

CC Nurseries

Mini Parent Policy Pack



The aim of this mini-policy pack is to ensure that all parents have a personal copy of some of the key policies that relate to the care of your child within nursery.

Included within this mini-policy pack are the following policies:

Policy 4a.	Sickness & Illness
Policy 5	Medication
Policy 8	Complaints and Compliments
Policy 16	Outings Policy
Policy 60	Parents and carers as partners
Policy 65	Arrivals and Departures <i>and</i> Late Collection

A full CC Nurseries policy pack will be made available for all parents to read when they first register at the nursery, a copy is always available within the nursery and all parents will be notified when any changes are made to CC Nurseries policies. All policies are subject to an annual review.

The full contents of CC Nurseries Policies File is as follows and a copy is always available at reception:

Contents:

What are Policies and Procedures?	5
CC Nurseries: Where childhood matters... Our curriculum.	6
Our Frameworks	10
1a. Safeguarding Children/Child Protection Policy	13
1b. Online Safety Policy	27
1c. Modern Slavery and Human Trafficking Policy	30
1d. Prevent Duty and Radicalisation policy	31
1e. Domestic Abuse, Honour Based Violence and Forced Marriage policy	33
1f. Intimate Care	35
1g. Safe and Respectful Care	37
1h. Whistleblowing	38
1i. Mobile Phone and Electronic Device Use	41
1j. Social Networking	44
1k. Monitoring Employee Behaviour Policy	45
1l. Lone Working Policy	47
2a. Inclusion and Equality	49
2b. Special Consideration for Employees	53
2c. Special Educational Needs and Disabilities (SEND) / Additional support for learning (ASL)	54
2d. Looked After Children	61
2e. Dealing with Discriminatory Behaviour	64
2f. Anti-Racism Policy	67

3. Health and Safety	70
4a. Sickness and Illness	75
4b. Infection Control	77
5. Medication	79
6a. Promoting Positive Behaviour	85
6b. Biting	89
7. Overall Approach to Risk Assessment	90
8. Complaints and Compliments	91
9. Health & Safety in the workplace	94
10. Fire Safety	96
11. Safety Checks	99
12. Manual Handling	102
13. Healthy Workplace	105
13a. Improving employee mental and physical health and wellbeing	108
14. Animal Health and Safety	112
15. Environmental Sustainability Policy	114
16. Visits and Outings	116
18. Lost Child Procedure from Nursery	119
19. Lost Child Procedure from Outings	120
20. No Smoking/Vaping Policy	121
21. Alcohol and Substance Misuse	122
23. Equipment and Resources	124
24. Critical Incident	125
25. Lock Down Policy	128
26. Adverse Weather	130
27. Supervision of Children	131
28. Supervision of Visitors	132
29. Personnel	133
30. Team Development and Training	134
31. Supervisions	136
32. Data Protection and Confidentiality	138
33. Safe Recruitment of Employees	140
34. Suitability of Employees	143
35. Employees Working with Their Own Children/Close Relation	145
36a. Students	147
36b. Young Worker Policy	149
37. Volunteers	151
42. Accidents and First Aid	153
43. Immunisation	158
44. Allergies and Allergic Reactions	159
45. Sun Care	161
46. Early Learning Opportunities Statement	163
47. Gifted and Talented Children Policy	165
48. Settling In	166
49. Transitions	168
50. Separated Family	171
52. Outdoor Play	173
53. Caring for Babies and Toddlers	175
54. Multiple Birth Families Policy	177
55. Use of Dummies in Nursery	178
56. Sleep	179
57. Bereavement	181
58. Nutrition and Mealtimes	182
58a. Food Safety	184
58b. Allergy Management	195
58c. Bottle Feeding & Sterilising	200
59. Food Play	204
60. Parents and Carers as Partners	205

61. Conflict Resolution with Parents and Aggressive Behaviour Policy	207
62. Access and Storage of Information	209
63. Late Collection and Non-Collection	210
64. Admissions	212
65. Arrivals and Departures	214
66. Quality Provision Policy	218

Health, sickness illness & emergency



At our nursery we promote the good health of all children attending. To help keep children healthy and minimise infection, we do not expect children to attend nursery if they are unwell. If a child is unwell, it is in their best interest to be in a home environment with adults, they know well rather than at nursery with their peers.

