

 Parent Policies & Procedures

 2019

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| Policies In effect | August 2018 | Author: Clare Matthews. Sunny Days Ltd prohibits the copy, distribution & use of any company policies which remain confidential. Copies should only be retained by relevant persons within the company/attending families |
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| * To Be Reviewed
 | April 2019 | Carried out: Date: |  22/04/2019 |
| * To Be Reviewed
 | October 2019 | Carried out: Date: | 21/10/2019 |
| * To Be Reviewed
 | April 2020 | Carried out: Date: |  |

**Designated Roles within Sunny Days Pre- School Ltd \* *Subject to change***

|  |  |  |
| --- | --- | --- |
| Role | * Managing Director
* Designated Safeguarding Lead (DSL)
* Special Educational Needs

Co-ordinator (SENCO) | Clare Matthews BA (Hons) |
| Role | * Director & Deputy Manager
* Deputy Safeguarding Lead (including Health & safety)
 | Richard Matthews |

**Policies enclosed**

|  |  |
| --- | --- |
| page2image2926928 **Policies**  |  **Details**  |
| **General Policies**  | * Admissions
* Equality & Inclusion
* Arrival & Departures
* Biting
* Care, Learning & Play (including online learning journals.
* Complaints Emergency Closure
* Sick Child (Including Exclusions for illness) and non attendance in the setting
* Healthy Eating
* Medication
* No smoking, drugs or alcohol Missing Child
* Outings
* Schedule of Charges
* Settling in & Transitions Supporting Behaviour
* Mental Health & Wellbeing
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|  |  |
| page2image5815840**Child Protection & Safeguarding** page2image5025200 | * Child Protection & Safeguarding
* Bruising in Non-mobile children
* Prevent Duty
* Cultural Capital
* Use of photographic Images/social networking/mobile phones
* Physical contact
* Physical restraint
* Accident & incident in the setting
* Accidents at home/Existing Injuries
* Whistleblowing
* Allegations Against a member of staff
* Social networking
* Non collection of a child
* Absences from pre-school education without prior notification
* Recruitment & Staffing
* Health & Safety
* Nappy Changing & Disposal
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|  |  |
| **Confidentiality** | * Confidentiality
* Sharing of Information
* Storage of Confidential information Sharing of Information
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|  |  |
| **Declarations (*action required please return signed consent within 10 days of receipt)*** | * **GDPR/ Privacy Policiy**
* **Declaration of receipt & understanding of all policies**
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**It is both Parents and Employee’s responsibilities to read all the enclosed policy and bring it to the attention in writing to the manager named above if any policy is not understood or agreed to.**

**General Policies**

**Admissions Policy**

We currently operate the procedures as outlined below to admit children and families into the setting. Children will be admitted from our waiting list in instances where a place is not available. Sunny Days Pre-School welcomes both mothers, fathers, other relations and carers, people from all cultural, ethnic, religious, and social groups, with and without disabilities.

* Carers are invited to place their child’s name on our waiting list when their child turns 6 months with children being welcomed into the setting at the age of 2 years. We charge a £25.00 application fee to join our waiting list. This does not guarantee an offer of a place.
* Children are offered places when these become available in order of receipt of an application form. If a parent chooses to not accept an offered place for any reason when they are offered they will be removed from the waiting list and will re-join the waiting list if they later decide they would like a place
* Parents and carers will in most circumstances be contacted a full term in advance with an offer of a place. Upon acceptance of a place parents will be required to pay in full their first months fee’s in advance. This is non refundable should you later decide not to join the pre-school.
* To provide continuity of care, children aged 2 who are already in the setting receive priority for 3 year places. Places however are not guaranteed and sessions offered may on occasions differ to those provided to your child between the ages of 2 and 3.
* As far as is reasonably possible we try to accommodate places for siblings as a priority. This however cannot be guaranteed and will be dependent on current availability.
* The Management reserves the right to refuse admission to any parent in the event of aggressive behaviour, or un-proper conduct.
* All admissions comply with our Equality of opportunities and inclusion policy.

**Right to Refuse Admission:**

Sunny Days Ltd reserves the right to refuse admission to any persons who have previous outstanding debts or in any instances whereby legal proceedings have taken place for recovery for outstanding fees. Sunny Days has the right to refuse admission if current provision does not meet, or is not in the best interests of the child at any given time.

**Equality of Opportunities and Inclusion Policy**

The purpose of this inclusion policy is to demonstrate we are committed to supporting the needs of all children and young people. Many learners are excluded, or feel excluded, from educational opportunities because of their individual needs. This policy has been produced to reflect good practice regarding effective inclusive education. Inclusion is the process of removing barriers to participation and learning so that everyone benefits fully from educational opportunities. We respect and welcome diversity and work with others including yourselves as parents to provide effective care and education for your child. The aim is to provide effective education for all children. All children are equally valued regardless of their abilities, circumstances or behaviour. Education enables people to develop respect and responsibility for themselves and others. Everyone is entitled to a broad, balanced and relevant education regardless of abilities. We encourage children and their families to discuss and value their own beliefs and cultures and respect this within the setting and provide opportunities/activities/experiences to promote this. We are happy to take on children with additional needs providing we can provide them with the care they need. If your child has additional needs please discuss them with us first to ensure we can adapt and adequately meet your needs. Our setting Special Educational needs coordinator (SENCO) will support families where a child requires additional support to ensure they receive the same opportunities as all other children. In circumstances where a child requires additional support we will endeavour to meet these. Working with the child and family we will take steps to ensure that the child has access to the support they need. This may include developing individual educational plans or carrying out an Early help assessment when we recognize a possible need in a child or young person. The early help approach is a new way of working with children, young people and families. It recognizes the need to work together as partners across all organizations and agencies to ensure families receive the right support at an early stage, before a small need grows into a larger one. This may be triggered by a change in behaviour, an action, consequence or something else we think needs attention. In practice this will mean that a wider range of professionals with varied skills and experience will be working with us all. All children are treated equally while taking into account each child’s uniqueness. All children will be provided with the same opportunities and experiences without prejudice and will have access to all the same resources. Positive role modelling is essential in ensuring your child develops accordingly. We asked that you do not use any discriminatory or offensive language within the setting. Such behaviour will affect your child’s approach to inclusion.

**Arrival & Departure Procedures:**

***Arrival Routines***  : **Doors Open: 8.45/ 11.45/12.30**

The outer gate will be unlocked for arrival times. Parents are to ensure that they see their child in through the inner wooden gate to the member of staff responsible for the handover. Parents must not leave until their child has been seen through the inner gate & internal door into the nursery where a member of staff will acknowledge their attendance. Parents are welcome to see their children directly into their key person if they would like to.

**For safeguarding purposes the inner door will always be locked securely at all times other than when a member of staff is greeting/seeing out children. Parents are reminded that at arrival and departure time, safeguarding of the children is paramount, therefore we ask that parents please be patient if they need to relay messages to the staff member at the door.**

**Late Arrivals:**

 Parents are to ring the doorbell located at the outer gate for attention. A staff member will come to greet you and see your child in. Please note we apologize if there is a delay in greeting you. This is due to internal Safeguarding.

***Departure Routines***

**Doors Open : 11.45/12.30 and 3.30pm**

Parents should wait inside the playground area where children will be sent out to parents. Parents are always welcome to stay and speak to a member of staff if they would like to discuss their child’s day. It may seem like a busy time but we welcome and value the importance of relationships between staff and carers.

**Biting Policy.**

In the setting we acknowledge that biting is a behaviour among young children and it evokes a strong emotion in adults, children, parents and educators. Biting is often very painful and frightening for the child who is bitten. It can also be very frightening for the child who bites. We recognise that the majority of children will learn not to bite in time and are very clear, firm and calm when a child does bite and offer praise and warmth when they don’t.

**If an incident of biting does occur:**

* the parents of both children will be informed of the event.
* The event will be recorded in the accident book (for the child bitten)
* A behaviour record form should be completed. Staff should record any incidents to enable us to monitor and provide the support when necessary.
* We ask parents to make us aware of any incidents of biting that have occurred outside of the setting as this will enable staff to be more prepared and vigilant.

**Reasons why children might bite:**

Biting happens for different reasons with different children under different circumstances. The first step in learning to control it is to look at why it may be happening. Not all children bite out of anger or to hurt another child; young toddlers can’t really understand how much pain they’re causing. children may bite for a number of reasons including:

* Curiosity – toddlers may bite to see what their friends arm may taste like or to see the reaction. It’s impulsive and they don’t mean to hurt. Often, a baby chomps on someone when they’re teething. Sometimes toddlers nip when they’re over-excited.
* Emotions – This can be frustration, stress, feelings of lack of power or as a way of showing love. “Toddlers have really intense feelings but don’t know how to show them,” says Dirk Flower, chartered psychologist. “Biting can be a way of expressing their feelings.”
* Defending - Young children learn to bite as a defence, especially if they can’t talk and will bite other children whenever they feel anxious or threatened. Sometimes changes or upsets at home can bring on this type of biting. Seeking attention or control - Some children know biting is a way of getting others to do what they want or to gain attention. They don’t always do this consciously. It may happen when a group of children are jostling to be leader or gain power. Biting is a good way of getting others to take notice, even if the attention gained is negative.
* Copying – children who see another child or adult biting may think that this is a good idea.
* Communication- some children whose language is not yet developed may use biting as a method of communication.

**If a child bites:**

* We very firmly and calmly say something like “No we do not bite, It hurts and it’s not nice to hurt our friends” We use gesture and facial expression to reinforce the message.
* We will remain calm and firmly remove the child who bites away from the person (whether child or adult) whom he is biting.
* If the child who has bitten is not calm we will remove them until they have started to calm down, ensuring that they do not try to bite the victim again.
* *We make it clear that it is the biting behaviour that we disapprove of - not the child and to reinforce this, positive behaviour will be encouraged and praised.*

**If a child persists with biting the setting will:**

* make a plan to monitor and support the child. Through monitoring and recording incidents we may identify particular triggers for the behaviour. Understanding why a child bites is key to beating the problem using this information will inform possible intervention strategies.
* evaluate the environment of the setting in accordance with the Framework for Intervention to establish any causes within the provision.
* regularly meet with the parent/carer of the biter to discuss underlying reasons and common strategies to ensure consistency between the home and nursery.
* Where necessary, permission will be sought from the parent/carer of the child to refer concerns and involve outside agencies and professionals.

**If a child is a victim of biting:**

* Staff are trained to deal with this situation, staff will follow first aid procedures to relieve pain and injury. Biting is always taken seriously and staff do their best to ensure that it is stopped as soon as possible.
* Offer the child comfort and reassurance.
* We will not disclose to parents the name of the child who has bitten. It is unnecessary to know their identity, however if a parent finds out who has bitten their child we strongly recommend that they do not complain directly to the other parents. Parents are asked to remain discrete and allow the staff of the setting to support the child and family effectively.

**Care, Learning and Play Policy**

The Early Years Foundation Stage (EYFS) is a document for us, as early years providers, to help us support your child’s learning and development from birth to five years old. All early year’s providers must follow the EYFS. The EYFS also sets out what we, as an early year’s provider, must do to make sure that your child learns and develops. It promotes teaching and learning through play to make sure all children have the skills for future life. We must make sure that all staff are fully aware of what they have to do, to make sure your child’s individual needs are met through the EYFS. The EYFS includes safeguarding and welfare statutory requirements that explain what we must do to keep your child safe. We must regularly update our policies and procedures in line with these requirements. For example:

* We must keep to staff to child ratio requirements.
* We must make sure that our staff are suitable.
* We must make sure our premises are secure and the equipment is safe for your child to use.
* We must be accessing training and providing supervision for all staff to make sure that they fully understand their roles and responsibilities.
* We must keep full records of how to keep and give medicines and who is trained to do this.
* We must have strict data protection and a system to protect confidential information.
* We should have a named person for the management of behaviour.

