children and staff will ensure the following:

- Menus planned in advance will be on display for parents to see
- Individual medical and dietary requirements will be respected
- Children are expected to say please and thank you and to sit while eating
- Although not opposed to the use of meat we accept it is considered high risk and the nursery is vegetarian
- Whole-pasteurized milk or Soya milk will be served for snack time
- Fresh fruit will be available at least twice a day
- Water is provided at meal times and throughout the day as required
- Care must be taken at all times to ensure that dietary requirements whether for medical or religious reasons are respected
- Staff should acknowledge that like adults children will have likes and dislikes and this should be noted for future reference
- Table manners are important and staff will encourage children to use their cutlery
- Children are encouraged to at least try what is on their plate. When bad eating habits persist staff will discuss with parents the options. When necessary dessert will be denied. The nursery is committed to a balanced diet and dessert alone is not a balance

BEHAVIOUR MANAGEMENT

Positivity is central to our philosophy at Westview. Any issues or problems arising should be discussed in private with the nursery manager. The passing of negative comments about parents, staff, or children is not acceptable in any form. When dealing with children in the nursery environment we aim to ensure that:

- Discipline within the nursery is fair and consistent,
- Through praise and recognition we promote positive behaviour,
- We encourage consideration for each other and our surroundings,
- If a child consistently misbehaves the staff will discuss the situation with the parents and a workable solution will be sought

The nursery has nominated persons who will oversee behaviour management. They will attend relevant Early Years courses and train staff in-house. The nominated people are Nichola Alexander and Karina Pugh.

BULLYING

All children coming to the nursery have a right to play and enjoy what is on offer without fear of intimidation, harassment or physical or verbal abuse. We strive to promote behaviour which encourages respect for each individual, co-operation with each other and opportunities for play and adventure within a safe and caring environment. Racism, sexism and other kinds of discriminatory behaviour will be challenged and will not be allowed to continue within the play-setting.

PROCEDURE FOR SICK CHILDREN

It is essential to control the spread of infectious disease therefore in some circumstances it may be necessary to follow the Department of Health Exclusion Policy. With working parents in mind we understand the problems this may cause and wherever possible we will make provision for sick children at the nursery.

In the event of a child becoming ill at the nursery we will attempt to notify the parents immediately. The situation will be assessed and the necessary action taken. In the event that contact cannot be made we reserve the right to administer Calpol and seek medical advice.

Staff must be aware that certain childhood illnesses can cause problems for pregnant women these include German measles, chicken pox, and slap cheek. Parents will be notified via the board of an infectious childhood disease and children should be excluded if necessary.

ADMINISTRATION OF MEDICINE

Any medication administered to a child must be documented in the medicine file for parents to sign on collection.

In the event a child is sick at nursery and Calpol is to be administered every effort will be made to contact the parents. The call needs to be documented in the medicine file.

In the event of epi-pens and asthma pumps parents must complete blanket consent.

ACCIDENT PROCEDURE

In the event of a major accident the following procedures will be carried out simultaneously

- An assessment will be made of any physical injury to the child
- A member of staff will remain with the child offering comfort
- A member of staff will call an ambulance and the parent
- A member of staff will accompany the child to the hospital in the absence of the parent
- The accident will be recorded in the accident book

In the event of a minor accident the following procedures will be carried out:

- A member of staff will assess the injury and offer comfort to the child
- The injury will be treated
- The child will be observed and when suitable resettled back into the group
- The incident will be recorded in the accident book for parents to read and sign upon collection

ANIMALS

Bertie, Westview's resident dog is treated with the same respect as the children. Children are taught how to behave with Bertie and care for Bertie.

CHILD SAFETY

A responsible adult must bring the child into the nursery. Any information concerning the child must be passed on to a member of staff.

A responsible adult must collect the child and this is of utmost importance! If someone other than the parents or legal guardians collects the child, staff must be informed in advance or via the telephone during the day with a brief description of the person and a password. A parent must never take a child without informing the member of staff responsible for that child.

Under no circumstances will a child be handed over to the adult unless the staff have been notified. We have the right to retain the child if in doubt of the adult's identity and their parents will be contacted to confirm the identity of the person collecting.

No child will leave the nursery with any person seeming to be under the influence of alcohol and drugs.

Any visitors such as prospective parents, workmen etc... will be asked to sign the visitor's book on arrival. When work is being carried out at the nursery children will never be left alone in that area.

Effective risk assessment and relevant measures should be taken to ensure that children are never lost but should a child become lost effective procedures will be carried out.

In the event that a child is not collected by the end of the day the staff will make every effort to contact the parents. A member of staff will stay with the child. In the event parents fail to arrive and no contact can be made with authorised collectors the nursery has a legal obligation to contact social services.

CHILD PROTECTION

Anyone working in the nursery environment will be police checked. This is an Ofsted requirement and must be adhered to and in line with guidelines Karina Pugh and Nicky Alexander are the named child protection officers.

The nursery has a duty to be aware that abuse does occur in our society. The statement lays out the procedures that will be taken if there is reason to believe that a child in our care is subject to any form of emotional, physical, sexual abuse or neglect.

Our prime responsibility is the welfare and well being of all children in our care. As such, we believe we have a duty to the children, parents and staff to act quickly and responsibly in any instance that may come to our attention.

The nursery has a duty to report any suspicions of abuse to the Local Authority. The Children's Act 1989 places a duty on the local authority to investigate such matters. The nursery will follow the procedures set out in the Local Authority Child Protection documents and when necessary, will seek their advice on all steps taken consequently.