Our procedures

In order to take appropriate action of children who become ill and to minimise the spread of infection we implement the following procedures:

- If a child becomes ill during the nursery day, we contact their parent(s) and ask them to pick up their child as soon as possible. During this time, we care for the child in a quiet, calm area with their key person, wherever possible
- We follow the guidance given to us by Public Health England/Public Health Scotland (Health Protection in Schools and other childcare facilities) and advice from our local health protection unit on exclusion times for specific illnesses, e.g., sickness and diarrhoea, measles, and chicken pox, to protect other children in the nursery.
- Should a child have an infectious disease, such as sickness and diarrhoea, they must not return to nursery until they have been clear for at least 48 hours. We inform all parents if there is a contagious infection identified in the nursery, to enable them to spot the early signs of this illness. We thoroughly clean and sterilise all equipment and resources that may have come into contact with a contagious child to reduce the spread of infection.
- We notify Ofsted/Care Inspectorate as soon as possible and in all cases within 14 days of the incident where we have any child or team member with food poisoning.
- We exclude all children on antibiotics for the first 48 hours of the course (unless this is part of an ongoing care plan to treat individual medical conditions e.g. asthma and the child is not unwell) This is because it is important that children are not subjected to the rigours of the nursery day, which requires socialising with other children and being part of a group setting, when they have first become ill and require a course of antibiotics. *If a child, then needs the same antibiotics at a later date – the exclusion period no longer applies.*
- We have the right to refuse admission to a child who is unwell. This decision will be taken by the manager on duty and is non-negotiable.
- We make information/posters about head lice readily available, and all parents are requested to regularly check their children's hair. If a parent finds that their child has head lice, we would be grateful if they could inform the nursery so that other parents can be alerted to check their child's hair.

Meningitis procedure

If a parent informs the nursery that their child has meningitis, the nursery manager will contact the Local Area Infection Control (IC) Nurse. The IC Nurse will give guidance and support in each individual case. If parents do not inform the nursery, we will be contacted directly by the IC Nurse and the appropriate support will be given. We will follow all guidance given and notify any of the appropriate authorities including Ofsted/Care Inspectorate if necessary.

Transporting children to hospital procedure

The nursery manager/team member must:

- Call for an ambulance immediately if the sickness is severe. DO NOT attempt to transport the sick child in your own vehicle.
- Whilst waiting for the ambulance, contact the parent(s) and arrange to meet them at the hospital.
- Redeploy a team member if necessary, to ensure there is adequate team deployment to care for the remaining children. This may mean temporarily grouping the children together.
- Arrange for the most appropriate team member to accompany the child taking with them any relevant information such as registration forms, relevant medication sheets, medication, and the child's comforter.
- Inform a member of the senior management team as soon as possible.
- Remain calm at all times. Children who witness an incident may well be affected by it and may need lots of cuddles and reassurance. Team members may also require additional support following the accident.

Medication



At our nursery we promote the good health of children attending nursery and take necessary steps to prevent the spread of infection (see sickness and illness policy). If a child requires medicine, we will obtain information about the child's needs for this and will ensure this information is kept up to date.

We follow strict guidelines when dealing with medication of any kind in the nursery and these are set out below.

The nursery **WILL NOT** administer any medication unless prior written consent is given for each and every medicine and we have proof that the medication has already been given by parents.

All medication received into nursery is only to be given to a Head of Room or member of management by parents so the Head of Room or member of Management can complete the necessary paperwork to accompany it.

Illness

- If any child is brought to the nursery in a condition in which he/she may require medication sometime during the day, the Nursery Manager will decide if the child is fit to be left at the nursery.
- For information on infection control and infectious diseases visit the Public Health England/Scotland website and view their document titled '*Health protection in schools and other childcare facilities*'.
- If the child is deemed well enough to stay at the setting, the parent/ carer must be asked if any kind of medication has already been given, at what time and in what dosage and this will be recorded.