**Key Person Policy:**

Your child will be assigned a key person when they start at our setting. You will be told the name of the key person and their role. The key person is there to make sure that your child’s learning and care is tailored to meet their individual needs, through discussion with you. They will also support you in giving you ideas on what learning you can do at home with your child. We will think about the individual needs, interests and stages of development of each child in our care. Through care and play we will support learning in the following three prime areas,

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| --- | --- | --- |
| * Personal, social and emotional development
 | * Physical development:
 | * Communication and language:
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As well as the three prime areas, we will also plan activities in the following areas of learning and development, known as specific areas.

|  |  |  |  |
| --- | --- | --- | --- |
| * Literacy
 | * Mathematics
 | * Understanding the world
 | * Expressive Arts & Design
 |

**Parent and carers participation:**

We encourage parents to actively engage and support the setting. Ongoing communication and involvement is essential for supporting your child. The Early years foundation stage (EYFS) recognizes that partnership working between practitioners and parents/carers is a fundamental aspect in ensuring that each child has the best possible start in their life. It is very important for your child that we work in partnership. This will give your child continuity of care and (s)he will not become confused with different standards of behaviour and boundaries. We encourage you to share events, notable achievements, photos and pieces of artwork with us in the setting. We will also share this information with you via a daily communication book and your child’s learning journal so suitable planning can be devised to support your child in and out of the setting. As Parents you are the central adults in your child’s life and the ones making decisions on their behalf. We will endeavor to work closely with you in order to carry out your wishes for your child wherever we can. It is therefore important that we have an excellent communication system. We will advise you who your child’s key person is when your child joins the setting and this person is your daily point of contact As your child grows and develops issues will crop up that are very important for us to discuss in order that we can work together and your wishes be incorporated into the care routine for your child. These could include toilet training, managing behaviour, starting school etc. Initially we will discuss this information with you on your first settling in visit to the setting and will complete a ‘All about me’ form. This should be updated regularly as your child’s needs change.

**How do we check that each child is developing in line with the EYFS requirements?**

Your child’s key person will discuss your child’s development and interests with you to make sure they are progressing well with us and at home. This will support them, and you, to plan a challenging environment and play based activities to progress your child’s learning. This will happen on a regular basis. There are two required progress checks which take place during EYFS. The first is when your child is between two and three years old This is known as a ‘two-year progress check’. This summary will be shared with parents and we actively encourage parents to share their thoughts on their child’s development within this check. This will be carried out by the end of the first full term that your child is in the setting. The purpose of the progress check is to identify each child’s strength and any areas where progress is less than expected. If there are any specific emerging concerns your child’s key person will develop a plan to support your child’s future learning and development. This may involve working with the special educational needs coordinator (SENCO) within the setting or other professionals as appropriate. The second in the final term of the year in which your child reaches the age of five.

**What if you are worried about your child’s development?**

If you’re worried about your child’s progress, talk to your child’s key person and together you can agree how best to support your child. If your child’s home language is not English, we will give them opportunities to develop and use their home language in play and learning to support their language development at home. We will also make sure your child has enough opportunities to learn and reach a good standard in English language during the EYFS. Key persons should discuss any concerns with the settings SENCO as soon as a concern is recognized. The settings SENCO will support each key person to effectively put enhanced provision in place tailored specifically to meet the child’s needs.

**How do we support each child’s learning and development?**

Our educational programs are all designed to encourage children to:

* Be engaged and actively participate in their learning: we want children to play and explore to enhance their learning in ways that they choose
* Be motivated: We want children to become involved, to persist in their efforts and enjoy the reward that achieving what they set out to do can bring.
* Think: We want to encourage children to think, have their own ideas and choose how they want to do things.

Ongoing assessment is central to effective early years practice. Staff within our setting are suitably trained and/or qualified to utilize assessment to support each child’s learning and development.
In the setting we:

* Be engaged and actively participate in their learning: we want children to play and explore to enhance their learning in ways that they choose
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* Think: We want to encourage children to think, have their own ideas and choose how they want to do things.

Ongoing assessment is central to effective early years practice. Staff within our setting are suitably trained and/or qualified to utilize assessment to support each child’s learning and development.
In the setting we:

* **Observe**: Our practitioners observe how children act and interact in their play. Parents also play a large part in this, children often do things differently at home and
we encourage parents/carers to share these moments with us.
* **Assess**: Our practitioners consider what each child is able to do and match their abilities to the Early years Foundation stage to establish where a child may be in their own individual pathway and in relation to the early learning goals.
* **Plan**: Our practitioners consider each child’s stage of development, interests and characteristics of effective learning and plan in response to their key children

**Online Learning Policy.**

Sunny Days uses an online E-learning journal to record the development of each child in our setting. This system allows us to work with parents and carers to share information and record the children’s play and learning in and outside of the setting. It provides each individual child with their own e-learning journey held online. Parents and carers are given their own log-in via an email link. All our key persons are given secure pin log-in number (which only work when the manager is logged in). Staff can then record and assess children linking to the EYFS curriculum, uploading photo or video media. Once saved and completed each observation is approved by the manager. An email is then automatically generated to parents/carers set up to that child’s account and they are informed that an observation has been added so they can have a look and add any of their own comments to it.

As parents/carers **you can choose who has access to your child’s e-learning journal**. If you would like both parents added, or you wish to add grandparents/aunts/uncles etc. to the account please complete the additional person box on the permission form and they can be set up. Only those people who you have given permission to have a login and password will be able to see your child’s journal.

**Complaints:**

**What if you have a concern?**

Parents should first discuss their concerns with their child’s key person. Most concerns can be resolved at this stage. If you feel that your concern is not resolved through discussion, you should make a formal complaint to the Pre- School manager in writing or by email or letter. You should provide full details of the nature of the complaint and any discussions that have taken place between yourself and your key person.

**What you should do if you are not satisfied?**

Occasionally you may not be satisfied with the response after following the complaints procedure, or your complaint may relate to an issue that you feel unable to discuss with myself. At this point you can contact Surrey Early years and discuss your concerns with them. If you are not happy with the outcome you can then refer your complaint and any relevant responses from myself to Ofsted.

**How do you make a complaint to Ofsted?**

You can make a complaint in writing, by telephone, fax or in person to any Ofsted staff. You can contact the **Early Years Complaints Line** on **0300 123 1231.** If you are making a complaint to Ofsted because you are not satisfied with the investigation completed by myself, it is helpful to put your complaint in writing (The National business unit, Ofsted, Piccadily Gate, Store Street, Manchester M1 2WD). It would assist ofsted in their investigation if you could enclose a copy of your original complaint to the provider (myself), along with an account of the findings and any action taken, or proposed, by myself and the reasons why you are not satisfied. If you have not made a formal complaint to myself before contacting Ofsted, they will ask you to do so unless you have a good reason not to. Sometimes a complaint about a completely separate issue can trigger child protection concerns Where this is the case ofsted is obliged to pass on full details to the police and children’s social care so that they can carry out the necessary investigation.

**What will I (the childcare provider) do?**

If a parent makes a formal complaint, in writing or by email, Sunny Days Pre-School will investigate fully. Parents will be provided with an account of the findings of any investigation within 28 days of receiving the complaint. We will tell parents about any action that management have taken or intend to take as a result of the findings. Parents can request confirmation by writing or email. Sunny Days Pre-school Ltd are required to keep a record of all complaints and share appropriate information from that record with Ofsted on request. Due to confidentiality and data protection we cannot provide details of any disciplinary action taken against members of staff. We cannot provide you with details of individual staff members involved in any incidents/issues that have led to a complaint being made. Parents will not be provided with specific details of an investigation.

**Emergency Closure policy.**

We would hope to avoid any disruptions to service however unforeseen events beyond our control may inevitably occur and may force us to close the setting. The setting will close in emergency situations such as:

* Adverse weather, including snow and excessive heat.
* Risk assessment of the premises has deemed children may be put at harm if they attend
* Damage to the premises
* No water or heating
* Insufficient staff numbers due to circumstances beyond our control where correct ratios cannot be maintained in accordance with the Early Years Foundation Stage. In instances where the setting has to be closed we will:
* Advise all parents by email by 8am or as soon as reasonable possible.
* A sign will be displayed on the settings door stating that a closure has been implemented.
* In instances where the setting has to be closed whilst children are present we will:
* Contact all parents by text message/telephone and arrange for the children’s prompt collection.
* In all circumstances parents will be:
* • Updated daily by 7.30am or as soon as is reasonably possible as to whether the setting will re-open on that day.
* Unfortunately, we cannot refund missed sessions due to emergency closures. Parents should be contactable at all times. If the setting has to close parents are expected to make arrangements for their child’s collection promptly either by themselves or an emergency contact.

**Sick Child Policy:**

**If your child is unwell:** Please notify us by PHONE MESSAGE or Via Email BY 8AM on each day of sickness to advise if the child will be attending. If your child is unwell their recovery should be aided in their own home with a parent. A child’s recovery can be delayed if they are sent back to the setting to early and their attendance increases the chances of other children becoming sick as a result.

**NON ATTENDANCE:** **If a parent does not inform us of absence, the nursery may contact the parents, safeguarding board and request a welfare check from the police if there are any concerns over a child’s non attendance. Sunny Days works with parents to ensure that children attend nursery when they are fit to do so promoting a positive attitude to education. In circumstances where absences are frequent (without good reason), this may be reported to Surrey County Councils funding team.**

Therefore:

* If any child is considered not to be able to participate in the regular planned activities for the day you are asked to keep them at home until they are fully recovered. This is for the benefit of all children in our care as well as your own child and ensures that any child’s illness does not affect another child’s day in the setting.
* We are happy for children with minor coughs and colds to attend *providing they are well enough*. If your child has excessive symptoms such as a consistently running nose or a heavy cough children need to remain at home. Young children particularly explore toys through their hands and mouth on an ongoing basis. Excessive nose running can spread the infection through the use of toys within the setting, toys cannot be sufficient sterilised after your child has handled them throughout the day which results in other children coming into contact with the illness.
* We cannot care for children who are unwell, infectious or running a high temperature. Any child who exhibits these symptoms should remain at home for 48 hours after the symptoms have ended. This minimises the risk of spreading the infection.
* Parents should monitor their child at home for a reasonable amount of time before sending them back to the setting for their next session. It is difficult to monitor a child to see if they are recovered when we have a duty of care to all of the children in our setting.
* Children should only return to the setting when a parent is confident that their child is fully recovered. As a parent you know your child, if you have doubts as to whether your child is well enough to attend this would usually be an indication that they are not.

**If your child becomes ill whilst in our care staff will**:

* make them as comfortable as possible,
* Isolate them from the other children if necessary and reassure them.
* contact you immediately so you can make arrangements for your child to be promptly collected (within 1 hour, unless exceptional travel times impede this process).

*If any child is considered not to be able to participate in the regular planned activities for the day due to illness you will be asked to collect your child. We want to make all our sessions enjoyable for all of the children that attend.*

**Parents responsibilities:**

Parents should monitor their child at home for a reasonable amount of time before sending them back to the setting for their next session. It is difficult to monitor a child to see if they are recovered when we have a duty of care to all of the children in our setting. Taking these precautions reduces the risk of spreading germs within the setting and resulting in other children/people becoming ill.

**Exclusions for recovery**

Following a child being prescribed medication e.g penicillin, antibiotics children should remain at home for 48 hours after the initial dose to ensure they are not allergic to the medication. This also allows the medication adequate time to improve your child’s illness and reduces the risk of spreading infection. Unfortunately we cannot refund parents for children’s absence due to illness.

