

# **BRIGHT STARS DAY NURSERY**

## **Polices and Procedures**

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## **HEALTH AND HYGIENE**

### **Health**

#### **Outdoor play**

Children have plenty of opportunity to play in the fresh air through outdoor play and trips outside the nursery.

### **Food**

Nutritious and well-balanced meals are provided for all the children. We also try to meet individual dietary needs and requirements. Children are not permitted to bring their own food into the Nursery.

### **Hygiene**

#### **Hand hygiene**

Regular and effective hand washing among both staff and children is one of the most effective ways of controlling the spread of germs.

Tissues are readily available to adults and children at the nursery. We encourage children to blow and wipe their noses and discard tissues in the bins provided.

All children are encouraged to wash their hands before and after meals/snacks.

Tabletops must be cleaned before handling food. All children must wash their hands before they participate in cooking or preparing food activities.

All children are encouraged to cover their mouth when sneezing or coughing and then to wash their hands

Hands should always be washed after using the toilet and playing with animals.

#### **Cleaning and clearing**

Disposable gloves are provided and must be worn by staff when clearing up vomit, blood or any body fluid. All affected areas must be cleaned with paper towels and disinfected immediately. Contaminated clothing must be removed from the child, placed in plastic bags provided and given to parents to take home.

Soiled clothes are rinsed in hot water and placed in bags provided.

Spare clothes are kept in case of accidents.

### **Illness**

If your child has **conjunctivitis** they need to stay away from nursery for 24 hours after the first dose of eye drops.

**Head lice** – You may be contacted to collect your child if they have head lice so treatment can be given as soon as possible.

**Chickenpox** – children need to stay off nursery until all spots have scabbed over.

**Measles** – children need to stay off nursery until 5 days from onset of rash.

**Impetigo** – children need to stay off nursery until lesions are crusted or healed.

**German measles** – children need to stay off nursery until 5 days from onset of rash.

**Scabies** – children need to stay off nursery until treated.

**Sickness or diarrhoea** – children need to stay off nursery for 24 hours after the symptoms have gone.

In the interest of hygiene, any child with a serious infection needs to be kept at home. The nursery needs to be informed to monitor any other individuals who may become unwell on the premises.

In the event that your child needs medication whilst at nursery this must be handed to a member of staff for safe storage. Before administration of medication can be given, parent must complete a form giving full instructions and signed consent for medication. Following administration of medication, this will be recorded and signed by the adult collecting.

Full training will be necessary when administering medication such as epi-pen which must be provided by a medical professional.

### **Hygiene in the kitchen**

Before adults prepare or handle food they must wash their hands thoroughly and protective clothing must be worn i.e. apron and hair net.

All food should be piping hot and above 63 degrees.

Staff must use the appropriate chopping boards when handling meat, fish, fruit and vegetables.

All food should be kept covered and refrigerated where appropriate.

All waste food should be disposed of in the appropriate bins and hands washed after use.

Any adult with contagious infection or illness will not be allowed to prepare or handle food.

Dishcloths and tea towels should be washed daily.

No smoking is permitted on the premises.

## **SAFETY POLICY**

Bright Stars Day Nursery aims to ensure children are in a safe, happy and secure environment. In order to achieve a safe environment the following factors are taken into account.

1. Children are supervised at all times, with the correct ratio of staff (see staffing) if any accidents occur they are recorded in the accident book
2. First aid kits are kept around the nursery (one in three plus room, one in the two plus room and one in the office) which are checked regularly and items replaced when required
3. Incident books are kept to record any bruises, cuts, swelling etc that a child may have on arrival at the nursery. This is signed and dated by the parents
4. All dangerous liquids, materials are kept out of reach of children
5. All equipment and toys are regularly checked for safety
6. All toys and equipment are cleaned on a regular basis

## **BEHAVIOUR MANAGEMENT POLICY.**

Bright Stars Day Nursery aims to help children develop and grow in a happy, relaxed and enjoyable environment. Staff are a good role model for children showing good behaviour and drawing attention to friendliness, care and courtesy. Positive and good behaviour from children is encouraged and always praised by the staff at Bright Stars Day Nursery. Physical punishment such as smacking, threatening or shaking is never used at the Nursery. Children are treated as individuals and are encouraged in their play to respect each other at all times. Any form of bullying is not accepted at the Nursery, whether it is physical, harassment or name calling.