Medication in the Nursery Setting - General Guidance

- Children must have been on all new medications for 48 hours prior to returning back to Nursery
- Before administering medication to any child, we will require written agreement from the parents and proof this has already been given at home (i.e by signing document 5a)
- This agreement (in the form of a Medication Form) does include.
 - the child's name.
 - the child's date of birth
 - the name of the medication
 - the required dose and agreed time of administration

- Clearly stated whether the medication is on-going or to be taken up until a particular date.
- Possible side effects, and/or the information leaflet that is normally supplied by the manufacturer made available.
- Medication is only accepted in its original labelled container.
- Where the medication is an adrenaline pen or inhaler (where there may be only occasional emergency use), it will have the expiry date of the medication recorded on the appropriate form.
- **In England Only:** For non-prescription medication, the nursery reserves the right to determine the number of days the medication will be given before requesting parents/carers further input or the advice of a healthcare professional. This will be based upon the individual child and condition.
- If at any time there is any doubt regarding the administration of medication to a child, practitioners will stop and check with the Nursery Manager before continuing.
- **Storage**
 - All medication will.
 - Be stored in accordance with the manufacturer's instructions on the container (e.g., cool dark place, refrigerated)
 - Be stored in a closed box, with the child's name, DOB, and photo clearly visible.
 - Be kept out of the reach of children.
 - Be in their original containers.
 - Have labels which are legible and in English.
 - Be clearly marked with child's name and date of birth.
 - Emergency medication, such as inhalers and Adrenaline (EpiPen's), will be within easy reach of the team in case of an immediate need, but will remain out of children's reach.
 - Any 'stored' medication such as Nursery stock of liquid Paracetamol (Calpol), anti-histamine (Piriton) or a child's inhaler, will be regularly checked to ensure the product is still within its expiry and therefore suitable for use.

Medication Prescribed by a Doctor, Dentist, Nurse or Pharmacist

(Medicines containing aspirin will only be given if prescribed by a doctor)

- Prescription only medicine will be given when prescribed by the above and only for the person named on the dispensing label on the bottle/container for the dosage stated.
- Medicines must be in their original containers.
- For all medication, the parent/carer must give prior written permission for the administration of each and every medication. Written permission will be accepted once for a whole course of medication or for the ongoing use of a particular medication required for long term use.
- The parent/ carer will complete the relevant form to enable the nursery to administer the medication(s) required. The form will include.
 - Child's name, date of birth
 - Name and strength of medication

- Dose
 - Any additional requirements (such as to be taken with food)
 - Expiry date whenever possible
 - Dispensing date
- The written permission is only acceptable for the medication listed and cannot be used for similar types of medication, e.g., if the course of antibiotics changes
 - Parents must notify the nursery **IMMEDIATELY** if the child's circumstances change, e.g., a dose has been given at home, or a change in strength/dose needs to be given.
 - Any change in the details listed above must be recorded on a new form with counter signature from parent / carer.
 - The nursery will only administer as per the information listed on the form.
 - At each visit the child's parent/ carer will be asked if there have been any changes to the requirements stated on the form. If there have been changes, a new form must be completed, and counter signed by parent/ carer.
 - When the child is picked up from the setting, the parent/ carer must be given an update as to the times and dosage given throughout the day. The parent's signature must be obtained confirming this information has been given.
 - At the time of administering the medicine, a senior team member will ask the child to take the medicine or offer it in a manner acceptable to the child at the prescribed time and in the prescribed form.
- N.B. It is important to note that a team member working with children are not legally obliged to administer medication.
- If the child refuses or the medication is spiled to take the appropriate medication a note will be made on the form. Where medication is "essential" or may have side effects, discussion with the parent will take place to establish the appropriate response. This will be documented on the form accordingly.

Non-prescription Medication (also known as over the counter medicine)

- 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.
- The nursery will not administer any non-prescription medication containing aspirin.
- The nursery will only administer non-prescribed medication for a short initial period and only if necessary. After this time parents / carers will be advised to seek medical advice
- The nursery reserves their right to refuse to administer medication if they feel that the child does not need the medication or deem further medical attention is required.
- For all medication, the parent/carer must give prior written permission for the administration of each and every medication.
- Medicines must be in their original containers.
- This also applies to non-prescription creams or ointments for skin conditions e.g., Sudocrem.
- The parent / carer will complete the relevant form to enable the nursery to administer the medication(s) required. The form will include:
 - Child's name and date of birth

- Name and strength of medication
- Dose
- Any additional requirements (such as to be taken with food)
- Expiry date whenever possible
- Length of treatment (will not be exceeded)
- The written permission is only acceptable for the medication listed and cannot be used for similar types of medication.
- Parents must notify the nursery IMMEDIATELY if the child's circumstances change, e.g., a dose has been given at home, or a change in strength/dose needs to be given.
- Any significant changes in the details listed above must be recorded on a new form and countersigned by the parent/ carer.
- The nursery will only administer as per the information listed on the form.
- At each visit the child's parent/carer will be asked if there have been any changes to the requirements stated on the form. If there have been changes, a new form must be completed and counter-signed by the parent/carer.
- When the child is picked up from the setting, the parent / carer must be given an update as to the times and dosage given throughout the day. The parent's signature must be obtained confirming this information has been given.
- At the time of administering the medicine, a qualified team member will ask the child to take the medicine or offer it in a manner acceptable to the child at the prescribed time and in the prescribed form.

