**Lock Down Policy and Procedure**

 **Critical Incident**

At Merry Kidz Day Nursery we understand we need to plan for all eventualities to ensure the health, safety and welfare of all the children we care for. With this in mind, we have a critical incident policy in place to ensure our nursery is able to operate effectively in the case of a critical incident. These include:

Flood

Fire

Burglary

Abduction or threatened abduction of a child

Bomb threat/terrorism attack

Any other incident that may affect the care of the children in the nursery.

If any of these incidents impact on the ability of the nursery to operate, we will contact parents via phone/email/text message at the earliest opportunity, e.g. before the start of the nursery day.

**Flood**

There is always a danger of flooding from adverse weather conditions or through the water/central heating systems. We cannot anticipate adverse weather; however, we can ensure that we take care of all our water and heating systems through regular maintenance and checks to reduce the option of flooding in this way. Our central heating systems are checked and serviced annually by a registered gas engineer and they conform to all appropriate guidelines and legislation.

If flooding occurs during the nursery day, the nursery manager will make a decision based on the severity and location of this flooding, and it may be deemed necessary to follow the fire evacuation procedure. In this instance children will be kept safe and parents will be notified in the same way as the fire procedure.

Should the nursery be assessed as unsafe through flooding, fire or any other incident we will follow our operational plan and provide care in another location/parents with alternative arrangements in sister nurseries. We also have emergency options for childcare facilities in the local area.

**Fire**

Please refer to the fire safety policy.

**Burglary**

The management of the nursery follow a lock up procedure which ensures all doors and windows are closed and locked before vacating the premises. Alarm systems are used and in operation during all hours the nursery is closed.

The manager will always check the premises as they arrive in the morning. Should they discover that the nursery has been broken into they will follow the procedure below:

Dial 999 with as many details as possible, i.e. name and location, details of what you have found and emphasise this is a nursery and children will be arriving soon

Contain the area to ensure no-one enters until the police arrive. The staff will direct parents and children to a separate area as they arrive. If all areas have been disturbed staff will follow police advice, including following the relocation procedure under flood wherever necessary to ensure the safety of the children

The manager on duty will help the police with enquiries, e.g. by identifying items missing, areas of entry etc.

A manager will be available at all times during this time to speak to parents, reassure children and direct enquires

Management will assess the situation following a theft and ensure parents are kept up to date with developments relating to the operation of the nursery.

**Abduction or threatened abduction of a child**

We have secure safety procedures in place to ensure children are safe while in our care, including safety from abduction. Staff must be vigilant at all times and report any persons lingering on nursery property immediately. All doors and gates to the nursery are locked and cannot be accessed unless staff members allow individuals in. Parents are reminded on a regular basis not to allow anyone into the building whether they are known to them or not. Visitors and general security are covered in more detail in the supervision of visitor’s policy.

Children will only be released into the care of a designated adult; see the arrivals and departures policy for more details. Parents are requested to inform the nursery of any potential custody battles or family concerns as soon as they arise so the nursery is able to support the child. The nursery will not take sides in relation to any custody battle and will remain neutral for the child. If an absent parent arrives to collect their child, the nursery will not restrict access unless a court order is in place. Parents are requested to issue the nursery with a copy of these documents should they be in place. We will consult our solicitors with regards to any concerns over custody and relay any information back to the parties involved.

If a member of staff witnesses an actual or potential abduction from nursery we have the following procedures which are followed immediately:

The police must be called immediately

The staff member will notify management immediately and the manager will take control

The parent(s) will be contacted

All other children will be kept safe and secure and calmed down where necessary

The police will be given as many details as possible including details of the child, description of the abductor, car registration number if used, time and direction of travel if seen and any family situations that may impact on this abduction.

**Bomb threat/terrorism attack**

If a bomb threat is received at the nursery, the person taking the call will record all details given over the phone as soon as possible and raise the alarm as soon as the phone call has ended. The management will follow the fire evacuation procedure to ensure the safety of all on the premises and will provide as much detail to the emergency services as possible.

**Other incidents**

All incidents will be managed by the manager on duty and all staff will co-operate with any emergency services on the scene. Any other incident that requires evacuation will follow the fire plan. Other incidents e.g. no water supply will be dealt with on an individual basis taking into account the effect on the safety, health and welfare of the children and staff in the nursery.

The nursery manager will notify Ofsted in the event of a critical incident.

**Lock down procedure**

We will use the lock down procedure when the safety of the children and staff is at risk and we will be better placed inside the current building, with doors and windows locked and blinds/curtains drawn.

We will activate this emergency procedure in response to a number of situations, but some of the more typical might be:

A report incident or disturbance in the local community (with potential to pose a risk to staff and children in the nursery)

An intruder on the nursery site (with potential to pose a risk to staff and children in nursery)

A warning being received regarding a risk locally, of air pollution (smoke plumes, gas cloud etc.)

A major fire or explosion in the vicinity of the nursery – as long as it is safer staying in the premises than leaving.

In this case the staff will be notified by the following action:

 **Whistle blown**

All individuals (including children) will remain in the area they are in, if safe to do so. If the children are outside, staff are to promptly and calmly direct children into the building, if this will not endanger them. Staff will make efforts to close and lock doors wherever safe to do so.

All individuals will keep away from the windows and doors and children will be occupied in the centre of the room so they are not placed at risk or are able to see any situation developing outside.

The manager will ensure all children, staff and visitors are accounted for and safe before returning to the office area to keep up to date with the current situation via updates.

The manager on duty will manage the situation dependant on the situation and the information available. If the nursery is in immediate danger of an intruder, the police will be called as a matter of urgency. In other cases where the situation has been called through by the police or local area authority, the nursery will await further instructions.

Once the all clear has been given externally, the manager will issue the all clear internally. After this time the staff will try to return practice to normal to enable the children not to be disrupted or upset by the events.

Any children showing worries or concerns will have one to one time with their key person to talk about these.

Parents will be informed about the situation at the earliest safest opportunity and will be kept updated when the information changes.

After the event a post-incident evaluation will be conducted to ensure that each child and staff member was supported fully and the procedure went as planned.

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**VISITORS POLICY**

 **Statement**

 Merry Kidz Day Nursery welcomes visitors and operates and open door policy.

 Limitations may be placed on visitors to protect the safety of children and staff and to avoid unnecessary disruption. The Nursery Manager, Stephanie Alade, (or the Deputy Manager) has the authority to determine which visits are to be permitted as well as the discretion to set any appropriate conditions on the nature of and extent of such visits. In exercising their discretion, the Nursery Manager will consider the purpose of the visit, the impact of this visit to the children.

 Merry Kidz Day Nursery reserves the right to refuse entry to any person, which we may have reasonable doubt of their identity or visiting capacity, until that identity can be confirmed, for example by means of a phone call to a professional body or company.

 In instances where parents are separated both custodial and non custodial parents have rights to visit the nursery unless a court order exists restricting such contact.

All visitors should wear a visitor’s badge to identify themselves to staff and parents within the nursery. A member of staff must accompany visitors in the nursery at all times while in the building; at no time should a visitor be left alone with a child unless under specific circumstances arranged previously with the manager.

**Security**

 Staff must check the identity of any visitors they do not recognise before allowing them into the reception area. Visitors to the nursery must be recorded in the Visitor’s Book and accompanied by a member of staff at all times while in the building.

  The Nursery Manager will display a note of the expected visitors to the nursery each day.

 No visitor will be allowed to move freely around the setting unaccompanied unless that person is on the premises in a direct professional matter i.e. Care Inspectorate Inspector.

  All external doors must be kept locked at all times and external gates closed. All internal doors and gates must be kept closed to ensure children are not able to wander.

  Parents, visitors and students are reminded not to allow entry to any person, whether they know this person or not. Staff within the nursery should be the only people allowing external visitors and parents entry to the nursery

 The nursery will under no circumstances tolerate any form of harassment from third parties, including visitors, towards others, including children, staff members and parents.

**PROCEDURE FOR WELCOMING VISITORS**

All staff, parents/carers, children and visitors must only enter the nursery by way of the main entrance. This door has an electronic security system.

 The entrance door must never be opened by another Parent/Carer or Visitor.

 **On answering the door staff must:-**

 1. Open the door and greet the visitor ask the visitor to supply their name/and business and the reason for the visit/who they wish to see. Unless it is a parent enquiring about the nursery, all other visitors should be asked for proof of identity.

 2. Unless the person is known to the nursery (i.e. usual contractors) or has a confirmed appointment, the visitor should be asked to wait at the door until the staff member has confirmed with the Management Team that the visitor can be allowed to enter the reception area.

3. Inform the visitor of our mobile phone policy if they have a mobile phone with them they cannot bring it into the nursery and must therefore leave it in their car or the manager’s office

 4. Visitors must then sign in at the reception area documenting their time of arrival and be issued a visitor’s badge which must be worn for the duration of their visit.

 5. Ask the visitor to wait in the reception area. Do not allow the visitor into the nursery area.

 6. Inform the Nursery Manager/Deputy Manager if not already done so and they will then deal with the visit.

 7. The visitor must sign out at the end of the visit recording their time of departure and hand back the visitors badge.

I....................................................have read and fully understand the above Visitors Policy. I am committed to implementing the policy and understand that this forms part of my job

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**British Values Policy**

**Introduction to preventing Radicalisation/Extremism**

As an early years setting we have a duty to prevent which is part of the U.K Government’s counter terrorism strategy.

Our Preventing Radicalisation Policy is part of our commitment to keeping children safe and healthy. Safeguarding children from all risks of harm is an important part of our role and protecting them from extremism and preventing them from being drawn into terrorism is one aspect of that.

The nursery follows the principles of The Foundation Phase which emphasises on planning for the individual needs of the developing child. We deliver an inclusive learning programme and provide a stimulating environment that fosters active learning. The fundamental British values support the characteristics of effective learning identified in the Foundation Phase. We appreciate that all children are unique and are constantly learning. We work in partnership with parents and teach children to be strong and independent and provide rich playful learning opportunities so that they can develop and progress. Our children will be encouraged to be independent learners and have good communication skills so that they can work with others.

**Fundamental British Values**

We will actively promote the fundamental British values of democracy, rule of law, individual liberty, mutual respect and tolerance (for those with different faiths and beliefs) across the setting and they are included within The United Nations Convention of the rights of the child 1989. (UNCRC) We have a wide range of resources and plan activities that reflect and value the diversity of children’s experiences and actively challenge gender, cultural and radical stereotyping. We help the children gain an understanding of people, families and communities beyond their immediate experience. We promote positive behaviour and have an Equal Opportunities policy.

Through our Fundamental British values policy which promotes children’s well being and is embedded in our day to day work we promote equality, diversity and tolerance and respect for all cultures, faiths and lifestyles. Each day the children are taught the difference between right and wrong and learn to take turns and share. Staff would challenge negative attitudes and stereotypes and the children are taught about the world in which they live and are developed to understand life in modern Britain.

Many of our activities present opportunities for exploring and promoting each of the British values. We will do our utmost to protect children against extremist and violent views by identifying the risk of being drawn into radicalisation and providing a safe inclusive learning environment that supports spiritual, moral, social and cultural development through the promotion of fundamental British values.

We ensure that children have respect for all and we support children to gain a positive sense of themselves. We encourage the children to speak up during circle time and learn to listen to what their friends are saying. Children are involved in the planning process to show that their opinions matter and that they are valued. By reading books on communities from around the world and sometimes having a country as our topic we are educating the children that people have different ways of life and are a valuable part of our multi cultural world.

The aim of our policy is to prevent a child from being drawn into terrorism by being radicalised or support extremism in later years. We hope that by teaching children these British values from a young age they will grow into adults who are tolerant and accepting. We recognise that the United Kingdom is a multi cultural and multi faith diverse society and we teach the children that it is possible to live together peacefully and that each person is a valuable part of our multi cultural world. Our diversity has created a strong bond and promoting British values is about encouraging the children to share a set of values that promote tolerance, respect and community cohesion.
Radicalisation refers to the process by which a person comes to support terrorism and extremist ideologies associated with terrorist groups.
Extremism is defined in the 2011 ‘Prevent strategy’ as vocal or active opposition to fundamental British values including democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs.

We believe that by developing a sense of belonging to our country and supporting our core values we can prevent radicalisation and we are of the opinion that it would be unacceptable of us to:
Actively promote intolerance of other faiths, cultures and races.

* Fail to challenge gender stereotypes.
* Isolate children from the wider community.
* Fail to challenge behaviours that are contrary to British Values.

**Democracy: Making decisions together**

Children have the right to participate in making decisions about things that concern them and they have a right to an education. We live within a democracy of which the ideals promote a shared belief in fairness and equality and a right to participate in important decision making. Arising from these ideals is an emphasis on shared responsibility, mutual respect and the wider community. By exploring feelings with the children we are helping them to empathise with others. Young children play and explore and being able to do so in a democratic environment where everyone is able to share and take turns and work together will be more rewarding.

We encourage children to talk about their feelings and value each other’s views. The children know that their views count and we make decisions together. Through the day the children will be given opportunities for thinking, questioning, sharing and taking turns. Children are taught to share time, space and resources with others through the games that we play and circle time. Children understand that they need to take turns and how important it is to share so that everyone has an equal opportunity to learn and play. The children will be asked to suggest solutions and come up with ideas for how to resolve differences.

* Our self registration system gives the children the opportunity to show how they are feeling.
* When children become older siblings we discuss how important their role is within the family.
* Children are able to choose which area they would like to play in.
* When planning for the next topic the children state what they would like to learn from the topic.
* Children are asked what new resources they would like and asked for ideas for the menu.
* Children’s and parent’s comments are included on the learning journeys.
* Questionnaires are issued to new parents and annually to all parents to give them an opportunity to voice their opinions.
* We have monthly staff meetings and staff are given the opportunity to put their ideas forward.
* Circle time gives children the opportunity to speak but to also listen to others.
* The nursery promotes positive behaviour and has a sensory room and a chill out room to support this.
* Snack demonstrates how everyone is entitled to a fair share.
* Books are read to children on various issues and topics and then they will be asked to reflect on the story.
* Children can make numerous choices through the day from what they would like for breakfast to which area they would like to play in.
* Team games are played to encourage team work and cooperation.
* Children are asked to help to care for the garden so that they learn the importance of shared responsibility.

**Rule of Law: Understanding that rules matter**

Children have the right to say what they want and the right to freedom of association but they also have a responsibility to ensure that they do not stop others enjoying their rights. British citizens are expected to abide by the rule of law; this means being able to follow rules, distinguish between right and wrong and understand the consequences of negative and illegal actions in terms of how they impact upon other individuals and society as a whole. Following the rule of law involves being able to pay attention, listen and understand what is expected. Children who can listen to and follow instructions will be more likely to succeed both in terms of learning and meeting behavioural expectations.

Children need to learn to understand how they feel and why; if they can do this they will be able to manage their feelings and regulate their behaviour. Children will be taught to think for themselves and they need to understand why something is wrong. They will be encouraged to consider the consequences of their actions for themselves as well as to empathise with others and think about how their actions affect those around them.

The children are taught how to manage their feelings and behaviour and why rules are made and what the consequences are if they are broken. All members of staff have received training in promoting positive behaviour. The “people who help us” topic helps children to develop respect for the police and to empathise with victims of crime. Children will be taught that it is better to communicate with each other instead of letting events take over resulting in misunderstandings, disagreements and hurt feelings.

* The children are involved in drawing up a list of rules.
* The rules are on display in the setting.
* Children are aware that the rules apply to everyone, i.e. everyone is expected to help tidy up and put things away.
* We have regular routines so that the children understand what is expected of them.
* Children are taught to distinguish right from wrong from a very young age.
* Children are reminded of the rules at the beginning of each day.
* Our Golden Rules box set is visible to all and is read to the children often along with other books on similar subjects.
* Parents are encouraged to use the same rules at home.
* Staff will speak to a parent at the end of the day if there are any concerns or behavioural issues.
* Children are spoken to about any negative behaviour and it is explained to them how they have made another child or staff member feel.
* A chill out room is used if a child’s behaviour has been unacceptable and an opportunity given to reflect on their behaviour.
* We often have “people who help us” as a topic and we visit the fire station and the local police community support officer (pcso) will visit us.
* Children are taught about the role of the police officer; they are people who try to keep us safe and tackle crime.
* A reward chart and stickers are in use in both the toddler and preschool room. Prizes are given after so many stickers have been received.
* Children are always praised for anything positive that is done.
* We play games that involve listening to and following instructions.
* Stories are used to introduce children to good role models and children are asked to empathise with the characters.
* Stories that have moral messages are read to the children.
* Children are taught to say no don’t do that instead of lashing out or pushing.

**Individual Liberty: Freedom for all**

The UNCRC supports children’s rights to think and believe what they choose along with choosing their own religion. It also states education should promote children’s individual personalities, talents and abilities and help them develop self respect. People in Britain have a right to personal freedom, meaning they are free to make their own choices, voice personal opinions and portray their individual identity without fear. Children will be encouraged to talk about their likes and dislikes and respect that not everyone likes the same things.

Children will be encouraged to develop a positive sense of themselves and to discuss how they are feeling. Their self esteem will be developed and they will appreciate that it is fine to be different and that making mistakes is part of the learning. We will teach children to communicate so that they will be able to express themselves as well as listening to others.

* Children learn to become independent by serving their own breakfast and snack.
* During snack they cut their own fruit and spread their own butter.
* Children are encouraged to go to the toilet by themselves from around the age of two if they are happy to do so.
* Children will put on their own coats and shoes if they are able to and encouraged to learn to do so.
* Children assist with recycling and putting food waste in the compost bin.
* Children are given the opportunity to evaluate a task or topic as are the staff.
* Reward systems on display for all to see.
* Circle time provides the ideal opportunity for the children to talk about themselves, their families and how they are feeling.
* Children are encouraged to make choices.
* An abundance of resources are available for children to explore on their own as part of “free play”.
* Children are given the choice of completing a focused task or to continue playing freely.
* Many of the activities undertaken outside will contain an element of risk taking i.e. riding bikes, climbing, balancing.
* Photos of the children learning through play are on display throughout the nursery and put into topic books.
* Staff are constantly praising the children and celebrate their achievements to increase their self esteem.
* Children can express themselves non verbally through art, role play, dance and music.
* Games are played were children can practice their listening skills.
* “Show and tell” provides the opportunity for children to develop their communication skills.
* Children are encouraged to ask questions.
* Busy Feet takes place daily which gives the children freedom of movement.
* Emotion cards in use in the “chill out room” to give the children the opportunity to speak about how they are feeling.
* Different genres of music are played throughout the day in all rooms.
* The children are involved in charitable campaigns such as children in need and Christmas jumper day.
* After a story has been read; there will be an opportunity to reflect on the characters and the moral of the story.
* We will involve children in conversations and debates that gets them thinking and questioning.

**Mutual Respect and Tolerance: Treat others as you want to be treated**

Britain is a diverse society where people of different races, faiths and beliefs and cultural backgrounds should expect to live and work together peacefully. To ensure a respectful and tolerant society of the future children must learn not only to accept and respect difference but appreciate the value of diversity and the rich opportunities it presents. We promote respect for human rights and fundamental freedoms and teach children to respect their own and other cultures and support sexual equality.

The nursery creates an inclusive environment where everyone is valued and differences portrayed positively. We work with our parents and have good links within the community. We appreciate that some families are the same and some are different due to faith, communities and tradition. We teach children to be kind to everyone and that it is good to share. Children will be made to feel proud of their cultural heritage and familial background. Children will be encouraged to explore similarities and differences between themselves and others so they grow up understanding and appreciating difference.

* All children are welcomed into the nursery including children with disabilities or from ethnic minorities including those with different faiths and beliefs.
* Staff read books to the children which challenge stereotypes such as “my family, my world” and “it is ok to be different” and other stories from around the world.
* Children are encouraged to share toys.
* We often discuss the importance of looking after the environment and being green.
* Children are involved in recycling and we have a compost bin for food waste.
* There are multi cultural toys in place such as jigsaws, books and dolls.
* Children are encourages to assist less able children if they require it when completing tasks or sporting activities.
* Children are given the opportunity to dress up in different clothes that celebrate different cultures and gender.
* We celebrate Remembrance Day and other significant dates such as Easter and Christmas.
* Children will be encouraged to make and send Christmas cards to their friends and family.
* We celebrate world festivals and events such as Diwali and The Chinese New Year.
* We try different foods from around the world.
* Children are introduced to art and music from different cultures.
* We engage with the wider community to promote a sense of belonging in the community and explain peoples job roles.
* We visit “people who help us” within the community.
* We will endeavour to demonstrate that we listen to children’s and parent’s views and take them into account when planning activities, developing environments and reviewing children’s progress.
* Within the topics planned we will educate the children on a range of faiths, religions and cultures and they will grow up understanding and respecting difference instead of fearing it.
* Our displays will reflect the diversity of British Society and include people of different races, faiths, beliefs, cultures, genders, ages, sexualities and with disabilities.

**Our aims**

* Promoting equality, diversity and British values will be at the heart of our work and will be demonstrated through our practices.
* We would tackle any instances of discrimination and would be alert to potential risks from radicalisation and extremism.
* To provide an exceptional range of resources and activities that reflects and values the diversity of children’s experiences.
* Staff would actively challenge cultural and racial stereotyping to help children gain an understanding of people, families and communities beyond their immediate experience.
* To give children a wide range of experiences that promotes an understanding of people, families and communities beyond their own.
* To teach children the language of feelings.
* To give children the opportunity to reflect on differences and negative behaviour.

To actively support a chosen charity within the Unit

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**DISCIPLINARY PROCEDURE**

 At Merry Kidz Day Nursery we follow a simple but effective Disciplinary Procedure.

 We operate an open door policy in which staff and parents can come and voice any concerns to the management team, all issues will be dealt with immediately. Any outcomes regarding these issues will be reported back to parents and staff.

 Minor matters will normally be dealt with on an informal basis by the manager/deputy.

 Where there is a repetition of minor breaches of employment a verbal warning will be issued by the manager witnessed by the deputy manager and a witness for the member of staff.

 If after the verbal warning the member of staff is involved in a further breach of their contract then a second warning will be issued as above.

 Once two verbal warnings are issued if any further breaches of contract are made, then the member of staff will be given a written warning which is also the final warning.

 All warnings are recorded and signed by staff, manager and deputy, this information is then kept in the employee’s personal file.

 If the member of staff breaches the terms of their employment then their contract will be terminated with Merry Kidz Day Nursery.