### **If a child bullies another child Nursery staff will:**

- intervene immediately and remove the children from the situation
- explain to the bullying child why his/her behaviour is unacceptable during time out
- encourage the child to play in another area
- make sure if they have hurt another child, the incident is reported in the accident book.
- give reassurance to the child that has been bullied.
- discuss unacceptable behaviour with parents and work out a plan to encourage and adopt more desirable behaviour

### **Time out**

If a child acts in an inappropriate way then they should be removed from the situation and given “**time out**” with an adult in the same vicinity of other staff members. Time out is time children spend on their own to reflect on their behaviour. After the appropriate time out, usually 1/2 minutes, the adult should explain to the child why the behaviour was unacceptable and then the child should be allowed back to participate in play.

### **Responsibility of designated person for behaviour management:**

- Keep up to date with legislation, research and thinking on handling children’s behaviour
- Make available relevant sources of expertise on handling children’s behaviour
- Make sure there is stability and consistency amongst all staff on behavioural issues
- Ensure and record staff have relevant in-service training on handling children’s behaviour

**Designated person for Behaviour Management: Joanna**

## **CHILD PROTECTION**

At Bright Stars Day Nursery child protection is our first priority. We intend to create a safe and secure environment for all children at the nursery. Parents should be aware that the nursery will take any reasonable action to ensure the safety of the children.

### **Aims:**

Our aims are to carry out this policy by:

Promoting children's right to be strong, resilient and listened to by creating an environment in our setting that encourages children to develop a positive self image, which includes their heritage arising from their colour and ethnicity, their languages spoken at home, their religious beliefs, cultural traditions and home background.

Promoting children's right to be strong, resilient and listened to by encouraging children to develop a sense of autonomy and independence.

Promoting children's right to be strong, resilient and listened to by enabling children to have the self confidence and the vocabulary to resist inappropriate approaches.

Helping children to establish and sustain satisfying relationships within their families, with peers and with other adults.

Working with parents to build their understanding of and commitment to the principles of safeguarding all our children.

### **Responding to suspicions of abuse:**

We work within the guidelines for the Peterborough Safeguarding Children Board.

Bright Stars acknowledges that abuse can take different forms – physical, sexual, emotional and neglect. Any suspicion of abuse will be responded to in a prompt and appropriate manner. We will contact the Specialist Services Intake & Assessment Team, 01733 746460, or Out of Hours Emergency Duty Team on 561370

When children are suffering from physical, sexual or emotional abuse this may be demonstrated through changes in their behaviour or in their play. Where such causes of concern changes occur, the Nursery investigates, following the guidelines as laid out in 'What To Do If You're Worried A Child Is Being Abused'. Also, separate confidential files are opened to record statements, observations and dates concerning the abused child. This file may hold details of social service workers involved with the family.

All suspicions of abuse and any findings are kept confidential and reported to the named “*Designated Person*” who takes the necessary steps. Any such information will be handled in confidence.

In the event of Bright Stars making a referral to social services Ofsted will be informed.

**Designated person for child protection: Joanna**

**Disclosures:**

If a child makes a disclosure to a member of staff, they should:

Offer reassurance to the child,

Listen to the child and

Ensure that the child understands you must seek help on their behalf.

The member of staff does not question the child.

**Staff training and responsibilities**

Bright Stars Day Nursery ensures that all staff know the procedures for reporting and recording their concerns about child protection issues at the Nursery. Members of staff who have child protection concerns about a child are responsible for informing the named designated person immediately noting dates and times.

Staff members are also encouraged to attend a child protection training course to ensure that they recognise the signs and symptoms of possible neglect and physical, emotional, sexual abuse.

**Parents**

If a suspicion of abuse is recorded, parents are informed when the report is made except where the guidance of Social Services does not recommend this. This is usually when the parent is the abuser; in these cases the investigating officers will inform parents.

**Employees**

All persons interviewed must provide two valid references. We follow the Ofsted requirements in respect of police checks and volunteers, to ensure that no disqualified person or unfit person works at the nursery. All employment is offered on an initial three month probation period. A permanent position will only be offered once we are satisfied and confident that the person can be safely entrusted with the children.

Enhanced CRB Disclosures are carried out on all employees at the Nursery.

## CONFIDENTIALITY

It is extremely important at Bright Stars to respect the confidentiality of all children attending the nursery.