**Specific Exclusions:**

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| --- | --- | --- |
| Illness | Information | Exclusion Period |
| Sickness, diarrhoea, High Temperature: | This is applicable with or without specified diagnosis, *Please do not request your child return to the setting earlier. If your child develops a temperature in your care please advise us promptly (on the day) so we can advise any other parents whose children may have had recent contact with.* ***Please be aware that although calpol reduces a child’s temperature it can also mask the symptoms of illness, children can return to the setting when they have not had a temperature for 48 hours (without the aid of calpol/childrens paracetamol/ibuprofen). If your child is requiring calpol/ibuprofen to step any signs of illness they are deemed to be unwell and should be at home.*** | 48 HOUR Exclusion **from end of symptoms.** |
| * ‘Flu’(Influenza) and Colds:
* Tuberculosis
* Cold sores
* Glandular fever
* Tonsillitis
 | *Providing the child is well enough to be left without feeling unsettled and can participate in the normal day. We also do have to take into account the risk of spreading infection, therefore if a cold is heavy we request parents keep their child at home until the worst of the symptoms have passed and the additional care unwell children require.* | No exclusion |
| **Whooping Cough & Mumps** | Treatment is recommended | 5 days exclusion from commencement. |
| **Head Lice** | If there are active lice you will have to collect your child to repeat treatment/keep your child at home until the active lice have been removed as head lice can be transmitted.  | Children can return to the setting 24 hours after treatment. |
| **Chickenpox:** | when *all spots have fully scabbed*. It is not necessary to wait until spots have healed.  | 7 day exclusion from onset of rash |
| **German Measles** |  | 5 days exclusion from onset of rash. |
| **Hand, Foot & Mouth Disease** | For children over school age no exclusion is recommended however disease spreads rapidly especially with younger children. Exclusion applies due to the highly contagious nature of the illness amongst youg children  | 10 day exclusion |
| **Impetigo**: |  | Until sores are crusted or healed. |
| **Scabies:** | Treatment should include all the persons in the household as outbreaks can occur. | Child can return to the setting as soon as properly treated |
| **Scarlet Fever** |  | 5 day exclusion from antibiotics commencing |
| **Warts & Verrucae** | verrucae should be covered. | None |
| **Conjunctivitis** | Conjunctivitis is highly contagious among pre school age children | Exclusion until all discharge has ceased from the eye and the child is well enough to attend. |
| **Hepatitis A** | Older children are more infectious prior to the illness | 5 days from onset of jaundice or stools becoming pale for the under 5s.  |
| **Threadworms** |  | 24 hours after medication taken and all guidelines followed. |
| **Eye infections (other than conjunctivitis)** | For health purposes we do not administer eye drops/medication to any child. Children should remain at home until the course is completed or parents will be asked to attend to administer the medication at the scheduled times.  |  |
| **Any illness/signs of illness /symptoms requiring any child paracetamol, calpol, nurofen or cough syrups**. | *Non prescription medication will not be administered in the setting by any member of staff.*.  | Children should not be brought into the setting if they have been administered such medication within a 48 period prior to their session. If a child requires such medication they are deemed to be unwell to attend the setting to healthily embark on their day of play.  |

**Administering Medication Policy:**

**Prescribed medication**

We are happy to administer **prescribed** medication to your child providing you have completed the relevant consent form prior to leaving your child in the setting. Please ensure you request a form when you drop your child off and hand them the medication. This will then be safely stored out of children’s reach. Your child’s key person is responsible for ensuring that your child receives their medication according to your instructions, this will be witnessed by a senior member of staff when necessary. If your child’s key person is not on shift this will be administered by a senior member of staff.

**Exclusions:**

* Staff are aware of the sickness and exclusion policies of the setting.
* If a member of staff is advised/suspects any child who may be unwell/ has been administered medication they will inform the parent they will be required to take the child home until they are recovered/ the exclusion period has passed. We request parents do not ask for their children to return to the setting earlier.

**Asthma/Long term Medication**

* Each key person is responsible for administering any long term medication. This should be done following the instructions provided on the medication. The child’s key person is responsible for ensuring this is recorded.
* Medication should not be administered if appropriate details of how to administer the medication is not on the medication.
* Staff should ensure that they record details on the child’s long term medication form and this should be witnessed by another member of staff.
* The key person should immediately bring any issues to the attention of management should they occur.

**Asthma Medication**

To ensure the health and wellbeing of children in the setting it is imperative that we receive accurate information regarding any asthmatic conditions. Children will be required to have a working, in date inhaler, clearly labelled with their name, in their bag. We require all spacers and inhalers to be in their original box complete with a label showing that both items have been prescribed by a doctor. We will require parents to complete the consent form to allow us to administer/support your child to administer the asthma medication as per your instructions. Parents should advise us immediately should there be any changes or additional special instructions.

**If staff are taking medication:**

All staff are required to advise the manager if they are on any medication which may affect their ability to safely care for children. Staff will only be permitted to work directly with children if the advice from their medical professional supports that the medication is unlikely to impair their ability to look after children.

**No smoking, drugs or alcohol policy.**

Parents, visitors and staff are not permitted to smoke, consume drugs or alcohol within the property. Staff are not permitted to smoke whilst in uniform or during their working hours. This includes all outside areas. If any staff member suspects that a parent, visitor, staff member or student at the setting has committed an illegal act and one has taken place they will advise the manager or deputy manager who will call the police. If any member of staff is suspected to be under the influence of alcohol or drugs they will immediately be instructed to leave the premises and disciplinary procedures will be followed.

**If any member of staff suspects any parent is unable to care for their child and is under the influence of alcohol or drugs they will:**

* request another staff member continues seeing the children out whilst they immediately inform the DSL of their concerns to seek advice.. The safeguarding board/and or police will be notified without delay

**Healthy Eating Policy.**

Meal and snack times will be used as a way of promoting social skills and will be a social event. At Sunny Days Pre- School we endorse healthy eating to promote child health.

Therefore:

* Fresh drinking water will be available and accessible at all time to children. Children will be encouraged to drink and taught about the effects of food and drink on their bodies to promote a healthy, balanced and nutritious diet.
* Milk will be offered to your child each snack time.
* Before entry we will discuss any dietary requirements, allergies or preferences with yourselves. We will ask parent’s to complete initial registration forms which details a child’s dietary needs. ***Parents should inform their key worker immediately if there are any changes to a child’s needs.***
* All staff will be made aware of any allergies and a list will be displayed within the setting.

**Parents responsibilities:**

* + Parents are required to provide a healthy, nutritious snack for their child for each session. Parents should provide this and any snacks can be placed in the fruit bowl. This will be made available at snack time.
	+ For children who attend for full day sessions parents are also required to provide a healthy, nutritious lunch for their child.
	+ This should be placed in a clearly named lunchbox. **A cool pack must be provided to maintain the temperature of the lunch.**
	+ We do not allow chocolate bars, cakes, crisps, nuts or seeds to be consumed in the setting. Please do not send your child with such items within their lunch box as these will be removed.
	+ Juice and fizzy drinks are not to be sent in, for children who stay for lunch a named water bottle can be supplied. NHS Choices recommend that: A balanced pack lunch should contain:
* Starchy Foods such as bread, rice, potatoes and pasta, sandwiches, bagels, pitta breads, baguettes or wraps
* Protein Foods such as meat, fish, eggs, beans and others
* A dairy item such as cheese or yogurt
* Vegetables or salad and a portion of fruit. These should replace chocolate bars and cakes.

**Procedure should a child go missing.**

The care of your child is paramount, and we will always ensure that your child is safe. We work in accordance with the EYFS: your child’s safety will be guarded at all times. In the unlikely event that a child becomes ‘lost’ the following procedure that will be followed:

• We will immediately raise the alarm; any member of staff noticing a child is missing must report the issue immediately to the most senior member of staff. This will be the manager or deputy manager. This will be done calmly and discreetly to avoid alarm and panic.

**Within the nursery:**

* The manager will immediately re-deploy staff. All staff will be made aware and will be responsible for escorting the children they are currently supervising to the book corner.
* The manager should check all entrances and exits for any signs a child may have been able to leave the nursery. The manager should check the immediate vicinity around the premises as a precautionary measure.
* Sufficient members of staff will remain with the group of children, one member of staff will take the register to ensure all other children are safe and cared for. If any other child is not present this should be immediately reported to the manager.
* We will reassure the other children, so it does not result in distress due to a change in routine. The children will continue to be cared for in a lead story-time to re-focus their attention.
* All other members of staff will be allocated area’s of the nursery to search, with instruction to inform the manager as soon as the child is found.

**If the child remains missing:**

* If after an initial search if the child is not found, the manager or DSL will be responsible for alerting the police. The manager should gather the child’s files ready for the police. The manager is responsible for liasing with the police and documenting the incident. Redeployed staff should continue to search for the child until otherwise advised by the police.
* The deputy manager should contact the child’s parents to alert them, reassuring them that the police have been alerted, and a search is being carried out.

**If the child is found:**

* The manager should be informed immediately.
* The manager should write a full incident report, including time frames, location of the missing child and any relevant details.
* The parent of the child should be informed by telephone of the incident.
* The manager should inform Ofsted by telephone as soon as is reasonably possible. This should be followed up in writing providing details of the incident, staff actions and outcome.
* The manager should inform the local safeguarding board
* The health and safety officer is responsible for carrying out a full risk assessment of the property, making all necessary changes to prevent any future incidents

**If on an outing:**

We take precautions to avoid situations like this happening by implementing the following measures:

* Ensuring the children hold their buddies hand whilst we are out
* Avoid going to places that are overcrowded
* On outings (where appropriate) the children wear wristbands with my mobile number on them
* We teach the children about the dangers of wandering off and of talking to strangers
* We teach the children safety out in the community
* We risk assess any outing prior to the event to ensure that the outing is safe to carry out
* If it is a secure area such as a shopping Centre, we will quickly alert the security staff so they can seal off exits and monitor the situation on any CCTV
* we will provide everyone involved in the search with a description of the child.
* we will reassure the other children with me, as they may be distressed
* we will alert the police and provide a full description
* we will then alert the parents of the situation

**Outings Policy**

The following procedures will be followed for all outings:

* Written permission must be obtained from all parents prior to the outing if a parent has not consented to outings within their enrolment forms. Impromptu outings may be scheduled to enhance children’s learning.
* Staffing ratios must be maintained at the same level as in force in the nursery but for safety reasons we usually increase this to 1 staff to 2 children for the under 3’s and 1 staff to 4 children with the 3-5’s
* A list of all children’s names and contact numbers for the day must be taken
* A mobile phones
* The nursery manager will be informed immediately of any incident that happens (the nursery policy for a lost child will apply when on outings)
* A first aider should be present and a first aid kit should be taken. Any additional medications needed by individual children should also be taken
* The children must be weather appropriately dressed to participate on outings
* Toilet facilities and nappy changing supplies should be taken
* Food and drinks will be provided at similar times to that of the regular nursery routine

**Schedule of Charges**

(**Sunny Days Pre-School limited reserve the right to implement additional charges in relation to the services that they provide in the following circumstances)**

**Late Collection charges: £1 per minute.**

Late collections can have a significant impact on our day. Parents are strongly encouraged to ensure that they arrive at the specified collection time to avoid disruption to the children’s day. In order to safeguard the children in our care we need to maintain adult to child ratio’s in line with the EYFS and comply with our insurance requirements. We will implement late charges from the time we close the doors after seeing out the children whose parents are present. From this point late collection charges will begin to accumulate. Parents will be required to sign our late collection book and charges will be raised with their next invoice. Should this not be paid late payment of fee’s will apply as detailed below.