 In the case of a gross misconduct issue the Owner/Manager/Deputy reserves the right to terminate employment immediately.

 If a complaint is made against a member of staff, an internal investigation will be carried out by at least one independent member of the management team. Another member of management will issue a warning if needed

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**Staff Behaviour Policy**

**Safeguarding and Welfare Requirement: Staff**

Staffing arrangements must meet the needs of all children and ensure their safety

 **Policy statement**

All members of staff at Merry Kidz Day Nursery are required to adhere to the following code of conduct.

Staff must be familiar with, understand and adhere to all the setting’s policies and procedures at all times.

Staff must observe all the codes of conduct as laid out in this policy.

 **General Conduct**

* Staff will wear the uniform provided and will otherwise wear appropriate length and fit black shorts, skirts or trousers.
* Staff will wear sensible non slip shoes whilst on duty.
* Staff are requested to wear long hair tied back when working with the children and will wear it tied back at all times when working in the kitchen.
* Staff are to keep the children’s Learning Journals up to date, complete the 2 year old check in compliance with the revised EYFS and Transfer Summaries in a timely fashion.
* Staff are to wear protective gloves when dealing with bodily fluids, dispose of nappies etc. in the appropriate manner as detailed in our nappy changing policy and must generally abide by the setting’s Health and Safety policies and procedures.
* Staff are not to have non-work related conversations in front of the children. Child centred attention is paramount at all times.

**Illness, Health & Medication**

* Staff must inform the Manager and their Group Leader before 08:00 am if they are sick and unable to attend.
* If a member of staff is taking regular or irregular medication or has a health issue that may prevent them from carrying out their duties to the best of their ability, they must share this information with the setting’s Manager. All medication must be kept in the office during session time.

**Code of Conduct**

* Staff must not smoke on or around the premises
* Staff must abide by the setting’s confidentiality and information sharing policies and to only share information appropriately and when required.
* Staff must treat children, parents/carers, colleagues and other professionals with respect at all times.
* Staff will not show favouritism to colleagues or children.
* Staff must not behave or speak in a discriminatory manner under any circumstances.
* Staff must be aware of child to staff ratios at all times and make sure these ratios are met before leaving the room. If a senior member of staff requires a member of staff to stay for a short period, after their normal working hours have finished, then they are required to do so, whilst engaging with the children in the setting’s care.

**Safeguarding**

* All members of staff must report to the Designated Safeguarding Officer any safeguarding issues or safeguarding concerns which may occur at the setting. Should these issues or concerns not be addressed in a satisfactory manner by the Designated Safeguarding Officer, staff must report directly to the Local Authority Designated Officer (LADO) on 0161 234 1214, Manchester Safeguarding Children’s Board (MSCB) ON 011 234 3330 or OFSTED on 0300 123 4666 for advice and guidance
* All members of staff must report to the Designated Safeguarding Officer any safeguarding issues which may occur in their homes as well as any allegations made against them or anyone living in their household on a permanent or temporary basis as well as against a partner who may not be living with them.
* Staff are not permitted to have a mobile phone in their possession whilst on duty at the setting.
* Phones must be switched onto silent, put away in the manager’s office and registered in the phone log book.
* Staff are permitted to check phones during their lunch breaks. Staff should inform any interested party (children’s schools, partners, etc) of the Nursery’s telephone number, which they can call should the need arise. In emergency circumstances, staff may place their phones in the office under the care of the Manager to field calls.
* Staff must operate safe internet usage both on and off the premises. They are not permitted to make any reference whatsoever to the setting or to the children or staff, both past and present, on any social networking site. Staff may not befriend parents on social networking sites unless they were friends before. Staff may not socialise with parents outside of the setting unless they were friends before.
* Staff must prevent the abuse of younger or weaker children by older or stronger children through bullying, cruel or humiliating behaviour.
* Staff will not be permitted into the nursery if there is any indication that they are under the influence of alcohol or substance misuse.
* All concerns must be referred to a manager and a record of the staff member’s concerns is to be kept and placed in the safeguarding folder.
* Staff must never let strangers into the setting without first asking them to identify themselves and seeking clearance from the Manager.
* Staff will ensure that all children will be safely signed in by their parents or designated carers.
* Staff will ensure that children will be released into the care of their parents or designated carers only and will ensure that children are safely signed out.
* Staff must always inform a colleague when leaving to change a child’s nappy or clothes.
* Because of their daily contact with children in a variety of situations, staff are vulnerable to accusations of abuse. Staff should take care not to put themselves into situations that may lead to allegations being made against them. It is advisable that at all times, or when possible, that staff ensures that they are not left alone with children. There should always be two staff members in view or hearing of children, when possible, in order to protect both staff and children.

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 **Safeguarding Children and** **Child Protection Policy & Procedure**

**Designated Person: Stephanie Alade**

At Merry Kidz Day Nursery, we aim work with children, parents and the community to provide a quality safety and welfare package bearing in mind the uniqueness of individuals involved. We take safeguarding very seriously and that is why we have put these guiding rules for all of our staff to follow.

We have a designated senior person for Safeguarding who has received appropriate training and support for this role. The Nursery manager is the designated person and is responsible for liaising with the local statutory children’s services agencies, and with MSCB. She alongside **Ayokunle** who holds a qualification in advanced safeguarding must provide support, advice and guidance to any other staff on an ongoing basis and on any specific safeguarding issues as required.

**The designated safeguarding and child protection person will:**

 refer suspected abuse or neglect of children and young people to contact centre. Urgent concerns must be reported immediately even if the designated safeguarding and child protection person is not available;

 report allegations made against members of staff to the local authority designated officer (LADO) . This is known as the duty to refer;

 develop and update child protection and other safeguarding policies ensuring staff are made aware of their responsibilities and families are familiar with how to raise a concern;

 ensure that confidential records are kept of any concerns about a child or young person and of any conversation or referrals to statutory agencies;

 provide support, supervision and advice for any staff member, volunteer or student with a safeguarding or child protection concern; provide safeguarding and child protection induction for new staff, students and volunteers;

  have an understanding of the Local Safeguarding Children’s Board procedures;

 ensure their own safeguarding training is up-to-date and follow the recommended training requirements;

 ensure all safeguarding and child protection training is cascaded to the whole staff team, including new staff, bank or agency staff or volunteers;

  ensure staff have appropriate child protection and safeguarding training and maintain training records; and  co-operate with any request for information from the local authority such as child protection training returns and self-evaluative forms for safeguarding and child protection compliance with section 11 of the Children Act 2004.

**All Members of Staff Should**:

 Play your part in helping to develop an ethos where all people matter and are treated with equality, and respect and dignity.

  Always put the care, welfare and safety needs of a child first.

  Respect a child's right to be involved in making choices and decisions which directly affect them.

  Listen attentively to any ideas and views a child wants to share with you.

 Respect a child's culture (for example, their faith and beliefs)

 Respect a child's right to privacy and personal space.

  Respond sensitively to children who seem anxious about participating in certain activities

  Speak to a member of staff immediately if you suspect that a child is experiencing bullying or harassment

 Be aware of the vulnerability of some groups of children to being isolated and hurt.

  Ensure that when you are working with children you are at least within sight or hearing of other adults

 Listen carefully when a child 'tells you' (sometimes through drawings and behaviour as well as words) that they are being harmed and report what you have discovered immediately to your line manager.

  Report immediately any suspicion that a child may be at risk of harm or abuse.

 . Never dismiss what a child tells you as lies or exaggeration

  Only restrain a child who is at imminent harm of inflicting harm to themselves or others.

  Never underestimate the contribution that you can make to the development of safe communities for children.

**Members of Staff Should Not:**

 Exaggerate or trivialise another workers concerns about a child or ignore an allegation or suspicion of abuse in the hope that it will either go away or that someone else will deal with it.

  Discuss personal issues about a child or their family with other people except where it concerns the wellbeing of the child.

 Be drawn into derogatory remarks or gestures in front of the children or young people.

 Allow a child or young person to be bullied or harmed by anyone else in the organisation

 Allow children to swear or use sexualised language unchallenged.

**Members of Staff Should Never:**

 Engage in sexually provocative games, including horseplay

 Never allow others to or yourself engage in touching a child in a sexually provocative manner

 Never make sexually suggestive comments to a child, even in fun

 Engage in rough or physical contact unless it is permitted within the rules of a game or sports activity or conforms to the guidance on appropriate physical restraint

 . Never form inappropriate emotional or physical relationships with children

 Harass or intimidate a child or worker because of their age, race, gender, sexual orientation, religious belief, socio-economic status or disability

  Unnecessarily invite or allow children to stay with you at your home.\*

 Where members of staff invite or allow children to enter their own homes (for example, when playing with the staff members own children or upon request of the child's parent), this must be done with the express permission of the child's parent or carer. In addition, the member of staff should inform the manager of the setting of the arrangement and follow the child protection policy and the code of conduct as expressed above at all times. Merry Kidz Day Nursery accepts no responsibility for the actions of its employees when they are not within their working hours. Parents and carers should be aware that where they request a member of staff to look after their children out with setting hours this is done by personal arrangement and has no bearing on Mery Kidz Day Nursery.

Merry Kidz Day Nursery fully recognises its responsibilities for Safeguarding/ Child Protection and ensures that:

  We will follow the procedures set out by the Local Safeguarding Children Board and follow the Guidelines in the DCFS Working Together To Safeguarding Children document March 2015 

. The welfare of the child is paramount.

 All children, whatever their age, culture, disability, gender, language, racial origin, religious beliefs and/or sexual identity, have the right to protection from abuse.

 All suspicions and allegations of abuse will be taken seriously and responded to swiftly and appropriately.

 All staff (paid/unpaid) working in the nursery have a responsibility to report any concerns to the appropriate person.

  Ensure we practice safe recruitment in checking the suitability of staff and volunteers to work with children.

 Raising awareness of child safeguarding/ child protection issues and equipping staff and children with the skills needed to keep them safe.

 Implementing procedures for identifying and reporting cases, or suspected cases of child abuse.

  Establishing a safe environment in which children can learn and develop and feel secure with their carers, and are encouraged to talk, and are listened to.  We have procedures for recording the details of visitors to the nursery.

  We take security steps to ensure that we have control over who comes into the nursery so that no un-authorised person has unsupervised access to the children.

  Allow all staff/volunteers to make informed and confident responses to specific Safeguarding/ Child Protection issues

  Provide staff with adequate information to make correct decisions and deal with concerns.

  Every member of staff (including temporary and cover staff and volunteers) knows the name of the designated senior person responsible for safeguarding/ Child Protection and their role.

 All staff and volunteers understand their responsibility for referring any concerns to the designated senior person for safeguarding/ Child Protection.

 All parents have an understanding of the responsibly placed on the nursery and staff for safeguarding/ Child Protection by setting out its obligations in the prospectus.

 Notify Social Services if there is an unexplained absence of more than two days of a child who is on the safeguarding/ Child Protection register.

 Develop effective links with relevant agencies and co-operate as required with their enquiries regarding safeguarding/ Child Protection matters including attendance at case conferences.

 Keep written records of concern about children.

 All records are kept securely, separate from the child’s main file, and in a locked location.

 Follow procedures where an allegation is made against a member of staff or volunteer.

 Safe recruitment practices are always followed by getting appropriate checks in full.

 Ensuring that, where a child on the safeguarding/ Child Protection register leaves, that their information is transferred to the new setting/school immediately and that the child’s social worker is informed.

 Concerns may be raised by the child themselves, employees or volunteers of the nursery, parents/carers or outside agencies.

 **Types of abuse**

We acknowledge that abuse of children can take different forms: Sexual, Emotional, Physical and Neglect, Child Exploitation, Female Genital Mutilation and Domestic Violence and Abuse.

 When children are suffering from Physical, Sexual or Emotional abuse this may be demonstrated through changes in their behaviour or in their play. Where such changes in behaviour occur or where children’s play gives cause for concern the nursery will investigate following the safeguarding steps of action shown with this policy.

 Where a child shows signs and symptoms of ’failure to thrive’ or ’neglect’ we make observations and appropriate referrals.

If children are suffering from any of these areas of abuse, this may be demonstrated through changes in their behaviour or in their play. See guidance below.

**Sexual**

Child sexual abuse involves persuading or forcing a child to take part in sexual activities, or encouraging a child to behave in sexually inappropriate ways.

Sexual abuse can be very difficult to identify. However, there are steps you can take to help keep a child safe from sexual abuse and to protect a child if you suspect, or discover, that they have been abused.

**Effects –**

 Children who have been sexually abused may show a variety of signs and symptoms, including

 aggressive behaviour, sleep problems, bed-wetting or soiling

 problems with school work or missing school

 risk taking behaviour during adolescence

 becoming sexually active at a young age

 promiscuity.

**Signs –**

 In addition to the effects that sexual abuse may have on a child, you may also notice other warning signs, such as a child who:

 suddenly starts to behave differently

 thinks badly or does not look after him or herself

 displays sexually inappropriate behaviour, including use of sexual language and sexual information which you would not expect them to know

 has physical symptoms that suggest sexual abuse – these can include anal or vaginal soreness or an unusual discharge, and pregnancy

 avoids being alone with a particular family member

 fears an adult or is reluctant to socialise with them

 tries to tell you about abuse indirectly, through hints or clues

 describes behaviour by an adult that suggests they are being ‘groomed’ for future abuse.

You should also be alert to any adults who pay an unusual amount of attention to your child, for example:

  giving your child gifts, toys or favours

 offering to take your child on trips, outings and holidays

 seeking opportunities to be alone with your child.

Child sexual exploitation (CSE)

 Sexual exploitation is a form of sexual abuse in which a young person is manipulated, or forced, into taking part in a sexual act. This could be part of a seemingly consensual relationship or in return for attention, affection, money, drugs, alcohol or somewhere to stay.

 Signs which may suggest sexual abuse:

  Pain, bruising or bleeding in the genital area

 Vaginal discharge or infection

 Stomach pains

 Changes in behaviour

 Fear of being left with a specific person or group of people

 Sexual knowledge beyond their developmental level

  Sexual drawings or language

  Eating problems

 Self-harm

 Acting in a sexually explicit way towards adults

**Female genital mutilation (FGM)**

 FGM ‘includes all procedures which involve partial or total removal of the external female genitalia or other injury to the female genital organs for non-medical reasons whether for cultural or other nontherapeutic reasons’ (WHO, UNICEF, UNFPA, 1997). FGM constitutes child abuse and causes physical, psychological and sexual harm which can be severely disabling. In the case of suspected FGM providers must not contact parents before seeking advice from SPA or mediate between the children and their parents.

 **Signs which may suggest FGM**

  A child may talk about a special procedure or ceremony that is going to take place

 Prolonged absence from the setting

 Change in behaviour on return

 Damage to the genital area and/or adjacent tissues

  Pain or difficulty in sitting

 Bleeding or infection

 Urine retention

 Fracture or dislocation as a result of restraint

 Psychological damage, including depression, anxiety, and sexual dysfunction.

**Domestic violence and abuse**

The cross-government definition of domestic violence and abuse is ‘any incident or pattern of incidents of controlling, coercive, threatening behaviour, violence or abuse between those aged 16 or over who are, or have been, intimate partners or family members regardless of gender or sexuality. The abuse can encompass, but is not limited to:

 psychological

 physical

 sexual

  financial

  emotional

 **Signs which may suggest children are exposed to domestic abuse:**

 Aggressive behaviour

 Displaying anti-social behaviour

 Acting out their experiences

  Suffering from depression or anxiety

 Not achieving potential - due to difficulties at home or disruption of moving to and from refuges.

 **Indicators of abuse**

It is vital that staff are aware of the range of physical and behavioural indicators of abuse and report any concerns to the safeguarding and child protection designated person. It is the responsibility of the childcare setting to report concerns, but that it is not their responsibility to investigate or decide whether a child has been abused.

Indicators could take a number of forms, and individual indicators will rarely, in isolation, provide conclusive evidence of abuse. They will be viewed as part of the picture, and each small piece of information will help the safeguarding and child protection designated person decide how to proceed. The setting does not need absolute proof that the child is at risk to act.

**Children who may be particularly vulnerable to abuse**

All children should receive equal protection, so providers should be particularly aware of children in the following circumstances who may be particularly vulnerable.

 Looked after

  Disabled or have special educational needs

 Living in a known domestic abuse situation

 Affected by known parental substance misuse

  Asylum seekers

 Living in temporary accommodation or living transient lifestyles

 Living in chaotic, neglectful and unsupportive home situations

 Vulnerable to discrimination and maltreatment on the grounds of race, ethnicity, religion or

 sexuality

  Do not have English as a first language

  Having a parent with enduring or untreated mental health problems.

**Emotional**

Emotional abuse is severe and persistent ill treatment which adversely affects a child's emotional health and development.

**Effects** - Emotional abuse can affect a child from infancy, through adolescence, and into adulthood.

It can set back a child’s physical development; for example, tense meal times can affect a child’s eating.

It can hold back a child’s mental development, such as their intelligence and memory, and put a child at greater risk of developing mental health problems, such as eating disorders and self-harming.

It can hamper a child’s emotional development, including their ability to feel and express a full range of emotions appropriately, and to control their emotions.

It can put a child at greater risk of developing one or more behavioural problems, such as:

 learning difficulties

 problems with relationships and socialising

 rebellious behaviour

  aggressive and violent behaviour

 anti-social behaviour and criminality

 self-isolating behaviour (making people dislike you)

 negative impulsive behaviour (not caring what happens to yourself).

**Signs**

- A parent’s behaviour is central to a child’s development. If a parent’s negative behaviour towards their child is severe and persistent, it may indicate that a child is being emotionally abused. You may also notice a difficult relationship between a child and parent: a fearful, distant or unaffectionate relationship may indicate a problem.

Signs of emotional abuse may also be present in a child’s actions. A child should be able to understand and express a range of emotions as they grow older. Similarly their mental capacities, such as intelligence, memory and speech should be normal for their age; as should their behaviour. It takes a lot of training to understand if a child’s development is not where it should be.

**Physical**

If an adult deliberately hurts a child – causing them physical harm, such as cuts, bruises, broken bones or other injuries – it is physical abuse. It can include hitting, shaking, throwing, poisoning, burning, and slapping.

**Effects**

 - The harm caused by physical abuse can range from minor injuries to major trauma. These can include:

 bruising

  burns or scalds

  bite marks

  fractures

 scarring

 poisoning

 drowning or suffocating

 head injuries caused by a blow or by shaking

 fabricated or induced illness.

The experience of being harmed may, also, cause mental health and behavioural problems in a child, such as:

 depression and anxiety

 aggression and violence

 problems with relationships and socialising

  trying to hide injuries under clothing

 running away from home

 being distant and withdrawn.

Physical abuse during childhood can affect a person later in life as an adult, for example, it can cause conditions such as post traumatic stress disorder

**Signs**

- All children have accidents, like bumps and falls, which cause injury. However, you may have reasons for thinking that an injury has been inflicted on purpose if:

 an injury strikes you as odd

  a child is injured repeatedly

 a parent delays seeking treatment

 a parent or child gives unconvincing or inconsistent explanations about an injury.

What could be abuse?

 Bruising on the cheeks, ears, back, buttocks, palms, arms, tummy, hips, backs of legs, and feet.

 Bruising on babies who are not yet crawling or walking.

 A history of bruising.

 Multiple bruises in clusters, usually on the upper arms or outer thighs.

  Bruises which look like they have been caused by fingers, a hand, or an object.

 Burns of the backs of the hands, feet, legs, genitals, or buttocks.

 Burns which have a clear shape, like a circular cigarette burn.

 Large oval shaped bite marks.

As well as the visible signs of injury, physically abused children may also display signs of that abuse in their behaviour.

**Neglect**

Children need adequate food, water, shelter, warmth, protection and health care. They also need their carers to be attentive, dependable and kind. Children are neglected if these essential needs – the things they need to develop and grow – are persistently not met.

**Effects** - Neglect can have a debilitating and long-lasting effect on a child’s physical wellbeing, and on their mental, emotional and behavioural development. In some cases the effects can cause permanent disabilities and, in severe cases, death. The effects of physical neglect may include:

 poor muscle tone/prominent joints

 poor skin: sores, rashes, flea bites

 thin or swollen tummy

 poor hygiene, like being dirty or smelly

 untreated health problems, such as bad teeth

  unwashed clothing

 inadequate clothing, like not having a coat in winter

**The effects of neglecting a child's mental development may include**:

 difficulties with school work

 missing school.

**The effects of neglecting a child's emotional development may include:**

 being anxious about, or avoiding, people

 difficulty in making friends

  being withdrawn.

**The effects of neglecting a child's behavioural development may include:**

  anti-social behaviour

  early sexual activity

 drug or alcohol misuse.

The effects may last into adulthood and may cause a person to neglect their own children later in life.

**Signs**

 - An inadequate home environment may suggest that a parent cannot cope and can be a sign that children are being neglected; as are adults who leave their children alone for long periods, persistently ignore them, or fail to properly supervise or protect them from danger. And where adults have mental health problems, suffer violence in the home, or have a drug or alcohol addiction, it is possible that the children in their care may be neglected.

Poor appearance and delayed development are also common signs that may indicate a child is being neglected. A child taking on the role of carer of other family members, in the absence of a parent, is another sign.

Where such changes in behaviour occur or where children’s play gives cause for concern, the nursery will make observations and appropriate referrals, following the safeguarding steps of action detailed in this policy.

 If a child makes a disclosure or you suspect abuse please remember the following:

 When a child makes a disclosure to a member of staff or a volunteer, they should never guarantee confidentiality to a child in instances of child abuse or suspected child abuse.

  Remain calm – ensure the child is safe and feels safe. Show and tell the child that you are taking what she/he says seriously, and reassure the child that they are not to blame. Do not ask the child too many question, if you need to ask questions for clarification, ensure they are open ended questions.

 Do not press the child for details, it is the responsibility of the social services or police to investigate fully.

  Report the disclosure or concerns to the Manager & Safeguarding/ Child Protection officer immediately.

 **What to do if you have concerns about a child**

 You may become concerned or worried about a child’s care, behaviour or an injury to a child, but the child may not have said anything to suggest that they have been abused. Every case is individual and decisions to investigate or follow up a concern should be made by LADO or a social worker not by the setting manager or designated safeguarding and child protection person. The contact centre can be contacted for initial advice and guidance. Refer to the safeguarding processes flowchart.

