



Stepping Stones Day Nursery

Ardleigh Green Nursery

Ardleigh Green Road,

Hornchurch, Essex

RM11 2LL

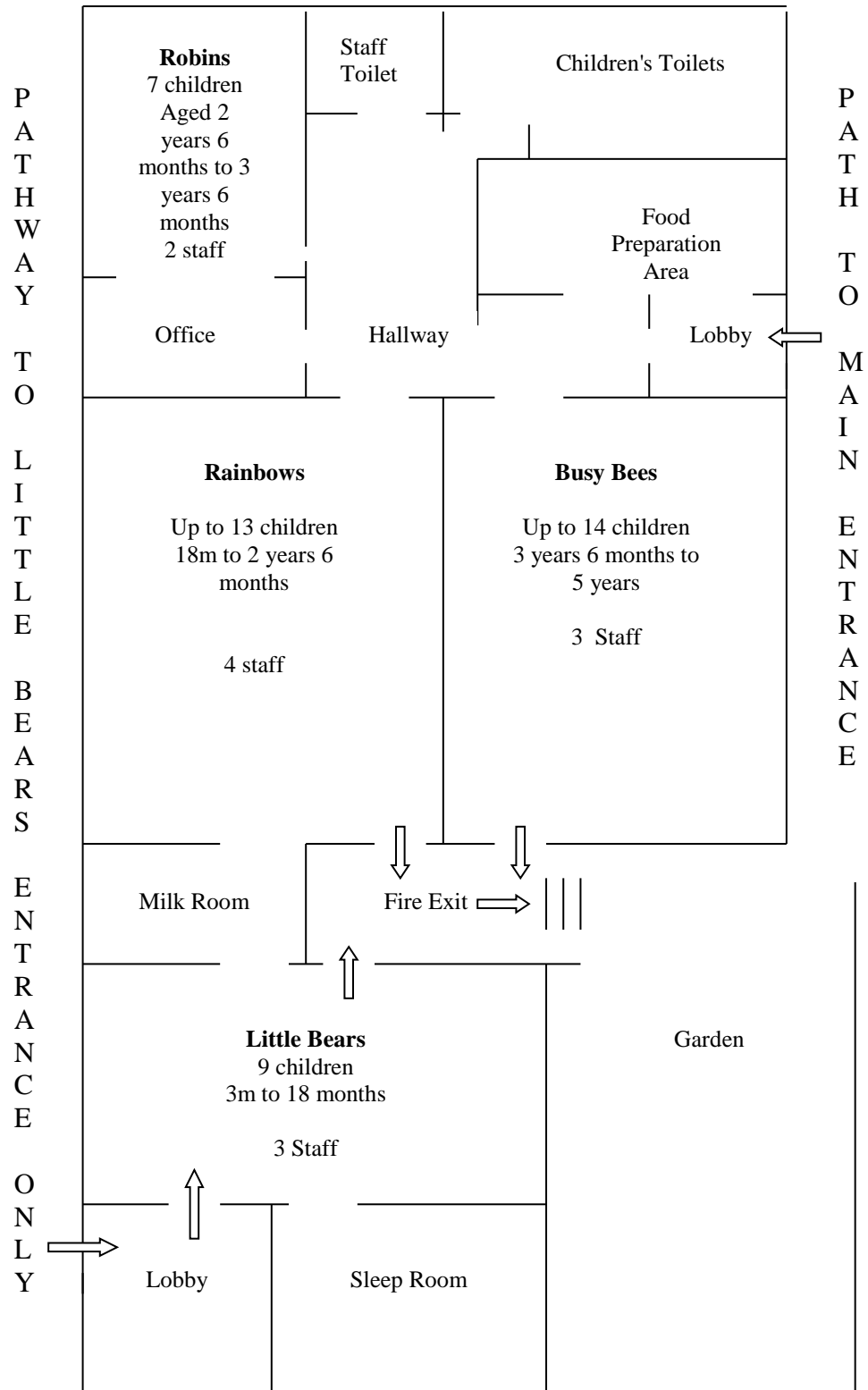
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Success Starts Here!

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THE ARDLEIGH GREEN NURSERY



STAFF STRUCTURE

Ardleigh Green Nursery

**Nursery Manager
(Designated Safeguarding Lead)**

**Senior Nursery Officers x 2
(Deputy Designated Safeguarding Leads)**

Nursery Officers

**SENCo
Special Educational Needs Co-ordinator
(Angela White)**

Nursery Assistants

MISSION STATEMENT

Our vision is for the College nurseries to provide a service to the whole community.

Our mission is to provide quality care at every level.

Our purpose is to: -

- ❖ Meet the individual needs of the child
- ❖ Provide an excellent early years facility for all sections of the community
- ❖ Enable all of the children in our care to reach their full potential in all areas of their development
- ❖ Provide a work-based environment that is used for the training and development of Early Years Practitioners.

Our strategic objectives are to: -

- ❖ Work in partnership with parents, each recognising the experience and skills of the other in the care and education of their child
- ❖ Provide a varied, stimulating and challenging curriculum that fosters intellectual growth, builds confidence, develops independence and ultimately prepares each child for school.
- ❖ Promote an atmosphere of care where each child's physical, intellectual, social, emotional, spiritual and cultural needs will be fostered.
- ❖ Review our educational and care-based provision in order to ensure our objectives are being met.
- ❖ Implement Equality of Opportunity in every area of Nursery life.
- ❖ Promote and actively participate in the inclusion of children with differing needs.