**Late payment of fee’s: £15.00**

Parents are required to pay fee’s monthly in advance. Invoices will be issued at the end of each month (by 20th) with payment becoming due by the *first day of the following month*. Any fee’s received after this date without prior arrangements will incur late payments charges. If payment is not made within 7 days we will issue a payment reminder which will include the late payment charge. If payment is not made within 14 days of becoming due we reserve the right to withdraw your child’s place at the pre-school and you will be liable for paying all outstanding fee’s for the remainder of the term in line with our notice agreement. Parents should immediately discuss any payment issues with a senior member of staff.

**Settling In Policy**

At such a critical point of transition it is important we take into account your child’s emotional wellbeing. Senior management will arrange a convenient time with the family for a child’s first settling in visit. This provides us all with a good opportunity to get to know each other and exchange any information to prepare your child’s entry. Parents should have ensured that they have returned their completed enrolment pack by the due date to allow time to prepare for a child’s entry. We will work closely with each parent to support the child, we want each child and parent to feel comfortable and secure in the setting. For the duration of the settling in period (usually 3 weeks) children will have reduced sessions so they gradually feel secure with their new environment without making the child anxious or over whelmed. Some children require longer to settle and if this is the case we will work with parents to decide on a suitable plan for gradually increasing your child’s attendance at a pace they are comfortable with. Staff will monitor a child’s progress carefully and advise the manager if any amendments need to be made to the initial settling in schedule. The settling in periods are designed to be flexible ensuring that each child can gradually get use the change at their level of development. It is vital that at all times within the settling in period parents are available. Full sessional charges apply for the duration of the settling in period; this enables us to keep ongoing session costs at an affordable rate.

**Transitions Policy.**

We are committed to making sure that the transitions that your child has to cope with are a smooth as possible to support their development and needs. When a child has been with us, it is inevitable that at some point they will leave to enter school or join another pre- school. We will work alongside you, the new carers, and the new setting involved. We will ensure that we provide the new setting with a transition sheet for your child to ensure they are aware of your child’s stages of development, interests, likes and dislikes(via yourselves). When a child starts reception, we will liaise with the new school and where possible meet with their new key person to exchange the child’s learning journals and discuss your child to ensure they can support your child in the transition also. Dependent on the school involved, we may attend any twilight sessions with your child’s new teacher. We will discuss your child’s next steps with them, eg visiting the school, special ‘going to school books’ to prepare them for such transitions. We also welcome your child’s new carer/teacher into the setting should they wish to visit prior to the transition.

For daily transitions within the setting we actively include the children in the setting and the daily routine to prepare them for the next part of the day making such daily transitions seem familiar. We have a regular routine for meal and snack times to help your child feel comfortable and secure. Even small changes in the routine can unsettle your child so we try to avoid doing so. Please also read our drop off and collection routine and settling in policy to support other times of transition.

**Supporting Behaviour Policy**

At Sunny Days Pre-school we recognize that children may have difficulties with behaviour for various reasons. In our setting we promote inclusion, confidence, self esteem and a sense of belonging, All of which are important factors in the promotion of positive behaviour.

Promoting positive behaviour is very important and we do this using the following consistent approach: • Giving lots of praise for good behaviour which contributes to a child’s confidence

* Giving the children individual attention and Listening to what the children have to say so they feel valued and develop self esteem.
* Setting a good example and being a good role model so children know what is expected of them.
* Rewarding good behaviour (choosing next activity etc)
* Using a good behaviour chart
* Giving children certificates for good behaviour, sharing etc.
* Planning a calm, stimulating environment where children can learn to play together enhancing their self esteem.
* Encouraging children to participate in all aspects of the day, doing so promotes independence.
* Encouraging children to show mutual respect for each other.
* Planning activities to suit and challenge each child’s individual needs. This ensures that children do not exhibit signs of negative behaviour because they are under stimulated.
* Ensuring that we provide times for children to work together collaboratively, sharing and taking turns. All of which promote positive behaviour.
* Role modelling behaviour
* Using clear brief language with children at their level of understanding.
* Using the child’s name before instructions to ensure we have their attention.

We help the children understand the settings rules; which are realistic and we are consistent in enforcing them. We are aware of the different reasons why children misbehave and will endeavour to keep to routines so that your child feels safe and is not over tired, hungry or confused over authority. We ensure that our environment is calm and stimulating as this can have also have an impact on the way a child behaves.

We have developed several different strategies on how to deal with a child misbehaving and use different ones depending on the age/stage of ability of the child and the situation:

* Distraction. Remove the child from the situation and give them an alternative activity.
* Ignore. Depending on the situation we may ignore the bad behaviour if we feel it is being done to get a reaction.
* Discuss with Child. If the child is able to understand we will discuss their behaviour and try and get them to appreciate the consequences of their actions on others.
* Amend our tone and use appropriate language to discuss the behaviour with the child.
* Amend our body language, getting down to the child’s level so they do not feel overwhelmed or threatened in any way.
* Reflection time. Removing the child from the activity and sitting them quietly for a few minutes
* Observation. We observe the child for any signs that negative occurrences of behaviours may occur so we can prevent episodes from occurring in the future.
* Observation. We observe children to monitor for any tale signs of triggers which may cause the child to display signs of negative behaviour.
* Scheduled reinforcement methods. Children can learn to demonstrate signs of negative behaviour due to a carers’ response to the episode. If a child feels they are gaining additional attention from behaving negatively they may choose to repeat the episode. Therefore it is important that some behaviours are ignored and others are dealt with.
* Visual prompts. Children will be shown visual prompts of acceptable behaviour in the setting if it is deemed necessary to support their understanding.

# **Mental health and wellbeing policy**

### Purpose

The purpose of this policy is for **Sunny Days Pre - School** to establish, promote and maintain the mental health and wellbeing of all staff, children and families through workplace practices and positive relationship, and to encourage staff to take responsibility for their own mental health and wellbeing and that of their colleagues.

### For Staff:

Sunny Days believes that the mental health and wellbeing of all is key to success and sustainability. Many factors in the workplace influence the mental wellbeing of individual employees, particular departments or organisations as a whole. Understanding and addressing the factors which affect people’s mental wellbeing at work have a wide range of benefits.

### Goals

**Sunny Days aims:**

* To build and maintain a workplace environment and culture that supports mental health and wellbeing and prevents discrimination (including bullying and harassment).
* To increase employee knowledge and awareness of mental health and wellbeing issues and behaviours.
* To reduce stigma around depression and anxiety in the workplace.
* To facilitate employees active participation in a range of initiatives that support mental health and wellbeing.

### Responsibilities

All employees are encouraged to:

* understand this policy and seek clarification from management where required
* consider this policy while completing work-related duties and at any time while representing **Sunny Days**
* support fellow workers in their awareness of this policy
* support and contribute to **Sunny Days** aim of providing a mentally healthy and supportive environment for all workers.

All employees have a responsibility to:

* take reasonable care of their own mental health and wellbeing, including physical health
* take reasonable care that their actions do not affect the health and safety of other people in the workplace.
* Address concerns with sensitivity and consideration to the mental health and wellbeing of other staff and not engage in any discussions with colleagues which may affect other individuals.
* Follow the correct grievance reporting process if they are experiencing difficulties or feel that their mental health and wellbeing is not being taken into account. If issues are not discussed these cannot be supported or resolved.

Managers have a responsibility to:

* ensure that all workers are made aware of this policy
* actively support and contribute to the implementation of this policy, including its goals.
* manage the implementation and review of this policy.
* Ensure that employee’s are aware that senior staff are always available for discussions regarding mental health and wellbeing and of issues that may affect this.

**For Parents, Families & Children:**

Sunny Days believes that the mental health and wellbeing is of high importance. Many factors can influence the mental wellbeing of individual, families & children. We aim to Understanding, support and address the factors which affect people’s mental wellbeing

### Goals

**Sunny Days aims:**

* To build and maintain a approachable and trusting environment and culture that supports mental health and wellbeing and prevents discrimination (including bullying and harassment).
* To increase parents and carers knowledge and awareness of mental health and wellbeing issues and behaviours.
* To reduce stigma around depression, and concerns parents may have about disclosing any issues
* To facilitate families active participation in a range of initiatives that support mental health and wellbeing.
* To provide a safe, calm and relaxed environment for children to play and learn
* Provide children and families with opportunities to talk
* Provide a suitable relaxation area for children to go if they require time to themselves.
* To provide a setting which encourages and supports using communication and promoting talking.

All staff have a responsibility to:

* Be aware of the signs of poor mental health, taking steps to support any child or family who may require additional support.
* take reasonable care that their actions do not affect the emotional and mental health of other people.
* Address concerns with sensitivity and consideration to the mental health and wellbeing of others and not engage in any discussions with others which may affect other individuals.
* Discuss concerns with a senior member of staff or Designated safeguarding Lead

Managers have a responsibility to:

* actively support and contribute to the implementation of this policy, including its goals.
* manage the implementation and review of this policy.
* Ensure that employee’s are aware that senior staff are always available for discussions regarding mental health and wellbeing and of issues that may affect this.
* Ensure that adequate support is put in place for children and families

**Sunny Days** will ensure that:

* all employees and users of sunny days receive a copy of this policy during the induction/enrolment process
* this policy is easily accessible by all members of the organisation and issued to all families
* employees and families are informed when a particular activity aligns with this policy
* employees and families are empowered to actively contribute and provide feedback to this policy
* employees and families are notified of all changes to this policy.
* Staff are encouraged to actively participate in supervisions
* Staff are encouraged to request additional supervisions and informal discussions should any issue at work which may affect any staff members mental health & wellbeing.

Monitoring and review

**Sunny Days** will review this policy **annually / in line with reviews of company policies**

Effectiveness of the policy will be assessed through:

* feedback from workers and management
* review of the policy by management to determine if objectives have been met and to identify barriers and enablers to ongoing policy implementation.
* Staff Morale and happiness
* Observation of team working and colleague relationships

**Child Protection & Safeguarding Policies**

At Sunny Days we believe it is unacceptable for any child or young person to experience abuse of any kind. Staff recognize that we hold a responsibility to safeguard the welfare of all children and young people. Our practices, policies and procedures demonstrate our commitment to protect children.

*We recognize that:*

* The welfare of all children/young person is paramount
* All children have the right to equal protection from all types of harm or abuse
* Working in partnership with children, young people, their parents, carers and other agencies is essential in promoting

young people’s welfare.

*The purpose of our safeguarding policy is:*

* To provide protection for the children and young people who receive Sunny Days services, including the children of adult members or users.
* To provide staff and volunteers with guidance on procedures they should adopt in the event they suspect an individual may be experiencing, or be at risk of harm.

*We will seek to safeguard children and young people by:*

* + Valuing them, listening to and respecting them
	+ Adopting child protection guidelines through policy and procedures for staff and volunteers
	+ Recruiting staff and volunteers safely, ensuring all necessary checks are made in line with our recruitment procedure
	+ Sharing information about child protection and good practices with children, parents, staff and volunteers
	+ Sharing information regarding concerns with relevant agencies, and involving parents and children appropriately
	+ Providing effective management for staff and volunteers through induction, supervision, support and training.

We are committed to ensuring that children are protected from harm and develop in a safe and secure environment.

Our legal duty is to protect all children and ensure the safety and welfare of all the children is in line with the procedures laid out by surrey Safeguarding Children’s Board. The Safeguarding Children Board is responsible for producing Safeguarding Children Procedures based on national guidelines set out in Working Together to Safeguard Children (2013). It monitors the effectiveness of the Procedures systematically and amends them as it becomes necessary.