**Steps Of Action**:

 • in an emergency take action to obtain urgent medical attention for the child, if required, for example, call 999;

 • stop other activity, responding to a suspicion of abuse takes immediate priority; • report any concerns you have to the designated safeguarding and child protection person or deputy immediately, or most senior person if not available. You may contact the contact centre directly;

 • refer to the safeguarding processes flowchart;

 • if there is any reason to believe that a child is subject to physical, emotional, sexual abuse or neglect, report these concerns to the MASH team the contact centre; record who you spoke to, any advice given and actions taken; referral forms are available online;

• ask the parent or carer about what has been observed, so long as it does not put the child at increased risk.

• if you decide not to discuss your concerns with the child’s parents you should record this and the reason why you made that judgement;

 • record exactly what has been heard or seen, what has been said, and was done;

 • use a body map to record injuries but do not take photographs;

• keep the notes taken at the time, without amendments, omissions or addition, even though subsequent reports may be written (date and sign each page);

 • providers should operate on a need-to-know basis only. We abide by the confidentiality policy and do not discuss the issue with colleagues, friends or family.

 **Seeking consent**

 In most cases we would seek to discuss any concerns with the child’s parents or carers and where possible, seek their agreement to make a referral to SPA, there are cases where we must not discuss concerns with them before making a referral.

 **Concerns must not be discussed with parents or carers before referral in the following circumstances:**

  where discussion would put a child at risk of significant harm;

 where discussion would impede a police investigation or social work enquiry;  where sexual abuse is suspected;

 where female genital mutilation (FGM) is suspected to have been carried out or planned;

  where organised or multiple abuse is suspected;

 where factitious illness or induced illness is suspected;

  where to contact parents/carers would place you or others at risk; or

  where it is not possible to contact parents or carers without causing undue delay in making the referral, advice should be sought from the contact centre.

A decision by any professional not to see parental permission before making a referral to MASH must be recorded, and the reasons given.

 **The responsibilities of Safeguarding/ Child Protection Officer and senior members of staff**

 The Safeguarding/ Child Protection Officer would liaise with the Manager and/or Proprietor and they must decide whether external reporting (contact centre or LADO) is appropriate.

 They will discuss fully the situation with the staff member who raised the concerns, and any other staff who may have relevant information.

Consideration must be given to the immediate safety needs of the child.

To facilitate a decision the officer/manager/proprietor may discuss the concerns with the MASH team. If deemed necessary the Safeguarding/ Child Protection officer will complete a CAF (Common Assessment Framework) if one is not already being written by another agency.

Immediate referral to the contact centre should occur when:

  The child has disclosed abuse.

 The child has suspicious injury for which there is no satisfactory explanation.  The child is deemed to be at immediate risk.

  The child is anxious or afraid about returning home.

 The child is known to have abused another child.

 Medical treatment is necessary.

 There are strong grounds for believing that a staff member or volunteer has abused the child.

Immediate referral to the contact centre is not necessary or appropriate when:

 A child’s behaviour is not symptomatic of abuse.

  A child says things which indicate something is amiss, but this does not conclusively indicate abuse.

 A child has a minor injury for which there is a reasonable explanation.

 A staff member or volunteer is behaving unprofessionally, but this may not be abusive of children.

 When a referral is made to MSCB, the decision must be taken as to whether to notify the parents. The guiding principle is that parents should be informed unless doing so places the child at further risk.

 Confidential records kept on a child are shared with the child’s parents depending on the situation. Parents should put their request in writing to the Nursery Manager/ Safeguarding/ Child Protection Officer if they want to see the Safeguarding/ Child Protection records kept on file for their Child. A decision will be made within 7 days as to whether it is in the interest of the Child to share this information. It may be necessary to refer to outside agencies to make an informed decision.

 With the provision that the care and safety of the child is paramount the nursery takes every step to support and work with the child’s family in building up a trusting relationship.

The nursery will continue to welcome the child and family whilst investigations are being made in relation to abuse outside the nursery environment. Investigations will be carried out with sensitivity. Staff in the nursery take care not to influence the outcome either through the way they speak to the children or ask questions of the children.

 **Record keeping**

  It is essential that clear and concise records are kept.

 Record the incident and include all relevant details on our Safeguarding Incident Report Form.

  Start a chronology at the earliest opportunity to ensure all contacts are recorded and logged.

  A chronology must list specific and significant incidents, events and actions taken in relation to the child and, where appropriate, their family, with a brief explanation or cross-referenced to where the records can be found.

  All records must be dated and signed to ensure they can be attributed to the person completing them.

  Records must be written as soon as reasonably possible following any incident taking place.

  The incident, event, or observation should be described clearly and concisely, physical marks or injuries should be recorded on a body map where appropriate.

  Records should contain any comments made by the child, adult in their own words.

  Records must make a clear distinction between what is factual information and what are personal comments or thoughts.

  Record any advice given and actions taken.

 In the case of an allegation against a member of staff, a summary should be kept on the member of staff’s file and the staff member should be provided with a copy.

  For related criminal or civil proceedings, records may be subject to disclosure. Records must be kept for an appropriate length of time.

All records and notes should be kept securely at all times. If records are kept electronically these must also be kept securely and password protected. Access should be restricted to appropriate members of staff.

 **Managing allegations and concerns against staff and volunteers**

Any concerns that arise which call into question a person’s suitability to work with children should be managed according to the following procedures. An allegation of child abuse made against a member of staff (within the work environment or outside of work) or other adult in contact with children in the setting may come from a parent, another member of staff or from a child’s disclosure. The allegation or concern may relate to a person who has:

  behaved in a way that has harmed or may have harmed a child;

  possibly committed a criminal offence against or related to a child; or

  behaved towards a child or children in a way that indicates they may pose a risk of harm to children, or that indicates he/she is unsuitable to work with children.

 **Providers should:**

  Treat the matter seriously;

 Remove the adult from the situation (if applicable);

  The power to suspend is vested in the employer alone. Suspension would be considered in any case where there is a cause to suspect a child is at risk of significant harm or the allegations warrants investigation by the police or is so serious that it might be grounds for dismissal. The employer will consider carefully whether the circumstances of a case warrant a person being suspended from contact with children until the allegation is resolved. Management would seek legal advice.

 Seek any necessary medical treatment for the child without delay;

 Make a written record of the information that includes: when the alleged incident took place (time and date), who was present, and what was said to have happened and who else may have been present. Keep an open mind and avoid asking leading questions;

 Write down exactly what is said, not what you think they have said, record the person’s actual words. Do not rephrase and avoid interpretations, if you are not sure about a word or phrase clearly state this in your notes;

 Not attempt to investigate the matter by interviewing any potential child witnesses or the accused person but simply record the facts and information presented to them;

 Sign and date the written record;

 Report the matter immediately to the designated safeguarding and child protection person, or senior manager . Where the designated person is the subject of an allegation, report the matter directly to the contact centre within a maximum of 24 hours for advice and further guidance, who in turn will contact the LADO who will offer advice and guidance; cooperate fully with the processes and with any police investigations. If the LADO and police decide an allegation requires further investigation a multi-agency strategy meeting will be held to agree on who has responsibility for the actions, their timescales and what records are to be made;

 Await the outcome of the investigation before taking further action;

 Ensure, if it appears from the results of the investigation that the allegations are substantiated, that disciplinary action will follow, taking legal advice where necessary.

 Make a referral to the Disclosure and Barring Service (DBS) if the allegation is substantiated and the person concerned is dismissed;

 Inform Ofsted throughout the investigation as soon as is reasonably possible, but at the latest within 14 days of the allegations being made and actions taken.

 If an adult tenders their resignation this must not prevent an allegation being followed up, a formal conclusion reached and action taken.

 This policy should be read in conjunction with the Equal opportunities, Confidentiality, Complaints, Health & Safety and Disciplinary policies.

 **Mobile Phone & Camera Usage and Internet Safety (E-Safety)**

 Staff are not permitted to have mobile phones in the nursery rooms and should NEVER take photographs or videos of children at any time using their mobile phone or any other personal device. Any staff member found to have their phone on them whilst in the rooms with children will face immediate disciplinary action.

It is the policy of Merry Kidz Day Nursery that staff do not keep mobile phones on their person during working hours. Staff must keep their mobile phone(s) in the cabinet in the office, not in their lockers, and are free to access them during their scheduled break. It is prohibited for staff to have mobile phones in the children’s rooms. This is for both the protection of staff and children alike. It is also not permitted for staff to take photographs of the children using their mobile phone. Staff must not collect anyone else’s mobile phone from the cabinet. Staff should ensure that phones are turned off or on silent at all times whilst on premises.

 The nursery cameras, and tablets must be locked away at the end of the day in the lockable cabinet in the office. We advise staff not to bring in their own personal cameras but if they do they must be locked away in the nursery office and must not be used to take photo’s of the children at the nursery.

Visitors (excluding parents) should be asked to turn off before gaining access into the children’s area, or kept in the nursery office where it will be stored in the cabinet for the duration of the visit, this is to protect the children in our care. Parents and look arounds are reminded via signs and posters not to use their mobile phones whilst in the setting.

 When out on out on outings, the senior member of staff will be equipped with a nursery mobile phone, this mobile phone will be a basic model with NO camera built in. This phone must only be used in case of an emergency and only when it is safe for the member of staff to do so.

 We will take photographs of the children at the nursery if permission has been given, using the designated nursery cameras only. Photos taken off the children which are used for social networking sites and our website, have already had permission from carers/parents. The pictures will be printed off from the nursery printer.

**Internet use**

The internet is an incredible resource for children to access, but it can also be a very dangerous place for them. They can be exposed to inappropriate material, harassment and bullying, viruses and hackers and be conned into giving away financial information. They can also be vulnerable to online grooming by peodophiles. At the nursery the younger children are able to use the computer with age appropriate games and learning tools with adult supervision and we have introduced a range of procedures to ensure their safety.

 There is a filter on all computers that block out most inappropriate material

  Children are not allowed to go into chat rooms and staff will talk to the children about what sites they are using.

  The history on the computer is checked on a regular basis.

 When using the tablets the children do not know the password and do not have access to the internet.

 Staff are also aware of the need to limit the time children spend on computers and will develop strategies to ensure that they spend a balance of time engaged in ICT and other activities.

**Prevent Duty**

Merry Kidz recognises that it is important that children are taught fundamental British Value in an age appropriate way. Merry Kidz is aware of its duty to keep children safe and promote their welfare. We have regard for the Counter Terrorism and Security Act 2015 and work in partnership with the police and MSCB for guidance and support.

 **Contact telephone numbers**

Manchester Safeguarding Children Board (LSCB)

Tel: 0161 234 3330 (Enquiries)

Ruth Denton: Early Years Education Safeguarding Officer

Email: r.denton@manchester.gov.uk Tel: 07908211601

Manchester contact centre tel: 0161 234 5001 Fax: 01612558266

Email: mcsreply@manchester.gov.uk

(For referrals to Manchester Children’s Social care when a child is at risk of

harm)

MASH team Tel: 01612192895

Majella O’Hagan: Local Authority Designated Officer (LADO)

Tel: 0161 234 1214 email: majella.o’hagan@manchester.gov.uk

(For allegations about a staff member – nurseries)

Ofsted

About concerns line: 0300 123 4666

Email: enquiries@ofsted.gov.uk

(For allegations about a childminder)

Early Help Team Tel: 0161 234 5969 Fax: 0161 274 7082

Email: cafit@manchester.govv.uk (MCAF support)

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**Accident and Injury Policies & Procedures:**

**Purpose of Policy**

The purpose of this policy is to ensure that when an accident occurs at Merry Kidz Day Nursery, appropriate action is taken and accurate information is recorded and communicated. An accident is classed as an occurrence which has resulted in an injury to one or more persons.

**Who is Responsible?**

 It is the responsibility of every member of staff to ensure that accidents and injuries are dealt with in a timely manner. It is the responsibility of the manager to ensure that all members of staff have knowledge of first aid and that there is at least one member of staff on duty at all times who has a valid first aid certificate. It is the responsibility of the member of staff who has administered the first aid to write the accident report and ensure that it is signed by the parent or carer of the child or children involved. All members of staff have a responsibility to ensure that the manager is informed when items from the first aid box are used. A system of recording is in place to ensure that the first aid box is restocked on a regular basis.

**How the Policy is Implemented**

 When creating the staff rota, the manager must ensure that at least 1 member of staff on duty has a valid first aid certificate. A sign must be displayed on the notice board or information board which states who the first aider on duty is and where the first aid box is situated. The manager will check the first aid box each month to ensure that the box is fully stocked, if there are any items that need to be ordered this should be done as soon as possible. The manager is responsible for making sure that all medical information and emergency contact details on the children's registration documents are up to date and accurate. When an accident occurs it is the responsibility of the first aider to determine whether the injury can be dealt with in the setting or if medical assistance is required.

**Minor Injuries**

 If the injury is minor and does not require medical assistance the first aider should address the injury and complete an accident record, this record will be signed by the first aider and by the parent or carer of the child. If the injury is minor but requires medical assistance the first aider will call a taxi and take the child to the nearest health centre, the child's medical information and registration forms should be taken with them, a member of staff at the setting should contact the parent or carer to inform them of the accident and the actions that have been taken. Upon returning to the setting the first aider should complete the accident report and have it ready for the parent to sign.

**Serious Accidents and Injuries**

 If the injury is serious and hospital treatment is required a member of staff should call an ambulance immediately and a member of staff should accompany the child to the hospital. The child's registration form containing medical information should accompany them to the hospital. A member of staff should inform the parent or carer of the child (or an emergency contact) immediately and inform them of the accident and what hospital the child has been taken to.

**Recording Accidents**

All accidents and injuries, however minor must be recorded in the accident book. We follow the guidelines of the reporting of injuries, diseases and dangerous occurrences regulations (RIDDOR) for the reporting of accidents and incidents. Child protection matters or behavioural incidents between children are not regarded as incidents for this purpose and there are separate procedures for this. Each child has their own record in the book to ensure confidentiality and parents have access to their child's records.

The accident record should include the following:

 Name of the child

 Date and time of accident

 How the accident occurred

 The extent of the injury

 What treatment if any was given?

 Regular monitoring

The child's parent or carer must sign the accident record and any incidents which required hospital treatment will be reported to the Health and Safety Executive using the RIDDOR format. Ofsted is also informed in this circumstance.

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**Administration of Medications Policies & Procedures:**

**Purpose of Policy**

 The purpose of this policy is to ensure that any and all medication administered to children has been authorised by the child's parent/carer. Only authorised members of staff (qualified practitioners) will be allowed to administer medication and accurate records of any medicine administered must be kept.

**Who is Responsible?**

 It is the overall responsibility of the manager to ensure that there is written parental/guardian permission to administer medication to children during the session. It is the responsibility of the staff to ensure that parent / carers complete a medication form prior to any medication being administered and a signature is obtained giving authorisation. The medicine administration form must be signed again by the parent or carer signs when they are collecting their child. There will be no medication stored at nursery (only inhalers & skin creams will be stored), all medication will now be returned to parents each day.

**How will the policy be implemented?**

• Staff members will not administer the first dose of medicine to the child. Parents should have given their child one dose to ensure no allergic reaction is caused by administering the medication.

 Members of staff may only administer prescribed medication to a child with the written consent of the parent/carer and clear instructions with child's name / dosage must be on the medication bottle.

 Where members of staff are required to administer medication to a child, whether short term or long term, the parent/carer must first complete and sign a medicine administration form. A new entry should be completed where there is change in circumstances.

 Staff can only administer medication for the length of time stated on the bottle, staff will not administer medication beyond this time-scale unless we have a Doctor's letter.

 The medicine administration form will detail the name of the qualified practitioner who administered the medication and another staff member will sign as a witness to the administration of the medication.

  Before medicine is administered, the designated member of staff should check the medicine administration form for any changes.  The medicine administration form should be completed each time the child receives their medication, this form must be completed and signed by the person administering the medication, witness and be countersigned by the parent or carer when they collect their child  Medicines to be stored in the fridge will be stored in a plastic lidded box, clearly named and dated.

**Administering Medication**

• If any controlled drug, such as morphine, is brought into the nursery to be administered to the child, staff must advise parent to see the management team who will follow inform parents that they must return to nursery to administer. **Under no circumstances** is the medication stored in the nursery or administered by staff.

• At no time should the medication form be completed in pencil, must be in pen.

• Parents should be signing their names and not printing.

• Parents signature must be clearly seen at the bottom of the medication form.

• It must be clearly stated why the child is on medication.

If any child is brought to the nursery in a condition in which he/she may require medication sometime during the day, the manager will decide if the child is fit to be left at the nursery. If the child is staying, the parent must be asked if any kind of medication has already been given, at what time and in what dosage and this must be stated in the medication form.

• Medication must be stored accordingly in sealed containers in fridge or cupboard.

• No medication should be left in children's bags.

**Auditing Medication**

• Medication forms will be checked daily by the senior staff that will sign forms and countersigned by the managers.

• All medication forms should be easily accessed to the managers in all the playrooms.

• Management will audit all medications brought in and out of the nursery, this will be countersigned by the managers. Medications MUST be returned home daily.

The nursery will not administer any non prescription medication containing aspirin.

* Giving non –prescription medication will be the last resort and the nursery staff will use other methods first to try and alleviate the symptoms e.g. for an increase in temperature the nursery will remove clothing, use fanning, tepid cooling with a wet flannel. The child will be closely monitored until the parent collects the child.

The manager and staff must ensure that all medications are inaccessible to children, stored out of children's reach, in their original containers and clearly labelled with their contents and the child's name. It should be noted that specific medications have storage implications for the setting:

 Controlled Drugs: We will not be storing any controlled drugs within the nursery at any time. If a child requires administration of a controlled drug, then the parent must come along to the nursery to administer when required.

 Pain medications: All medications will be kept in a cupboard out of the children's reach; each child's medication will be kept in the “medication” container with the child's name on the bottle / box. Staff should record when medication comes into nursery, detailing the name of medication, child's name, date when the medication was given to the setting and date returned home. Merry Kidz Day Nursery has a policy of keeping a minimum supply of pain medication (calpol) for children in emergency situations.

 Allergy Medication/Anti-histamines:

These will be kept out of the children's reach and stored in the “medication” box within the playroom with the child's name on the bottle / medication box. All details should be recorded on our medication record form. Medication should be returned home daily.

 Epi-pens:

 Where a child requires an epi-pen for allergic reactions, the child must carry one with them at all times, the setting should also be issued with one if possible. Only members of staff who are trained to administer this medication will be allowed to do so, whilst Merry Kidz Day Nursery aspires that all members of staff receive the required training parents are reminded that it is their responsibility to ensure that their children's medication requirements are up to date and that Little Dreams Nursery is kept up to date.

 Asthma Medications:

The child should have an inhaler with them, which will be stored at nursery in the case of an emergency, each child's inhaler should be kept in our “medication” container, and all details should be recorded on our medication record form. The form should also detail the date when the inhaler was given to the setting and returned home if applicable.

**Injections, Pessaries, Suppositories:**

We will not administer the above without the appropriate training for every member of staff caring for this child. This training is specific for every child and not generic.

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**Behaviour Management Policies & Procedures:**

 At Merry Kidz Day Nursery we believe in promoting positive behaviour.

 We aim to encourage self discipline, consideration and respect for our property, our nursery and all living things.

Staff will always treat each child with equal worth. A child is never smacked, shaken, shouted at or treated roughly. We believe that punishing children in any such form creates negative behaviour.

Children who behave inappropriately whether by physically hurting another child or adult, e.g. kicking or biting or by verbal abuse, may be removed from the group. The child that has been the victim will be comforted and the adult will confirm that the other child's behaviour is unacceptable. The child who has instigated the incident will be given support and encouraged to apologise to the child if he/ she is old enough to understand.

In the extreme circumstances where there is danger of a child causing serious physical harm to another child or adult, a member of staff may be required to restrain a child for a short period until they calm down. Any staff using restraining methods would have received appropriate training prior to dealing with this type of situation. The child's parent will be informed and details of the incident will be recorded.

In extreme cases the child will be removed from the nursery room or garden if the situation is distressing other children until he/ she has calmed down and had time to reflect on his/ her behaviour. The child will NEVER be left alone.

Merry Kidz Day Nursery will always help children to face the consequences of their actions. We will provide opportunities for them to learn how to interpret their feelings by listening to them and offering the necessary support.

We work in partnership with parents to lay foundations from which children will grow into happy, self confident, well adjusted individuals. Where a child has a particular behaviour difficulty, discussions will take place with the parent on a regular basis and an agreed individual behaviour plan will be drawn up. Where behaviour difficulties

cannot be resolved, the nursery, after consultation with parents will seek support from outside agencies in order to establish a way forward.

Staffs are committed to providing a safe environment where children are encouraged to learn caring and sharing skills. To develop problem solving through positive behaviour. Children will be treated fairly and consistently.

We understand that all children mature and develop at different rates and therefore we will adapt our behaviour management strategies to meet the individual child's needs.

 Parents will be made aware of their child's behaviour through;

\* Daily Record Sheets.

 \* Stickers.

\* Conversation.

* AGGRESSION TOWARDS OTHER CHILDREN; Focus on the child who has been hurt. When able, children should be encouraged to solve their own problems verbally. Adults are to support the children, to express how they are feeling.
* AGGRESSION TOWARDS ADULTS; Say 'no' to the aggressor quietly and firmly. Adult to move. Let the child know quietly how it makes you feel.
* NON - COMPLIANCE; Ignore attention - seeking behaviour unless it is dangerous or inappropriate to do so.
* FAILU RE TO CO - OPERATE WITH OTHER CHILDREN E.G. SHARING; Encourage children to negotiate with each other. Children to be encouraged to use ' timers' to assist turn taking.
* SPOILING MATERIALS AND EQUIPMENT; Encourage children to respect equipment etc...By example. Let children know that spoiling equipment is not acceptable
* SPOILING ACTIVITIES; Encourage children to solve problems verbally, adult to support as necessary. Brief time out if all else fails. Do not leave children unsupervised.
* VERBAL ABUSE/ SWEARING OR RUDENESS; Set nursery boundaries. Ignore as appropriate.
* WITHDRAWN BEHAVIOUR; Tender loving care and encouragement. Listen/ watch for clues as to reasons.
* DISPLAYING UNNATURAL SEXUAL AWARENESS; No reaction and distract child. Monitor and record and inform all staff. Decision to be taken after discussion but to include parents and other professionals as necessary.
* DIFFICULT BEHAVIOUR AT SNACK TIME; Children to sit for snack and encouraged to take turns and to say 'please' and 'thank - you'.
* TEMPER TANTRUMS; Prevent by distracting if possible. Remain calm and consistent. Ensure child is safe. Allow time to work through tantrum without an audience. Reassure child.
* ACKNOWLEDGE children’s efforts e.g. 'thank - you for tidying up'. 'I saw you sharing with....'
* STAFF; to support each other on any behaviour management carried out. Do not interfere. Disagreements to be discussed away from the children.
* RECORD; Any unusual or prolonged unacceptable behaviour.
* DISCUSS ANY DIFFICULTIES at staff meetings or with senior staff and parents as necessary.
* SMACKING IS NOT ALLOWED.