England ONLY - Emergency Medication

- At new registration of a child to the setting, parents will be asked if they are happy to give consent to 'emergency' treatment being given. This would be only deemed necessary for specific circumstances such as a high fever. Parents / carers will be asked to give consent via the permissions on FAMLY at their first settling in visit. Our permissions state the following:
 - The circumstances in which 'emergency' medication will be given e.g., High temperature (above 38°C)
 - The specific medication (drug name) e.g., Paracetamol/Calpol
 - Dose to be administered will follow the guidance on the original container e.g., following age / dosage instructions.
 - Statement that medication will only be given if the nursery is unable to contact the parent.
- An 'emergency' nursery stock of medication is kept on site.
- Stock medication will be kept in accordance with manufacturer's instructions on the container (e.g., cool dark place, out of the reach of children)
- Stock will be checked at the start of each term by the Nursery manager/Deputy to ensure there is ample supply and is still within its expiry date.
- **If a child experiences symptoms of illness, attempts will be made to contact the child's parents before administering 'emergency' medication**
- Where parents cannot be contacted the Nursery Manager will take the decision as to whether the child is suitable to receive the 'emergency' medication based on the symptoms and medical history of the child given at registration

- Administering 'emergency' non-prescription medication will be a last resort and the nursery team will use other methods first to try and alleviate the symptoms. The child will be closely monitored until the parents collect the child. If the condition worsens, we will call for an ambulance.

Injections, Pessaries, Suppositories

As the administration of injections, pessaries and suppositories represents intrusive nursing, we will not administer these without appropriate medical training for every team member caring for this child. This training is specific for every child and not generic. The nursery will do all it can to make any reasonable adjustments including working with parents and other professionals to arrange for appropriate health officials to train team members in administering the medication.

Administration

- As a general guideline before administering medication to a child the team member should:
 - Wash their hands.
 - Ensure a drink is available if appropriate (some medication can irritate and damage the throat and oesophagus if administered without a drink)
 - Check the label on the medication: name of child, dose, route of administration (e.g., by mouth, into ear/eye, rubbed on the skin), any special instructions and expiry date and ensure this is the same information on the Medication Form.
- If there is any doubt about any procedure a team member should not administer but seek advice from parent/ carer or health professional.
- If a child refuses the medication, they must not be forced. A team member can try to encourage them or perhaps get someone else to try. Under no circumstances should a team member attempt to hide the medicine in food or drink unless there is express written permission from parents to do so.
- It is normally considered poor practice to give medicines covertly, although in rare cases where the health professionals judge that it is in the child's interests to do so, this is acceptable. Some children do find tablets difficult to swallow so may be given them, with their full knowledge, in, for example, a spoonful of jam. Even in these circumstances parents must give written instructions as some medicines can react with certain foods it is advisable; they have sought advice from their pharmacist before doing this.

Employees Fitness to Work & Employees Medication

- All nursery team members have a responsibility to work with children only where they are fit to do so.
- Team members must not work with children if they are infectious or too unwell to meet children's needs. This includes circumstances where medication taken by team members affects their ability to care for children, for example, where it makes a person drowsy.

- If team members believe their condition, including any condition caused by taking medication, is affecting their ability to care for children they must inform their line manager immediately.
- The nursery manager / person's line manager/registered provider will decide if a team member is fit to work, including circumstances where other team members notice changes in behaviour suggesting a person may be under the influence of medication. This decision will include any medical advice obtained by the individual or from an occupational health assessment.
- Where a team member may occasionally or regularly need medication, any such medication must be kept in the person's locker/separate locked container in the team room or nursery room. If the medication is required to be accessed in an emergency, such as an asthma inhaler, this should be easily accessible but safe from children.
- In all cases medication must be stored out of reach of children. It must not be kept in the first aid box. It will be clearly labelled with the name of the team member.