The children’s Act 2004 and Working Together to safeguard 2010 documents places emphasis on our responsibilities to:

* protect children from maltreatment,
* prevent impairment of children’s health and development
* ensure that children are able to grow up in circumstances consistent with the provision of safe and effective care.

If we have a concern about a child we will share these with parent/carers**. However, if sharing these concerns puts the child at risk of significant or further harm we will seek advice from the duty manager at Surrey County Council’s Contact centre** by telephoning **0300 1231610.** If we are advised that a referral is required, the information that has been given will be regarded as a referral and responded to as such.

If we want to make a referral we will contact:

**North East: SURREY COUNTY COUNCIL CALL CENTRE (8am to 6pm): 0300 1231610 EMERGENCY DUTY TEAM: (out of hours) 01483 517898.***If we deem the instance an emergency we will contact the police as well.*

Following any telephone referral we will use the multi agency referral form to confirm the referral in writing **within 48 hours**. All staff employed within our setting attend working together to safeguard children training and refreshers in line with statutory requirements (every 3 years). In addition to the following roles have been allocated to staff members:

Designated Safeguarding Lead (DSL): CLARE MATTHEWS
Deputy Designated Safeguarding Lead:(Deputy DSL): RICHARD MATTHEWS

Both child protection liaison officers will undertake enhanced safeguarding children courses and refreshers every 3 years.. Furthermore all staff are aware of the requirement to complete relevant child accident forms and pre- existing injury forms. All staff receive training on Safeguarding Children (Child Protection) and are aware of the signs and symptoms of child abuse, physical, emotional and sexual, and those of neglect. These may include:

• significant changes in children's behaviour;
• deterioration in children’s general well-being;
• unexplained bruising, marks or signs of possible abuse or neglect;
• children’s comments which give cause for concern;
• any reasons to suspect neglect or abuse outside the setting, for example in the child’s home; and/or

All staff are made aware within their induction training on what to do if they suspect a children is at risk of or suffering harm including how to share information and any concerns. They are aware of how to respond appropriately and confidentiality in such circumstances and their obligation to act in line with the settings policies and procedures. Within our setting all staff will be vetted prior to working with unsupervised access to children, any visitors to the setting will not be unattended by a member of staff.

If a member of staff has any reason to believe that any child is being abused in any way or if they believe a child has been subject to abuse at home and is not attending the setting due to visible injuries we will report the matter to the Surrey safeguarding children’s board (0300 123 1610) (emergency duty team 01483 517898). In the event of child protection and safeguarding issues children confidentiality will be waived.

**Bruising in non mobile children Policy**

In circumstances where bruising in Children who are not independently mobile is evident, regardless of the circumstances in which the child sustained an injury it is our responsibility to refer the matter to Surrey safeguarding children’s board. In circumstances such as these there may be underlying medical conditions present that may need to be explored.

**Prevent Duty (2015)**

From 1 July 2015 all schools, registered early years childcare providers and registered later years childcare providers are subject to a duty under section 26 of the Counter-Terrorism and Security Act 2015, in the exercise of their functions, to have “due regard to the need to prevent people from being drawn into terrorism”. This duty is known as the Prevent duty. (The Prevent Duty, 2015).

The statutory guidance makes clear that schools and childcare providers are expected to assess the risk of children being drawn into terrorism, including support for extremist ideas that are part of terrorist ideology. This means being able to demonstrate both a general understanding of the risks affecting children and young people in the area and a specific understanding of how to identify individual children who may be at risk of radicalization and what to do to support them. If staff have a concern about a particular child they should follow the school’s normal safeguarding procedures, including discussing with the school’s designated safeguarding lead, and where deemed necessary, with children’s social care.

**Cultural Capital (2019)**

This is the essential knowledge that we teach children to prepare them for future success. In accordance with our inclusion policy Sunny Days ensures that we use the curriculum to enhance the opportunities available to all children regardless of background. Sunny Days recognises that all children have different experiences in life. Our curriculum planning is designed to help all children experience the awe and wonder of the world in which they live in recognising every bodies contributions to learning and play.

**Use of photographic Images/social networking/mobile phones Policy:**

We will use an electronic devise within the setting to document your child’s progress for use within your child’s learning journal. Any other photographic images are not permitted in the setting and will not be used for public use unless consent has been obtained upon entry into the setting. Visitors and parents who have access to the setting are not permitted to take photographs or use mobile phones within the setting to safeguard the children in our care. Staff members are not permitted to use mobile phones within the setting, all mobile phone s will be locked in the managers office area staff are not permitted to access these whilst at work. Staff are not permitted to input details regarding their place of employment on any social networking site, any member of staff found to have done so will be subject to disciplinary action. Any visitors to the setting must ensure that they give their mobile phones to the member of staff that has signed them in. The responsibility to ensure this is carried out lies with the member of staff who has signed the visitor in. The setting has a facebook page where parents are able to look at monthly learning topics and see group photos of children where consent has been obtained.

**Physical contact Policy:**

As early years providers we are very aware that each child has differing needs. Some children like to be affectionate and show it through hugs, kisses etc others are not so tactile. In our setting we are happy to hug, kiss (head or cheek) hold hands, cuddle, tickle etc your child providing both you and your child are happy with this. We would never force a child to do any of the above if it made them feel uncomfortable.

**Physical restraint Policy:**

We will restrain a child only if they are at risk of inflicting harm on themselves, others, or property. We will separate children if they are fighting. We will restrain a child if they try and run into the road etc. If any member of staff needs to restrain your child this will be documented in the incident book, you will be informed and you will be asked you to sign the record. This is to protect all parties.

**Accidents and incident Policy:**

We keep a written record of any injuries or information that has been given to (us) within the setting. The information will be accurate and factual to ensure that the correct information is obtained and shared if necessary. At least one person who has a current paediatric first aid certificate will be on the premises when children are present although we strive to ensure all of our staff are fully paediatric first aid trained. There will be at least one person on outings who has a current paediatric first aid certificate. First aid training will be:

• approved by Surrey County Council
• consistent with guidance set out in the Statutory framework for the Early Years Foundation Stage • a minimum of 12 hours
• renewed every three years for all staff.

**Accidents in the setting Policy:**

. Following any accidents within the setting:

* we will comfort the child and reassure them
* Ensure that a member of staff who is paediatric first aid trained attends if required.
* we will assess the extent of their injuries and if necessary call for medical support/ambulance or
* we will carry out any first aid procedures that are necessary and that we have been trained to do. Staff will take reasonable steps and will wear protective clothing as deemed necessary.
* Once the child is more settled we will contact you as soon as possible to inform you of the accident if deemed necessary
* if necessary to ask you to return to care for your child/ meet me at the hospital
* The member of staff attending to the incident will ensure that an accident/incident form is completed. The parent will be advised upon collection (if not before) and the parent will be required to sign the accident/incident form.

*We may contact you throughout the day to inform you of any accidents which we feel need to be brought to your attention at an earlier time.*

If the incident/Accident requires any medical treatment then we will:

* Inform the parent/carer as soon as it is reasonable to do so, and in all instances without delay.
* In the event of a serious accident, injury or death; We will inform Ofsted if a serious accident, injury or death occurs in our childcare provision as soon as we reasonably can, and in all cases, within 14 days of the incident, by telephoning 0300 123 1231.
* Inform our Insurance Company
* Contact local child protection agency; surrey safeguarding board on 0300 123 1610 (emergency duty team 01483 517898) On occasions we may contact other professionals in children’s social care. At all times we will respect confidentiality and no personal information about your child, yourself, or family will be disclosed. However in some circumstances relating to child protection this may not be possible.

**Accidents at home/Existing Injuries Policy:**

***Parents MUST inform us at when dropping off their child if there are any existing injuries that need to be brought to our attention. Parents will be required to complete an ‘accident at home form’ providing us with the details of any accidents at home which may have led to a child sustaining injuries.***

If a staff member is aware of a child entering the setting with a visible injury they should request information from the parent as to how the injury was sustained. An injury at home form must be completed prior to the parents departure and placed within designated form area to be signed by management. If an pre-existing injury is noted throughout the session this should be noted as a cause for concern’ initially. At the end of the session information should be sought from the parent, if the injury is consistent with the parents description a ‘accident at home form’ should be completed.

**Whistleblowing Policy:**

We want to ensure that each child is cared for correctly and that you are confident in our abilities. It is therefore vital that we have a transparent culture within our Pre-School setting where everyone feels able to raise any concerns they may have. All staff within our setting have a responsibility to disclose any concerns they have regarding the conduct of other staff, volunteers and students.

If any member of staff has any concerns regarding the way children are being cared for inappropriate behaviour displayed by other members of staff, or any other person working with the children. For example: inappropriate sexual comments; excessive one-to-one attention beyond the requirements of their usual role and responsibilities; or inappropriate sharing of images., concerns regarding the practice of myself or any member of staff then they must report them to either the Designated Safeguarding Lead or the Deputy Designated Safeguarding Lead:

If we have any concerns regarding the way children are being cared for, concerns regarding the practice of any staff member they will be reported. All concerns raised will be taken seriously and fully investigated. We will contact ofsted’s dedicated whistleblower hotline (0300 123 3155) to inform them of any concerns.

**Procedure For Allegations of Abuse Against a member of staff**

In the event an allegation is made the Manager will follow the procedure detailed below:

1. 1)  The staff member will be suspended pending the outcome of the investigation dependant of circumstances to ensure that child protection is paramount.
2. 2)  The manager will write a detailed record of all related incidents, including what was said and by whom, with times and dates.
3. 3)  The manager will request witnesses (if there were any) to write a statement detailing the incident they witnessed and giving their contact details in case it needs to be followed up by the authorities.
4. 4)  The manager will contact Surrey County Council local authority child protection designated officer (LADO) by telephoning the **Emergency Duty Desk on 01372 833321.**
5. 5)  The manager will contact Ofsted and notify them of the allegation as soon as possible, but at the latest **14 days** of the allegation being made.
6. 6)  Both the Lead child protection officer and the deputy child protection officer will investigate taking into account all the evidence that has been presented to us. Based on this information we will present an account of our findings and any further actions (i.e dismissal or reinstatement of position) which will need to be taken.
7. 7)  In line with our responsibilities set out in the Safeguarding Vulnerable persons Act 2006, we will make a referral to the DBS in instances where a member of staff is, or would have been if they had not left, dismissed because they have harmed a child or put a child at risk of harm.

**Social Networking:**

Staff are not permitted to:

* To reference their place of work on any social networking site
* Make friendship links with parents of the setting on social networking sites

Parents are not permitted to:

* share photos obtained through their child’s learning journal or post any videos recorded in the setting for personal viewing only (e.g Christmas nativity performances)
* Engage or contact any staff member through social networking sites (or online)

**Non-Collection of a child.**

In the event that your child is not collected we will follow the following procedure:

1. 1  Contact you. If there is no response we will:
2. 2  Contact the nominated emergency contact. If there is no response we will:
3. 3  Contact you again.

If after following these procedures we cannot a parent or a nominated other to collect your child within **1 hour** the Pre-school manager or deputy manager will Contact the North East social care team for further advice. (0300 123 1610/ out of hours 01483 517898)

A full written report with the following details regarding the situation will be kept:

* Date
* Times
* Who collected the child
* Times of all calls made
* Name of the duty officer at children’s social care.

Ofsted will also be notified when social services (and/or the police) attend to the situation. We request that any parent contact the nursery without delay should the event arise whereby their child cannot be collected.