THE NURSERY ENVIRONMENT

A wide range of equipment and activities

Scope for social stimulation
greater than in the home environment

An atmosphere that creates learning by example

Encourages: -

Respect for others

Appropriate behaviour

Independence through building confidence

Self expression

Sensitivity to the needs of others

Lots of **FUN and LAUGHTER**

GENERAL INFORMATION

Staff Qualifications

All posts are advertised in local and/or national media publications, giving equality of opportunity to all. The selection/shortlisting process is carried out confidentially in line with the College's policies and procedures' again ensuring equal opportunity is enforced.

Qualification requirements for nursery staff are to either the NNEB Diploma, Diploma in Nursery Nursing, BTEC National Certificate or NVQ Level 3. Certificate level will be accepted if the individual has demonstrated s/he has the necessary and relevant skills needed for the post advertised and is willing to train to Diploma level (while being supported by the Nursery and College).

There is a comprehensive Induction system in place for all new staff and a minimum 6 months' probation period. First Aid and Food Handling/Hygiene training are undertaken where appropriate and all staff are 'DBS' Checked.

Students

Early Years Students training at Havering College may be in placement at either Nursery. On their first day in placement each student receives an information pack, which includes Nursery policies and procedures, room routines and their role within that. All students, while training, will be making developmental observations on children in the nursery. If your child is to be included in these observations, your permission will be sought. All Early Years Students training at Havering College are police checked.

Weekly supervision meetings are held with a key member of staff in order to oversee their progress. Weekly reports are completed and ongoing support and liaison with the Students College Tutor is given. Students are supervised at all times and are not counted in the staff/child ratios

Nursery Fees

The Nursery is a facility for the community, college students, staff and business partners. Places on the waiting list are offered in order of priority and then in chronological order of the date first registered. We are closed in line with college closure dates during Christmas and all bank holidays.

When a place at the nursery becomes available, it will only be held by payment of a further £100.00. This £100.00 will be reimbursed from your first month's fees. If this payment is not made, the place will be offered to the next person on the waiting list.

Fees are payable monthly in advance *Direct Debit*, we also accept child care vouchers. Fees are still payable during times of sickness and your holidays. If the nursery is closed due to circumstances beyond our control you will still be expected to pay. Fees are not currently requested when the Nursery is closed i.e. Bank Holidays and staff training days. There will be a maximum of 4 training days per year.

Failure to pay nursery fees during the first week of each month will result in a £20 fine added to that week's fees. **Failure to pay fees by the end of the second week of the month will result in an additional £20 fine and your child's place at the nursery will be withdrawn**

Notice of Removing Your Child

Four weeks' notice is required of your child leaving nursery (for whatever reason) and fees are payable up to and including the last day of attendance or to the end of the notice period.

Late

Please do not be late in collecting your child at the end of the session. A verbal warning will be given if you are late twice, stating that on the third **and all subsequent occasions** a fine will be payable.

Please see policy for collection of children

Staff/child ratios must by law and, for reasons of health and safety, be maintained at all times within the nursery. If children are in attendance past 6.15 p.m. this will entail staff remaining beyond their shift. I'm sure you will agree that this is not only impractical but after what is already a long day (very often for the child too) late collection should be avoided.

Ratios are as follows: -

Age of child	Number of children	Number of staff
3 months to 2 years	3	1
2 years to 3 years	4	1
3 years to 5 years	8	1

Fines are in place in order to discourage this practice and also to cover the additional cost of staff overtime incurred to maintain ratios.

As I am sure you will agree all children need a routine. In order to maintain continuity, plan effectively and ensure the nursery routine is maintained it is desired that all children be in attendance at nursery **by 10 a.m.**

We would appreciate a telephone call by 10am if your child will either not be attending the nursery, or will be late arriving.

If your child does not attend nursery for two consecutive weeks without the Manager being notified, it will be assumed the place is no longer required and your child's name will be removed from our register. (See Missing Child Policy for further information)

We cannot be held responsible for any loss of personal items and in the interest of safety, no jewellery should be worn. **If a child has pierced ears only studs may be worn.**

To ensure the safety of the children and staff at the Nursery, the following procedures are strictly adhered to: -

- ❖ Via the security system all unknown visitors will be asked the purpose of their visit, who they want to see and, if necessary, some form of identification will also be required before being allowed into the Nursery.
- ❖ Only known staff will decide who has right of access to the Nursery **at all times**
- ❖ Each child's file must show (at least) one nominated person known to the child who can collect them in case of emergency
- ❖ **You are required to provide *two* passport-sized photographs of any person including yourself authorised to collect your child;** one of these is used to produce an ID card, the other will be attached to your child's file for reference if needed.
- ❖ **Children in our care will not be allowed to leave the Nursery with anyone unknown to staff if they do not have an 'official' ID card. We will ask parents to provide a password for emergency situations**

Emergency Situations

If, in **extreme** situations, you cannot collect your child as planned, the following steps may be possible: -

- ❖ Telephone the Nursery and give your password and a description of the person nominated to collect your child.
- ❖ This person must then bring sufficient ID in order for your child to be released into their care.
- ❖ **If staff are not happy alternative arrangements must be made.**

Please remember that staff work on a shift rota and sometimes only one shift may have met a named carer and may not be on duty the next time they collect your child.

Hot Drinks Policy

At breakfast time only staff members have a hot drink while having breakfast with the children. These are very carefully managed to ensure accidents do not occur. At no other time are hot drinks brought into any of the play areas.

STAFF DEVELOPMENT

All staff are offered various training/personal development opportunities, both College and Childcare based. New staff participate in the College and Nursery induction during a six-month probationary period. This ensures that all staff have a full understanding of both College and Nursery structure, policies and procedures. It gives opportunity for question and support during this 'transitional' period.

All Nursery staff are given a 'pack' that includes all policies covering Health & Safety, Security, Care and Curriculum. Appraisals are undertaken only when the probation period has been successfully completed at which future personal development and training is discussed.