Medication Errors

- Occasionally mistakes may happen. In most cases, whether it is a missed dose, or a medicine given in error there will be no harm done. It is important to be open and honest if errors occur.
- Parents should be contacted, and the mistake explained to them:
 - In the case of a missed dose, the dose may be able to be given at a later time. The parent may be able to advise.
- Where a dose has been given in error, it is important the child is monitored for any reactions and medical advice sought if there are concerns. It is important to inform the parent/ carer as this may happen after the child leaves the setting.
- The Nursery Manager will investigate all medication errors and put in preventative actions to ensure future errors do not occur.

Disposal of Medication

- Tablets and capsules are occasionally dropped on the floor or spat out. In this case we will place the tablet in a labelled envelope and hand to the parents to be disposed of later
- In no circumstances should it be flushed down the toilet or thrown in the bin
- When a child leaves the setting, ceases to need medication or if a medicine has passed its expiry date, we will return any unused quantity to the parents. If this is not possible then we will take it to a local pharmacist for safe disposal.

Complaints & Compliments



At our nursery we believe that parents are entitled to expect courtesy and prompt, careful attention to their individual needs and wishes. We always hope that parents are happy with the service provided and we encourage parents to voice their appreciation to the team/s concerned.

We record all compliments and share these with our teams.

We welcome any suggestions from parents on how we can improve our services and will give prompt and serious attention to any concerns that parents may have. Any concerns will be dealt with professionally and promptly to ensure that any issues arising from them are handled effectively and to ensure the welfare of all children, enable ongoing cooperative partnership with parents and to continually improve the quality of the nursery.

We have a formal procedure for dealing with complaints where we are not able to resolve a concern. Where any concern or complaint relates to child protection, we follow our *Safeguarding/Child Protection Policy.

Internal complaints procedure

Stage 1

If any parent should have cause for concern or any queries regarding the care or early learning provided by the nursery, they should in the first instance take it up with the child's key person or a senior member of the team/room leader.

Stage 2

If the issue remains unresolved or parents feel they have received an unsatisfactory outcome, then they must present their concerns in writing as a formal complaint to the nursery manager. The manager will then investigate the complaint and report back to the parent within 28 days. The manager will document the complaint fully and the actions taken in relation to it in the complaint's logbook.

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

Stage 3

If the matter is still not resolved, the nursery will hold a formal meeting between the manager, parent, and a senior team member to ensure that it is dealt with comprehensively. The nursery will make a record of the meeting and document any actions. All parties present at the meeting will review the accuracy of the record and be asked to sign to agree it and receive a copy. This will signify the conclusion of the procedure.

Stage 4

If the matter cannot be resolved to their satisfaction, then parents have the right to raise the matter with Ofsted/Care Inspectorate. Parents are made aware that they can contact Ofsted/Care Inspectorate at any time they have a concern, including at all stages of the complaint's procedure, and are given information on how to contact Ofsted/Care Inspectorate. Ofsted is the registering authority for nurseries in England and Care Inspectorate is the registering authority in Scotland and investigates all complaints that suggest a provider may not be meeting the requirements of the nursery's registration. Its risk assesses all complaints made and may visit the nursery to carry out a full inspection where it believes requirements are not met.

A record of complaints will be kept in the nursery. The record will include the name of the complainant, the nature of the complaint, date and time complaint received, action(s) taken, result of any investigations and any information given to the complainant including a dated response.

Parents will be able to access this record if they wish; however, all personal details relating to any complaint will be stored confidentially and will be only accessible by the parties involved. Ofsted/Care Inspectorate inspectors will have access to this record at any time during visits to ensure actions have been met appropriately.

Contact details for Ofsted:

Email: enquiries@ofsted.gov.uk

Telephone: 0300 123 1231

By post:

Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD

Contact details for Care Inspectorate:

Email: concerns@careinspectorate.gov.scot.

Telephone: 0345 600 9527 between 09:00 to 16:00 Monday to Friday

By post:

Care Inspectorate,
Compass House,
11 Riverside Drive,
Dundee,
DD1 4NY

Outings Policy



At our nursery we offer children a range of local outings including walks and visits off the premises. We believe that planned outings and visits complement and enhance the learning opportunities inside the nursery environment and extend children's experiences. We always seek parents' permission for children to be included in such outings.