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**Staff to Child Ratio Policies & Procedures:**

* Merry Kidz Day Nursery will operate using the following ratios;
* Children aged 3 months - 2 years : 1 adult: 3 children
* Children aged 2 years : 1 adult: 4 children
* Children aged 3 years - 5 years : 1 adult: 8 children

For the adult: Child ratio when not on the nursery premises, please see the Outings Policy & Procedures.

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**Collection of Children Policies &Procedures:**

Parents must note carefully that Merry Kid Day Nursery operates from 7.00am – 18.00pm. Parents should ensure children are brought in no earlier than 7.00am and are collected before 6.00pm. The nursery is closed at 18.00pm. If a parent is unavoidably delayed due to circumstances beyond their control, they should make every effort to phone the nursery to inform them. Parents need to arrive by 17.50pm, which gives enough time to get your child / children organised and for staff to give feedback on your child’s day and this will ensure that you have left the nursery by 18.00pm. Parents who have not collected their child by 18.00pm will incur a charge. This will be under the discretion of the management. Please ensure that your child / children are collected on time so that we do not have to take this action. Where a child is uncollected at the end of the morning session and this compromises with the registered number of playrooms, the registered manager or deputy manager must review the occupancy elsewhere in the nursery and take any necessary measure to ensure that adult child ratio is maintained.

Where a child is uncollected at the end of an afternoon session, two members of staff must stay on duty until the situation is resolved.

Please note that if parents have not come by 17.50pm then staff will start to get your child’s jacket and belongings together, so that they are ready to go by 18.00pm.

The staff procedures if parents / carers have not arrived at the nursery by 17.50pm are as follows:

* At 18.00 pm, parents are phoned and requested to collect their child immediately.
* If no contact has been made with the parents by 18.10 pm the emergency contact persons are phoned.
* At 18.30 pm if staffs have been unsuccessful in contacting parents or emergency numbers, the nursery manager / owner will be phoned.
* If the child remains uncollected after one hour, and no contact has been established with the child’s parents or carers, the nursery owner / manager/ deputy manager will contact Social Services and inform duty officer.
* A full written record must be maintained of the incident including details of the times and telephone numbers used to attempt to contact parents or carers.
* No member of staff should on any account take any child home with them or transport any child home.
* After discussions with the duty officer, the child may be handed over to the Social Services or to the local Police.

 **Signing in and out**

 Each day, parents are required to sign their child in and complete the sign-in form, which requires details of drop off time. The child must also be signed out, giving the actual time collected. Please ensure that the signing in / out forms are completed correctly daily.

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**Complaints Policies & Procedures:**

**Purpose of the Policy**

 The purpose of this policy is to ensure that any complaints about the service are handled quickly, effectively and courteously and solutions are implemented which satisfy the parent / carer and the setting.

**Who is Responsible**

 It is the responsibility of the manager to ensure that all nursery complaints are handled. However, senior staff has been trained in the procedure for handling the initial complaint, but management will investigate and deal with the complaint efficiently and effectively.

**Procedure**

In the event of a parent / carer wanting to complain about a member of staff or incident at Merry Kidz Day Nursery please follow the following guidelines:

* Speak to a member of staff or directly to management / owners about the complaint giving as much information as possible.
* If it is discussed with a member of staff then they will report the complaint to the manager / owners and complete a complaints form immediately.
* The manager / owners will acknowledge receipt of the complaint within **24 hours**.
* The complaint will then be investigated and an action plan drawn up to address the issue.
* The action plan will be discussed with the complainant and agreed. This process will be recorded on the complaint form; all complaints will be resolved within **7 days** of the complaint being made.
* Once made aware of the complaint the manager must record the complaint on the complaint log.
* This information is only available to owners / management.
* If the parent / carer feel that they are unable to speak to a member of staff, then they can also send their complaint in writing to the manager / owners who will acknowledge the complaint within 24 hours and respond to it within 7 days of receipt of the letter.
* If complaint relates to the manager or the customer feels that they are unable to address the complaint with one of the nursery owners then the parents have the right to raise the matter with Ofsted.
* Parents are made aware that they can contact Ofsted at any time they have a concern including during the stages of the complaints procedure and are given information on ho to contact Ofsted.
* Parents will be able to access the records 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.

**Purpose of Document**

To inform members how they should handle complaints effectively and swiftly.

**Procedure**

* Anyone making a complaint should be handled effectively and be seen as an opportunity to evaluate the practice of the setting and improve quality.
* If a complaint is received then it should be dealt with swiftly and in accordance with the complaints policy for the setting.
* The member of staff who has received the complaint should complete a complaint form and give this to the manager / owners.
* Complaint forms are available in the complaints file in each of the play rooms, completed forms will be kept in manager’s office.
* The manager will acknowledge receipt of the complaint form within 24 hours, log the complaint in the complaint log and investigate the matter; at this stage it may be appropriate to contact the parent / carer to gather further information, all correspondence will be recorded with the complaint form.
* All complaints are discussed with all relevant staff, the issue is discussed and corrective action agreed, a date by which the action should be taken is also agreed. This in recorded on the complaint form and then discussed with the parent / carer, this information is also issued in writing.
* If the action has not been taken by the date agreed the manager should address the issue and identify why the action has not been taken, this should be recorded in writing and issued to the parent / carer.
* When the corrective action has been completed and the complaint has been resolved the parent / carer will be sent a complaint resolved letter within 7 days.

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**Curriculum Policies & Procedures:**

The aims of this Curriculum are that every child at Merry Kidz Day Nursery should know they are valued and will be supported to become successful learners and confident individuals.

All children at Merry Kidz Day Nursery will be provided with a curriculum that includes a range of features at the differing stages of development.

The Curriculum areas are:

* Literacy
* Mathematics
* Expressive arts and design
* Understanding your world
* Communication and Language
* Physical development
* Personal social and emotional development

Our Staff will help to achieve this through skilled interaction with each child and by providing stimulating contexts for active learning, by recognising each stage of development and building upon the child's knowledge and skills. They will stimulate and utilise children's enthusiasm, inventiveness and creativity to plan learning activities, which combine to achieve this purpose.

Active learning is firmly in place at Merry Kidz Day Nursery, we believe in, and create an environment where the children are fully engaged in their learning, which is interactive, purposeful and defined within the outcomes and experiences. The learning environment is relaxed and supportive with opportunity for observation, interaction and further exploration of interests and activities. The learning environment is imaginatively resourced and stimulating; with opportunity for engagement in exploratory and spontaneous play. In addition, the imaginative use of space and resources creates opportunity for children to work independently or collaboratively.

All members of staff strive to create the above described environment and contribute through:

 ·Open, positive, supportive relationships in which children will feel that they are listened to

 ·Promoting a climate in which children and young people feel safe and secure

·Modelling behaviour which promotes effective learning and wellbeing

·Being sensitive and responsive to each child’s wellbeing.

Children should be encouraged to contribute to the life and work of the nursery. This includes opportunities to participate responsibly in decision making, to contribute as leaders and role models, to offer support and service to others and to play an active part in putting the values of the nursery community into practice. Staff will use the experiences and outcomes at the early level to plan coherently for progression in learning across the curriculum.

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**Confidentiality Policies & Procedures and Agreement:**

 As a staff, at Merry Kidz Day Nursery, I have a duty to remain professional at all times and must treat any information discussed at the nursery as confidential.

 Anything that happens in the Nursery regarding Staff or children is STRICTLY CONFIDENTIAL and should not be discussed with ex - members of staff, family or friends as this will result in a written warning. If a staff member overhears a private conversation in the Nursery and then discusses it with other staff members this will again result in a written warning.

 Children attending the nursery and parents and carers accessing the services at Merry Kidz Day Nursery must not be discussed outside of the setting. All written information relating to children and their families must remain on the premises and will be stored in a secured cupboard.

 Information relating to individual children will only be shared with that child's parent or carer. In the event of the nursery having to involve outside agencies then the sharing of information will be discussed and agreed with the parents first, except in the event of a child protection issue where it is decided by the Nursery Manager that it is not appropriate.

 Students will not normally have access to children's individual files. The Nursery Manager and Deputy Manager will have access to children's confidential information. All other staff will get permission from a senior member of staff before accessing this information.

 I have read and understood the above statement and agree to abide by the contents.

 Signed..........................................................................................

(Staff/Student/Volunteer)

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**Data Protection – Photography Policies Procedures:**

Purpose of Policy To ensure that every child in our care deserves to be protected from the misuse of photographic and video images of themselves, taken whilst they attend the Nursery. It is our policy to use photographs taken in the nursery to support the children's learning and also to record children's individual progress. Photographs recorded in nursery as part of a normal day are taken using a digital camera and are only taken by members of the staff team. These photographs will then be uploaded to the children's individual learning journals which are password protected by each individual parent. Each parent has their own password to only access their child's learning journal

Who is Responsible?

 It is the responsibility of all members of staff to ensure that photographs of children, parents, carers or colleagues are not shared with individuals outside the setting. The nursery manager has overall responsibility to ensure that all photography / videos is kept safe and secure and in compliance with the Data Protection Act 1998.

Guidelines Photographs / videos are taken to:

 Support the learning of each child's individual record

 Illustrate work on display around the nursery building.

Photographs may also be taken in the following way: (permission from parents will always be obtained prior to this happening)

 To support staff completing their qualifications

 Outside agencies (college / university students) for training purposes

Parent's use of cameras/videos in nursery.

 Parents/carers will be invited to record their child's inclusion in group events at Christmas and other celebrations through the use of photographs or video on the understanding that they will not publish any material on the internet as the Nursery has no control over these images once they are in the public domain.

We will ensure that the children of parents/carers who do not wish their child to be photographed or videoed are provided with other activities. At no time are staff permitted to bring in a camera from home, nor use their mobile phones in the Nursery playrooms.

Distribution of photographs

 Any photographs taken at nursery will only be uploaded to individual learning journals that have secure password protected access by each individual parent. Photographs may also be used on the nursery website / Facebook page, but written consent from parents is always required prior to these photographs being uploaded. If photographs were taken as part of a group activity for the purpose of training, then with parents permission the photographs will only be distributed as hard copy / printed copy to the relevant person. We will not be sending any copies of photographs to parents, college, university or any other external agency via email.

If you have any questions about this policy please do not hesitate to contact the nursery manager who will be happy to advise you.

All parents should note that in the event of a child protection concern then photographs / information about children and their families may be shared with the relevant agencies without the consent of parents

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**Equality, Inclusion and Valuing Diversity Policy**

 Statement of intent We will ensure that our service is fully inclusive in meeting the needs of all children, particularly those that arise from their ethnic heritage, social and economic background, gender, special educational needs, ability or disability. Our setting is committed to anti-discriminatory practice to promote equality of opportunity and valuing diversity for all children and families.

 We aim to:

 • provide a secure and accessible environment in which all our children can flourish and in which all contributions are considered and valued

• include and value the contribution of all families to our understanding of equality and diversity

• provide positive non-stereotyping information about gender roles, diverse ethnic and cultural groups and disabled people • . .improve our knowledge and understanding of issues of anti-discriminatory practice, promoting equality and valuing diversity

• make inclusion a thread that runs through all of the activities of the setting

 The legal framework for this policy is: • The Equality Act 2006 • Disability Discrimination Act (DDA) 1995, 2005 • Race Relations Act 1976 • Race Relations Amendment Act 2000 • Sex Discrimination Act 1976,1986 • Children Act 1989, 2004 • Special Educational Needs and Disability Act 2001

 The member of staff responsible for Equality, Inclusion and Diversity is Stephanie Alade

 In order to meet our legal duties, promote equality and inclusion in our setting and value diversity we follow these procedures:

 Admissions

• Our setting is open to all members of the community.

. • We reflect the diversity of members of our society in our publicity and promotional materials.

• We provide information in clear, concise language, whether in spoken or written form.

• We provide information in as many languages as possible.

 • We base our admissions policy on a fair system.

 • We ensure that all parents are made aware of our equality and diversity policy and all other relevant policies.

 • We do not discriminate against a child or their family, or prevent entry to our setting, on the basis of colour, ethnicity, religion or social background, such as being a member of a Travelling community or an asylum seeker.

 • We do not discriminate against disabled children. Consideration needs to be given to any reasonable adjustments required to include any child who may have a disability or special educational needs.

 • We develop an action plan to ensure that all individuals can participate successfully in the services offered by the setting and in the curriculum offered.

 • We take action against any discriminatory behaviour by staff or parents. Displaying of openly discriminatory and possibly offensive materials, name calling, or threatening behaviour are unacceptable on or around the premises and will be dealt with in the strongest manner.

 Employment

• Posts are advertised and all applicants are judged against criteria required.

 • Applicants are welcome from all backgrounds and cultures. Posts are open to all, subject to appropriate experience and qualifications.

 • We may use exemption clauses in relevant legislation to enable the service to best meet the needs of the community.

 • The applicant who best meets the criteria is offered the post, subject to references and checks by the Criminal Records Bureau. This ensures fairness in the selection process.

 • All job descriptions include a commitment to valuing equality, inclusion and respecting diversity as part of their specifications.

 • We monitor our application process to ensure that it is fair and accessible.

 Training

• We seek out training opportunities for staff and volunteers to enable them to develop anti discriminatory and inclusive practices, which enable all children to flourish.

 • We ensure that staff are confident and trained in administering relevant medicines and performing invasive care procedures. • We review our practices to ensure that we are fully implementing our policy for promoting equality, valuing diversity and inclusion.

 Curriculum and environment

The curriculum offered in the setting encourages children to develop positive attitudes about themselves as well as to people who are different from themselves. It encourages children to empathise with others and to begin to develop the skills of critical thinking. The environment is accessible for all visitors and service users We do this by:

 • making children feel valued and good about themselves

• making appropriate provision within the curriculum to ensure each child receives the widest possible opportunity to develop their skills and abilities; e.g. recognising the different learning styles of girls and boys

 • positively reflecting the widest possible range of communities by enhancing the choice of resources celebrating a wide range of festivals

 • creating an environment of mutual respect and tolerance

• differentiating the curriculum to meet children’s special educational needs

 • helping children to understand that discriminatory behaviour and remarks are hurtful and unacceptable

 • ensuring that children learning English as an additional language have full access to the curriculum and are supported in their learning

Valuing diversity in families

• We welcome the diversity of family lifestyles and work with all families.

 • We encourage children to contribute stories of their everyday life to the setting.

 • We encourage parents/carers to take part in the life of the setting and to contribute fully.

 • For families who speak languages in addition to English, we will develop means to ensure their full inclusion.

 Food

• We work in partnership with parents to ensure that the medical, cultural and dietary needs of children are met. • We help children to learn about a range of food, and of cultural approaches to mealtimes and eating, and to respect the differences among them.

 Monitoring and reviewing

• To ensure our policy and procedures remain effective we follow the Early Years Foundation Stage (EYFS) statutory guidance and review our policies annually to ensure our strategies meet the overall aims to promote equality, inclusion and valuing diversity.

• We provide a complaints procedure.

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**Fire Drills / Practice Fire Drills Polices & Procedures**

Merry Kidz Day Nursery will carry out a weekly test on our fire alarm system. This will be carried out every Wednesday morning and it will involve the alarm sounding for a short period of time. Staff do not need to evacuate the building unless the alarm continues to sound. We will carry out monthly practice fire drills and this will be on different days and at different times, staff will not be informed in advance about when these will happen. It is staff’s responsibility to follow the procedures below in the event of the alarm sounding.

Discovering a fire If any member of staff discover a fire, then they MUST immediately sound the fire alarm and follow the evacuation procedures.

In the event of fire alarm sounding

·A full evacuation to be carried out immediately (please see evacuation procedures detailed on next page)

 ·Manager / person in charge to check fire alarm unit, to discover what zone fire has been detected

·Manager / person in charge to investigate the zone where the alarm unit has detected a fire

 ·Manager / person in charge to inform senior staff what area is being investigated

·Manager / person in charge will report findings to staff

If false alarm

·Manager / person in charge to reset fire alarm

·Staff and children will re-enter the nursery

 ·Manager / person in charge to record the false alarm / practice drill.

Available fire exits

 All staff and children will meet in the car park area in front of the building until management confirms that it is safe to re-enter the nursery.

·Main nursery entrance / exit door – This is the fire exit that all rooms will use if accessible, if not then they must use the next nearest available fire exit.

 · Entrance Doors – 1-2’s / 2-3's

· Fire Exit doors nearest to the stair case – 0-1's / 3-5's / after school rooms

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**Food Safety Policy**

Merry Kidz Day Nursery is committed to ensuring that safe and healthy practices around the storage, preparation and service of food are maintained throughout the setting.

The setting has set high standards of personal hygiene for all members of staff involved in the handling and preparation of food. Any person showing signs of ill health will not be permitted to handle food.

We make use of the “Safer Foods, Better Business” pack and guidance published by the Food Standards Agency (FSA). We are also annually inspected by Environmental health, to ensure health and hygiene standards are being met.

When preparing food, staff (kitchen or general) will observe current legislation regarding food hygiene and training by:

* Always washing hands with anti-bacterial soap and hot water before and after handling food, using the toilet or changing nappies.
* Using clean, disposable cloths
* Ensuring the use of the correct colour coded chopping boards (e.g. red for raw met etc.)
* Not being involved in food preparation if they are unwell
* Wearing correct sterile clothing- hair net, apron, closed toe shoes etc.
* Holding a current Food Hygiene certificate.
* Making sure all fruit and vegetables are washed before being served.
* Any cuts, spots or sores on the hands and arms must be covered completely with a waterproof dressing

Fingernails should be kept short and clean, food handlers, including children should not wear nail varnish as this may contaminate food.

**Temperature control**

It is the policy of Merry Kidz Day Nursery to ensure that any and all foods are stored according to safe food handling practises and at the correct temperature in order to prevent the growth and multiplication of food poisoning organisms, to reduce the rate of food spoilage and to ensure that food quality is maintained.

Fridge temperatures are checked and recorded on a daily basis to ensure the correct temperature is being upheld.

**Cleaning of Food Preparation Areas**

Every week the fridge is thoroughly cleaned and all items in the fridge are checked for freshness, and all food past their use by or best before date are correctly disposed of.

* Shelves and drawers are removed and cleaned with warm soapy water
* The inside walls are cleaned from top to bottom with anti-bacterial cleaner
* The deals around the fridge are cleaned to ensure no spillages or stains
* Freezers are defrosted (on non-frost-free) and cleaned once a month following the same procedure.

 All food preparation surfaces are wiped clean after use with anti-bacterial cleaner and disposable cloths.

All chopping boards are cleaned after use with warm soapy water, anti-bacterial cleaner and then thoroughly rinsed.

The manager will ensure that appropriate controls are in place to prevent cross contamination and that these controls are documented accordingly.

At Merry Kidz Day Nursery, we believe that nutritious food and drink are essential for children’s wellbeing.

During meal and snack times, we will always encourage children to gain an understanding of how food and water is an essential part of growing big and strong. Our aim is to meet the dietary and religious requirements to promote children’s healthy growth and development.

We will ensure that all meals and snacks are nutritious, healthy and balanced. Children’s medical and personal dietary requirements are always known and respected (Parents/carers are required to provide details when their child is enrolled into the nursery). Multicultural diet is always offered, to make sure those children from all backgrounds encounter familiar tastes and that all children have the opportunity also to try new food. Dietary rules of religious groups, vegetarians/vegans are known and met in an appropriate way, making sure that they are always respected and valued within the setting.

In regards to funded children who may provide a packed lunch, we will endeavour to ensure that packed lunches are stored accurately.

When preparing food, staff (kitchen or general) will observe current legislation regarding food hygiene and training by:

* Always washing hands with anti-bacterial soap and hot water before and after handling food, using the toilet or changing nappies.
* Using clean, disposable cloths
* Ensuring the use of the correct colour coded chopping boards (e.g. red for raw met etc.)
* Not being involved in food preparation if they are unwell
* Wearing correct sterile clothing- hair net, apron, closed toe shoes etc.
* Holding a current Food Hygiene certificate.
* Making sure all fruit and vegetables are washed before being served.
* Avoid wearing jewellery, especially rings, watches and bracelets.
* Any cuts, spots or sores on the hands and arms must be covered completely with a waterproof dressing
* Fingernails should be kept short and clean, food handlers, including children should not wear nail varnish as this may contaminate food.

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* The deals around the fridge are cleaned to ensure no spillages or stains
* Freezers are defrosted (on non-frost-free) and cleaned once a month following the same procedure.
* All food preparation surfaces are wiped clean after use with anti-bacterial cleaner and disposable cloths.
* All chopping boards are cleaned after use with warm soapy water, anti-bacterial cleaner and then thoroughly rinsed.

The manager will ensure that appropriate controls are in place to prevent cross contamination and that these controls are documented accordingly.

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**Hand Washing Procedure**

Purpose of Policy

Merry Kidz Day Nursery is committed to maintaining the health and hygiene of the children and the staff team. It is important that the children / staffs hands are washed properly and at appropriate times during the day. Staff to instil the understanding for the hand washing, e.g. to remove germs after playing outside or eating.

Who is Responsible

 It is the responsibility of the staff team to ensure the children understand the importance of hand hygiene and the reasons we wash hands. It is also the staff team’s responsibility to ensure they lead by example washing hands regularly alongside the children.