In the event that a child is not collected the responsible staff member will follow the following procedure:

* Contact the parent. If there is no response they should:
* Contact the nominated emergency contact. If there is no response they should:
* Contact the parent again. If there is no response
* Inform the Deputy manager or manager providing them with the written notes detailed below.
* The child’s wellbeing should remain paramount; the child is supervised and reassured at all times to minimize distress.
* Continue to attempt telephone contact with the parent/emergency contact for 1 hour
* Ifthechildiscollectedtheactualtimeofdepartureshouldberecordedintheattendanceregister
* If the child is not collected the staff member should inform the manager/Deputy Manager

Staff will record the following details:

* Date
* Times
* Who collected the child
* Times of all calls made
* Who you informed of the situation and at what time.

If after following these procedures staff cannot contact the parent or a nominated other to collect the child within **1 hour** the Pre-school manager or deputy manager will:

1. Obtain the written notes by the staff member as detailed above to provide social care of the full details.
2. Contact the North East social care team for further advice. (0300 123 1610/ out of hours 01483 517898)

Following this call the the manager will record:

* Name of the duty officer at children’s social care.
* Add the times of the calls made
* Take action on advice from the care team

Ofsted will also be notified when social services (and/or the police) attend to the situation.

**Recruitment and staffing Policy.**

At Sunny Days we aim to provide a high standard of care and education to the children and families that attend. To do this we ensure our staff to child ratio’s meet the requirements set out by Ofsted in line with the Early Years Foundation Stage Statutory Requirements. Therefore We operate on a ratio of

**1 adult: 4 children aged 2-3 1 adult: 8 children aged 3-5**

* Each child has a member of staff as a Key person who is responsible for planning, recording his or her development and for holding discussion and consultation with parents and carers.
* Regular staff meetings are held to discuss children’s progress, their achievements and any difficulties which may arise from time to time and to ensure planning meets the needs of all children. Time has been allocated within the staff day to permit this.
* Job descriptions are provided for all staff which set out their roles and responsibilities.
* When posts become vacant, applications are welcomed from all sections of the community. Applicants will be considered on the basis of their suitability for the post, regardless of marital status, age, gender, culture, religious belief, ethnic origin or sexual orientation. Sunny Days offers equality of opportunity by using non- discriminatory procedures for staff recruitment and selection.
* Ofsted guidance is followed for obtaining references and making criminal record checks through the Criminal Records Bureau for staff and volunteers who work with the children
* Staff members will be vetted through a thorough and fair interview process.
* Staff are given conditional offers of employment, contract of employment is subject to us receiving 2 satisfactory references, an enhanced CRB checks along with registration with the DBS update service which will be renewed annually.
* Budgetary allocation is made to provide regular in-service training for all staff. Training is provided by the Local Education Authority and approved outside agencies.
* Staff induction training is provided in the first week of employment where possible This induction includes Health and Safety Policy and Procedures and Safeguarding Children Policy and Procedures. Other policies and procedures are introduced within an induction plan.
* We support the work of our staff by holding regular supervision meetings and appraisals. We encourage each practitioner to be confident in their knowledge and skills and share these with the team to enhance each other’s development

**Health & Safety Policies**

 **Health and Safety**

We recognize that the health and safety of children is of paramount importance. We make the setting a safe and healthy place by making children, parents and staff aware of health and safety issues. Doing so minimizes the hazards and risks which aids the children in their ability to thrive in a healthy and safe environment.

Our Safety policies are subject to constant review and updating in consultation with the staff and management. Within the setting we have a competent lead person responsible for health and safety.

Named Person: RICHARD MATTHEWS

This person has undertaken and continues to update their training to ensure that they can carry out the following responsibilities.

**Sunny Days pre-school responsibilities:**

**Insurance Cover**

We have public liability insurance and employers' liability insurance. The certificate is displayed within the setting on the notice board.

**Safety of adults**

* Adults are provided with guidance about the safe storage, movement, lifting and erecting large pieces of equipment.
* When adults need to reach up to store equipment they are provided with safe equipment to do so.
* All warning signs are clear and in appropriate languages.
* Adults do not remain in the building on their own. Two people will be present to open and close the setting

at all times. If a member of staff is involved in an accident it is recorded.

**Electrical/Gas Equipment**

* All electrical equipment conforms to safety requirements and regular checks of appliances etc are made and a schedule kept.
* All gas equipment conforms to safety requirements and regular safety checks are made.
* The boiler/electrical switchgear/meter cupboard is not accessible to the children.
* Electric sockets, wires and leads are properly guarded and the children are taught not to touch them. Radiators are kept at a suitable temperature level.
* Lighting and ventilation is adequate in all areas.

**Staff responsibilities:
Knowledge, awareness and understanding:**

* Induction training is carried out with all staff within a week of commencing in their position.
* All staff are made aware of safeguarding procedures and policies. They are required to ensure their knowledge is kept up to date and have access to all policies and procedures at all times.
* Staff will be required to participate in a supervision process.
* If a member of staff is involved in an accident it is recorded.

**Risk assessment**

Our risk assessment process includes-

* Visually looking for hazards on a regular basis. Daily Checklists to be completed
* Evaluate the risks arising from the hazards and decide whether existing precautions are adequate or whether further action should be taken
* Decide who might be harmed and how, How can risks be minimized/prevented
* Record findings in writing. This is in compliance with Ofsted requirements.
* We will decide upon suitable time frames and review/amend risk assessments when required
* Any significant changes to the premises or equipment will yield a renewed risk assessment.

**Safety of children**

* Only persons who have been checked for criminal records by an enhanced disclosure from the Criminal Records Bureau have unsupervised access to the children, including helping them with toileting. All staff are required to subscribe to the DBS update service whereby the manager can undertake regular checks
* All children are supervised by adults at all times and will always be within sight and hearing distance of an adult in compliance with statutory requirements.
* Accident record sheets are available at each session for the reporting of any accident/incident.
* Regular safety monitoring will include checking of the accident and incident report sheets. Key issues will be addressed and steps taken to prevent further incidents.
* All adults are aware of the system in operation for children’s arrivals and departures and an adult will be at the door during these periods. Parents are asked to familiarize themselves with this policy.
* Children will leave the setting with authorized adults only. Children can only be collected by unfamiliar adults if they are able to supple staff with the correct password which has been set by the main carer.
* Staff to child ratios will be maintained at all times.
* Visual Safety assessments on the premises, both outdoors and indoors, are made before every day/session.
* All surfaces are checked daily to ensure they are clean and not uneven or damaged.
* Children do not have unsupervised access to kitchens, cookers or any cupboards storing hazardous materials.
* Cleaning materials are stored safely.
* Hot drinks for adults are restricted to the kitchen or separate lunch area at designated refreshment breaks only.

**Security**

* Systems are in place for the safe arrival and departure of children.
* The arrival and departure times of visitors are recorded.
* Visitors are not permitted to be left unsupervised in the setting at any time. Visitors will be required to sign in and out in the visitor book. Visitors will be required to show ID which should be checked by the member of staff who has signed in the visitor. Visitors will be with a member of staff at all times; the staff member who signs in the visitor will be responsible for ensuring they are not left unsupervised at any time.
* Systems are in place to prevent unauthorized access to our premises.
* When the children are in the garden, the gates are locked and sufficient staff are outside to maintain the ratio of staff to children are with the children.
* Children are prevented from leaving the premises as safety precautions are taken.

**Environment and Resources:**

* All resources and materials which children select are stored safely.
* All equipment and resources are stored safely to prevent them accidentally falling or collapsing.
* All resources are checked to ensure that they are safe for the ages and stages of the children currently attending the pre-school.
* All equipment is regularly checked and any dangerous items are repaired or discarded.
* All materials - including sensory materials - are non-toxic.
* Sand is clean and suitable for children's play.
* Children are taught to recognize dangers and how to handle equipment safely.
* Water is kept at a suitable level to prevent the risk of injury
* The room layout will be considered to enable maximum play space to children to reduce the risk of injury

**Outdoor area**

* Our outdoor area is securely fenced.
* Our outdoor area is checked for safety and cleared of rubbish before it is used.
* Where water can form a pool on equipment, it is emptied before children start playing outside.
* When children are outside, any external gates locked
* Adults effectively supervise in the garden to ensure no areas are out of view
* All outdoor activities are supervised at all times.
* Children learn about health, safety and personal hygiene through the activities we provide the routines we follow and by the staff role modelling safe practices.

**Outings and visits**

* A risk assessment is carried out before an outing takes place. Parents always sign consent forms before major outings. Ratio’s are maintained and amended to ensure safety if required.
* Children are appropriately supervised to ensure no child gets lost and that there is no unauthorized access to children.

**Fire safety**

* Fire doors are clearly marked, never obstructed and easily opened from inside.
* Smoke detectors/alarms and fire fighting appliances conform to BSEN standards, are fitted in appropriate high risk areas of the building and are checked as specified by the manufacturer.
* Fire extinguishers are available within the premises:
* Our emergency evacuation procedures are: displayed in the premises and explained to new members of staff.
* Evacuation procedures are practised regularly at least once each term and records are kept

**First aid**

* Sunny Days ensures that all staff members undertake full paediatric training within 6 months of commencement of employment which is renewed every 3 years
* The first aid kit is regularly checked by the health & safety officer and restocked if necessary, it is accessible to adults and is kept out of the reach of children.
* Written permission for emergency medical advice or treatment is sought. Parents sign and date their written approval on enrolment.

**Nappy changing procedure and Disposal Policy:**

We are happy to change nappies when required. Both male and practitioners are responsible for nappy changing. Staff are required to change nappies adhering to the health and safety. Nappies will be disposed of in the appropriate disposal bin.

Staff will record details of any:

* nappy changes
* support provided with dressing and self care if of an intimate nature.
* support provided to a child who requires support or assistance in relation to toileting
* support of any instances which required physical intervention

Staff will carry out the following Procedure:

* Gather all the necessary items needed before each nappy change, for example, nappy, wipes, nappy sack, cream if necessary (each child should have their own named cream).
* Wash and dry hands.
* Wear appropriate PPE using a new set of gloves and apron for each nappy change and when handelling soiled items
* Support the child to climb the steps onto the nappy unit. Remove the nappy and place it inside the nappy sack.
* In the case of ‘toilet accidents’. The accident should be dealt with in the changing area; not the toilets (unless the child is in the toilet) If the child’s clothes are soiled, they are wrapped and send them home. For hygiene purposes staff do not rinse them. Soiled waste will be flushed in the toilet.
* Use provided wipes, cleaning the child from front to back to minimize infections placing the soiled items in the sealed nappy container
* Put on a clean nappy and apply cream if necessary. Take off the gloves and apron and place them in the nappy bin. Dress the child.
* Help the child to wash their hands regardless of age, children learn this way! use liquid soap, warm water and paper towels.
* Take the child back to the room.
* Return to the nappy changing area and using anti bacterial spray and paper towels clean the changing mat, surrounding area and underneath the mat before leaving to dry and then wash and dry your hands in the disabled toilet.
* Wash your hands using liquid soap, warm water and paper towels.

**Confidentiality Policies:**

‘Providers must ensure that all staff understand the need to protect the privacy of the children in their care as well as the legal requirements that exist to ensure that information relating to the child is handled in a way that ensure confidentiality.’ (EYFS 2014 Para 3.70)

We will not discuss your child with others unless we have permission from you, however it may be necessary to divulge confidential information to Children’s social care and to Ofsted if we have any concerns that your child is being abused. Please see our safeguarding children’s policy. Only relevant persons have access to your child’s/ families details.

If information that is shared is of a sensitive nature you may ask to speak to your child’s key person in privacy and this will be arranged. Should your child’s key person require a discussion of a more sensitive nature he/she will request you wait until the children have safely departed before holding a discussion with you. Parents will have access to their own child’s records but not to others. All documentation relating to your child is stored in a file, which is not accessible to any other party.