One to one supervision is maintained during this period at 2 months, 4 months for probationary meetings and supervisions are carried out monthly on all staff.

All staff meet as a team to discuss Nursery issues, which always include Safeguarding and may include events, outings, feedback from training events, policies and procedures, care and education.

Personal Development Initiatives include: -

Equal Opportunities	Health & Safety	Health & Hygiene
Special Educational Needs	Curriculum training	I.T. skills
Appraisal	Sign Language	Malleable Play
Behaviour Management	Child Protection	Keyworking
Looking at and Evaluating Nursery Provision	First Aid	Staff Training Days

As the childcare field is constantly changing, we are aware that in order to improve and develop as a Nursery and as individuals, we must keep up to date, be aware of current trends and act as we feel is necessary.

In order to maintain the high quality and professional service that we offer at present, it is important that staff undertake any staff training and staff development felt appropriate or necessary and that this is kept up to date.

If training takes place during normal working hours agency staff will be employed if needed to maintain ratios, other training takes place either outside normal working hours or during training days when the nursery is closed, (approx. 4 days a year).

PARTNERSHIP WITH PARENTS

We feel it benefits everyone for parents to take an active role (whatever that may be) in the Nursery setting.

- That role may be
- a) General day to day support
 - b) Friendly open communication with staff
 - c) Taking part in our 'Nursery/Parent Meetings' (held once a term)

Settling in Procedure

It is essential that you spend time settling your child at the Nursery prior to leaving them in our care in order for everyone to get to know each other. Preparing your child for Nursery begins at home by explaining what will be happening and that mummy/daddy etc. will be coming to take him/her home after lunch/tea. You must bring your child for a **minimum** of two visits lasting for approximately one hour each, from between the hours of 9.30 – 10.30 am or 2.15 - 3.15 p.m. A longer settling in period may be arranged if either party deems this to be necessary. These visits need to take place one week prior to your child's actual start date.

During the first visit you are expected to remain in your child's room encouraging your child to play and integrate with both other children and members of staff. This also gives you the opportunity to discuss with staff any particular needs your child may have, including your child's routine where relevant and any particular dietary needs.

The aim during the second, or subsequent, visit is to settle your child into the room and for you to leave him/her in the care of staff whilst you remain on site (we must be able to contact you at all times).

Once we feel your child can be left fees are payable.

Although we appreciate it is difficult for some parents/carers to leave their child, particularly if s/he is upset; it is in everyone's best interest not to prolong the separation.

Toilet Training

If you feel your child is ready to start toilet training you can, if wished, discuss with key staff first, or you may decide to try at home and see what happens. Whatever you decide do let us know what you are doing and we will be more than happy to continue at Nursery. We do ask for additional clothes to be left (particularly bottom half) and that your child is dressed in clothes that are easy to manage when going to the toilet i.e. elasticated waist, no buckles, braces or belts, thank you. Please note: Due to Health and Safety regulations **no** plastic carrier bags are to be left. Nursery bags will be provided for each child.

STEPPING STONES

DAY NURSERIES

POLICIES

AND

PROCEDURES

EQUAL OPPORTUNITIES POLICY

1. The Nursery welcomes each child and adult as an individual, promoting a caring and welcoming atmosphere to ensure everyone may achieve his or her own potential in an environment where everyone is treated with equal concern according to their individual needs.
2. As we live in a multi-cultural society, it is the Nursery's intent to enable our children to grow up with the knowledge and acceptance of other people's cultures. We do this by celebrating different religious festivals, looking at themes such as Around the World, tasting foods from around the world and ensuring all relevant areas of play and learning encompass this ideal.
3. The Nursery promotes the integration of children with differing needs whilst ensuring that the stated staff/child ratio is adhered to.
4. We are able to carry out the above by implementing the following: -
 - a) By knowing the needs of each individual child and meeting them openly, honestly and with respect for their individual needs whilst encouraging respect for others.
 - b) Ensuring staff have access to additional training such as sign language, knowledge of appropriate disabilities and by the appointment of a S.E.N.C.O worker. Staff will also have access to all other relevant training.
 - c) The use of an appropriate range of culturally and socially diverse resources including books, visual aids and teaching aids along with the celebration of appropriate days/festivals etc.
 - d) Ensuring children whose first language is not English are made to feel welcome and two-way communication is established by initially, building a checklist of 'key' familiar words. If needed and where possible, liaison through an interpreter may be sought; this may be through a member of the family.
 - e) We will endeavour to translate any materials into first languages on request and will ensure that a range of languages is used within materials on display etc within the setting..
 - f) By promoting understanding and respect of all, regardless of gender, sexual orientation, religion, ability, disability, culture and racial grouping.

The nursery will consult with other professionals for advice if needed in order to support a child in whatever capacity.

We will, as far as is possible: -

- ❖ Meet individual dietary requirements due to religious beliefs or medical factors.
- ❖ Ensure all the children, regardless of gender or age, have a chance to experiment with equipment appropriate to their age and stage of development.
- ❖ Monitor and evaluate policies and procedures and current practice to ensure quality of care is maintained at an optimum

Staff

Our Nursery employs staff that are considered to be the best applicant for the job. We positively value and respect people regardless of gender, sexual orientation ethnic origin, racial groups, religion, culture and linguistic background.

POLICY ON CONFIDENTIALITY

To meet the needs of **all** children in our care it is important to share information with parents and between staff within the nursery.

All information provided by parents will be stored centrally. Each child will have an individual file. These files will be accessed by senior staff and by other Nursery staff where necessary i.e.: If a child's key worker needs to contact a parent. Parents can access these records at any time, please speak to a member of staff should you wish to see your child's records.