Procedure to be carried out

Before eating

 Baby room

 Each child is sat at their allocated seat

 Their hands are cleaned with a wipe

 Wipe is disposed of in the bucket

 Bib placed on child

 Child has food and allowed time to finish

 Face and hands washed with face cloth

 Face cloth disposed of into washing box

 Bib removed into washing box

 Clean child removed from chair and offered stimulating activity

  Washing removed following meal to machine

1-2's room

  Children use the sink in the class room and individually wash hands with staff

 Children place hands under tap warm water to wet hands

 Staff member helps squeeze soap onto hands

 Child encouraged to rub hands together to distribute soap - staff member helps child to ensure soap covers hands fully

 Child holds hands under tap to remove all soap from hands

 Staff member checks and helps remove all soap from hands

 Hands are dried thoroughly using a disposable paper towel - this is then disposed of in the bucket

 Child takes seat at table for meal

 Following meal the child is offered a wet face cloth to wash their face and hands

 Staff member checks the child is clean and helps the child remove any remaining food debris and marks

 Once clean the child is offered a stimulating activity

 Face cloth is disposed of in the washing box and then the machine following the meal

2-3's room  Children go in small groups of 3 to the bathroom

 Staff member open the bathroom door for the children who move to a sink

 Children use warm running water to wet hands

 Staff member distributes soap to each child in turn

 Soap then removed to adult sink

 Children rub hands together to distribute soap all over hands

 Staff member monitor to ensure children's hands are being thoroughly cleaned

 Children to remove soap under warm running water until all soap removed

 Children use disposable paper towels to thoroughly dry all water from hands and wrists

 Paper towel is then disposed of in the rubbish bin - staff member ensure that the bin is not touched

 When all children finished count children before leaving

 Staff member opens door to leave bathroom and enter play room

 Children sit at table for meal

 Following meal children are given a face cloth and encouraged to wash their hands and faces

 Staff members to ensure hands and faces are clean and free of food debris

  When clean children leave table to a stimulating activity following the meal

 Face cloth removed to washing box and then to the machine

3-5's rooms

 Children go in small groups of 4 to the bathroom

 Staff member open the bathroom door for the children who move to a sink

 Children use warm running water to wet hands

 Staff member distributes soap to each child in turn  Soap then removed to adult sink

 Children rub hands together to distribute soap all over hands

 Staff member monitor to ensure children's hands are being thoroughly cleaned

 Children to remove soap under warm running water until all soap removed

 Children use disposable paper towels to thoroughly dry all water from hands and wrists

 Paper towel is then disposed of in the rubbish bin - staff member ensure that the bin is not touched

 When all children finished count children before leaving

 Staff member opens door to leave bathroom and enter play room

 Children sit at table for meal

 Following meal children are given a face cloth and encouraged to wash their hands and faces

  Staff members to ensure hands and faces are clean and free of food debris

 When clean children leave table to a stimulating activity following the meal  Face cloth removed to washing box and then machine

Returning from the garden

 Baby room

 Children returned to the room safely from a walk or the garden

 Hands cleaned using a wipe - wipe then disposed of in the bucket

 Children offered a stimulating activity

 Children return from the garden or a walk

 Children place hands under tap warm water to wet hands

 Staff member helps squeeze soap onto hands

  Child encouraged to rub hands together to distribute soap - staff member helps child to ensure soap covers hands fully

 Child holds hands under tap to remove all soap from hands

  Staff member checks and helps remove all soap from hands

  Hands are dried thoroughly using a disposable paper towel - this is then disposed of in the bucket

 Child is offered a stimulating activity

Following using the toilet

 The toileting policy is followed for the children

 Child places hands under tap warm water to wet hands

 Staff member helps squeeze soap onto hands

 Child encouraged to rub hands together to distribute soap - staff member helps child to ensure soap covers hands fully

 Child holds hands under tap to remove all soap from hands

 Staff member checks and helps remove all soap from hands

  Hands are dried thoroughly using a disposable paper towel - this is then disposed of in the bucket

 Staff member washes their own hands thoroughly

  Staff member returns the child to the room opening doors for them

2-3's

 Small group of 2/3 children taken at any one time to the bathroom

 The toileting policy is followed for the children

 Child places hands under tap warm water to wet hands

 Staff member helps squeeze soap onto hands

 Child encouraged to rub hands together to distribute soap - staff member helps child to ensure soap covers hands fully

  Child holds hands under tap to remove all soap from hands

 Staff member checks and helps remove all soap from hands

 Hands are dried thoroughly using a disposable paper towel - this is then disposed of in the bucket

 Children wait for their friends without touching the walls or bucket

 Staff member washes their own hands thoroughly

 Staff member returns the child to the room opening doors for them

3-5's rooms

  Small group of 4 children taken at any one time to the bathroom

  The toileting policy is followed for the children

 Child places hands under tap warm water to wet hands

 Staff member helps squeeze soap onto hands

 Child encouraged to rub hands together to distribute soap - staff member helps child to ensure soap covers hands fully

  Child holds hands under tap to remove all soap from hands

  Staff member checks and helps remove all soap from hands

 Hands are dried thoroughly using a disposable paper towel - this is then disposed of in the bucket

 Children wait for their friends without touching the walls or bucket

 Staff member washes their own hands thoroughly

 Staff member returns the child to the room opening doors for them

Following art and craft or messy activities

 Baby room

 The child finishes the activity and a wipe is used to remove the worst of the mess from hands which is disposed of in the bucket  Using a wet face cloth the child's hands are washed thoroughly

 Any clothing that is soiled will be changed - clothing will be put into a nappy sack, labelled and placed in the child's bag

 Child is redressed and offered a stimulating activity

1-5's room

 The child finishes an activity and moves to the sink

 Child places hands under tap warm water to wet hands

  Staff member helps squeeze soap onto hands

 Child encouraged to rub hands together to distribute soap - staff member helps child to ensure soap covers hands fully

 Child holds hands under tap to remove all soap from hands

  Staff member checks and helps remove all soap from hands

 Hands are dried thoroughly using a disposable paper towel - this is then disposed of in the bucket

  Any clothing that is soiled will be changed - clothing will be put into a nappy sack, labelled and placed in the child's

Following blowing a child's nose

  Staff member disposes of the tissue in the bucket

  Staff member wets hands under hot tap

 Applies a small amount of soap and rubs in thoroughly - both sides of hands, between fingers and around both thumbs

 Soap is removed in hot running water

 Hands are thoroughly dried using a disposable paper towel

 Towel is disposed of in the bin

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**Healthy Workplace Policy**

Merry Kidz Day Nursery is committed to providing a workplace which supports and encourages a health staff team sharing information, training and family friendly issues.

 Dress Code Staff must follow our dress code at all times. The dress code is detailed in (please state policy or procedure).

 Staff Breaks

It is the responsibility of the Nursery Manager to ensure that all staff working five hours or more take a break of 20 minutes, 30 minutes or 60 minutes dependant on their contract and hours worked, and whilst ensuring that ratios are maintained.

 Personal Hygiene

 Staff must follow the personal hygiene code at all times, and encourage children to adopt the same good personal hygiene code themselves.

 Hands must be washed before handling food, after using the toilet or toileting children, after playing outside, wiping noses and after contact with animals.

 After noses have been wiped, the tissue must be disposed of hygienically and hands should be washed.

Cleaning

Merry Kidz Day Nursery is committed to providing a safe, happy and healthy environment for children to play, grow and learn. Cleanliness is a vital step to ensure this. The nursery will be cleaned every evening and regular checks will be made in the rooms – these will be cleaned at least daily (more if necessary). The nappy changing facilities will be cleaned after every use, and potties will be cleaned out after each use. Any mess caused throughout the day will be cleaned up as necessary to ensure that a hygienic environment is provided for the children in our care.

 Kitchen Staff need to be aware of the basic food hygiene standards through appropriate training and this will be reviewed every three years.

 Fridges to be cleaned out weekly.

  Microwave to be cleaned after each use.

 Oven to be cleaned out regularly and recorded.

  Freezers to be cleaned out every three months and recorded.

  All cupboards to be cleaned out monthly.

 Fridge and freezer temperatures must be recorded first thing in the morning by the duty manager/cook and last thing at night.

  All food to be covered at all times in and out of the fridge and dated to show when each product was opened.

 Care must be taken to ensure that food is correctly stored in fridges.

 When re-heating food it should be over 75 degree Celsius, checked with the probe thermometer and recorded, then cooled down before serving. Food prepared on the premises must be checked with the probe thermometer before serving.

 Food served but not used immediately should be appropriately covered and placed in the fridge/freezer within 60 minutes. If this is not followed, food should be discarded immediately.

  All opened packets to be dated when opened and placed in an airtight container e.g. baby food, raisins, cereal etc.

 Blended food should be placed in suitable airtight containers, named and dated.

  Surfaces to be cleaned with anti-bacterial spray.

  Only appropriate coloured kitchen cloths to be used. These must be washed daily on a hot wash.

 Windows protected by fly guards to be opened as often as possible.

 All electrical plugs must be pulled out of their sockets as the end of each day and switches switched off where practicable (with the exception of the fridge and freezer).

 Children must NOT enter the kitchen except for supervised cooking activities.

 Door to the kitchen must be kept closed at all times.

 Baby Room

 The required number of bottles of formula milk will be made up each morning and stored in the fridge until needed. They will be warmed up to body temperature (37C) and tested with a sterilised thermometer to ensure they are an appropriate temperature for the child to drinks safely.

 Following the Department of Health guidelines, we will only use recently boiled water to make formula bottles (left for no longer than 30 minutes to cool). We will not use cooled boiled water reheated.

  Bottles and teats will be thoroughly cleaned with hot soapy water and sterilised after use (they will not be washed in the dishwasher).

 Contents of bottles will be disposed of after two hours.

 All dummies will be stored in separate labelled containers to ensure no cross-contamination occurs.

  Sterilisers will be washed out daily.

 Nursery

  Staff must be aware of general hygiene in the nursery and ensure that high standards are kept at all times.

 Regular toy washing rotas must be established in all rooms and recorded.

 Toys should be washed with sterilising fluid.

 Floors should be cleaned during the day when necessary. Vacuum cleaner bags (where used) should be changed frequently.  Staff is requested to use the appropriate coloured mop for the task or area and mop heads should be washed in a separate wash at least weekly.

  Face cloths should be washed on a hot wash after every use and not shared between children.

 Highchairs must be cleaned thoroughly after each use. Straps and reins must be washed weekly or as required.

 Each child should have its own cot sheet which should be changed at the end of the day if it is to be used by another child.

 All surfaces should be kept clean and clutter free.

 Children must always be reminded to wash their hands after using the bathroom and before meals. Staff should always encourage good hygiene standards, for example, not eating food that has fallen on the floor.

 Children should learn about good hygiene routines and why they need to wash their hands, wipe their noses and cover their mouths when coughing.

 Staff Room

 It is the responsibility of each member of staff to ensure their staff room is kept clean and tidy.

 Surfaces to be wiped down daily.

 All implements used for lunch or break to be washed and tidied away.

Merry Kidz Day Nursery is committed to ensuring that all setting practices are carried out within the requirements of the Health and Safety and Work Act 1974 and the Management of the Health and Safety at Work Act 1999. In order to achieve high standards of quality and safety and continually improve health and safety performance Merry Kidz Day Nursery is committed to implementing all necessary health and safety procedures.

Merry Kidz Day Nursery Recognises:

 That a systematic approach to health and safety, based on systematic risk assessment procedures (see risk assessment policy for more information) can minimise injury and ill health to staff and children.

Merry Kidz Day Nursery is committed to:

 Developing the appropriate setting structure and culture, that supports the concept of risk management by all members of the staff team.

 Adequately resourcing health and safety measures including planning and implementation of any health and safety requirements.

  Developing, in all members of the staff team, an understanding of health and safety, through training in health and safety requirements and risk assessment implementation.

 Continual monitoring and evaluation of health and safety requirements in line with current legislation, including the review of all policies and practices to ensure that Merry Kidz Day Nursery continues to improve standards of performance.

 Who is Responsible?

 It is the responsibility of all members of staff to ensure that health and safety regulations are adhered to and that the health and safety of the children and other members of staff are not compromised in any way. It is the responsibility of the manager to ensure that the health and safety of the setting as a whole remains within legislative requirements and that the health and safety of all setting users, including children, staff and parents and carers is not compromised in any way.

Supervision Requirements

 Children are to be supervised at all times whilst in the setting, Merry Kidz Day Nursery uses three levels of supervision dependent upon the activities that are taking place:

Constant Supervision:

 Being with the children at all times, actively supporting them using a physical presence or playing with them directly. This level of supervision is most often required when the children are playing high-risk games or using equipment or materials that have a high-risk assessment.

 General Supervision:

 Being in vicinity of the children but not having an active part in their play, being on hand to support if the children require your help or guidance. Being on hand to respond to play cues and observant of the behaviour of the children. This is the most common form of supervision and allows for an overview of the play setting, most commonly used with play activities that have a medium level of risk.

Low Supervision:

 Keeping a watchful eye on the children from a distance and making sure that they are playing safely but freely. Keeping an overview of what the children are doing whist not interfering. This is most commonly used with low risk activities.

Children are required to inform a member of staff if they are leaving the play area for any reason, if the children are playing outdoors or whilst they are on trips and visits they must be accompanied by a member of staff, even when going to the toilet. Parents and carers are required to sign their child out of the setting before they leave. This is in accordance with health and safety and fire regulations.

Child Protection All members of staff will receive training in child protection as part of their induction training (see Staff Induction Policy for further information). All members of staff are instructed in the specific procedure for Merry Kidz Day Nursery, especially as regards to disclosures and suspicions of child abuse. (See Child Protection Policy for further information)

Accidents and Incidents

 All members of staff receive first aid training as part of their induction training; in addition all members of staff are instructed in the correct procedures for dealing with accidents and incidents including completion of documentation. The setting has separate accident and incident folder which are used to document each accident and incident that takes place in the setting. (See Accident and Injury and Incident Policies for further information)

Emergency Procedure

 There is a documented procedure for fire emergencies / evacuation procedures which is displayed in all entrance areas that are accessed by Little Dreams Nursery. All members of staff are trained in the emergency procedure and fire drill evacuations take place once per month. (See Fire and Emergency Policies and Procedures for further information)

 Maintenance and Storage of Equipment

Merry Kidz Day Nursery has a wide variety of equipment and materials that are used by the children in the course of their play and enjoyment at the setting. All equipment is well maintained and checked on a regular basis to ensure that it presents no risk to the health and safety of the children. Equipment and materials which do pose a hazard but which have an evidenced benefit on the development of children are used under constant supervision and stored securely after use. The premises that Merry Kidz Day Nursery operates from are regulated by Ofsted and are inspected regularly. Members of staff check the premises each day to ensure that there are no risks or hazards that would compromise the health and safety of the children, parents and carers or staff. At the end of the session members of staff ensure that the premises are left clean, safe and tidy.

 Safety and Security

 Merry Kidz Day Nursery feels that the safety and security of the children, parents and carers and staff are paramount to the running of the setting. A secure entry system is in place to ensure that only persons with a legitimate reason for being on the premises have access. Visitors, other than parents and carers collecting their children must pre-arrange their visits and carry identification; all visitors must make themselves known to a member of staff upon entry, stating their name and reason for visiting. Visitors are required to sign themselves in and out of the building and must be accompanied by a member of staff at all times.

Smoking

 Merry Kidz Day Nursery operates a strict no smoking policy, this means that there is no smoking:

 On setting premises

 During setting time, including collections from other schools

 During preparation time

 During clear up time

  At staff training days

 At staff meetings

  At any gathering organised by the setting (unless it is a social gathering out with setting time and out with of the premises).

All staff members are entitled to a minimum of a 20 minute break for more than 6 hours of work. If a member of staff wishes to smoke during these times they are required to leave the premises and the grounds of the setting and remain out of sight of the children. The no smoking policy also applies to parents, carers and visitors to the setting; Merry Kidz Day Nursery believes that this is in the best interests of the children and staff.

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**Immunisations Policy**

 We recognise where possible that children are vaccinated in accordance with their age. If children are not vaccinated, it is the responsibility of the parents/guardians to inform the nursery to ensure that children/staff/parents/guardians are not exposed to any unnecessary risks of any sort. The Nursery manager must be aware of any children who are not vaccinated within the nursery in accordance with their age.

 Parents/guardians need to be aware that some children may not be vaccinated in the nursery. This may be due to their age, medical reasons or parental choice. Our nursery does not discriminate against children who have not received their immunisations and will not disclose individual details to other parents/guardians..

 Information regarding immunisations will be recorded on children’s registration documents and should be updated as and when necessary, including when the child reaches the age for the appropriate immunisations.

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**Staff Vaccinations Policy**

 It is the responsibility of all staff to ensure that they keep up to date with their vaccinations for:

 Tetanus

  Tuberculosis

  Rubella

  Hepatitis

 Polio

If a member of staff is unsure as to whether they are up to date, then we recommend that they visit their GP or Practise Nurse for their own good health.

Emergency information must be kept for every child and should be updated every six months with regular reminders to parents/guardians in Newsletters and at Parents Evenings.

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**Healthy Eating Policy**

Purpose of the policy

Mealtimes should be social, learning times when we can sit down with our friends quietly to enjoy our food. Good examples of table manners and behaviour are given by a member of staff sitting with small groups of children. Children are encouraged to try new things and learn about healthy eating. All snacks / lunch are provided at Merry Kidz Day Nursery and are inclusive in the full time fees. All food is freshly prepared daily on site in our kitchen. All our menus are nutritionally balanced. Fresh fruit and vegetables are always available. Salt, sugar and additives are kept to a bare minimum. At least three portions of fruit and vegetables are on offer each day. We encourage children to drink water throughout the day. They are given the option of milk or water. We also encourage them to bring a water bottle each day which they can access whenever they want to, we also have a water dispenser situated in the upstairs corridor, which the children can access daily. All dietary requirements are catered for and weaning programs are followed in line with parent’s wishes and Health Authority Guidelines. Allergies / Dietary requirements If you are aware that your child has an allergy / dietary requirement to certain foods or food product please ensure that you inform staff and the information is added onto your child's individual care plan. It is important that you tell us no matter how minor or severe the allergy is. A list of children with allergies is kept in each department. All children have their own allergy cards for snack / lunch times detailing any allergy, dietary requirements so that all staff are fully aware. As some children have known allergies we kindly request that parents do not bring in food from home unless this has been agreed by the management of the nursery.

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**Impairment Fire Evacuation Policy**

Purpose of Policy

 Merry Kidz Day Nursery is committed to providing safety measures for all the individuals within the building and the purpose of this policy is to ensure that those that have an impairment will be catered for during the event of a fire occurring.

Who is Responsible?

 It is the responsibility of the manager to ensure that in the event of a fire taking place that any person with an impairment on the premises are helped to evacuate safely and with dignity. The Manager will be responsible for ensuring that the person in need is assigned a senior team member to help them from the building by staying with the person throughout and offering reassurance and direction. The type of support and help offered will be dependent upon the impairment and the individual needs of the person.

How the Policy will be Implemented

 In the event of an evacuation Merry Kidz Day Nursery will adhere to the fire evacuation policy with adjustments for impairments as follows:

 Visual Impairment – A senior team member will explain the the person what is happening and direct them safely from the building via the nearest safe fire exit and meet at the assembly point.

 Hearing Impairment – A senior member will explain via which ever means is best suited to the person what is going on and escort them safely from the building via the nearest safe fire exit to the nearest available fire assembly point.

  Mobility Impairment – A senior member of the team will direct the person form the building via the nearest safe fire exit point to the nearest available assembly point. In any evacuation the manager will collect the visitor sign in sheet to ensure that all visitors regardless of impairment are evacuated from the building safely.

The key priority is to evacuate safely for all individuals during a time of fire.

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**Incident Policy**

Purpose of Policy

 The purpose of this policy is to ensure that when an incident occurs in Merry Kidz Day Nursery that appropriate action is taken and accurate information is recorded and communicated. An incident is classed as an occurrence which may under certain circumstances cause an injury to one or more persons.

Who is Responsible?

 It is the responsibility of every member of staff to ensure that incidents are dealt with in a timely manner. It is the responsibility of the manager to ensure that all members of staff have knowledge of incident management and knowledge of the security policy and procedure for Merry Kidz Day Nursery. It is the responsibility of the member of staff who has dealt with the incident to write the Incident report and ensure that it is signed by the parent or carer of the child or children involved.

How the Policy is implemented

 The codes of conduct for staff, children and parents and carers are displayed on the setting notice board or information area. The behaviour management policy and procedure will be displayed on the setting notice board or information area. Any incidents which may cause harm to one or more persons must be dealt with in a timely manner and recorded appropriately. Incidents are divided into minor incidents and major incidents, minor incidents are classified as incidents which whilst they may require first aid, do not require medical or external assistance from the authorities. Major incidents are classified as incidents which require medical or external assistance from the authorities, including the police.

Minor Incidents If the incident is minor and does not require medical or external assistance the member of staff should address the incident using the approved methods of the setting and complete an Incident record, this record will be signed by the member of staff and by the parent or carer of the child. If the incident is minor but first aid is required the first aider will assess the situation and administer first aid as required. A member of staff will complete the incident record and assist in the completion of the accident record. The parents or carers of the child or children involved in the incident should be contacted and informed of the incident. The parents or carers should also sign the completed accident and incident records when they arrive to collect their children.

Serious Incidents and Injuries

 If the incident is serious and medical treatment or external authorities are involved a member of staff should call the appropriate authorities immediately, if medical treatment at the hospital is required then a member of staff will accompany the child to the hospital in an ambulance. The child's registration form containing medical information should accompany them to the hospital. A member of staff should inform the parent or carer of the child (or an emergency contact) immediately and inform them of the Incident and what action has been taken. In some extreme cases the member of staff may also be required to contact the police, if this is the case the parents or carers will inform the parents or carers that this has been done and the reasons for this.

Recording Incidents

All Incidents, however minor must be recorded in the Incident book. The Incident record should include the following:

 Name of the child

 Date and time of Incident

  Details of the incident

  What action was taken

The child's parent or carer must sign the Incident record and any incidents which required hospital treatment or external influence from authorities such as the police will be reported to the Care Inspectorate Officer within 3 working days.

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**Inclusion Policy – Children with Additional Support Needs**

Merry Kidz Day Nursery is committed to offering a service that meets the needs of all families in the community; as such we are committed to ensuring that as far as possible our service meets the needs of all children regardless of their individual circumstances.

When working with children who have an identified additional support needs Merry Kidz Day Nursery aims to support the family as far as possible to ensure that they have open access to our service, we aim to do this by:

 Meeting with the parent or carer of the child to identify the level of support required by the child, and to assess if the setting can meet this level of support.

 By meeting with other professionals involved with the family, for example, teachers, educational psychologists, and speech and language therapists, to identify how the setting can meet the needs of the child.

  By meeting with the child to introduce the members of staff at the setting and to get to know them.

 By initiating the recruitment of an additional member of staff or the identification of a member of existing staff who will act as a key worker for the child, dependent upon their individual needs and level of support required.

  By initiating additional training where required for existing members of staff to enable them to meet the needs of the child.