In the event that a parent makes a complaint of child abuse against a member of staff or volunteer we will follow the guidance of the Area Child Protection Committee as if it were an allegation of abuse by any other person.

If a child arrives with injuries the staff should:

- Ask the parent if they were aware of the injuries and how they occurred
- Discuss any concerns with a member of management
- Make a written record in the incident book of the injury with diagrams and explanations given by the parent. The recording of information is paramount, as it will give a full and clear picture if needed for a referral to social services at a later date

Once a child is referred to social services they and the area child protection committee will make an assessment of the child's needs. Following such a referral, staff may be required to provide statements and attend an initial child protection conference.

The nursery has an obligation to share any information regarding child protection with other childcare professionals but staff must be aware of confidentiality.

SPECIAL EDUCATIONAL NEEDS

Westview aims to provide a welcoming and appropriate learning environment for all children. Our philosophy is that all children with or without special needs should have the opportunity to develop to their full potential alongside other children in the nursery environment. All children are admitted to nursery after due consultation between parents and staff.

We aim to work within the DfEE code of practice on the identification and assessment of special educational needs. There is no discrimination against the admission of children with special educational needs provided that we have, or can obtain, the necessary resources.

Our system of observation and record-keeping, which operates in conjunction with parents, enables us to monitor children's needs and progress on an individual basis. We will implement a graduated response as follows:

- Identification: The difficulty is identified and specific objectives are described, with emphasis on small, achievable targets
- Action: The SENCO continues to gather information, possibly referring parents to, or advising them to consult outside agencies
- Action Plus: The SENCO consults with specialist support services
- Constant monitoring will be achieved with the help of Individual Educational Plans (IEP)
- If a child's needs cannot be met at nursery without additional support or equipment, funding will be sought to employ an extra member of staff or to obtain the necessary resources
- Staff are encouraged to attend training courses on special needs whenever possible
- Our aim is to provide for the development needs of each child in the nursery
- All children in the nursery irrespective of their special needs, are encouraged wherever possible and appropriate, to participate in all the nursery's activities
- The needs and progress of children who have special educational needs are monitored by our special needs coordinator (SENCO)
- The named SENCO is Karina Pugh
- We work closely with the parents/carers and seek their views and the child's views in all planning
- We see the value of working closely together with other professionals to meet specific needs, and are committed to developing this further

EQUAL OPPORTUNITIES

This nursery aims to demonstrate through its work that it positively values and respects children of all ethnic origins/ racial groups, religions, culture, linguistic backgrounds and abilities. Children of both sexes are encouraged by staff to participate in all activities. The nursery and its staff are committed to:

- Encourage positive role models, displayed through toys, imaginary play etc... that promote non-stereotypical images. Books will also be selected to promote such images of men and women, boys and girls
- Encourage all children to join in all activities i.e. dressing up, shop/home corner, dolls, cars etc...
- Regularly review our childcare practice to remove those practices that discriminate on the grounds of gender
- Acknowledge that preconceptions relating to race and sexism are abundant within language and will challenge such language where appropriate
- Ensuring that racism of any form is not tolerated

It is the policy of this nursery to positively value and respect people regardless of their gender, ethnic origin/racial group, religion, culture, and linguistic background. A member of staff is employed because that person is considered to be the best person for the job.

RELIGIOUS FESTIVALS

The nursery is not associated with any specific religion and draws children from a variety of faiths, plus an increasing number of children from families that profess no faith.

In view of this the nursery does not celebrate any religious festivals choosing to look at traditions instead. During December we invite Father Christmas to visit the nursery and meet the children. Father Christmas will not necessarily come bearing gifts for the children as we are committed to teaching children that this is a time for being together and of giving to others. Emphasis during this period is on making and giving as opposed to receiving.

PARENTAL CONTRACTS AND PAYMENT

When registering a child at nursery, parents are required to sign the registration form. This forms a binding contract between the parents and the nursery.

Invoices will be issued on the 1st day of each month. Registered hours will be charged for in advance, and any extra hours will be invoiced in arrears. Payment of invoices must be made by the 15th of the month in which the invoice is issued. Failure to make payment by the 15th will result in a 10% surcharge being made. We reserve the right to revoke registration of a child for non-payment of accounts.

A full calendar months notice must be given on leaving Westview (1st – 31st of the following month) or fees are to be paid in lieu of.

COMPLAINTS PROCEDURE

It is clearly of paramount importance that the nursery should run smoothly and that parents and staff work together. If a parent has a complaint, they must go to the room leader who will accept the concerns and follow it up. Management will be informed and the complaint will be recorded and dated on a complaints form. Management will contact the parent as soon as possible and a meeting will be set up if necessary. If parents are still not satisfied, they should contact Arlene Caddow and if required parents have full rights to contact Ofsted in writing at the following address: Royal Exchange Buildings, St Annes Square, Manchester, M27 LA. After the complaint has been resolved the outcome will be written up and kept in the complaints file. The manager will deal with complaints by a member of staff in the same manner immediately.

CONFIDENTIALITY

The nursery's work with children and their families will often bring us into contact with confidential information. To ensure that all those using and working in the nursery can do so with confidence, we will respect confidentiality in the following ways:

- Parents will have access to the files and records of their own child but will not have access to information about any other child
- Staff will not discuss individual children with people other than their parents
- Information given by parents to the managers or staff will not be passed on to any other adults without their permission
- Issues to do with the employment of staff, whether paid or unpaid, will remain confidential to the people directly involved with making personal decisions
- Any anxieties relating to a child's personal safety will not be shared within the group, except with those concerned
- Trainees and work place students will be advised of our confidentiality policy and required to respect it