

Policies and Procedures

Safeguarding Children Policy

Our responsibility as a Nursery is to ensure the safety and welfare of all the children in my care in line with the procedures laid out by the local Safeguarding Children's Board.

(The Safeguarding Children Board is responsible for producing Safeguarding Children Procedures based on national guidelines set out in Working Together to Safeguard Children (Dept of Education & Skills). It monitors the effectiveness of the Procedures systematically and amends them as it becomes necessary.)

Staff have received training on Safeguarding Children (Child Protection) and are aware of the signs and symptoms of child abuse, physical, emotional and sexual, and those of neglect.

Settling-in of children

Our settling-in policy is very flexible. Parents can choose up to 3- 5 days to settle their children for an hour per session in order to guide and prepare both parent and child for transition. On 'parent handover' we bear in mind the sensitive nature of parent's having to leave their children behind and assure them of our best care practice we adhere to in this nursery. We also call them during the day just to reassure them of how their child is doing.

Copy of our full settling-in policy and other policies are available on request and can be translated into six different languages.

If an allegation is made against anyone living or working on the premises

We will report it to Ofsted and social services following the Safeguarding Children Board procedures in England. We will also contact Brent Childcare Development and Business support team for advice and support.

If you have any concerns regarding this policy please discuss them with me.

Dropping off and Collection Policy

Dropping Off

Please let us know in advance if you intend to arrive at a different time from the contracted one. If you arrive unexpectedly early we may not be ready to care for your child. Please discuss with me if you need to change your contracted hours.

Collection

We will only release your child from my care to adults who have permission to collect him/her. We will therefore need you to provide me with a list of people authorised to collect. It would be helpful, if they are not known to us, to include a description or a photograph for us to keep on file.

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 us and let me know when you expect to arrive.

If we have not heard from you and you are very late we will try and make contact with you. We will also attempt to contact the emergency numbers provided. If we are unable to make contact with anyone we will inform Social Services and follow their advice.
We reserve the right to make an additional charge for late collection.

Sick Child Policy

We appreciate that as a working parent you need to be able to go to work, however if your child is unwell then they will be bettered cared for in their own home with a parent. We are happy to care for children with minor coughs and colds but will not care for children who are very unwell, infectious or running a high temperature. We need to consider the welfare of all the children in our care.

If your child has had diarrhoea or sickness in the last twenty-four hours please do not bring them, but call and let us know.

If your child becomes ill whilst in our care, we will make them as comfortable as possible, isolate them from the other children if necessary and reassure them. We will contact you immediately and continue to care for your child until you arrive. If we are unable to contact you then we will contact the other people that you have listed as emergency contacts.

We are unable to administer any non-prescribed medication. In all cases you will need to give prior written consent.

Complaints Procedure

As a registered Nursery we aim to work in close partnership with all parents, to meet the needs of their children.

If there is any aspect of my service you are not happy with please bring it to our attention and we will make every effort to resolve the issue through frank and open discussion. You can put the complaint to us verbally or, if you prefer, formally in writing or by email.

It is a condition of my registration to investigate all written complaints relating to the requirements of the Early Years Foundation Stage and notify the complainant of the outcome within 20 days of the receipt of the complaint.

For impartial advice, you can call the CFIS on 0208 937 3004.

We keep a written record of all complaints and their outcome for at least three years
We maintain confidentiality but will provide Ofsted, on request, with a written record of all complaints within a specified period and the action taken as a result of each complaint.
We will record the following information:

- The name of the person making the complaint.
- The Early Years Foundation Stage requirement(s) to which the complaint relates.
- The nature of the complaint.
- The date and time of the complaint.

- Any action taken in response to the complaint.
- The outcome of the complaint investigation (for example, ways the service has improved).
- Details of the information and findings that were given to the person making the complaint, including any action taken.

If the complaint cannot be resolved or if the complaint is of a serious nature and you feel you cannot discuss it with us you should contact Ofsted on 0300 123 1231.

Ofsted produces guidance on concerns and complaints about Nurseries and childcare providers. This is available on the [Ofsted website](#) and provides guidance on the complainant's right to contact Ofsted.

Equal Opportunities Policy

We give all children in my care the opportunity to reach their full potential. Sometimes this means adapting an activity to the child's ability and stage of development, providing additional resources or giving one child more attention and support than others during a particular activity or routine.

All children in our care are given the opportunity to play with all the toys (subject to health and safety with children under 3 years of age). No toys are just for girls or just for boys. We try to ensure my toys reflect positive images of children and people from different cultures and with different abilities. We have toys and resources that challenge stereotypical ideas on what careers are open to men and women.

No child in our care will be discriminated against in anyway, whether for their skin colour, culture, gender, ability or religion. We will challenge any remarks that we feel are inappropriate.

We encourage the children in our care to learn more about their own culture and to find out about the culture and religions of other children. We do in this in a fun way through sharing books, colouring sheets, cooking and eating food from around the world and celebrating special festivals. We provide resources such as woks and chopsticks, dressing up clothes and multicultural skin tone crayons and pencils.

We encourage the children to develop a healthy respect of each other's differences and to value everyone as an individual.

We encourage Parents to share with us any festivals, special occasions or artefacts, which may enhance the children's learning and understanding.

If you have any concerns regarding this policy please discuss them with us.

The following policies and procedures have been explained to me, I agree to their content.

- Safeguarding
- Sickness/Medication
- Complaints
- Behavioural Management
- Arrival and departure *(including uncollected children)*
- Equal Opportunities
- Other (please list)

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ALL OTHER POLICIES ARE DISPLAYED IN THE SETTING.

A FOLDER CONTAINING ALL OUR POLICIES AND PROCEDURES ARE ALSO AVAILABLE TO PARENTS AT THE FRONT OFFICE. THESE POLICIES HAVE BEEN TRANSLATED INTO MULTIPLE LANGUAGES.

Parent's Signature: _____ Print name: _____

Date: _____

Manager's Name: _____ Signature: _____

Date: _____