  To integrate the child into the setting and allow them to gain ownership for the setting

Where it is not possible for Merry Kidz Day Nursery to integrate a child with additional support needs, we aim to provide parents and carers with information to a more appropriate service, who may be able to meet the needs of their child

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**Infection Control Policy**

Purpose of Policy

This policy is designed to ensure that a safe, healthy environment in maintained at Merry Kidz Day Nursery. The nursery recognises that infections can spread quickly amongst children in childcare environment therefore we will endeavour to ensure that infections are controlled and good health and hygiene practices are maintained.

Who is Responsible?

It is the responsibility of the manager to ensure that any children, parents and members of staff who have a contagious illness are excluded from the nursery for the recommended period of time. The manager has a responsibility to inform parents and carers when their child enters the setting with a contagious illness, the manager must also inform all parents if more than 10% of the children attending the setting have a contagious illness. All members of staff have a responsibility to ensure that any children who arrive at the setting unwell the child’s parent carer must speak to management / senior staff before a decision is made and whether the child should remain at nursery or go home. All members of staff have a responsibility to ensure that they do not attend the session if they have an infectious illness, this will assist Merry Kidz Day Nursery to prevent the spread of any infectious illness.

How the Policy will be Implemented

 Merry Kidz Day Nursery aims to prevent the spread of infectious illnesses and infections by adhering to the following procedures:  Excluding children with infectious illnesses and infections for the recommended period of time (please see the NHS Exclusion Guidelines for further information on this).

 Excluding all members of staff with infectious illnesses and infections for the recommended period of time (please see the NHS Exclusion Guidelines for further information on this).

 Identifying signs of illness in children and staff whilst they are in the setting

 Informing parents and carers of sick children that their children are ill and arranging for them to be collected at the earliest opportunity.

 Limiting the contact of sick children with other children until they can be collected from the setting, taking into account the sensitivity of the situation and that the child does not feel bad as a result of any action.

  Preventing the spread of infection by adhering to the setting's health and safety policy, personal hygiene policy and food safety policy and procedures.

 Reporting incidences of certain infections to other parents and members of staff whilst maintaining the anonymity of all children and members of staff involved.

The following are the types of infections that would be reported to parents and members of staff:

 Sickness / diarrhoea

 Head Lice

 Measles

 Chicken Pox

 Mumps

 Meningitis

 Whooping Cough

Highlight the importance to parents that if their children have not been immunised then they will be in a high risk category if an infectious illness presents itself in the setting. Parents have the right to choose whether or not they will send their child to the setting. This is particularly relevant in cases of:

 Measles

 Mumps

 Rubella

 Whooping Cough

Monitoring of children and members of staff where there has been exclusion for signs of the same illness. All cases of infectious illnesses are recorded in an illness form and is signed by the child's parent or carer on collection. Members of staff who become unwell during working hours will immediately be sent home and a relief member of staff called in to ensure ratios of staff and children are maintained.

Dealing with Children who become Unwell In accordance with setting registration guidelines children will not be admitted into the setting if they are showing signs of any ailment that could be contagious or could affect the settings ability to care for the child and the other children in attendance. Similarly, any member of staff who attends work showing signs of any ailment that could affect their ability to carry out their duties will be sent home and a replacement member of staff called in to cover the minimum child to adult ratios. Children who become unwell during the course of the session will be made comfortable and will be cared for by a member of staff until their parent or carer can collect them. The dignity of the child will remain paramount and the child will not be made to feel bad as a result of their illness, but the setting will put measures in place to ensure that the risk of the illness spreading is minimised. In instances where any medication is administered as a form of treatment, such medication will be administered in accordance with the administration of medication policy and will only be administered with the express permission of the child's parent. Any and all administration of medications will be recorded in the medicine administration form.

A child’s parent or carer will be contacted upon a child becoming unwell and will be asked to come and collect the child or make arrangements for the child to be collected as soon as possible. Where the parent or carer cannot be contacted the setting will contact the child’s emergency contact provided on the registration form. The person collecting the child will be asked to sign any records, for example, illness form and administration of medication form.

Exclusion Guidelines

In cases where a child, parent or member of staff is known to have contracted a contagious illness or infection that could affect other children or staff the nursery will implement the following exclusion guidelines:

 Any child who has an illness that results in a greater need for care than members of staff can provide and who may be placing other children at risk will be excluded until such time as treatment has been received and the child is feeling better.

  Any member of staff who has an illness that affects their ability to carry out their duties and who may be placing children or other members of staff at risk will be excluded until such time as treatment has been received and they are feeling better.

 Any child or member of staff showing signs of fever, lethargy, or difficulty breathing or any other manifestations of severe illness will be excluded until such time as a diagnosis has been made and treatment received and they are feeling better.

 Gastric upset: exclusion for 48 hours after last attack of vomiting or diarrhoea.

  Rash with fever or behavioural change: exclusion until medical advice has been sought and a determination of further infection is made.

 Fever/Throat infections: exclusion until 24 hours after fever has gone down.

 Shingles: exclusion until lesions are crusted

 Impetigo: exclusion for at least 48 hours after treatment has been received and spots are no longer weeping fluid

 Head lice: exclusion until treatment has been given

 Ring worm: those who have the infection in an exposed area such as the scalp and hands will be excluded for 1 week and permitted to return only after treatment has commenced. Those who have the infection on an area of the body that can be covered with clothing can return within 24 hours of starting treatment. They should not share clothing or towels and wash hands thoroughly after using the toilet and before eating.

 Threadworm: can return once treatment has been received.

 Hand, foot and mouth disease: exclusion until treatment has been received and last lesion has disappeared.

 Influenza: exclusion until clinically well

 Chicken Pox: exclusion until spots have crusted over, usually 5 – 7 days

 Rubella: exclusion for 7 days after onset of rash

  Mumps: exclusion until 9 days after the first appearance of symptoms (most notable symptom is swelling of the glands)

  Whooping Cough: exclusion for 5 days as long as antibiotic course has been completed, if antibiotics have not been given exclusion will be 14 days

 Meningitis: exclusion until clinically well

All infectious illnesses must be reported to the manager who will advise of any exclusion period and make the decision to inform other parents and staff members. In certain circumstances the Care Inspectorate Officer for the setting may also be informed.

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**Lost Child Policy**

 Children in our care are secured by a “closed door” policy, ensuring no unauthorised persons can enter the building gates.

In the highly unlikely event that a child/children goes missing, the following procedure will be followed.

  The Manager in Charge will be informed immediately.

  The manager will first check if the child has been signed out of the nursery, and if so by whom.

  In the event that the child has not been signed out;

1. A search of the nursery and the immediate area will take place, ensuring at the same time that the building and grounds are secure.

2. If the child/children have still not been found, then police, the child’s parents/guardians and a director of Merry Kidz Day Nursery will be informed immediately.

3. The Manager will ensure that staff is available for questioning.

4. No staff will be allowed to leave until given authority to do so by the police officer in charge.

 5. Ofsted will also be informed.

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**Policy on Record-Keeping**

 Merry Kidz Day Nursery will protect the interests of the children, their parents and our staff by maintaining confidential all records and personal information held by us.

 We take seriously our duty to keep safe the information we hold on staff, parents and children. All such records will be stored in a safe and secure manner and not revealed to anyone except those persons and authorities legally entitled to access the information.

 Implementation

  All records on staff, children and their families, are kept secure in a locked cabinet.

 During orientation we will provide relevant information to staff and parents about which records are kept and how they will be kept.

 The Registered Person will securely retain records for a period of at least three years after the last date on which the child attended.

  Records about individual children are shared with the child’s parents except where this would place the child’s welfare at risk.  Records are always available for inspection by OFSTED.

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**Internet Policy**

The internet can be freely accessed for nursery matters (including finding resources, planning etc.) during working hours.

In order to protect our facilities:

 Staff must not download personal music / films etc.

 Staff must be aware of viruses which could lurk in emails. Whilst using the nursery internet facilities staff must not open any emails from names that aren’t recognised in order to protect the nursery computer from potential viruses.

 Staff must be aware that all incoming and outgoing emails can be read by the nursery manager. This is not intended to infringe on staff privacy, but the internet is a very public way of communicating and like all companies, management reserves the right to ensure that the name of the nursery is not brought into disrepute.

  It is vitally important that staff are careful about content that they search out or download. Every time you view a page on the internet, it is possible to trace your visit back to the nursery computer. This means that it is possible to tell if the nursery computer was being used to look at inappropriate web pages.

  Staff must be aware of their responsibilities to the nursery when using social networking sites such as Facebook. Our confidentiality policy must be adhered to at all times, even outside of working hours. It is important to maintain your status as a professional childcare worker and therefore we would urge you to think twice before fostering online friendships with parents. Disciplinary action could result if the nursery is brought into disrepute.

  Children are to be encouraged to use the internet to access educational learning sites, but must be supervised at all times.

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**Manual Handling Policy**

To comply with Occupational Health and Safety Act 1991, which requires the nursery to follow the guidelines, set out in this legislation;

Manual Handling means lifting, lowering, pushing, pulling, carrying, moving, holding or restraining any object or person.

Procedures for managing and monitoring safe manual handling.

 Staff are encouraged to use their common sense and not to take unnecessary risks when handling large/heavy objects.

  When lifting a child or object weighing more than 15 kilos, staff are required to seek assistance.

  Manual Handling and correct lifting/back care training will be provided regularly.

 It is the responsibility of all staff to follow the procedures below and to assist by identifying manual handling hazards and risks.  Regular checks to monitor use of manual handling at the nursery. Any difficulties noted will then be dealt with immediately.

Managing risks for manual handling.

 Identifying risks - discuss issues with staff and check past incidents/accidents records.

 Assess risks – how much strain, pressure, stress, weight, force, grip, skill and duration is required for each activity.

 A risk assessment will be undertaken for any expectant student or staff member within the setting during their pregnancy.  Control risks – when designing tasks in order to minimise injury, look at changing the way jobs are done, change the layout of the workplace, and change the equipment.

Correct Lifting Procedures.

 IF IN DOUBT, DO NOT LIFT!

  Staff must never twist while lifting.

 When staff lift a child or object they should not stretch over and lift, but lean close and raise as close as possible to their body.

When lifting staff must:

 Place their feet apart in a striding position

 Keep their breastbone elevated

 Bend their knees

 Brace their stomach muscles

 Hold the child or object close to their body

 Move their feet not their spine, to stand up

 Prepare to move in a forwards direction.

  Staff should transfer heavy items to smaller containers to reduce weight.

Staff should:

 Kneel where possible

 Avoid sitting on child sized chairs where possible

 Refrain from carrying children on their hip

 Lift children with one arm under their buttocks and the other arm under their backs, with the child facing them.

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**Medication Policy and Procedure.**

 Medication will only ever be administered to a child with prior written consent from the parent/ carer

 1. On arrival at the nursery the parent/ carer will be asked to fill out a Medicine Consent form.

 2. The medicine will be stored appropriately in either a locked fridge or cupboard.

 3. The information that a child requires medicine will be recorded in the Staff Message book.

 4. At the times stated on the Medicine Consent form, a qualified member of staff will check the medicine to ensure that it is within its use - by - date before administering it to the child.

 5. The child's name will be written on the wipe board in the hallway to remind staff and the parent/ carer that the form needs signing and the medicine will be handed back to the parent/ carer.

 6. When collecting the child the parent/ carer will be asked to sign the Medicine Consent form to acknowledge that the medicine has been administered. The child’s name will be highlighted in the register as a reminder to ensure the parent is aware and signs the medicine book.

 7. The Medicine Consent form, once not required to record administration of medicine, will be filed into the child's confidential record. Should the parent/ carer leave the premises without signing the Medicine Consent form to acknowledge that the child has had medicine, a senior member of staff will contact them and give details of the times and dosage.

 Ongoing Medication.

 Consent forms for ongoing medication, such as creams, inhalers, epipens will be filled out in the same way and kept in the child’s confidential record. They are to be completed appropriately after the medication has been administered or possibly in the case of inhalers, witnessed, and the procedure followed as stated.

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**Door Answering Procedure**

  Each member of staff who answers to the door bell must ensure that they close the inner door behind them.

  The person wanting access must be identified before being allowed entry to the nursery beyond the lobby.

  If the person is not identifiable by sight, then relevant checks will need to be carried out.

1. Ask the name of the person/s

2. Ask for the password if they are wanting to collect a child.

3. Establish with the relevant staff member or Nursery Manager that the person has legitimate business at the nursery.

  If a person presents as a delegated individual to collect a child, then the proper procedure must be followed, including the use of the correct password. A parent/guardian MUST be contacted, if there is any doubt as to the identity of the individual, or if there is no evidence of consent having been given to the nursery for a delegated individual to collect the child. If the parent/guardian is unable to be contacted, then in the interests and safety of the child, they will remain in the care of the nursery.

  Visitors to the nursery must have a business or valid identification card that staff must check and they must sign in and out of the Visitors Book on arrival and departure.

  Any concerns about persons seeking access must be referred to the Nursery Manager before allowing entry.

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**Mobile Phones and Camera Policy**

Mobiles

The welfare, protection and safety of every child in our care is of paramount importance, and we take our responsibility to safeguard children seriously. We have procedures in place which we ask everyone to respect, to help promote the safety of the children in our care. 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 locked with staff belongings in the staff room

 • Mobiles may only be used on a designated break and only in a child free area of the nursery

 • 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 nursery/emergency use only

 • Mobiles must never be used to take photographs of any of the children or any area of the nursery or the work or any member of staff at work It is the responsibility of all members of staff to be vigilant and report any concerns to the Nursery Manager. Concerns will be taken seriously, logged and investigated appropriately (see allegations against a member of staff policy). The Manager or Assistant Manager in her absence reserves 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.

 Camera

Photographs taken for the purpose of recording a child or group of children participating in activities or celebrating their achievements is an effective form or recording their progression in the Early Years Foundation Stage. However, it is essential that photographs are taken and stored appropriately to safeguard the children in our care.

Only the designated nursery camera is to be used to take any photo within the setting or on outings. Images taken on this camera 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 location of the camera; this should be placed in the designated area. Images taken and stored on the camera must be downloaded as soon as possible, ideally once a week. Images must only be downloaded by the Manager or Assistant Manager, and stored on the nursery computer. Under no circumstances must cameras of any kind be taken into the bathrooms without prior consultation with the Manager or Assistant Manager. If photographs need to be taken in a bathroom, 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. At all times the camera must be placed in a prominent place where it can be seen. Failure to adhere to the contents of this policy will lead to disciplinary procedures being followed.

This forms part of our Safeguarding Policy.

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**No Smoking Policy**

Children’s health and wellbeing is of the utmost importance for the children in our care. Smoking has proved to be a health risk and therefore in accordance with childcare legislation, the nursery operates a strict “No Smoking Policy” within its buildings and grounds. It is illegal to smoke in enclosed places (effective in Scotland and Wales and England.)

Parents are respectfully required to abstain from smoking whilst on the premises. This rule also applies to staff, students, carers and visitors etc.

Staff accompanying children outside the nursery are not permitted to smoke e.g. whilst on an outing. Staff must not smoke whilst wearing nursery uniform as it is essential that staff are positive role models to children and promote a healthy lifestyle.

Staff must not smoke near the location of the nursery, if they need to smoke it must be away from the nursery building and out of view from service users.

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**Partnership with Parents Policy**

We believe that children benefit most from Early Years Education and Care when parents and settings work together in partnership. Our aim is to support parents as their children's first and most important educators by involving them in their children's education and in the full life of the setting. In order to fulfil these aims we:

 Are committed to ongoing communication with parents to improve our knowledge of the needs of their children and to support their families;

 Have a parental notice board which keeps parents up to date on news within our setting and the local community;

 Send out regular newsletters via email

 Inform all parents about how the setting is run and its policies through access to written information and through regular informal communication, which can all be viewed on our website at their leisure www.littledreamsnursery.com

 Encourage and support parents to play an active part in the management of the setting via questionnaires;

 Inform all parents on a regular basis about their children's progress via reports, which is sent out twice per year and offering parent’s evenings once per year. Parents are welcome to view their child's progress folder anytime.

 Parents have access to their children's online learning journal at all times

 Provide opportunities for parents to contribute their own skills, knowledge and interests to the activities of the setting;

 Provide information about opportunities to be involved in the setting in ways that are accessible to parents with basic skills needs, or those for whom English is an additional language;

 Welcome the contributions of parents, in whatever form these may be;

 Inform all parents of the systems for registering queries, complaints or suggestions and check to ensure these are understood. All parents have access to our written complaints procedure and all other policies via our website: www.littledreamsnursery.com

 Provide opportunities for parents to learn about the curriculum offered in the setting and

about young children's learning, in the setting and at home.

 Parents can also access lots of different information from our website / blog page and also anything of relevance will be on display in our entrance area.

 Encourage parents to become involved in fundraising

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**Fee Paying policy.**

Merry Kidz Day Nursery understands that the cost of registered child care may seem expensive to a parent. However, providing a high quality, safe and stimulating service for children is not cheap and to ensure the continued high standards and sustainability of the nursery, it must ask that parents respect its policy in respect of fees. Merry Kidz Day Nursery values 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.

- Fees are due at the start of each week or month, and must be paid in advance. This applies to all payment methods, including Childcare Vouchers. Individual payment arrangements can be negotiated.

 - Fees can be paid by standing order, direct debit, cash or Childcare Vouchers. We recommend using a standing order or a direct debit as the easiest method of payment. Please ask Ayo for details of how to set these up if you are unsure.

 - Day Care fees are payable 50 weeks a year. - The Day Care closes for four weeks during the year; at Christmas, Easter and summer, bank holidays and staff training. You are not charged for these periods.

- Non-attendance due to holiday, illness\* or other reasons will be charged for. \*Illness- full fees are payable for the first week of absence, subsequent days will then be charged at half rate, up to a maximum of 2 weeks. (A week refers to Monday to Friday period)

- Sessions cannot be swapped, any extra sessions will be charged for.

- A retainer fee will be charged if your child does not attend during school holidays, (as long as the nursery has been given written notice of this) this fee will be 50% of their usual weekly amount. If we do not receive notice, you will be charged your usual full weekly amount.

- You enter into a contract with the Nursery when a starting date is agreed. Your agreement to our terms and conditions is legally binding.

- Please inform the Day Care Manager if you have difficulties in paying your fees. Failure to meet payments will result in the termination of the Nursery place.

**Late payment/ Non-payment of fees procedure**:

 - After one week of non-payment or late payment, you will receive a verbal reminder of the contract.

 - After two weeks of non-payment, we will suspend the childcare place, and children will not be allowed to come into the nursery until the fees are paid in full. Fees will still be applicable during the two weeks the nursery suspends the place.

 - If the fees are not paid in full after four weeks, the nursery will terminate the contract and send a letter to confirm this.

 - All costs incurred in the collection of unpaid fees including administration costs and costs from using solicitors or debt collection agencies where needed will be recoverable in full.

 **Help with childcare costs:**

 Outlined below are ways in which you may be able to get help paying your childcare costs. Alternatively you could visit our website merrykidzdaynursery.co.uk.

- Educational Grant for 3 and 4 year olds: for all parents

 Nursery grant funding is available for all 3 and 4 year olds from the term following their third birthday. With a Day Care place, this funding can be spread over 39 or 48 weeks of the year. Please note if you choose to spread the grant over 38 weeks then full fees are payable during other times. This grant is claimed by and paid to the nursery, and this is then discounted from your weekly rate. The nursery will ask parents to sign a form each term to confirm their grant.

 - Childcare Vouchers: for working parents

Employers offer these schemes as a salary sacrifice scheme. Even if your employer does not currently have a scheme set up, in most cases they should be able to do so. Childcare vouchers are exempt from National Insurance contributions on the first £55 you earn a week; tax is only paid on the remainder of the income. This may affect your entitlement to other benefits if you receive any, so you should check this out first. For more information, speak to your employer about which scheme they offer, or call the Daycare Trust on 0845 872 6251. The nursery accepts a wide variety of Childcare Vouchers.

- Working Tax Credits: for working parents

Parents currently working more than 16 hours per week may qualify for Working Tax Credit, which includes a childcare element designed to help towards the cost of childcare. This can be up to 70% of eligible childcare. Call the Tax Credit Helpline on 0845 300 3900 for more information on how much you may be eligible for, or go to http://www.hmrc.gov.uk/taxcredits and use the Tax

Credits Calculator for an estimate of help you may receive. You need to keep HMRC up to date with any changes in your circumstances.

 The nursery can provide more information on both Childcare Vouchers and Working Tax Credits and how to set them up.

 For students: there are a variety of different schemes available. These include:

 - Free Childcare for Training and Learning for Work: this is aimed at out of work parents who have a partner who is working. For more information call the Learner Support helpline on 0800 121 8989.

 - Care to Learn: this is aimed at parents who are under 20 and are undertaking training or studying. Their helpline is 0800 121 8989.

- Learner Support Fund: Contact Student Support or the Welfare Officer at your college for more information about how to access funding to help with childcare costs.

- New Deal for Lone Parents: this is aimed at parents who are either not working or work less than 16 hours per week. Call Jobcentre Plus for more information on 0845 604 3719.

 - Childcare Grant: for parents in full time education, this is available through your Student Services department

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**Personal Hygiene Policy**

Aims and Objectives

To ensure children and staff establish a good personal hygiene routine which will prevent cross contamination. Routine is the key to ensuring that the highest standards of personal hygiene of both children and staff are maintained. Toilet training is one of the most significant skills to be learned by a child therefore all children are monitored after going to the toilet to ensure that they wash their hands properly. Similarly, before eating, all staff / children wash their hands and encouraged to wash their own. In order to minimize the possibility of the spread of infections, to the staff or other children, staff members will wear disposable gloves each time they change a nappy, when administering First Aid in situations which involve bleeding cuts. In cases of infestation of head lice, nits, etc., the nursery must insist that the child is treated immediately. Only after this is done, may the child be readmitted

Responsibilities

 It is the responsibility of each member of staff to ensure that children are taught a good hygiene routine and that all children are supervised to ensure this becomes well established.

Procedure - Children

 The emphasis is very much on making hand washing fun.

 Staff will ensure children wash hands before snack and lunchtime and after visiting the toilet and playing outdoors.

  Children will be supervised at all times when washing hands to reinforce correct method.

 The children will be taught how to wash hands correctly with mild bacterial soap and dried with disposable towels.

Procedure – Staff

 Staff to ensure that they wash their hands before and after snack / meal preparation.

 Staff must wash hands after visiting the toilet

  Staff must wash their hands after supervising / supporting children at toileting.