Procedures

Visits and outings are carefully planned to use the following guidelines, whatever the length or destination of the visit:

- A pre-visit checklist, full risk assessment and outings plan will always be carried out by a senior team member before the outing to assess the risks or hazards which may arise for the children, and identify steps to be taken to remove, minimise and manage those risks and hazards. We will endeavour to visit the venue prior to the visit. This will ensure that the chosen venue is appropriate for the age, stage, and development of the children.
- Written permission will always be obtained from parents before taking children on trips this is recorded on FAMILY permissions.
- We provide appropriate staffing levels for outings dependent on an assessment of the safety and the individual needs of the children.
- At least one team member will hold a valid and current paediatric first aid certificate and this will be increased where risk assessment of proposed activity deems it necessary.
- A fully stocked first aid box will always be taken on all outings along with any special medication or equipment required.
- A completed trip registers together with all parent and team members contact numbers will be taken on all outings.
- Regular headcounts will be carried out throughout the outing. Timings of headcounts will be discussed in full, with the nursery manager prior to the outing.
- Children will be easily identified by team members when All members of the team will be easily recognisable by other members of the group; they will wear the nursery uniform and high visibility vests/jackets.
- on a trip by use of a sticker system. The nursery name, number and mobile number will be displayed.
- A fully charged mobile phone will be taken as a means of emergency contact.
- In the event of an accident, team members will assess the situation. If required, the group will return to nursery immediately and parents will be contacted to collect their child. In the event of a serious accident an ambulance will be called at the scene, as

well as parents being contacted. One team member will accompany the child to the hospital, and the rest of the group will return to the nursery.

Risk assessment/outings plan

The full risk assessment and outing plan will be accessible for parents to see should they need too. This plan will include details of:

- The name of the designated person in charge - the outing leader
- The name of the place where the visit will take place.
- The estimated time of departure and arrival
- The number of children, age range of children, the ratio of staff to children, children's individual needs and the group size
- The equipment needed for the trip, i.e., first aid kit, mobile phone, coats, safety reins, pushchairs, rucksack, packed lunch etc.
- Team member contact numbers
- Method of transportation and travel arrangements (including the route)
- Financial arrangements
- Emergency procedures
- The name of the designated first aider and the first aid provision
- Links to the child's learning and development needs.

Any time a group of children leave the building – this must be posted on FAMLY to the parents, giving a general overview of the trip plus an arrival time back at Nursery. At this time, before leaving, a group photo will be taken of the children so that in the event of an emergency we will have an up-to-date photograph to share with the police etc. This photo is deleted when the children arrive back to Nursery.

Use of vehicles for outings

- All team members shall inform parents in advance of any visits or outings involving the transportation of children away from the nursery.
- The arrangements for transporting children will always be carefully planned and where necessary additional people will be recruited to ensure the safety of the children. This is particularly important where children with disabilities are concerned.
- All vehicles used in transporting children are properly licensed, inspected and maintained.
- Regular checks are made to the nursery vehicle e.g., tyres, lights etc. and a logbook of maintenance, repairs and services is maintained.
- The nursery vehicle is to be kept in proper working order, is fully insured for business use and is protected by comprehensive breakdown cover.
- Drivers of vehicles are adequately insured.
- All vehicles used are fitted to the supplier's instructions with enough safety restraints appropriate to the age/weight of the children carried in the vehicle. Any minibuses/coaches are fitted with 3-point seat belts.
- When we use a minibus, we check that the driver is over 21 years of age and holds a Passenger Carrying Vehicle (PCV) driving licence. This entitles the driver to transport up to 16 passengers.
- When children are being transported, we maintain ratios.

When planning a trip or outing using vehicles, records of vehicles and drivers including licenses, MOT certificates and business use insurance are checked. If a vehicle is used for outings the following procedures will be followed:

- Ensure seat belts, child seats and booster seats are used.
- Ensure the maximum seating is not exceeded.
- All children will be accompanied by a registered member of the team.
- No child will be left in a vehicle unattended
- Extra care will be taken when getting into or out of a vehicle.
- The vehicle will be equipped with a fire extinguisher and emergency kit containing warning triangle, torch, blankets, wheel changing equipment etc.