In some circumstances it might be necessary for Nursery to seek advice of other professionals outside of the Setting. In these instances parental permission will be sought. It may be deemed necessary that information may be shared with outside agencies without parental consent; this will only be the case if there is an issue with child protection and it is deemed that the child may be at harm/risk..

We will never disclose information regarding a child to another parent. We understand that if a child has been on the receiving end of any form of inappropriate behaviour by another child ie biting then it may be very distressing for the parent and some parents may ask to speak to the other child's parents but due to confidentiality we would not disclose this information.

It is recognised that there may be circumstances where parents would not want confidential information shared within the Nursery. Parents must clearly state this if this is the case.

All staff will agree to uphold the Nurseries Policy on confidentiality and will sign a copy of this document to confirm their understanding and agreement.

ADMISSIONS POLICY

Stepping Stones Day Nurseries will hold a list of names (waiting list) of children whose parents wish them to attend our Nurseries.

Children will be registered on our waiting list once parents have completed admissions forms and submitted them to Nursery with the appropriate registration fee. The amount of the registration fee will be advised in a letter accompanying our brochure and registration forms, which are sent to parents when they make initial enquiries for information.

Admissions forms **MUST** be fully completed prior to your child/ren attending Nursery.

The following vital information is required:

- Name, date of birth, home address and telephone number for each child
- Child's religion
- Home language spoken
- Starting date required, days required
- Names, addresses, telephone numbers – work, mobiles and home – for parents/carers
- Emergency contacts – **at least two**
- Name, address, telephone number of child's doctor/health visitor
- Immunisation details
- Illnesses
- Allergies
- Specific dietary requirements
- Parental consent for emergency procedures
- Parental consent for photography for the purpose of publicity and for Nursery displays

Vacancies are allocated taking in to account date of registration and days care is required. Priority will be given to siblings.

Parents will be informed as soon as a relevant vacancy is available for their child/ren

As stated in our information we require parents to arrange with us at least two visits to help integrate their child/ren with peers and staff at our Nursery. We do not specify a maximum amount of visits, as each child is individual.

Parents will also be asked to provide further relevant information which will enable us to give all children the best care possible. These may include likes/dislikes, use of comforters, eating and sleeping patterns. Induction sheets are completed during your first visit with your child/ren.

SPECIAL EDUCATIONAL NEEDS POLICY

Stepping Stones Day Nurseries will accept children with special needs as soon as all necessary procedures are in place i.e. one to one support staff if needed.

Where appropriate advice may be sought from the Borough's Area 'SENCO' in ensuring all necessary support is accessed as soon as possible.

Our method of assessing any child who has specific educational needs commences the day s/he first attends and is a continuous process throughout their stay in our care.

All children are allocated to a specific member of staff (keyworker) who then becomes responsible for the monitoring and recording of the progress of that child and sharing this information with colleagues and carers in confidence.

The Nursery recognises the Department for Education's 'Code of Practice' with regards to additional educational needs.

Our aim is for each child to reach his/her full potential in a happy and stimulating environment. In order to achieve this we work in partnership with parents/carers, observing and recording each child's progress and development in order to meet individual needs and to enable us to recognise at an early stage if key milestones are not being met.

This information is shared with parents/carers and the Nursery 'Special Educational Needs Co-ordinator' (S.E.N.C.O.): -

Our SENCO is Angela White

The Special Educational Needs Co-ordinator's role is to ensure appropriate support is given to key staff by: -

- ❖ Supplying relevant information as required.
- ❖ Providing information about additional support available locally and liaising with appropriate professionals as required such as a Health Visitor, Speech Therapist, Portage or Educational Psychologist.
- ❖ Gathering relevant information and, in consultation with the parents, keyperson and supporting professionals, using it to plan for the child's individual needs. This may mean making physical changes to room layout in order to accommodate wheelchair use and/or ensuring activities and games are accessible to all children.
- ❖ Assisting with assessment, 3 monthly reviews and individual development plans.

Stepping Stones Day Nursery will make provision for families whose first language is not English. We will aim to produce a brochure in the relevant language, key workers will endeavour to gain some knowledge of basic words to enable them to communicate with the child/ family and nursery will display multi lingual materials such as signs and posters. Resources from varying cultures will be made available.

POLICY ON MANAGING BEHAVIOUR

All children from an early age are encouraged to respect each other and their immediate environment. Staff, parents and children have an active role to play within this process and by working together we will enable the children to become caring and thoughtful individuals.

Staff (and parents) are responsible for ensuring appropriate behaviour is fostered by setting examples and being good role models, by encouraging please and thank you's and by asking the child to say sorry if appropriate. Good table manners are encouraged and all children are included in making choices, are asked to respect people and property and to help each other in whatever way is appropriate.

As we all appreciate occasional problems arise when inappropriate behaviour is displayed; this needs to be addressed initially by staff and child then, when the need arises, by staff and parent. The whole process of dealing with this issue is two-way.

Unacceptable behaviour:

Biting
Spitting
Violent behaviour
Rudeness.
Repetitive defiance
Bullying
Snatching/taking away
Impatience

We are working towards:

Friendliness
Respect for others
Non-violent behaviour
Politeness
Effective and open communication
Caring for others.
Sharing
Patience

If distraction and discussion prove ineffective the Nurseries operate a 'time out' system whereby the particular child concerned is removed and sat out for a short period of time within the room to 'cool down' (1 minute for each year of the child's age i.e if child is 3 years old the child will be sat out for 3 minutes) Staff explain the consequences of their actions and why their behaviour is inappropriate in a way that the individual child can understand.