  Staff must wash their hands when cleaning noses

 Staff must wash their hands after being outside in the garden area and after removing the children's outdoor shoes.

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**Photograph Policy**

Purpose of Policy

 From time to time Merry Kidz Day Nursery may wish to take photographs of the children for display and publicity purposes. This policy states the circumstances when photographs will be taken, who will take the photographs and who will have access to these photos.

Who is Responsible?

 It is the responsibility of the nursery manager to ensure that permission is granted for Merry Kidz Day Nursery to take photos of the children. All parents are required to grant permission for this and permission forms are available in all registration packs. It is the responsibility of all members of staff to ensure that photographs are taken only of children who have permission from their parents.

How will the policy be implemented?

 Merry Kidz Day Nursery will only take photographs of children whose parents have given permission A camera is available within the setting and this camera will be the only one which is used when taking photographs of children. Members of staff will not be allowed to take photographs of children using their own cameras. Only a member of staff or another child will take photographs. Photographs will not be available for parents or staff to take home. Photographs will only be available for viewing in the confines of the setting or for publicity purposes. The use of Camera Phones is not permitted by staff or children at Merry Kidz Day Nursery.

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**Recruitment / Induction Policy**

Introduction

Merry Kidz Day Nursery is committed to providing the best possible care and learning to all children and safeguarding and promoting the welfare of children and young people. Merry Kidz Day Nursery is also committed to providing a happy and supportive working environment to all its members of staff. The nursery recognises that, in order to achieve these aims, it is of fundamental importance to attract, recruit and retain staff who will share this commitment. The aims of Merry Kidz Day Nursery recruitment policy are as follows:

 To ensure that the best possible staff are recruited on the basis of their qualifications, experience, abilities and suitability for the position .

 To ensure that no job applicant is treated unfairly on any grounds including race, colour, nationality, ethnic or national origin, religion or religious belief, sex or sexual orientation, marital or civil partner status, disability or age

  To ensure compliance with all relevant recommendations and guidance

 To ensure that the nursery meets its commitment to safeguarding and promoting the welfare of children by carrying out all necessary pre-employment checks Recruitment & selection procedure .

All applicants for employment will be required to write a test and complete an application form containing questions about their academic and employment history and their suitability for the role. Incomplete application forms will be returned to the applicant where the deadline for completed application forms has not passed. A Curriculum Vita will not be accepted in place of the completed application form. Applicants will receive a job description and person specification for the role applied for. The applicant may then be invited to attend a formal interview at which his/her relevant skills and experience will be discussed in more detail. If it is decided to make an offer of employment following the formal interview, any such offer will be conditional on the following:  The receipt of two satisfactory references (one of which must be from the applicant's most recent employer) which the nursery considers to be satisfactory;  The receipt of a PVG  Checking professional registers

All of the above details are recorded on our “Recruitment Tracking Record”. We advise that anyone appointed to a post involving regular contact with children or young people must be medically fit. It is the Nursery’s responsibility to be satisfied that employees of the nursery have the appropriate level of physical and mental fitness before an appointment is confirmed. The nursery is aware of its duties under the Disability Discrimination Act 1995. No job offer will be withdrawn without first consulting with the applicant, considering medical evidence, considering reasonable adjustments and suitable alternative employment.

Verification of identity and address All applicants who are invited to an Interview will be required to bring the following:  Passport; and  Birth Certificate  Driving Licence  A letter from bank, building society or utility bill which shows applicant’s address  National Insurance Number

The nursery asks for the date of birth of all applicants (and proof of this). Proof of date of birth is necessary so that the nursery may verify the identity of, and check for any unexplained discrepancies in the employment and education history of all applicants. The nursery does not discriminate against applicants on the grounds of age.

Verification of qualifications

The candidate must bring all relevant certificates (preferably originals to the interview). If certificates are not provided, the nursery manager will contact the awarding body for verification.

Checking professional registers The nursery manager will check an applicant’s current or past registration with DBS udate service

References

All offers of employment will be subject to the receipt of a minimum of two references which are considered satisfactory by the nursery owner's. One of the references must be from the applicant's current or most recent employer. If the current/most recent employment does/did not involve work with children, then the second referee should be from the employer with whom the applicant most recently worked with children. Neither referee should be a relative or someone known to the applicant solely as a friend. All referees will be asked whether they believe the applicant is suitable for the job for which they have applied and whether they have any reason to believe that the applicant is unsuitable to work with children. All referees will be sent a copy of the job description and person specification for the role which the applicant has applied for.

If the referee is a current or previous employer, they will also be asked to confirm the following:

 The applicant's dates of employment, job title/duties, reason for leaving, performance, and disciplinary record

 Whether the applicant has ever been the subject of disciplinary procedures involving issues related to the safety and welfare of children (including any in which the disciplinary sanction has expired)

 Whether any allegations or concerns have been raised about the applicant that relate to the safety and welfare of children or young people or behaviour towards children or young people

The nursery will only accept references obtained directly from the referee and it will not rely on references provided by the applicant. The nursery owner's will compare all references with any information given on the application form. Any discrepancies or inconsistencies in the information will be taken up with the applicant and the relevant referee before any appointment is confirmed. Criminal records check For all childcare positions, the nursery requests a DBS. A DBS will contain details of all convictions on record (including those which are defined as "spent" under the Rehabilitation of Offenders Act 1974) together with details of any cautions, reprimands or warnings held on the Police National Computer. It will also reveal whether an applicant is barred from working with children or vulnerable adults or those considered unsuitable to work with children or vulnerable adults. A DBS may also contain non-conviction information from local police records which a chief police officer thinks may be relevant in connection with the matter in question.

 Induction Process

 An induction procedure is followed whereby

  The new member of staff will receive an English test. The booklet contains a variety of questions,. The booklet is checked through by management following completion and then discussed with the staff member.

 A copy of job description.

 A copy of nursery aims

 A copy of our codes of practice

 A discussion on Child Protection / First Aid

  A discussion on fire / safety procedures.

 Go through risk assessments

  An end of week review after the 1st / 2nd week of employment and then a review after their 1st month, followed by 6 monthly reviews to discuss their work performance and next steps.

The new member of staff is supervised and supported by Management / Room Leader in their room to role model, give guidance and to help enforce appropriate behaviour. The new staff member will be on a six month’s trial after this period if they are employed on a permanent basis then they will be put on courses such as first aid, child protection and food hygiene this would be within a six month time scale.

For the first year of employment the new staff member will have a review every six months on their work performance, which will indicate any training needs required, this will be private and confidential on a one-to-one basis with the nursery owner's / manager.

Retention of records

 If an applicant is appointed, the nursery will retain any relevant information provided on their application form (together with any attachments) on their personnel file. If the application is unsuccessful, all documentation relating to the application will normally be confidentially destroyed after six months.

Queries If an applicant has any queries on how to complete the application form or any other matter they should contact the nursery owner's.

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**Room temperature procedures**

Purpose of Procedures The purpose of this policy is to ensure that the correct temperatures are maintained at all times within the play rooms and sleep room.

Recommended temperatures

Sleep room temperatures should be between 16 °C – 21 °C

Play room temperatures should be between 16 °C – 21 °C

How the Procedures is Implemented All playrooms / sleep room have a digital thermometer for staff to record the temperatures daily. Staff must record the temperature in the morning and afternoon, these must be recorded in the “Temperature record sheet”. If the temperature is below or above the temperature, then action should be taken to adjust the temperature accordingly. Open windows / use fans if too hot or inform management if room is cold and the heating temperature will be increased. Seek advice from management if unsure.

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**Security Policy**

Purpose of Policy

 The purpose of this policy is to ensure that only authorised persons have access to Merry Kidz Day Nursery whilst in operation in order to protect the safety of children and staff in line with the health and safety policy.

Who is responsible?

 The manager and the CEO have a responsibility to ensure that an appropriate security system is in place. All members of staff have a responsibility to ensure that the security system is operational and is used at all times All members of staff have a responsibility to ensure that they are vigilant at all times and ensuring that access is only granted to authorised persons. Parents have a responsibility to not open the door to any persons seeking access, unless they know the parent, otherwise they must leave them to seek entrance via the intercom.

How will the policy be implemented?

 Parents collecting children and visitors

· We will have an intercom entry system whereby registered parents and carers can only get access to Merry Kidz Day Nursery by pressing the designated room and saying their name / child's name before being given access. · Only authorised people listed on the registration documents will be allowed to collect children from Merry Kidz Day Nursery. These people must be over the age of 16 years.

 · Where a person who is not listed on the registration form tries to collect a child, they will be asked to wait with a member of staff whilst the primary carer for the child is contacted for confirmation that they are authorised to do so. The member of staff will explain the security policy to the person.

· If the member of staff cannot contact the parent, then they will contact the emergency contact · If the parent gives verbal authorisation that the person is allowed to collect the child the member of staff must request that a password is given for their first visit until staff know the person.

 · If anyone, other than those collecting children, requires access to the setting, their visit must be pre-arranged with the manager and they must carry identification highlighting the organisation they represent. All visitors will be asked to sign in and out of Merry Kidz Day Nursery. It should be noted that visitors should at no point have unsupervised access to the children.

· All members of staff, when answering the door to any visitor, other than those collecting children, must ask for identification and a clear explanation for their visit. The visitor must only be admitted if and when staff are satisfied with the information provided. · Visitors must be escorted off the premises by a member of staff, they will be asked to sign out when leaving the premises. · Any person found on the premises without authorisation should be approached and asked for identification. If they cannot provide satisfactory identification or a reason for being on the premises, they will be politely asked to leave and will be escorted by a member of staff from the premises. If the person refuses to leave when asked, the member of staff should request assistance and the police may be called. · Any incidences of unauthorised persons being on the premises must be reported to the manager and be recorded in the incident book.

Members of Staff: All members of staff at Merry Kidz Day Nursery are screened thoroughly by management before commencing employment

Children: Upon entry to Merry Kidz Day Nursery, all children are registered and are not permitted to leave the premises until they have been collected by an authorised adult. Children must inform a member of staff if they are leaving the room and state where they are going.

Children are not permitted to open outside doors.

All children must be signed out of the building on collection.

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**Use of Social Networking Sites**

As an employee of Merry Kidz Day Nursery you must adhere to the following restrictions when using social networking sites:

· Staff must NOT mention the nursery, staff, parents or children during discussions on any social networking sites.

· Staff must NOT use social networking sites during working hours, this includes during breaks and lunches.

· If any staff members have parents as friends then there should be NO discussions of the nursery, staff or their child/children. If parents have any questions / concerns regarding their child, nursery or staff then this should be discussed in a professional manner with management at the nursery.

 · Staff must NOT mention their place of work on their personal profile page.

· There MUST not be any pictures of the nursery, children or staff (unless permission by individual staff is received).

· If / when your employment at Merry Kidz Day Nursery commences, then you must continue to follow restrictions such as: Discussing the nursery, staff, parents or children on any social networking sites.

If any staff member does not adhere to this policy then disciplinary action will be taken. This could lead to instant dismissal depending on the restrictions you have breached, otherwise it will be as detailed in the disciplinary policy.

LAST UPDATED ON:

SIGNATURE

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**Staff Development and Training**

The nursery highly values its staff. It is in the interests of the nursery, the children, families, and the individual, that each staff member is given the opportunity to develop their skills to their maximum and to broaden their knowledge and skills in caring for children.

Personal and professional development is essential to maintaining the quality and delivery of high quality care and education for young children in early years. It underpins all aspects of curriculum delivery and positive interactions. At Merry Kidz Day Nursery we ensure that at least 75% of staff are qualified to Level 3 or equivalent in childcare and education and aim towards 100%. Other staff working at the nursery will either be qualified to Level 2 or undertaking training. We strongly promote constant professional development and all staff will have individual training records and continued professional development plans to enhance their skills and expertise.

External training and support is sought as appropriate to the needs of the nursery and the children attending and to renew/update staff qualifications.

To facilitate the development of staff we:

1. Lead and role model with staff, and offer encouragement and support to achieve a high level of morale and motivation

2. Promote teamwork through ongoing communication, involvement to enhance nursery practice

3. Provide opportunities for delegation based on skills and expertise to offer recognition and stimulate staff

4. Encourage staff to contribute ideas for change within the nursery and hold regular staff meetings and team meetings to develop these ideas. Regular meetings are also held to discuss strategy, policy and curriculum planning

5. Encourage staff to further their experience and knowledge by attending relevant external training courses

6. Encourage staff to pass on their knowledge to those who are less experienced and disseminate knowledge from external training to small groups of staff within the nursery

7. Provide regular in-house training relevant to the needs of the nursery

8. Carry out ongoing supervision with all staff. Staff appraisals are carried out every year where objectives and action plans for staff are set out, whilst also sourcing training according to their individual needs

 9. Develop a continued professional development plan addressing both qualifications and continuous professional development needs of the setting and of individual staff

10. Promote a positive learning culture within the setting

11. Delegate responsibilities according to an individual’s expertise

12. Carry out training needs analysis for all individual staff, the team as a whole, and for the nursery

13. Carry out full evaluations of all training events and use these to evaluate the training against the aims set to enable the development of future training programmes to improve effectiveness and staff learning

14. Provide inductions to welcome all new staff and assign a senior member of staff to support new staff

15. Offer ongoing support and guidance

We also carry out monthly in-house training with all staff covering a wide selection of child care aspects.

**TERMS & CONDITIONS**

**Registration:**

A non-refundable registration fee of £50.00 is payable upon registration of your child with the Nursery. A deposit of £100 will be required to secure your child's nursery place, which is refunded upon receipt of your final month’s payment.

**Confirmation of Place:**

The child’s place will be confirmed in writing. The confirmation will include details of the child’s commencement date along with the required sessions.

**Nursery Fees:**

Fees are charged on a calendar monthly basis and are payable in advance on a Monday or the first day of attendance unless by prior arrangement.

The initial payment of fees will be determined by the child’s commencement date with us and will include all sessions booked from that date, up to, and including the remainder of that particular month.

Depending on the period of daily attendance lunch, along with morning and afternoon snacks are included in the fees. The nursery will provide cow’s milk for those children of an appropriate age and pureed food to babies.

Nappies and formula milk are to be provided by the child’s parent/carer.

Payment may be made by Standing order, Childcare Vouchers and Cash. Returned payments from the bank may incur an administration charge equal to any charges the nursery may be charged by the bank

Please Note: On commencement of a child attending the nursery, the nursery fees shall be made in full and any voucher payments made will be deducted from subsequent months.

The nursery reserves the right to review the fees. In the event of there being changes to the fees one calendar month’s written notice shall be given.

A refund will not be given where a child is absent from the nursery due to sickness or holiday.

If fees remain outstanding for more than 2 days:

 • The nursery reserves the right to charge a late payment fee of 5% on any outstanding balance

• The nursery may serve 14 days notice in writing to terminate the contract. Upon termination of this contract the child shall cease forthwith to be admitted to the nursery and the nursery’s notice to terminate shall be regarded as a formal demand for all outstanding monies.

**Types of Sessions & Conditions of Booking:**

The session types available are set sessions. Further details of these, accompanied by the Fees Schedule, can be obtained from the nursery or viewed online. Set sessions are permanently booked recurring sessions or days requiring one full calendar month’s notice in writing should this be necessary to change.

**Extra Sessions/Hours:**

We are happy to offer extra sessions and hours if they are available. Please try to give as much notice as possible if you require extra sessions so that we can organise staff and food for your child.

Extra sessions booked but not taken are not refundable or transferable unless agreed by the nursery Manager due to exceptional circumstances.

**Cancellation/Termination of Contract:** After the child’s initial admission to the nursery either party may terminate this contract by giving one calendar month’s notice in writing. This period is subject to the termination not being due to non payment of fees as outlined above. During that said one month period the nursery undertakes to continue to admit the child and the parent/carer undertakes to pay for all fees due. In the event of the parent/carer failing to pay the month’s fees the child’s place shall be immediately withdrawn and the nursery/club shall be entitled to serve a formal demand for payment of such monies.

In the event of the parent/carer giving notice of withdrawal of the child and immediately withdrawing the said child there shall be due to the nursery one calendar month’s fees in lieu of notice. Failure by the parent/carer to provide one calendar month’s notice or any notice at all shall render the parent/carer liable to the nursery for one month’s fees. One months notice must also be given if sessions are requested to be reduced.

Notice must be made in writing to the nursery Manager.

**Sibling Discount:** Where there is more than one child from the same family attending the nursery on a full time basis a discount of 5% will be applied to the fees.

**Late Collection Policy:** The nursery reserves the right to charge parent/carers when they do not collect their child at the agreed time, a charge at the rate of £ for the first 15min then £15 for every 15 minutes thereafter.

**Notification of Absence/Lateness:** –The parent/carer is expected to notify the nursery if their child is going to be late or absent from the nursery.

**Unforeseen Closure:** – In the event of closure of the nursery due to extreme weather conditions, flooding, loss of utility supplies, heating failure, or other causes beyond the reasonable control of the nursery, the nursery will close and the parent/carer accepts that no refund of fees will be made due to continued operational costs.

**Sickness/Emergency Treatment:** - Children must not attend the nursery when they are unwell or suffering from a contagious illness or infection. In the event of a child becoming ill whilst at the nursery, the parent or nominated carer will be contacted to arrange to take their child home. In the case of an infectious condition the recommended exclusion time must elapse before the child can be readmitted to the nursery (the nursery can advise on this).

In the case of an emergency nursery staff will call health professionals. A senior member of staff will accompany the child to the hospital until the child’s parent/carer arrives. The nursery will continue to make contact with their parent/carer if they had not been able to reach them immediately.

**Complaints Procedure:** The nursery complies with a laid down complaints procedure, a copy of this is held in the nursery, in compliance with statutory framework requirements and on the parents’ notice board.

**Loss or Damage:** The nursery does not accept responsibility for any loss or damage of property on its premises.

**Nursery Policies and Procedures:** All nursery policies and procedures are available at the nursery. It is parents responsibility to read these and familiarise yourself with all policies and procedures. If you require clarification on any policies / procedures then please speak to the management team. The policies will be reviewed on a yearly basis. Parents will receive a copy via e-mail and will be asked to read through and if they would like to include anything they can speak to management.

Receiving nursery correspondence via e-mail: If you are happy to receive all nursery correspondence via e-mail, please write your preferred e-mail address below

Email Address................................................................................................................

The nursery reserves the right to change the above Terms & Conditions as and when the need arises. One months notice will be given in writing to any changes.

As parent/carer I acknowledge that I have read and agree to the Terms & Conditions set out in the above three pages.

Signed Parent/Carer 1..............................................................................

Name.................................................................... Date.......................

Signed Parent/Carer 2..............................................................................

Name.....................................................................Date.......................

Please note that a copy will be kept and placed on file and you can keep a copy.

**Transition Policy**

Our transition policy takes into account that we can only accommodate 75 children, between the ages of birth to 5 years at any one time. Before children are due to transition, the following will be taken into account before a place is confirmed:  Availability of spaces.

 Staff / child ratio.

 A child wanting a full time place will usually have preference over someone requiring part-time only.

 Priority is given to parents / carers who already have a child / children registered at the nursery.

At the Merry Kidz Day Nursery, there are five transition periods, as follows:  Settling in period (please see admissions policy) 

 . Transition from small baby room to toddler room

  Transition from toddler room to 2-3’s room

  The last transition at nursery is from 2-3’s room to 3's / 3-5's room.

Transition at Merry Kidz Day Nursery-

 the transition process involves the following:

 Management will now contact parents via email prior to transitions starting, which will also be discussed verbally that week with parents. (please note that transitions may not always be according to age, but also development needs and abilities).  Transitions will begin with short visits to the room and these will increase accordingly, depending on how well they adjust to the new environment and peers.  Parents will receive daily feedback on their child’s transition process.

  Parents will receive a “transition questionnaire” a few weeks after transitions start to gain feedback / comments on their experience of transitions.

  Parents will receive a start date for when their child will move into their new room, taking into account, when your child feels confident, secure and settled.

Please note, that children who already attend Merry Kidz Day Nursery are not always guaranteed a space in their required room, although priority will be given to children and siblings already attending. Every effort will be made by management to accommodate transitions or requested days, however, as this is not always possible, due to availability of spaces in order to comply with registration requirements, parents will be given a minimum of 1 month’s notice. Management will endeavour to inform parents at least 1-2 months before transition, to either:

 Offer alternative days  The option of remaining in current room until required days become available (Depending on development needs / abilities)

 Parents to seek alternative childcare arrangements

Management fully understand that seeking alternative childcare can be very stressful and worrying, but please be aware that every effort will be made to accommodate your child on the required days, but on occasions, we may be unsuccessful, but we must comply with our registration requirements regarding spaces.

If parents choose to terminate their child’s placement at nursery, please be advised that 1 month’s notice in writing or 1 month’s payment in lieu is required.

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**Whistle-blowing Policy**

Whilst it is expected that there should be a professional approach at all times and that everyone should hold the welfare and safety of every child as their paramount objective, there may be occasions where this may not be happening. It is vital that all team members talk through any concerns they may have with their line manager at the earliest opportunity to enable any problems to be ironed out as soon as they arise.

Disclosure of information Where a member of staff becomes aware of information that they reasonably believe tends to show one or more of the following, they MUST use the nursery’s disclosure procedure set out below:

 That a criminal offence has been committed or is being committed or is likely to be committed

 That a person has failed, is failing or is likely to fail to comply with any legal obligation to which they are subject

 That a miscarriage of justice that has occurred, is occurring, or is likely to occur  . That the health or safety of any individual has been, is being, or is likely to be, endangered

  That the environment, has been, is being, or is likely to be, damaged  That information tending to show any of the above, is being, or is likely to be, deliberately concealed.

Disclosure procedure

 Where it is believed that one or more of the above circumstances listed above has occurred staff should promptly disclose this with their line manager so that any appropriate action can be taken. If it is inappropriate to make such a disclosure to the line manager (i.e. because it relates to line manager) the member of staff should speak to a member of the management team or nursery owner.

 Staff will suffer no detriment of any sort for making such a disclosure in accordance with this procedure. For further guidance in the use of the disclosure procedure, staff should speak in confidence to the Nursery Manager/ Nursery Owners.

  Any disclosure or concerns raised will be treated seriously and will be dealt with in a consistent and confidential manner and will be followed through in a detailed and thorough manner

 Any staff member who is involved in victimising staff that make a disclosure, takes any action to deter staff from disclosing information or makes malicious allegations or disclosures in bad faith will be subject to potential disciplinary action which may result in dismissal.