Parents are not permitted to disclose confidential nursery issues to any other persons.

**Storage of Confidential information:**

We keep records of:-

* adults authorised to collect children
* the names, addresses and telephone numbers of emergency contacts in case of children's illness or accident. the allergies, dietary requirements and illnesses of individual children.
accidents; and incidents
* Staff details; including health, medical & financial.

Confidential information will be stored taking into account the Data protection Act 1998. Children’s information will only be accessible to their own parents and will be stored securely accordingly. Any information stored in a digital form will be password protected. Our setting is registered with the information commissioners’ office complying with data protection regulations Staff records are retained and are stored securely where only relevant persons have access to them.

**Sharing of Information:**

Any information shared/ to be shared will be done so as to respect the privacy of children, families and staff of the setting. Staff should comply with the responsibilities of the setting as detailed above.

Staff should not discuss any child with others unless we have parental permission to do so only relevant persons have access to your child’s/ families details. However it may be necessary to divulge confidential information to Children’s social care and to Ofsted if we have any concerns that your child is being abused. Please see our safeguarding children’s policy.

If information that is shared is of a sensitive nature this information should be relayed to the child’s key person. The child’s key person should carry out discussions ensuring privacy. As a key person should you require a discussion of a more sensitive nature you should provide information (via the daily message board) that request a discussion with the parent. All staff should ensure that all the children have safely departed before holding a discussion with any parent. If the information to be shared is of a sensitive or confidential nature parents should be asked to enter the reception area where privacy can be maintained as far as is reasonably possible.

When your child attends multiple settings or has several professionals involved in their care it is important that information regarding your child is shared, keeping all parties informed, at all times. At times we will discuss your child’s progress and/or any difficulties they may be having to help support your child with your child’s teacher, key worker or external agencies ensuring they benefit from their time in all settings and at home. We will always inform you if such discussions/interactions take place and work with you and the other settings and agencies.

At all times we take into account the views of parents, If you are not happy with this area of practice we can discuss what methods of communication and sharing of information that you would be comfortable using. Should you have any concerns over this process it is important to discuss these with us so we can decide on a suitable way of working together to support your child across the settings. All information will remain confidential and will not be disclosed to anyone other than the relevant persons involved in caring for your child. You will be required to sign a consent form to allow this process to happen. *If at any time you decide that you would like to review this process please arrange a time to discuss this with your key person so we can decide on the best way to support your child*

**GDPR Policy**

We take your privacy very seriously and therefore we urge you to read this policy carefully because it contains important information about/on:

* Who we are
* How and why we collect, store, use and share personal information
* Your rights in relation to your personal information, and
* How to contact us in the event you have a complaint

**Who we are:**

Sunny Days Pre School Ltd ‘we’ or us’ collect, use and are responsible for certain personal information about you. When we do so we are regulated under the General Data protection Regulations which apply in the united Kingdom and we are responsible as ‘controller’ of that personal information for the purpose of those laws. The setting is registered with the information commissioners office ‘ICO’

**The personal information we collect and use:**

We collect the following information that you provide to us:

Parents:

* Full names
* Full address
* Contact details
* Financial details (where applicable)

Children:

* Full Name
* Date of Birth
* Address
* Health information including allergies, dietary requirements & immunization details

Personal information you provide about third parties:

If you give us details about another person, you confirm that the other person has appointed you to act on their behalf and you agree that you:

* Shall consent on their behalf to share their data;
* Shall consent on their behalf to the processing of their sensitive data

Sensitive Personal Information:

Some personal information which includes and information which relates to the following:

* Your generic data
* Your/your child’s ethnic origin
* Your/your child’s religious beliefs
* Your/your child’s physical or mental health or condition
* Whether you have committed a criminal offence

We may request that you provide sensitive information, but if we do, we will explain why we are requesting it and how we intend to use it. We only collect this information with your explicit consent unless it is to comply with Safeguarding requirements. We request sensitive data upon enrolment, through the duration of your time with us, when required if circumstances change.

**Monitoring and recording Communications:**

We may monitor communications such as emails, telephone calls, discussions for the following purposes:

* Compliance
* Quality & Training Purposes
* To safeguard Children & families it the setting and community
* To safeguard staff

**How we use your information:**

We collect information about our users for the following purposes:

* Compliance
* Safeguarding
* Providing adequate Care

**Who your information may be shared with:**

* Law enforcement: In connection with any investigation to help prevent unlawful activities
* Local Education Board: To draw upon funding from the government
* Surrey children’s services/ Local safeguarding board: To protect children from and families from harm
* Other Settings: To support the transition into and out of the setting providing a consistent approach
* Outreach services such as occupational or speech and language therapists: To ensure healthy development

We will not share your information with other third parties who are not directly involved in your child’s care.

**Whether information has to be provided by you and why:**

The information detailed above and detailed within our enrolment packs is compulsory, Unfortunately a child cannot be enrolled at the pre-school without doing so

**How long your personal data will be kept:**

* In accordance with ofsted requirements
* Accidents & incidents 18 years (21 in some circumstances)
* Contractual information (where no legal proceedings are in place: Until the child leaves the setting
* Funding & financial information: in accordance with relevant laws
* Safeguarding documents: An indefinite period, unless this can be transferred to a new provider

**Reasons why we can collect, use and process your personal information:**

We rely on the following as the lawful basis on which we collect and use your personal information.

* Consent
* Contractual
* Legal obligations
* Vital interests
* Public task
* Legitimate interests
* Compliance ie OFSTED

**Keeping your information secure:**

We limit the access of your information to those who have a genuine reason to know it. Those processing information will only do so in an authorized manner and are subject to a duty of confidentiality. We use all reasonable efforts to secure your personal data.

**Children and the validity of consent:**

Where we ascertain consent from any user we will take reasonable steps to ensure to ascertain the user is over 18 years of age.

**What rights do you have:**

Under the General Data Protection Regulation you have a number of rights free of charge. In summary these include:

* Fair processing of information and transparency over how we use your information (unless this places any person at risk of harm)
* Access to your personal information and to certain other supplementary information that this privacy notice is designed to address. In some circumstances a small charge may be made for copies of data
* Require us to correct any mistakes of any information we hold
* Require the erasure of personal data concerning you in certain situations

If you would like to exercise these rights please:

Email, call or write to us at

clare@sunnydays-preschool.com

Sunny Days Pre School Ltd, 319B Walton road, West Molesey, Surrey. KT8 2QG.

**Changes to privacy notice:**

This privacy notice was published on 21/10/2019/ We may change this policy from time to time. You should check this policy regularly on our website : sunndays-preschool.com.

**Data Protection officer ‘Data controller’ Clare Matthews**

**Declaration:**

**This must be returned to the pre school**

I have received a copy of these policies. I understand these may change from time to time, and without notice in some circumstances. I understand the policies and their contents and as a user of Sunny Days Pre School agree to abide by those detailed within.

I understand that failure to abide by any of these policies may result in the removal of my child from the pre school and in all circumstances payment in lieu of notice will be due to the pre school.

I understand that I have 7 days to read and arrange a suitable time to meet with a senior manager if I do not agree or understand any of the policies.

I understand it is my responsibility to access the policies online on the website to keep up to date with any changes to any policy.

*By signing below I understand that I am informing the pre school I agree and understand to all of its terms.*

Signed: Parent Name: Child Name:

Returned Date (no later than 7 days after enrolement) END PARENT PACK

 Additional Setting Policies & Procedures

**Procedure for Non Attendance**

It is our duty to monitor absences to encourage a positive attitude towards education. Parents must report absences via telephone or email.

**Stafff must:**

Log any messages regarding absences on the register. The person who takes this message is responsible for ensuring the register is updated with a reason, anticipate return date and if they have any concerns

**Procedure for Absences:**

* 30 MINUTES AFTER SESSION TIME:

Contact primary carer & secondary carer to request reason for absence. This should be a telephone call followed by an email if no answer is received. A message sgould be left asking the parent to call in with a reason for absence. Parents should be advised to keep us updated and advised on any necessary exclusion periods which may apply.

* 1 HOUR AFTER START TIME:

Follow up with phone call. Telephone emergency contact if there are any child safeguarding concerns for the given child

* 1.25 HOURS AFTER START TIME:

Refer the matter to the DESIGNATED SAFEGUARDING LEAD who will decide if a welfare check is necessary or if SPA needs to be contacted for further advice and guidance.

 **Accidents at Home**

Also refer to parent policy: Staff should be aware of any injuries present on a child upon their arrival, or throughout their session. If there is a visible injury on entering staff

**Must**: Complete request the parent completes an accident at home form before they leave their child.

If an injury is discovered throughout the child’s session, a cause for concern form should be raised. A parent upon pick up should be asked for information and complete an injury at home form. If a staff member is concerned over the nature of the injury they must update the cause for concern form and refer to the Designated Safeguarding Lead to decide upon the course of action and the safeguarding procedure will be followed.

 **Accidents in the Setting**

Also refer to parent policy:

Children must be adequately supervised and staff should ensure the environment and resources risk assessed to limit accidents and incidents. In the event an accident occurs the staff member who observes it should provide any first aid and complete an accident form. This form must be signed by the parent at the end of the session or when reasonably possible without delay. Any serious incidents will be notified to OFSTED and the local safeguarding board as required. Staff should be vigilant of times when accidents may occur and aim to prevent these from happening. The parent must be notified by a senior member of staff of any serious accident.

**Fire Evacuation Procedure**

**Manager or Acting manager:**

* Check bathroom areas
* Go to evacuation point to meet staff and children
* Collect all medication
* Proceed to main gate.

**Deputy Manager:**

* Collect mobile telephone (includes register and all child details electronically)
* Proceed to main gate to supervise, call emergency services.

**Senior room staff:**

* Ensure you are aware at all times of the number of children in your care and that the main board is updated with such numbers
* Support staff to calmly lead children out to main gate in garden.

**All room staff:**

* Ensure you have adequate supervision of children at all times. Where possible encourage children to walk, supporting less mobile children to safety alongside them
* Lead all children to outer main gate to meet Manager

Manager or deputy manager (1st person in position): Headcount all children. Proceed to main meeting point (Far right hand side of grass running adjacent to the cemetery wall

If not all children are present, If safe re-enter the building, if unsafe inform raise the alarm with the emergency services that all children staff are not present.

**Re-entering building:**

The manager will instruct when this is safe to do so after a visual risk assessment has been completed. In circumstances where a genuine fire has occurred all children must be collected without delay by parents so a full risk assessment can be carried out accordingly by the health and safety officer. No parent is permitted to re-enter the building to collect any belongings.

 **Cause for Concern with a child**

**All Staff :**

Document the concern using the cause for concern forms. This includes:

* Name
* Nature of concern
* Recommended action.
* If a serious concern which means a child may be at immediate risk of harm staff must immediately inform the DSL providing the cause for concern form
* Seek advice if in doubt
* If we have a concern about a child we will share these with parent/carers**. However, if sharing these concerns puts the child at risk of significant or further harm we will seek advice from the DSL**

**Designated Safeguarding Lead:**

* Obtain cause for concern form
* **.Contact duty manager at Surrey County Council’s Contact centre** by telephoning **0300 1231610.** If we are advised that a referral is required, the information that has been given will be regarded as a referral and responded to as such.
* If we want to make a referral we will contact:
* **North East: SURREY COUNTY COUNCIL CALL CENTRE (8am to 6pm): 0300 1231610 EMERGENCY DUTY TEAM: (out of hours) 01483 517898.***If we deem the instance an emergency we will contact the police as well.*
* Following any telephone referral we will use the multi agency referral form to confirm the referral in writing **within 48 hours**. All staff employed within our setting attend working together to safeguard children training and refreshers in line with statutory requirements (every 3 years). In addition to the following roles have been allocated to staff members:

**What is child abuse?**

Child abuse falls into one or more of four categories:  physical abuse, emotional abuse, sexual abuse and neglect. Child abuse happens when a child's parent or other person in charge harms or neglects a child.