Lost children

In the event of a child being lost, the Lost Child Procedure will be followed. Any incidents or accidents will be recorded in writing and Ofsted/Care Inspectorate will be contacted and informed of any incidents.

There may be opportunities for parents to assist on outings. The manager will speak to parents prior to the visit regarding health and safety and code of conduct.

In the event of an emergency (including a terrorist attack)

In the event of an emergency whilst out on a visit, we encourage our teams to find a safe-haven and remain there until the danger passes. Each outing will have a detailed risk assessment, which covers all these risks and is planned.

This could cover other issues such as extreme weather, emergency (such as an ill or injured child) etc.

Also think about how to contact parents to let them know everything is ok.

Further information can be found at:

<http://www.npcc.police.uk/NPCCBusinessAreas/WeaponAttacksStaySafe.aspx>

Parents & Carers as partners



We believe that parents and employees need to work together in a close partnership in order for children to receive the quality of care and early learning to meet their individual needs. We welcome parents as partners and support a two-way sharing of information that helps establish trust and understanding. We are committed to supporting parents in an open and sensitive manner to include them as an integral part of the care and early learning team within the nursery.

The key person system supports engagement with all parents and will use strategies to ensure that all parents can contribute to their child's learning and development. Parents contribute to initial assessments of children's starting points on entry and they are kept well informed about their children's progress via our FAMILY App along with regular daily interactions and our termly Parents Evenings. Parents are encouraged to support and share information about their children's learning and development at home. The key person system ensures all practitioners use effective, targeted strategies and interventions to support learning that match most children's individual needs.

Our policy is to:

- Recognise and support parents as their child's first and most important educators and to welcome them into the life of the nursery.
- Generate confidence and encourage parents to trust their own instincts and judgement regarding their own child.
- Welcome all parents into the nursery at any time and provide an area where parents can speak confidentially with us as required.
- Welcome nursing mothers. The nursery will make available a private area whenever needed to offer space and privacy to nursing mothers.
- Ensure nursery documentation and communications are provided in different formats to suit each parent's needs, e.g., Braille, multi-lingual, electronic communications.
- Ensure that all parents are aware of the nursery's policies and procedures. A detailed parent prospectus will be provided, and our full policy documents will be available to parents at all times at Nursery Reception.
- Maintain regular contact with parents to help us to build a secure and beneficial working relationship for their children.
- Support parents in their own continuing education and personal development including helping them to develop their parenting skills and inform them of relevant conferences, workshops, and training.

- Create opportunities for parents to talk to other adults in a secure and supportive environment through such activities as open days, parents' evenings, and a parents' forum.
- Inform parents about the range and type of activities and experiences provided for children, the daily routines of the setting, the types of food and drinks provided for children and events via daily interactions and on our FAMILY App – which is our main means of parental communication.
- Operate a key person system to enable parents to establish a close working relationship with a named practitioner and to support two-way information sharing about each child's individual needs both in nursery and at home. Parents are given the name of the key person of their child and their role when the child starts and at any point this change.
- Inform parents on a regular basis about their child's progress and involve them in shared record keeping. Parents' evenings will be held at least once a term. The nursery will consult with parents about the times of meetings which are 6:30pm – 7:30pm 3 times a year – we always offer our parents the opportunity to meet at a different time during the opening hours if they cannot make the parent's evening.
- Actively encourage parents to contribute to children's learning through sharing observations, interests, and experiences from home. This may be verbally, sharing photographs or in written form about the child's day.
- Our preferred communication method is through our FAMILY App. We offer alternatives via email/telephone depending on an individual's family circumstances.
- Consider and discuss all suggestions from parents concerning the care and early learning of their child and nursery operation.
- Provide opportunities and support for all parents to contribute their own skills, knowledge, and interests to the activities of the nursery including signposting to relevant services, agencies, and training opportunities.
- Inform all parents of the systems for registering queries, compliments, complaints, or suggestions, and to check that these systems are understood by parents.
- Make sure all parents have access to our written complaint's procedure.
- Share information about the Early Years Foundation Stage, young children's learning in the nursery, how parents can further support learning at home and where they can access further information.
- Provide a written contract between the parent(s) and the nursery regarding conditions of acceptance and arrangements for payment.
- Respect the family's religious and cultural backgrounds and beliefs and accommodate any special requirements wherever possible and practical to do so.
- Inform parents how the nursery supports children with special educational needs and disabilities.
- Find out the needs and expectations of parents. We will do this through regular feedback via questionnaires, suggestion system and encouraging parents to review working practices. We will evaluate any responses and publish these for parents with an action plan to inform future, policy, and team development.
- We will provide a termly development plan to all parents highlighting our focus for the next term in their child/ren's classroom.