If staff feel it is necessary to inform the parents of such behaviour they will do so on the day. Parents are encouraged to support the action taken by staff in the home environment where appropriate.

Negative words such as 'naughty' are not used at either Nursery and no physical punishment is ever administered. Kind deeds and positive behaviour is encouraged through positive reinforcement and praise.

Should a child consistently display unacceptable behaviour staff will work in consultation with parents in order to support each other in ensuring consistency in the management of the child's behaviour.

The Nursery SENCO may offer advice and guidance on specific behavioural difficulties, again, in full consultation with parents/carers. If you have any concerns or worries about any area of your child's development we are more than happy to meet with you at a mutually convenient time.

ROUGH AND TUMBLE POLICY

Young children often engage in super hero and weapon play. This behaviour should not necessarily be identified as aggressive and hurtful behaviour but can become inappropriate at times and may need addressing.

We recognise that rough and tumble play are normal for young children and are acceptable within limits.

We develop and agree methods with the children to ensure that they are aware of the boundaries so children are protected from being hurt.

We make the most of learning opportunities, helping the children consider alternative strategies for heroes, considering conflict resolution.

LOCKDOWN POLICY

A lockdown policy may take place where there is a perceived risk of threat to the children, staff or visitors. Where possible we will act to ensure the safety of all personnel in the following situations:

- In the event that unauthorised person(s) considered dangerous are on nursery grounds.
- In instances including domestic breakdowns where estranged parties are attempting to abduct children,
- In instances where personnel, students, volunteers or staff from within the setting become a threat to the well-being of others.

Practices and procedure

We will follow the CLOSE procedure:

- Close all windows, doors and blinds
- Lock up
- Out of sight and minimise movement
- Stay silent and avoid drawing any attention
- Endure, be aware that we may be in Lockdown for some time.

Lock down drills

Lock down practices will take place twice a year

CHILD PROTECTION POLICY

We all have a duty to be aware that abuse does occur in our society. This statement sets out the procedures that will be taken if we have reason to believe a child in our care is subject to emotional, physical, sexual abuse or neglect.

Our prime responsibility is the welfare and wellbeing of all children in our care. As such we believe that we have a duty to the children, parents/main carers and staff to act quickly and responsibly in any instance that may come to our attention. Staff have a duty to report any concerns relating to possible abuse or neglect to the Designated Safeguarding Lead (Manager Kerrie Taylor) or Deputy Designated Safeguarding Leads (Cheryl O'Connor and Linda Blake in Manager's absence) who's duty it is then to liaise with the Local Statutory Children's Services agencies and with the LSCB (Local Safeguarding Children's Board). Our policy adheres to the requirements of the EYFS, Working Together To Safeguard Children 2015 and Havering LSCB procedures.

The Nursery has a duty to report any concerns relating to abuse to the local children's social care service and in emergencies the police. The Children Act 1989 (section 47[1]) places a duty on the Local Authority to investigate such matters. The Nursery will follow the guidance and procedures of the relevant LSCB and will seek their advice on all subsequent procedures.

Physical Abuse

Action will be taken under this heading if staff have reason to believe there has been a physical injury to a child, including deliberate poisoning, where there is a definite knowledge or reasonable suspicion that the injury was inflicted or knowingly not prevented. Physical Abuse also includes Female Genital Mutilation (FGM). Religious, social or cultural reasons are sometimes given for FGM. However FGM is child abuse, it is dangerous and a criminal offence. There is no medical reasons to carry it out and it does not enhance fertility or make childbirth safer. It is used to control female sexuality and can cause severe and long lasting damage both physically and emotionally. If there is concern about a child in this area, social services will be contacted in the same way as other types of abuse.

Procedure

Accident/incident at home

Parents are asked to inform staff on arrival at the Nursery of any mark or injury incurred since their child's last session and to explain how it occurred.

The incident will be discussed with the parent/main carer and any information given will be recorded by the parent/main carer on the nursery's pro-forma and signed by both that same day. We have a duty to the children in our care to monitor these accidents/incidents and act accordingly should a pattern of injuries emerge. The parent/main carer will have access to such records.

If the Nursery staff are not satisfied with the explanation given regarding the mark/injury the Local Authority will be notified and advice sought.

Accident/incident at nursery

Details regarding any mark or injury found on a child once left at the Nursery will be recorded and signed by staff.

The incident will be discussed with the parent/main carer when the child is collected and the record then signed by the parent/carers that same day.

If the Nursery parent/carers is not satisfied with the explanation given regarding the mark/injury the Local Authority may be notified and advice sought.

Sexual Abuse

Action will be taken under this heading if the staff team have witnessed occasions where a child has indicated sexual activity through words, play or art, has displayed an excessive pre-occupation with sexual matters and/or had an inappropriate knowledge of adult sexual behaviour.

Procedure

The observed instances will be recorded and reported to the Nursery Manager.
Referral to the Local Authority will be made.

Emotional Abuse

Action will be taken under this heading if any of the staff team have reason to believe that there is a severe, adverse effect on the behaviour and emotional development of a child caused by persistent or severe ill treatment or neglect.

Procedure

The concern will be discussed initially with the parent /main carer.
Such discussion will be recorded and the parent/main carer will have access to such records. If there appears to be any concerns regarding the circumstances, the matter will be referred to the Local Authority.

Neglect

Action will be taken under this heading if any of the staff team have reason to believe there has been persistent or severe neglect of a child i.e. by exposure to any kind of danger including cold and starvation, which results in severe impairment of the child's health or development, including non-organic failure to thrive.

Procedure

The concern will be discussed initially with the parent /main carer.
Such discussion will be recorded and the parent/main carer will have access to such records. If there appears to be any concerns regarding the circumstances, the matter will be referred to the Local Authority.