 Failure to report serious matters can also be investigated and potentially lead to disciplinary action which may result in dismissal

 Any line manager who inappropriately deals with a whistle-blowing issue (e.g. failing to react appropriately by not taking action in a timely manner or disclosing confidential information) may be deemed to have engaged in gross misconduct which could lead to dismissal.

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**Sun Protection Policy**

Safeguarding and Welfare Requirements / 3.44, 3.64

Merry Kidz Day Nursery understands the dangers posed to staff and children by

Over exposure to the sun. In hot weather parents/carers **MUST** put sun cream on their child before they arrive at the setting. We will assume that **ALL** children come into the setting protected with sun cream at the start of their session, be this in the morning or afternoon.

In addition to this, staff will apply sun cream to the children as necessary later in the day to ensure their protection.

We will use a high quality sensitive skin cream and will obtain parental written consent before applying this. If children are unable to have the setting brand sun cream applied then parents/carers must bring their own choice of sun protection for the sole use of their child. This should be clearly named.

Parents/carers are also reminded to provide their children with suitable sun hats. We do have some spare hats that are available to give to children who forget their own.

Staff are encouraged to wear hats when sunny outside, to set a good example.

In hot weather staff will ensure there is plenty of drinking water available both inside and outside. Children will be encouraged to drink water frequently. Staff should ensure that there are also shady areas in the outdoor area.

Sun protection will be discussed with all children at the beginning of the summer term and repeated as appropriate.

Staff will make sure that the time is limited for children to be outside during peak times during hot periods.

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 **Toileting Policy**

 No child is excluded from participating in Merry Kidz Day Nursery who may, for any reason, not yet be toilet trained and who may still be wearing nappies or equivalent. We work with parents towards toilet training, unless there are medical or other developmental reasons why this may not be appropriate at the time.

We see toilet training as a self-care skill that children have the opportunity to learn with the full support and non-judgemental concern of adults. All children are treated with dignity, care and compassion during nappy changing/toileting. Staff will ensure this time is relaxed; they do not make negative comments about nappy/potty/toilet contents.

At the nursery we aim to provide the opportunity for all children to use the toilet independently and to provide assistance for children who require it. Where children are in pull-ups, we will remind them at frequent intervals to use the toilet. If a child is in nappies, these will be changed as necessary.

Procedures for children that are toileting or potty training at Merry Kidz day Nursery we will maintain each child’s privacy.

1. All staff are familiar with the hygiene procedures and carry these out when toileting children.

2. During toileting staff will interact with the child, and if upset will reassure and comfort them. They will praise them verbally throughout the experience.

3. Staff will wear protective gloves and apron when supporting children during toileting. These will be disposed of after each use.

4. Children will be shown the toilet areas before they actually need to use them, to help promote confidence and familiarity in a new environment.

5. Merry Kidz Day Nursery staff will remind children to use the toilet/potty regularly.

6. Potties are available for children too small to use the toilet or those who feel more confident using a potty.

8. All children will be encouraged to adopt good personal hygiene by washing their hands properly. Crescent Day Nursery will provide visual reminders to show good hand washing practice.

9. Staff will wash their hands with hot, soapy water and dry on disposable towels immediately after completing task.

10. Activities and routines will also include reminders about the need for good personal hygiene.

11. Parents are requested to send a bag containing a clean change of clothes for their children case of accidents. These clothes will only be used for that child

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**Equipment Policy**

Toys and play equipment should be a source of fun and learning for every child in the nursery setting. However, poorly designed toys, toys that are inappropriate for the child’s age and ability, used incorrectly or in bad repair can lead to injury. Where toys are frequently shared between children, they may also become a source of infection.

All toys and equipment within the nursery must carry a BS, BSI or CE kite mark, if not visible then they should be checked by the Manager; see information on safety standards for toys and equipment.

Always check the age guidance instructions on packaging. If a toy is marked “Not suitable for children under 3 years” or carries a pictogram, then it should not be given to children under this age because, for example, it may contain parts that a child could choke on.

Avoid toys that have:

 Sharp points, jagged edges or rough surfaces

 Small detachable or insecure parts, that could be swallowed or become lodged in the throat, nose or ears. Children can choke on latex balloons.

 Sharp spikes or pins that could be exposed if a child pulls the toy apart

 Long cords or strings. If the toy has a cord more than 12 inches long, cut it shorter

 Caps, guns and other toys that produce very loud noises that could damage hearing

 Computer games and videos with flickering lights that may trigger fits in epileptic children

 Mechanisms that fire objects

Check all toys and equipment on a daily basis, if you think that a toy is unsafe, or it is found to be damaged it should be removed immediately and taken to the Manager/Caretaker for disposal or repair.

CLEANING

Ensure that all toys and equipment are suitable for cleaning, if not then they must be discarded.

Regularly remove dust from toys, equipment and all other surfaces. Dust harbours germs and can also induce asthma attacks.

Clean toys and equipment as frequently as practicable, when visibly soiled, during an outbreak of illness and immediately upon contamination by bodily fluids, (i.e. blood, nasal and eye discharge, saliva, urine, vomit and faeces). Toy cleaning rotas are available in each room.

Clean hard/plastic toys and equipment by washing them with water, and a suitable detergent (see instructions for details), followed by thorough rinsing and drying.

Disinfect hard/plastic toys and equipment that cannot be washed, rinsed and dried thoroughly, using a chemical disinfectant. This process should also be applied to toys and equipment contaminated with bodily fluids listed above.

Launder dirty soft toys in a washing machine, following the manufacturer’s washing instructions. Destroy any contaminated soft toys that cannot go into a washing machine.

Always wash hands thoroughly after handling contaminated toys and equipment. Ensure that all cleaning products are stored in suitable containers away from the access of children.

STORAGE

Store toys in a clean container or cupboard. Always wipe shelves down before replacing clean toys.

Empty paddling pools immediately after use and store deflated or inverted. Children can drown in small amounts of rainwater collected in them. As with all water activities children must be closely supervised.

Drain, clean with detergent and dry receptacles used for water play, after each use.

Cover all sandpits both indoors and outdoors to prevent contamination, and make sure the sand is sieved regularly for foreign objects. The sand pit must be emptied immediately and the sand disposed of appropriately if it becomes contaminated with bodily fluids (including animals!). The sand pit should then be disinfected with a suitable sterilising solution.

Toys and equipment should be stored inside wherever possible as rain, snow and dew cause rust, rot and damage that increase the risk of accidents. Plastic play equipment can become brittle, and may subsequently begin to crack.

GOOD PRACTICE

Carry out a thorough inspection of the outdoor toys and equipment before the start of each session. Any problems should be reported to the Manager/Caretaker as appropriate, before allowing the children access to the outdoor play area.

Ensure that children wash their hands after water play, sand play, outdoor play or time in a ball pool.

Replace soft modelling materials and dough regularly.

Discourage children from putting shared toys in their mouths.

Never allow children to take toys into the toilet area.

Don’t allow pets to share toys, equipment or the play area.

Parents/carers and children should be discouraged from bringing toys from home into the Nursery. Any toys from outside the setting should be risk assessed and removed immediately if deemed unsafe. These should be returned to the parent/carer at the end of the session

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**Health & Safety Policy**

(Article 24 UN Convention on the Rights of the Child) states that: “*Children have the right to be as healthy as possible, live and play in a safe healthy unpolluted environment and benefit from preventive health care and education*.”

Statement of Intent:

Here at Merry Kidz, we provide Children with a Healthy, Safe and stimulating environment in which to work and play. If good health habits are developed early in life they are likely to be continued throughout life. It is our intention to promote healthy eating habits, socialisation skills and healthy snacks. Children with special dietary needs will be catered for. Merry Kidz has a no smoking policy in the centre We also encourage parental communication and promote Partnership with a Parents Charter.

Procedures:

* Safety Precautions: The main entrance to the building is locked at all times and has a buzzer system and intercom system. Fire Drills are carried out once a month. (See fire Evacuation Procedures.) These will be recorded and fire equipment checked and serviced frequently. All staff have regular training with the correct procedures in the event of an emergency occurring and have basis First Aid Training. The Centre Manager is the designated First Aider for the building and holds this certificate for 3 years. All staff must comply with COSSH government regulations and wear recommended disposable vinyl gloves as a necessary part of our policy when changing a child. Emergency contact telephone numbers, addresses, medical history and list of known allergies must be reported to Centre Manager and kept on file.
* Out Door Safety: All outdoor areas will be checked and cleaned before the children use them. Parents/Carers must inform the office beforehand if someone other than the authorized person is coming to collect a child and produce photographic ID. On outings and trips staff must maintain frequent head counts and brief children to stay with the group. Staff must work to a KEY WORKER SYSTEM and present a copy of the key worker list to the Centre Manager beforehand. A mobile phone must be taken on all outings. All children on outings/trips must wear uniform tops and be instructed in advance of a designated meeting place.
* Indoors: The activities on offer will meet the needs of the group, providing the children with challenge and the opportunity for success. The rooms will be bright, cheerful and well ventilated, providing a safe stimulating environment. Equipment and materials will be accessible and within all children’s reach, including children with special needs. All table top toys, play equipment and bean bags will be washed regularly. Dressing up clothes, blankets and aprons will be washed regularly. Children will be encouraged to respect their environment and the equipment provided. Children helping to tidy away at the end of the session can promote this skill. Staff and children will wear suitable clothing and footwear when in a group. Staff must wear a uniform at all times and children must wear a uniform top on all outings. Parents are requested to refrain from having children wear hoop earrings, chains and expensive jewellery when in the Childcare setting.
* Kitchen: The kitchen area and work surfaces will be kept clean and wiped daily with disinfectant. Any food required for children will be stored in clean dry cupboards or fridge. The fridge should be kept at the required temperature and foods stored separately to prevent cross contamination.
* Hygiene: Staff must use good frequent hand washing techniques and encourage children to was their own hands especially after using the toilet and before eating. Disposable paper hand towels are provided.
* Attendance of Sick Children: Groups have clear policy on the limitation of attendance. Sick Child Policy and Guidance on the recommended period to be kept away from the childcare is available from CCDC on infection control in nurseries; reference child with transmittable disease returning to nursery. If there is an outbreak of head lice or any infection that is contagious all parents/carers will be informed and the necessary precautions taken.

Organisations:

All staff in Merry Kidz Day Nursery must have regular First Aid Training and hold a valid First Aid Certificate. There is a designated First Aid Person assigned to the building. All accidents and incidents must be recorded promptly and reported to the Centre Manager. All accidents must be given immediate First Aid and reported to the Supervisor or Centre Manager. Reports must be completed in the accident booked and parents informed and given to read and sign. All staff in Merry Kidz Day Nursery must have regular training in Fire Prevention, Fire Safety and participate in monthly Fire Drills. Any non accidental injuries must be reported and recorded to the Centre Manager. All staff must have annual Child Protection Training.

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 **Outings Policy and Procedure**

Merry Kidz Day Nursery recognises the importance of trips and outings for children in providing new and enhanced experiences which embrace the EYFS. While undertaking trips and outings we recognise the need for safety at all times.

It is the policy of the setting to ensure that:

Equal opportunities exist for all children i.e. that children with disabilities and cultural requirements etc are included.

A first aider will be in attendance that has a current paediatric first aid certificate.

A written risk assessment will be conducted prior to the outing and all staff will be made aware of this.

That no child will ever be left unattended in a vehicle.

That safety is maintained whilst children board or exit vehicles or whilst walking.

There is access to a mobile phone by the whole group and by individual group leaders.

Adult/child ratios are adhered to and will be exceeded according to circumstances.

Essential records are carried at all times i.e. registration documents, medical forms and emergency contact details.

At all times the following procedures will be carried out:

A written risk assessment of the venue prior to the visit to assess any potential risks both en-route and at the venue.

Full details of the outing will be given to all parents.

Written parental permission will be obtained.

Telephone contact details for each child will be provided to each group leader.

Transport checks will be undertaken as stated in the Transportation policy. For example:

Insurance will be checked on private hire vehicles/coaches or staff members that are providing transport

Records of vehicles and drivers including licenses and MOT certificates are acquired. Checks to ensure that contracted drivers or escorts are registered with the DVLA and are DBS cleared. (This is the responsibility of the contracted person’s organisation).

Harnesses, seat belts, booster seats and airbags are fitted where needed.

Maximum seating will not be exceeded.

An emergency meeting point will be established and made known to everyone on arrival.

Essential equipment will be taken and should include

First aid kit.

Mobile Phone per group leader.

Copy of risk assessment.

Any relevant polices to be referred to.

Medication (if applicable).

Spare clothing.

Plastic bags.

Bucket and paper towels.(trip only)

 Register.

Emergency contact details including at least 2 different people must be provided. These numbers must be of people who will definitely be contactable on the day.

Essential records including list of children with known allergies.

Accident/incident log.

Emergency Procedure

In the event of an accident staff will:

Administer first aid if it is required whilst ensuring that the remaining children are supervised and ratios are maintained.

Call an ambulance if one is required.

Inform personnel at the venue if applicable.

Inform the manager or supervisor about the accident.

Contact the parents /carer or emergency contact.

Ensure that if the parent is unavailable a member of staff will accompany the child in the ambulance should this be necessary.

Make arrangements for the remainder of the group, depending on the circumstances of the emergency.

A record of the accident/ incident will be completed.

In the case of any serious accident /injury Ofsted and RIDDOR will be informed.

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**Child Induction and Settling-in Policy:**

Leaving your child at nursery for the first time is stressful but by working together, exchanging information regularly and taking part in nursery life whenever possible, this difficult time will become a very positive experience for all of us. Our teams are highly experienced at helping children settle in and quickly adapt to daily life in our nurseries.

To do this we ensure the whole process is an enjoyable experience by developing a close relationship between the nursery team and your family. We also encourage you to play as active a role in nursery life as you would like to.

At Merry Kidz, we want children to feel safe, stimulated and happy in the absence of their parents, to recognise other adults as a source of authority, help and friendship and to be able to share with their parents the learning experiences enjoyed in the setting.

 We will like to make Merry Kidz a welcome place where children settle quickly and easily because consideration has been given to the individual needs and circumstances of children and their families.

 In order to achieve this:

 • Before a child starts to attend the setting, we use a variety of ways to provide his/her parents with information. These include

Introduction of all Staff

Forms to fill in:

Consent forms for photos to be taken

 Consent forms for outings within the immediate environment

Start and finish times

Nursery Closure/Holiday Dates

Go through Policies and Procedures

Explanation of Key Person system

Discussion about meal times and snacks offered

Show where toilets or changing areas are.

Make them aware that they must feel free to be able to talk to any member of staff with any queries or questions they may wish to ask at any time

Go through daily routine

 Explain record keeping and observation system

 Show Ofsted Standards

• Inform Parents about access to our policies through our website.

 • Ask Parents to sign the Parent Agreement Form

 • Arrange for a visit time with Parents to discuss your child’s routine, needs & meals etc

 • Arrange 2 trial sessions, when your child will stay with us for a short time, before your return to work date.

 • Within the first four weeks of starting we discuss and work with the child's parents to create their child's record of achievement.

Children cannot play or learn successfully if they are anxious or unhappy. Our settling in procedures aim to help parents and children to feel comfortable in the setting and to ensure that the children can benefit from what the group has to offer and feel confident that their parents will return at the end of the session/day.

 We request that you provide us with details of your child’s requirements and preferences prior to their first visit. This means that their Key Person will then be equipped with the knowledge to ensure they can welcome and settle your child into nursery life with all the information you have offered. No question is ever a silly question and we encourage families to take an active role in nursery life.

Read books about ‘the first day’ with your child to prepare them for the experience. ‘My First Day at Nursery’ by Becky Edwards and Anthony Flintoff and ‘Maisy Goes to Playschool’ are two that have been tried and tested by some of our parents.

If this is the first time your child is going to be separated from you, you could help them prepare by spending short periods of time apart in the run up to their first day.

On the day

We will spend quality time getting to know your child on their first day, providing relaxed opportunities for them to choose what they play with, observing what makes them tick, their personality, likes and dislikes. This information is invaluable to your Key Person and helps them to plan experiences, activities, opportunities and games for your child.

Try not to be too anxious about leaving your child if he or she is crying. Our staff are experienced in dealing with these situations and have strategies to help them. We are always happy to arrange extra settling-in sessions if either you or we feel they would be beneficial. With a smile clearly explain that you will see them later. Aim not to prolong the goodbye, as hard as this maybe, trust us, it is better for your child, they can then focus on getting on with their day.

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**Open Door Policy**

At Merry Kidz Day Nursery we operate an open door policy where parents are welcome into the nursery, at any time to talk to the staff team. Our aim is to maintain a close relationship with all our parents/carers and operate an open door policy, which enables them to visit and also discuss their child’s progress and development. We work closely with all parents/carers to ensure individual needs are met.

Parental Involvement

We hold parent’s evenings during the autumn and summer terms for those wishing to attend, share sessions, open days, fun days, workshops, trips, charity fundraising and much more!

 Parent Forum

We hold parent forums through the year. This is a relaxed and social event where we discuss nursery life and ask parent to contribute ideas for the ongoing development of the nursery.

 Inclusion and Equal Opportunities

The nursery takes great care to treat each individual as a person in their own right, with equal rights and responsibilities to any other individual. The nursery is committed to providing equality of opportunity and anti-discriminatory practice for all children and families according to their individual needs. The nursery has a comprehensive Inclusion and Equality policy in place.

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**Mission Statement Policy**

We pride ourselves in the high quality provision we provide and the exceptional environment for children to grow and develop as individuals. Our commitment to developing a close partnership with parents ensures that your child will be cared for according to your values and wishes promoting continuity and consistency.

Our aim is to allow children to become independent learners within a creative and stimulating environment. This is similar to the Reggio Approach which encourages children to explore, be curios and inquisitive. Our staff help children to research their interests and learn from one another, making learning fun and leading to projects around their interests even as they strive to reach for the stars.

Merry Kidz Day Nursery is committed to working respectfully with children and families in ways that value the diversity of the community we serve and provide a continually improving environment which enables children to develop their full potential. We use the Early Years Foundation Stage as our guide.

**Merry Kidz Core Values**

Our core values are the overarching principles that underpin all that we do at Merry Kidz, they inform our vision, strategic development, policy, provision, practice and research. These values also define our beliefs and driving force. With the unique child in the centre of it all, our aim is to support every child in our care through our ‘MERRY’ values.

M A tailored approach to MATCH every child’s individual needs

E Children must be able to ENJOY fun and laughter in learning through a rich curriculum of experiences. So we will aim to constantly challenge, motivate and engage as the basis of all we do.

R Maintain an outstanding RELATIONSHIP through partnership with the parents, children, staff and external professionals or agencies that are robust and initiate change for a better outcome

R Promoting a culture of RESPECT through tolerance, inclusion, diversity, equality, fairness and opportunity

Y YES we can! Here at Merry Kidz Day Nursery, we have a can do attitude!

There is an emphasis on relationships between home and nursery and information sharing is very important.

Our Vision

To maximise the potential of every child to reach for the stars.

**Key Person Policy**

'The Key person must help ensure that every child's learning & care is tailored to meet their individual needs. The key person must seek to engage & support parents and/or carers in guiding their child's development at home.' (EYFS 2012)

At Merry Kidz we fully embrace the idea that a key person for each child helps that child to feel safe, secure & valued. At the start of your child's journey into nursery she/he will be assigned a key person. This key person can be changed if your child naturally gravitates towards another adult.

The key person will;

Actively build positive relationships with clear lines of communication between the children & their family.

Observe & plan for children's likes, interests & individual needs.

The key person will meet the needs of each child and respond sensitively to their feelings, behaviour & ideas.

Ensure that children's physical needs are met - Develop a secure & trusting relationship by learning key words in a child's first language or acknowledge their sounds & gestures.

Update & share the child's progress folder with parents. Actively seek & value their written or verbal contribution.

Support a child through transition periods when changing rooms or moving onto school.

Develop trust to enable children's independence.

Be a point of contact for the family if they have any concerns or complaints.

The key person will spend time with your child each week to come up with next steps in their development & feed these into weekly planning. They will collate these & other focus observations into an online learning journal, which can be viewed at any time. Your child’s journal will be updated regularly by the key person, you will get a notification email when a new observation has been uploaded and you can access it immediately. You can add to the process by uploading your own photo’s & observations at home. You will get a termly snap shot assessment of how your child is progressing.

The nursery provides a number of occasions each year for you to speak both formally & informally to your child’s key person during a formal parent consultation day in the spring & autumn terms and at Christmas party. You can view your child’s online learning journal at any time. You can also make an appointment at any time to discuss any aspect of nursery life. Just speak to the supervisor and they will put something in the diary.

Siblings will always, where possible, be given the same key person as they get to know the family so well. The key person is based in your child's room with other members of staff who also get to know your child well, so that staff holidays & staff sickness don't distress your child.

The key person is simply there to ensure your child is well cared for in a safe environment & is reaching their potential through observations & assessment.

Key person boards are located around the nursery for you to view.

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**Students and Volunteers Policy Documentation Policy**

Merry kidz Day Nursery recognises that the quality of care and activities we offer make an ideal place for students on placement, whether from schools or college childcare courses. We welcome students under the following conditions:

• Students/Apprentices and volunteers will only be offered a place following a full interview. All Students/Apprentices and volunteers need to undergo induction training upon starting at the setting.

• All students/Apprentices and volunteers will need to have up-to-date clearance from the Disclosure and Barring service (DBS).

 • The manager will need to understand the requirements of the course that the student/apprentices is taking, as far as possible, in order to provide the opportunity to experience the most relevant aspects of setting life.

• Students/Apprentices will be assigned a mentor for each room they assist in. The mentor will complete reports and assist the student in achieving their target.

• Students/Apprentices will undergo an induction with the manager to ensure they are aware of Merry Kidz Day Nursery’s high professional expectations. The manager will enter into a formal written agreement with students and volunteers at the start of the placement agreeing hours of work, dress code and expected behaviour within the setting.

Students/Apprentices and volunteers must read and sign the conditions before making a commitment to voluntary work.

 • Students/Apprentices and volunteers must never be left alone with any children. All activities will be supervised by a member of staff.

 • Any information gained by the student/apprentices or volunteers either verbally or written must remain confidential.

 • Each room can take only two student or volunteer at a time.

• Students and volunteers on placement should not be counted within the staff to children ratio.

• Apprentices on placement can be counted within the staff to children ratio as long as the management feel that they are capable and responsible to do so (Ofsted guidelines)

• Students and volunteers are encouraged to ask if they have any queries about the setting, its policies and practices.

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