Developmental records are kept on all the children and are open to **parents/carers** to see at any time. However, it is stressed that the information within the records *must* be kept confidential.

Any observations or information kept by staff is *always* confidential. Under no circumstances will this information be discussed outside the nursery. The only exception to this rule is where there is evidence or suspicion of abuse or harm to a child.

Information, observation and concern about a child should be recorded, signed and dated in an incident book. Staff must be aware of confidential information which should only be shown on a need to know basis.

All student workers at the nursery will be made aware of our nursery policies and *must* abide by them.

## WORKING IN PARTNERSHIP WITH PARENTS AND CARERS

It is important to keep a close communication link between the Nursery and parents. Bright Stars Day Nursery has worked hard to create a friendly and approachable atmosphere for parents and carers. We believe parents know their children best therefore we aim to carry on the support and work that has already been started. Parents are always welcome at the Nursery to check the progress of their child/children or to raise/discuss any concerns they may.

There are many opportunities for **parental involvement** and participation at the nursery.

Parents are encouraged to help in most organised events.

Parents have access to their child's key folder and are able to remark and contribute useful information about their child. Parents can discuss the progress of their child/children with the relevant key workers.

Regular parent consultation evenings are held in the three plus rooms to discuss any concerns and developments in confidence.

Parents can discuss their child's development and find out more about the curriculum at any time.

## **COMPLAINTS POLICY AND PROCEDURE.**

We welcome any suggestions on how to improve our Nursery and will take any concerns about the running of the Nursery seriously. It is anticipated that most concerns will be resolved in a quick and informal manner to the appropriate member of staff. If the complaint is not resolved and you are unhappy with the Nursery please follow the following procedures.

### **Stage One**

In the first instance, parents/carers are encouraged to speak directly to the relevant member of staff, if deemed appropriate. If not, the Room Leader should be approached and they will try to resolve the problem. If a satisfactory resolution cannot be found, then Stage Two of the procedure will formally come into operation.

### **Stage Two**

If informal discussions of a complaint or problem have not produced a satisfactory resolution, parents/carers should put their complaint to the Manager. This can be in writing or the Nursery will be happy to arrange a meeting at a mutually convenient time. Details will be entered in our confidential complaints record, including source of complaint, nature of complaint, how it was dealt with and actions and outcome. This record will be shared with parents and Ofsted on request.

The matter will be fully investigated within 15 working days. If there is any delay the Nursery will advise the parent/carers of this and offer an explanation. The Manager will be responsible for sending them a full and formal response to the complaint.

If the Manager has good reason to believe that the situation has child protection implications, they should inform the designated member of staff for Child Protection and ensure that the local social services department is contacted, according to the procedure set out in the Child Protection Policy. If any party involved in the complaint has good reason to believe that a criminal offence has been committed, then they will contact the police.

The formal response to the complaint from the Nursery will be sent to the parent/carer concerned and copied to all relevant members of staff if appropriate. The response will include recommendations for dealing with the complaint and for any amendments to the Nursery's policies or procedures emerging from the investigation.

### **Stage Three**

If the parent/carer remains dissatisfied after Stage 2 then a meeting may be arranged with the owner of the nursery. Information about the complaint may be passed to Ofsted when the complaint is about the National Standards or we may contact Early Years Dept for advice/guidance.

If you are not happy with the outcome and feel you need to take the matter further then you are entitled to contact Ofsted. Contact details for Ofsted are:

Ofsted Early Years

North Regional Centre

3<sup>rd</sup> Floor

Royal Exchange

St Annes Square

Manchester

M2 7LA

Telephone number: 0845 640 4040

## **EQUAL OPPORTUNITY**

Bright Stars Day Nursery encourages a multicultural environment welcoming children from all ethnic groups, cultures, religions and family groups. We take great care to treat each child individually and offer them equal opportunities. Discrimination of sex, race, religion, colour, creed, marital status, ethnic or national origin has no place within the nursery. The Nursery strives to reflect the community it serves. Every effort is made to ensure there is a representative balance of the selection group.

The Staff at Bright Stars Day Nursery are committed to:

Providing positive, non-stereotypical images of other cultures. Books, toys and other methods are used to promote this.

Encouraging all children to join in activities that may incorporate multicultural play and celebrating different festivals.

Displaying photographs and pictures of people from other countries and cultures.

Meeting the needs of children and their families who have English as an additional language.

Planning and organising for the different needs of children, enabling all children to develop their skills and knowledge to their full potential.