Confidentiality

All information and records received and kept by the Nursery either from parents, carers or outside agencies will be treated in the strictest confidence by all members of staff. Information will only be shared on a need to know basis.

Child Left at Nursery

If a child is not collected from the Nursery at the end of his/her session and the Nursery has not been able to contact parents/carers and named persons, Social Services will be contacted and asked to collect the child. See policy for collection of children.

Visitors

Visitors to the Nursery and anyone not 'Police-checked' will not be allowed unsupervised contact with any child at any time or be permitted access to unsupervised area without staff permission. Visitors will be asked to sign the visitors book and produce some form of identification. Visitors will also be asked to read a short paragraph highlighting some of our policies i.e no smoking and no phones or cameras.

Staff

All staff recruited will not be allowed unsupervised access to the children in our care until they have received the appropriate clearance through the Disclosure and Barring Service.

If an allegation is made against a member of staff the following steps will be taken:

*The matter will be referred to the LADO (Local Authority Designated Officer) and/or the police within one working day.

*The referral will be confirmed within 48 hours in writing by the person who raised the concern.

*OFSTED must be notified within 14 days of the referral but we will where possible notify them on the same working day and Ofsted will be informed of the outcome by the Children's Social Services.

*The staff member against whom the allegation has been made may be suspended pending further investigation: this decision will be made in consultation with all agencies involved.

*The staff team will be supported throughout by the designated Lead Officer for Safeguarding Children (Manager or Senior Officer in Managers absence).

*The nursery will review the policies and procedures and amend where necessary.

Helping Children to protect themselves

Children have the right to be protected and must be given the opportunity to learn how to keep themselves safe from harm. Nursery promotes children's awareness of safety through activities, stories, community police visits, stranger danger and themes such as People Who Help Us and Our bodies.

Worried about a child?

LADO:-Concerns or complaint regarding a member of staff
01708 431653

Havering Local Safeguarding Children Board:-
01708 433999

www.havering-lscb.org.uk

MASH/ London Safeguarding Children Board:- Concerns regarding a child

www.londonscb.gov.uk

01708 433222

SAFER RECRUITMENT POLICY

The safe recruitment of staff here is the first step to safeguarding and promoting the welfare of children in education. Stepping Stones is committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment. We are also committed to providing a supportive and flexible working environment to all of our members of staff. We recognise that, in order to achieve these aims, it is of fundamental importance to attract, recruit and retain staff of the highest calibre who share this commitment. It is recognised that this can only be achieved through sound procedures, good interagency co-operation and the recruitment and retention of competent, motivated employees who are suited to, and fulfilled in the roles they undertake. Stepping Stones recognises the value of, and seeks to achieve a diverse workforce, which includes people from different backgrounds, with different skills and abilities. Stepping Stones is committed to ensuring that the recruitment and selection of all who work within the nursery is conducted in a manner that is systematic, efficient, and effective and promotes equality of opportunity. Stepping Stones will uphold its obligations under law to not discriminate against applicants for employment on the grounds of age, sex, sexual orientation, marital status, disability, race, colour, nationality, ethnic origin, religion or creed. The aims of our recruitment policy are:

- to ensure that the best possible staff are recruited on the basis of their merits, abilities and suitability for the position;
- to ensure compliance with all relevant legislation, recommendations and guidance including the statutory guidance published by the Department for Education (DFE), Keeping Children Safe in Education (2016) (KCSIE) (‘The Guidance’) and any advice published by the Disclosure and Barring Service (DBS);
- to ensure that Stepping Stones meets its commitment to safeguarding and promoting the welfare of children and young people by carrying out all necessary pre- employment checks.

PEER ON PEER BULLYING POLICY

We recognise that children and young people are capable of abusing their peers. Peer on peer abuse relates to situations such as sexual exploitation, gang violence, financial abuse, coercive control and exploitative relationships. We want all children to feel safe and as part of our commitment to keep them safe we regularly observe children interactions, and aim to be approachable so they will speak to us if they are concerned about any aspect of their relationships with others. Parents know they can contact us and we have an open door policy to discuss concerns regarding their child.

MISSING CHILD POLICY

If your child doesn't attend nursery without prior notice we will try to contact parents/carers to check that everything is ok and if there is anything we can do to help. If we cannot make contact with the parents then we will contact the emergency contacts. If the child does not return to the setting or there has been no formal contact between the family and the setting then we will inform the local authority and or local safeguarding team to raise our concerns and follow their advice.

PREVENT POLICY

It is essential that staff are able to identify children who may be vulnerable to radicalisation, and know what to do when they are identified. To help us do this all staff have "Prevent training" Protecting children from risk of radicalisation is part of our safeguarding duties and is similar in nature to protecting children from other harms e.g. drugs, gangs, neglect etc.. Whether these come from within their family or are the product of outside influences. We can also build the children's resilience to radicalisation by promoting Fundamental British Values.

E SAFETY POLICY

This policy is in regards to electronic communications of all types.

The internet is regarded as an essential resource to support teaching and learning. Computer skills are vital to accessing lifelong learning and employment. It is important for children to learn to be safe from an early age and we as a nursery can play a vital part in starting this process.

In line with our policies that protect children from other dangers there is a requirement to provide children with as safe an internet environment as possible and a need to begin to teach them to be aware of and respond responsibly to possible risks.

Internet use will be carefully planned and targeted within a regulated and managed environment.

We have a duty to ensure that children in our setting are not exposed to inappropriate information or materials. We also need to ensure that children know how to ask for help if they come across material that makes them feel uncomfortable.

Nursery internet access will be tailored expressly for education use and will include appropriate filtering. Staff will guide children in on line activities that will support their learning journeys.