- In order to maintain our professional working relationship with all our parents we do not offer any babysitting service with any of our employees

Arrivals, departures and late collections



We give a warm welcome to every child and family on their arrival.

Parents are requested to pass the care of their child to a specific team member who will ensure his/her safety (this is usually a child's key person). The team member receiving the child immediately records his/her arrival in the daily attendance register. The team member also records any specific information provided by the parents, including the child's interests, experiences, and observations from home either on our trigger sheet or directly onto FAMILY.

If the parent requests the child is given medicine during the day the team member must ensure that the medication procedure is followed.

If the child is to be collected by someone who is not the parent at the end of the session, there is an agreed procedure that must be followed to identify the designated person. Photo identification and a password are also required where possible for the designated adult. Parents are informed about these arrangements and reminded about them regularly. The designated adult assigned to collect a child must be over 18 years of age.

The child's key person or other nominated team member must plan the departure of the child. This should include opportunities to discuss the child's day with the parent, e.g., meals, sleep time, activities, interests, progress, and friendships. The parent should be told about any accidents or incidents and the appropriate records must be signed by the parent before departure. Where applicable, all medicines should be recovered from the medicine box/fridge after the parent has arrived and handed to him/her personally. The medication policy is to be followed regarding parental signature.

The nursery will not release a child to anyone other than the known parent unless an agreement has been made at the time of arrival. In the case of any emergency such as a parent being delayed and arranging for a designated adult to collect a child, the parent should inform the designated person of the agreed procedure and contact the nursery about the arrangements as soon as possible. If in any doubt the nursery will check the person's identity by ringing the child's parent or their emergency contact number (please refer to the late collection policy).

On departure, the team member releasing the child must mark the child register immediately marked to show that the child has left the premises.

Adults arriving under the influence of alcohol or drugs.

Please refer to the alcohol and substance misuse policy.

Arrivals and departures of visitors

For arrivals and departures of visitors the nursery requires appropriate records to be completed on entry and exit e.g., in the visitors' book. Please refer to supervision of visitor's policy for further information.

We expect all parents to agree an approximate time to collect their child from the nursery. We give parents information about the procedures to follow if they expect to be late. These include:

- Agreeing a safety password with the nursery in advance to be used by anyone collecting a child who is not the parent (designated adult)
- Calling the nursery as soon as possible to advise of their situation.
- Asking a designated adult to collect their child wherever possible.
- Informing the nursery of this person's identity so the nursery can talk to the child if appropriate. This will help to reduce or eliminate any distress caused by this situation.
- If the designated person is not known to the nursery team, the parent must provide a detailed description of this person, including their date of birth where known. This designated person must know the individual child's safety password in order for the nursery to release the child into their care. This is the responsibility of the parent.

If a child has not been collected from the nursery after a reasonable amount of time [**15 minutes**] has been allowed for lateness, we initiate the following procedure:

- The nursery manager will be informed that a child has not been collected.
- The manager will check for any information regarding changes to normal routines, parents' work patterns or general information. If there is no information recorded, the manager will try to contact the parents on the telephone numbers provided for their mobile, home or work. If this fails, the manager will try the emergency contacts shown on the child's records.
- The manager/team member in charge and one other member of the team must stay behind with the child (if outside normal operating hours). During normal operating times, the nursery will plan to meet required staff ratios. If the parents have still not collected the child, the manager will telephone all contact numbers available every 10 minutes until contact is made. These calls will be logged on a full incident record.
- In the event of no contact being made after one hour has lapsed, the person in charge will ring the local authority children's social services emergency duty team.
- The nursery will inform Ofsted/Care Inspectorate as soon as convenient.
- The two team members will remain in the building until suitable arrangements have been made for the collection of the child.
- The child's welfare and needs will be met at all times and to minimise distress, the team will distract, comfort and reassure the child during the process.
- In order to provide this additional care a late fee of £10 per 15 minutes will be charged to parents. This will pay for any additional operational costs that caring for a child outside their normal nursery hours may incur.