Providing the necessary standard of care for disabled or disadvantaged children.

Ensuring that wheel chair ramps are visible and accessible for disabled children in wheel chairs.

All staff and children are encourage to take responsibility for promoting racial tolerance and for protecting each other from racial harassment and discrimination by reporting any suspected incident to the Manager.

Any allegation made against a member of staff or a child will be investigated thoroughly.

The individual concerned will be told that such behaviour will not be tolerated and that steps will have to be taken to ensure that it does not happen again.

Each incident will be fully investigated and details will be recorded in a separate section of the Incident Record Book.

In the case of children, incidents will be reported to their parent/carer and a course of action agreed upon to resolve the situation, in accordance with the provisions of the Behaviour Management policy.

In cases of serious misbehaviour, such as racial or other abuse, we make clear immediately the unacceptability of the behaviour and attitudes, by means of explanations rather than personal blame.

The legal framework for this policy is:

Race Relations act 1976

Race Relations Amendments Act 2000;

Sex Discrimination Act 1986;

Children's Act 1989 and

Special Educational Needs and Disability act 2001.

## **SPECIAL EDUCATIONAL NEEDS**

Bright Stars Day Nursery welcomes children who may have a specific medical condition, developmental delay or special educational needs. On a day to day basis **key workers** monitor and assess the needs and progress of children with special needs. The SENCO and Key workers liaise with parents and where necessary professional agencies such as, therapists, health visitors, psychologists, social workers and paediatricians to plan and develop IEP's (Independent educational plan) to meet the child's specific needs. Activities are adapted to suit the requirements of the special needs child and to encourage them to develop independence and confidence. We are legally obliged to pass the child's assessment records to their school unless a written request from the parents not to do so is received.

Bright Stars Day Nursery adheres to the DFES Special Educational needs code of practice.

When working with children with additional needs, confidentiality will be maintained and we will ensure privacy of children with additional needs when intimate care is being provided. We will seek out training necessary to meet the individual needs of children.

## **COLLECTION AND LATE COLLECTION POLICY**

You as a parent have responsibility to collect your child from Bright Stars Day Nursery. If you are unable to collect your child you must inform us of who will be collecting your child. All parents/carers collecting a child should be named on the child's contract form.

We will never let a child go with anybody we have not been informed about. In cases when someone else comes to collect your child and we have not been informed, we will telephone the child's parent/s who will give permission to let them go or come and collect their child themselves. If, in an emergency, someone else will be collecting your child, you *must* inform the Nursery staff *as soon as possible*.

The Nursery takes persistent lateness in collecting a child very seriously. In extreme cases it can be considered as abandonment or neglect of the child, although we understand that occasionally delays are unavoidable.

In the event of a child not being collected, the Manager will make every effort to contact the child's parent/s, and if this proves to be impossible, will try to get in touch with an alternative emergency contact, who is authorised by the child's parents to collect them on their behalf.

If we cannot contact anybody and the child has not been collected within half an hour of the session ending or the Nursery closing time we will be responsible to the contact social services for advice. A member of staff will stay with the child at all times.

The nursery is required to inform Ofsted of any significant incident and contact Social Services. Including non-collection of children.

If you're child is collected late you will be charged a late fee of £5 for the first 15 minutes and 50p per minute thereafter.

Intake and Assessment team: 01733 746460

## **ADMISSIONS POLICY**

All children who register with us will be given equal rights and will be treated as one. It is our intention to make the Nursery accessible to all children and families from all sections of the local Schools in our community.

We aim to achieve this policy by:

1. Ensuring the nursery is advertised in places accessible to all sections of the community.
2. When the nursery reaches its daily number of children we will put names onto a waiting list. Preference will be given to siblings of those already attending.
3. We welcome visits at any time
4. Where possible and if necessary we have staff that can interpret when English is a second language.

## **SETTLING IN AT NURSERY**

We are aware that the settling in period can be unnerving for both the child and parents therefore we make every effort to try and make the child and parent feel comfortable, welcome and take their individual needs into consideration. We encourage short trial sessions and visits to the nursery before a child starts. The staff at Bright Stars will do everything to make the child's time at the nursery happy, safe and enjoyable.

## **WALKS AND OUTINGS**

Risk assessments are carried out on all venues to ensure the place/area is safe and suitable for the children. For local visits we require parental consent when the child starts Nursery. However, for a full day trip we will require parental consent nearer the date.