Staff will ensure that:

Material accessed by children is appropriate, the use of any internet derived materials by staff or by children complies with copyright law, the nursery manager is informed immediately if staff or children discover unsuitable sites that have been accessed on the nursery equipment so that filters can be reviewed. Staff are aware that they must not look at any inappropriate sites whilst on nursery premises. A breach of this policy will be considered gross mis conduct by staff and will be dealt with accordingly.

WHISTLE BLOWING POLICY

Whistle blowing is the mechanism by which staff can voice their concerns made in good faith, without fear of repercussions. The college has a clear and accessible whistle blowing policy that meets the terms of the Public Interest Disclosure Act 1988. Staff who use this policy should be made aware that their employment rights are protected.

If staff are unsatisfied with how the manager is dealing with concerns or the way the manager is managing the nursery they will report to Julie Surrige (Line Manager) and if still not satisfied they will report to LADO on 01708431653.

The NSPCC Whistle Blowing helpline is available for staff who do not feel able to raise concerns regarding Child Protection failures internally. Staff can call 08000280285 or e mail help@nspcc.org.uk

PHYSICAL INTERVENTION POLICY

The aim of this policy is to inform all staff and other professionals about the rationale and use of physical interventions in managing challenging behaviours and to ensure that we all work together and with the same procedure.

Physical intervention is rarely used as most incidents are managed by talking to the child, calming them down and diffusing the situation. However on exceptional occasions it may be necessary for adult physical intervention for the following reasons:

- When there is immediate danger of personal injury to the child.
- When there is immediate danger of injury to another person.
- To avoid damage to property.
- When a child is behaving in a way that causes serious disruption to the other children/staff.

Physical intervention by staff can take several forms, it could include:

- Physically imposing oneself between children.
- Blocking a child's path.
- Leading a child by the hand.
- Holding.
- Removing shoes if the child has kicked or attempted to kick a person or equipment.
- Place a child in the time out area with an adult supervising.

All incidents of physical intervention are recorded on The Physical Intervention Report Form.

POLICY FOR COLLECTION OF CHILDREN

Collection

The nursery will not release a child to any unauthorised person, even if the collection is late, unless an authorised person telephones to state that because of an emergency a different person will be collecting. The authorised person should give the name and address and a physical description of the unauthorised person. The officer in charge must check the description before allowing the child to leave. Photographic ID in the form of a passport or driving license should also be provided.

Late collection

In the event of a child not being collected by 6.15 pm on two occasions the nursery will write to the parent, pointing out the difficulties late collection causes the Nursery. It will be stated that further incidents of late collection of their child will result in a fine being imposed as follows:

In the first instance a fine of £5.00 for each 15 minutes or part 15 minutes you are late.
The second instance will incur a fine of £10.00 for each 15 minutes or part 15 minutes you are late etc.

If you continue to be late then we may have no other option but to exclude your child with immediate effect. As you can appreciate late collection not only has an effect on your child as they can become distressed but also has a knock on effect to the staff and also the security staff with in the college as they cannot leave until everyone is off site.

Uncollected

If a child is not collected from Nursery at the end of the day, and we have been unable to contact parents/carers/authorised persons, Social Services will be contacted and asked to collect the child.

Registers

On arrival and departure all children and staff will have their hours of attendance recorded in the register. All visitors will be recorded in the visitor's book that is kept in the office. Parents will sign their children in and out. The registers for this will be in the entrance of the main building and in the Little Bears room.

BABY SLEEP CHECK POLICY

Using recommendations from the Cot Death Society and Social Services the Nursery operates a Sleep Check Policy whereby the following is adhered to: -

- ❖ Babies are put to sleep on their backs unless written permission is given by parents for babies to sleep on their fronts.
- ❖ The room temperature and ventilation is monitored and recorded to prevent 'overheating'
- ❖ Each baby is checked every 15 minutes and the 'Sleep Check Chart' completed

This chart shows: -

- ❖ The name of the child
- ❖ The day's date
- ❖ The time the baby was put down
- ❖ Exact time the baby was checked (every time)
- ❖ Room Temperature
- ❖ The time a child wakes up. The signature of the member of staff who carried out the check

This information not only ensures maximum safety of the children, it also means that any problems would be noticed and dealt with within a very short time-scale. We are also able to pass on to you any general information, progress and changes in your baby's sleep pattern.

All children having a sleep after lunch are supervised at all times and checked every 15 minutes. A sleep check chart is completed.

NAPPY CHANGING POLICY

The following procedures are adhered to for the good of all: -

- ❖ All staff and students wear gloves and aprons when changing a child, whether they have wet, soiled nappies or have been sick
- ❖ Separate changing mats are used for babies and toddlers
- ❖ Changing areas are disinfected after every use
- ❖ Unscented wipes, cotton wool, baby lotion or water only are used
- ❖ Should you wish your child to use a cream, please see staff. This must be provided by the parent/main carer and clearly labelled with the child's name.
- ❖ All changes are recorded.
- ❖ Wet or soiled clothing is rinsed and put in a bag and placed on your child's peg. **Please ensure these are taken home the same day**
- ❖ No child is left unattended on the nappy changing area at any time and the door is always kept open
- ❖ All students are supervised and will use changing mats placed on the floor
- ❖ All nappies and gloves are disposed of appropriately

It is Nursery policy that if your child has soiled his/her nappy when you come to collect them, a member of staff will change the nappy before you take your child home.

If your child arrives with a soiled nappy, it is nursery policy that you change the nappy before you leave.

Please note: -

- ❖ It is the parent's responsibility to ensure their child has enough nappies and wipes at the nursery.
- ❖ Staff will issue a reminder when the supply is getting low.
- ❖ If your child does not have any nappies, one will be used from the Nursery's own stock (which is limited) and will be replaced from your supply when you bring your child's nappies to Nursery.