 **If any staff member suspects child abuse or that any child may be suffering/and or at risk of suffering harm they should follow the child protection flowchart process. All staff have a duty to report any concerns to the Designated or Deputy Designated Safeguarding Lead**

**In general, there are four major types of child abuse:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Physical abuse** | **Sexual abuse** | **Emotional Abuse** | **Neglect** |

**What is physical child abuse?**

Physical abuse could result from a parent or person in charge causing physical injury to a child, or failing to adequately supervise a child or from a pattern of neglect of the child. Here are some examples of physical abuse:

|  |  |  |  |
| --- | --- | --- | --- |
| Biting | Slapping | Hitting | Pushing |
| Throwing | Shaking | Burning | Kicking |

A child who is physically abused may:

* have burns, bite marks, cuts, bruises, or welts in the shape of an object
* not want to go home
* be afraid of adults

**What is sexual abuse?**

Sexual abuse happens when a parent or other person in charge sexually molests or uses a child for sexual purposes or knowingly fails to protect a child from sexual abuse. Here are some examples of sexual abuse:

|  |  |
| --- | --- |
| * any sexual act between an adult and a child, including intercourse
 | * sexual exploitation through child prostitution or child pornography
 |
| * fondling
 | * exposing a child to adult sexual activity including via digital means
 |

A child who is sexually abused may:

* have an inappropriate knowledge of sexual acts
* be very compliant or extremely aggressive
* be afraid of a certain person or a family member
* have difficulty walking or sitting

**What is emotional abuse?**

Emotional abuse occurs when a parent or other person in charge causes emotional harm or fails to protect a child from emotional harm that results from verbal abuse, mental abuse and psychological abuse. Here are some examples of emotional abuse:

|  |  |
| --- | --- |
| * yelling at, screaming at, threatening, frightening, or bullying a child
 | * humiliating the child, name-calling, making negative comparisons to others, or saying things like: "You're no good. You're worthless. You're bad. Having you was a mistake."
 |
| * showing little to no physical affection (such as hugs) or words of affection (praise or saying "I love you.")
 | * saying that everything is the child's fault.
 |
| * withdrawing attention, giving the child the "cold shoulder"
 | * confining a child in a closet or a dark room, or tying the child to a chair for long periods of time
 |
| * allowing the child to be present during violent behavior of others, including the physical or sexual abuse of others.
 |  |

A child who is emotionally abused may:

* show signs of serious anxiety, depression or withdrawal
* show self-destructive or aggressive behaviour
* show delays physical, emotional or mental development

**What is neglect?**

Neglect happens when a child's parent or other person in charge does not provide for a child's physical, developmental, emotional or psychological needs. Here are some examples of neglect:

|  |  |  |
| --- | --- | --- |
| * failing to provide: food
 | * failing to provide weather appropriate clothing
 | failing to provide supervision |
| * failing to provide a clean & safe home
 | * failing to provide medical care as needed
 | * failing to provide emotional support, love & affection
 |

A child who is neglected may:

* not wear clothing that's suitable for the weather
* be dirty or unbathed
* be very hungry
* not be properly supervised

**Disciplinary Procedure.**

**The objective of this procedure is to ensure the fair and consistent treatment of all employees and in particular of employees who become liable to disciplinary action It is the responsibility of Sunny Days pre – school management to ensure that the reasons for which disciplinary action may be taken are explained to employees. An employee has the right to a fellow employee or trade union representative present at any disciplinary hearing. No disciplinary action will be taken until the matter has been fully investigated. The employee, may, however, be suspended with pay pending and investigation if it is considered necessary.**

Minor problems will be dealt with and resolved informally. In cases of more serious problems, depending on the seriousness of the breach of terms and conditions of contract or conduct and performances of your duties, one of the following disciplinary actions may be taken.

* A first written warning, which will be confirmed to you in writing and recorded in you personnel le for a period of (*12 months is usual, but you must specify*).
* A final warning which would be confirmed to you in writing advising that further misconduct could lead to dismissal and recorded in your personnel file for a period of *12 months*
* Dismissal in accordance with required notice.

**Instant Dismissal:**

In case of gross misconduct there will be no period of notice given. If you are in your probationary period or first year of employment, only one warning is required before dismissal.

Before any of these actions are taken you will receive a letter setting out the details of the alleged misconduct and inviting you to a meeting to discuss the matter. You will have the right to be accompanied to the meeting by a work colleague or a trade union representative. After the meeting you will be informed if any further action will be taken. You have the right to appeal but must do so within 10 working days of receipt of the notification of the decision.

**Gross Misconduct:**

Certain types of behaviour are regarded as constituting gross misconduct, which following investigation could lead to summary dismissal (instant dismissal)from employment. During any investigation management reserves the right to suspend with pay. If an individual is dismissed for gross misconduct then dismissal will be

without notice or payment in respect of arrears of contractual holiday pay.

**Examples of gross misconduct include: (this list is not exhaustive)**

* Theft or the unauthorised possession of property belonging to the setting, employees or customers
* Assault on any employee or persons associated with the setting
* Dishonesty, including the use of funds, expenses or allowances for anything other than there delegated purpose.
* Discrimination in any way against a person on the grounds of colour, religion, ethnic or national origin, sex or marital status
* Serious or persistent breaches of safety rules
* Failure to follow company documentary policies and procedures
* Fraud including falsification of work records and expense claims
* Being under the influence of drugs or alcohol whilst on duty
* Signing in or out for another employee/ falsifying work hours
* Physical or verbal assault or abuse towards a child such as hitting or harsh disciplinary action

**Staff General Rules/Code of Conduct:**

Staff are expected to adhere to a code of conduct in relation to work and working practices.

* All employee’s are expected to exercise care, skill and application at work and are expected to achieve and maintain standards of quality as required by the management.
* Good relations with the customers and the general public are essential and of vital importance. All employees should adopt a helpful, considerate and co-operative attitude to the customers and the public.
* Employee’s are expected to respond to management requests and to undertake duties outside of their normal job specification if requested to.
* Employee’s are expected to undertake any training as requested by management. On occasions these may be outside of an employee’s normal working hours.
* Employee’s are expected to inform management of their address, next of kin and emergency contact details. Employee’s must inform management of any changes to these for personnel and health and safety record purposes.
* During working hours you must devote your whole time and attention to the setting and should not undertake any activities that may interfere with the proper performance of your duties with the company. Written permission must be obtained if you wish to engage in any other business or profession outside of normal working hours. Permission is unlikely to be granted if such activities could be considered prejudicial or in direct competition with the company
* On leaving the company, for a period of three months, you shall not solicit or entice away any client or company who was a customer of the setting. This restriction shall only apply to customers with whom you have had personal dealings. This clause only restricts your action that can be construed as likely to cause financial loss, loss of credibility or damage to the business or setting
* The use of abusive language that offends other employees will not be tolerated and will result in disciplinary action
* Staff are expected to register and pay all associated fees' to the DBS Update service and ensure this continues to renew on a yearly basis. Failure to do so will result in disciplinary action.
* Any conduct detrimental to the interests of the setting, relations customers and public that is damaging to its public image, shall be a disciplinary offence
* Private work must not be carried out on the company premises or in working time unless specifically given management approval
* You are required to declare any court or police action against you whilst the company employs you. You are also required to declare any court or police action taken against a member of your household which may affect your DBS status. Failure to so so could lead to dismissal.
* The company reserve the right to carry out spot checks or searches of employee’s or their vehicles within the setting boundaries if they suspect that pilfering has taken place.
* Staff are not permitted to smoke in their work uniform in any circumstances. Staff will be subject to disciplinary procedures if they do so. Staff should also have regard to the smell of smoke. If a staff member chooses to smoke in their lunch break they must do so at the start of their break, not in their uniform, to ensure that the smell of smoke disperses before they return to care for children.

**Time Keeping and Attendance:**

* Rules and regulations relating to entitlement sick pay are outlined in your terms and conditions.
* Employees are required to attend for work at the time stated. Late attendance will be regarded as breach of discipline and dealt with accordingly.
* Persistent absenteeism without legitimate reason will be treated as a disciplinary offence. This may affect your continued employment at the setting if this is within a member of staff's probationary period.
* In cases where an employee frequently has time off or has a long period away from work for reasons of sickness. The company reserves the right to have the employee subjected to a medical examination by a doctor appointed by the setting or at the setting’s expense.
* Anyone walking out during a dispute or disagreement without management permission will be deemed to be in breach of his/her contract of employment.
* Staff meetings are essential for effective communication between staff and management and your attendance at such meetings it is in your own interest as well as being a condition of employment. These may take place outside of your specified working times but staff are required to attend such meetings.
* Staff must inform the manager of sickness BY TELEPHONE by 7.15am on the day of their shift and each subsequent day of illness.Text messages *are not an* acceptable form of communication. Failure to do so will result in SSP not being awarded.

**Health and safety**

1. Employees are required to take care for the health and safety of themselves and others who may be affected by their acts or omissions.
2. Employees must have regard for any duty or requirement imposed on their employer or any other employee by the safety legislation.
3. Employees working away from setting premises must comply with the Health and Safety requirements of the particular workplace.
4. In the interests of safety, employees must use protective clothing or equipment when provided by the company.
5. All injuries sustained by employees whilst at work must be reported in the settings accident book.
6. Where employees are provided with the tools and equipment necessary to carry out their jobs, the employee will be expected to take all reasonable steps to care for the equipment, keeping it safe and secure and in a good state of repair.
7. Any personal electrical appliances brought on to the setting premises by an employee must be battery powered as the company is not prepared to inspect, service and certify personal appliances in order to comply with the Electricity at Work Regulations 1989.
8. All employees are responsible for keeping their own work area tidy.
9. The management accept no liability for the loss or theft of personal belongings or money. Employees must therefore take any steps necessary to ensure their safekeeping.
10. Smoking is not allowed at any time on the setting premises or whilst in staff clothing. Sunny Days also have a company policy that e-cigarettes are also not permitted within this remit. Failure to adhere to this policy may result in disciplinary action.

**Presentation of Staff**

1. Staff are required to wear uniform whilst at work. A T-shirt will be issued and this should be worn whilst on duty at all times. In the event this is not issued for the commencement of employment all employee's are required to wear a smart shirt/T-shirt
2. Staff are required to wear tailored trousers of dark appearance i.e black or navy blue.
3. Staff are required to wear sensible shoes to ensure they can safely carry out their duties and care for the children. Heels are not permitted in the setting. Shoes/trainers of a darker colour are preferable.

**Declaration:**

**This must be returned to the pre school**

I have received a copy of these policies. I understand these may change from time to time, and without notice in some circumstances. I understand the policies and their contents and as a user of Sunny Days Pre School agree to abide by those detailed within.

I understand that failure to abide by any of these policies may result in my dismissal/discliplinary action with the pre school, in accordance with the disciplinary Procedure

I understand that I have 7 days to read and arrange a suitable time to meet with a senior manager if I do not agree or understand any of the policies.

I understand it is my responsibility to access the policies online on the website to keep up to date with any changes to any policy. I understand it is my responsibility to attend all safeguarding training provided by the pre school

*By signing below I understand that I am informing the pre school I agree and understand to all of its terms including within this document and within my contract.*

Signed: Employee Name: Child Name:

Returned Date (no later than 7 days after employment)