### **Important points to remember when taking children out on visits:**

1. We will endeavour to keep the staff child ratio maximum - 1 staff member to 4 children.
2. Should a problem occur whilst on an outing, staff must phone the Nursery immediately, and the Manager will decide on action to be taken
3. Staff must take a mobile phone with them
4. when going out staff must remember to take first aid kit
5. If at any time a child goes missing we will follow the procedures from the missing child policy.

## **MISSING CHILD POLICY**

We make every effort to ensure the safety of your child whilst using the Nursery.

### **Procedures set to maintain safety:**

Parents *must* ensure that their daily telephone number where they can be reached is written on the registration form.

Staff *must* sign children in and out of the Nursery.

Staff *must* ensure that the gate to any outside area is bolted whilst children are playing outside.

Staff mark registers – mornings and afternoons.

### **In the event of a member of staff fearing that a child has gone missing:**

1. Count and check the children present and make sure with other members of staff that the child has not been collected by parent/carer.
2. Carry out a thorough search of the Nursery and check the doors and the outside and surrounding areas.
3. Whilst carrying out the search staff must ensure that the adequate supervision of other children is maintained. Staff should remain calm and reassure the other children in the setting.
4. Where appropriate staff may address careful questioning to other children present to see if the whereabouts of the child is known.
5. If a complete search has been carried out and all adults on the premises have been consulted and the child has still not been located the Manager/Deputy will inform the parents and contact the police and report the child missing.
6. The incident will be recorded in incident book along with the outcome.
7. Manager/Deputy will also inform the proprietors and Ofsted.

## **STAFFING AND EMPLOYMENT**

In accordance with the children's act 1989 we adhere to the adult child ratio to enable us to provide good, safe childcare.

### **Maintaining Ratios**

**Under twos**                      One member of staff to every three children

**Two to three year olds**      One member of staff to every four children

**Three plus**                      One member of staff to every eight children.

We maintain the ratio by keeping within the capacity of the Nursery. We ensure at all times that there are enough staff members to cover the amount of children booked on a daily basis. The Manager is supernumerary therefore if a member of staff is off sick they are able to cover.

We operate a key worker system that ensures all children have one member of staff who records, observes and completes regular development checks on them. Regular staff meetings are held to discuss children's progress and concerns. Staff appraisals are carried out every year and monitored on regular basis. All staffing is organised in accordance with ofsted guidelines.

We invite students into the nursery to gain valuable experience and knowledge. All students are made fully aware of our confidentiality policy. Our intention is never to "overcrowd" Bright Stars Day Nursery with students.

### **Employment**

At Bright Stars we aim to ensure that all individuals are recruited, selected, trained and promoted according to occupational skills.

In this respect the nursery will ensure that a job applicant or employee will receive no favourable treatment on the ground of age, gender, race, religion, colour, culture etc.

### **Contingency Plans**

A list of relief workers can be called up when required.

## **ALLEGATIONS AGAINST STAFF**

If any member of staff is made aware of an allegation they must inform a person authorised to undertake the investigation.

1. Manager/Proprietor will investigate any allegation/s made. The Nursery will contact the intake and assessment team at Social Services to inform them of the allegation and gain advice and assistance.
2. Manager/Proprietor will confront the alleged staff member and inform them that an allegation has been made against them. They will discuss the situation and gain as much information as possible.
3. The alleged staff member is required to make a written statement about the situation, signed and dated.
4. Any other members of staff who witnessed the allegation/s must provide a written statement. These records will be passed on to the necessary agencies carrying out the investigation.
5. Every effort will be made to remove the member of staff to protect staff or the child/ren. They may be suspended until the investigation is completed.
6. Any investigations will be conducted in a confidential manner with the people concerned.
7. We will take advice from the Local Safeguarding Children Board in relation to the member of staff concerned and their employment.
8. We will inform Ofsted of any such allegation.

## **ABUSE AGAINST STAFF**

If at any time a child shows physical abuse or harm towards a member of staff the child will be given "time out". When the child calms down we will encourage the child to apologise to the member of staff. The incident will be recorded and signed by the concerned member of staff and a second member of staff. Parents will be informed about the child's inappropriate behaviour and explain that this type of behaviour is unacceptable at the Nursery. If the behaviour continues confidential records will be kept. A meeting would be held to decide appropriate action.