ADMINISTERING FIRST AID POLICY

- ❖ First Aider's are present at all times within the Nursery
- ❖ To avoid allergic reaction, staff do not use antiseptic ointments or creams
- ❖ Grazes, minor cuts and wounds are cleaned using a paper flannel and water; staff wear gloves and aprons when dealing with any body fluids.
- ❖ If needed, a non-allergic plaster will be used
- ❖ Cuddles administered as needed!
- ❖ All accidents are recorded in the Accident Book which you will be shown and asked to read and sign when you collect your child
- ❖ Records show details of the accident, the time it occurred and any treatment given

Should it be deemed necessary to take your child to hospital the following procedure is adhered to: -

- ❖ In certain circumstances parents are telephoned and asked if they wish their child to be taken to hospital.
- ❖ Appropriate transport is arranged, depending on the urgency
- ❖ One member of staff will accompany your child to Queens Hospital with their file notes

PLEASE ENSURE YOUR CHILD'S FILE NOTES ARE KEPT UP TO DATE FOR THEIR OWN SAFETY

In some instances we will contact Parent's to inform them if their child has had an accident. These instances might be:

Bad graze/cut
Large bump/swelling
Large bruises
Bad fall

This will help Parent's to be prepared to see the injury when they collect their child

ADMINISTERING MEDICATION POLICY

Whilst we appreciate the predicament of working parents, senior staff reserve the right not to admit a child to the Nursery if they feel that they are unwell, as we are unable to give your child the care and attention that he/she deserves. We do this with the child's best interests in mind and that of other children and staff.

In order to cover both staff and children it was felt necessary to produce guidelines for the administration of prescribed, officially labelled medicines.

If a child is unwell and requires prescribed medication that they have previously had then as long as they are well enough they are able to attend nursery. If your child is prescribed medication that they have not had before then we ask you to keep them at home for 24 hours in case of a reaction.

When a child has recovered enough to rejoin the Nursery setting we will require parents/carers to adhere to the following, necessary procedures: -

- a) Inform a member of staff that your child is to be given a prescribed medication
- b) Daily, on arrival, complete and sign the medication book, until the course of medication is completed. *If this is not completed medication will not be given.*

The only exception to prescribed medication is :

Should your child develop a high temperature whilst at the nursery, we will contact you immediately and with your permission administer *one dose only* of Calpol (or any equivalent) if the relevant permission form has been completed and signed. Should another dose be required or your child's temperature remains above the normal range, we will contact you to collect them, as they are obviously not well enough to be at the Nursery. On collection you will be asked to sign the medication form.

Non prescribed medication-We will also administer teething gel, teething powders, nappy cream and other lotions/creams with the written consent of the parent. A medication form will be signed at the end of the day by parents/carers.

We will not administer any drugs or medication to a child purely as a preventative measure.

If it has been necessary for Calpol or any equivalent to be administered before you bring your child to Nursery, it should be accepted that the child in question is not well enough to be with us. Staff are unable to give the individual care that the child needs. Nursery staff must be informed of any medication administered to your child prior to arrival. Failure to do so may result in your child being given more than the recommended dose if you have signed the permission form allowing us to give the above in an emergency.

If calpol or any equivalent is administered at home and you decide to bring your child to Nursery we will give the best care and attention we can. However, if temperatures rise above the normal range we will call you to come to collect your child. We will not give calpol first

LONG TERM MEDICATION POLICY

Long-Term Medication

If a child requires long-term medication for a particular condition such as asthma, the parent/main carer will be required to sign a '*long term medication form*'.

This is done when the child first starts nursery or at the beginning of treatment. Once this form is completed you will **not** be expected to sign in this medication each day ***as long as the treatment time and dosage remains unchanged***. You will still need to sign a medication form when collecting your child so you are aware of the exact time and dosage administered.

The medication must be reviewed at 3-monthly intervals with the Nursery Manager or Senior Officer to ensure any changes are noted

Please inform the Nursery of any changes immediately.

POLICY FOR CHILDHOOD DISEASES & ILLNESSES

The Policy for childhood diseases and illnesses is: -

If your child is unwell s/he must be kept at home; at least until such time it is felt that s/he is able to cope with the Nursery routine. We are not in the position to give the care and attention your child needs and deserves at this time. We also need to take into account the wellbeing of everyone in the Nursery.

An 'outbreak' of any communicable disease is not necessarily a reflection of infection spreading just within the Nursery but also that of the Community as a whole and is therefore not that easy to prevent.

Some communicable diseases can be passed on before a person becomes unwell. Others can be transmitted by apparently well carriers of a disease. For these reasons it is important that high standards of basic hygiene and cleanliness are maintained at all times.

Immunisation protects children and adults against illnesses, which can be life threatening and it is recommended every child should be fully immunised unless s/he has a genuine medical contraindication to a vaccination.

We will not accept any child in the Nursery if they have any of the following: -

Chicken Pox	The exclusion period is for five to seven days from the onset of the rash, and when there are no new spots.
Cold sores	The exclusion period is until the weeping or discharging sores are healed
Conjunctivitis (sticky eye)	Parents will be asked to remove their child immediately. They can return once they have received treatment that is prescribed.
Diarrhoea and/or sickness	Must be free of symptoms for <i>at least</i> 48 hours, as stated in "Policy for the Control of Communicable Diseases in Schools and Nurseries" book, supplied by Barking and Havering Health Authority.
Hand Foot and Mouth	Seek advice from GP. This is contagious by direct contact and common in young children.
Head Lice	Must be treated before return to Nursery. If <i>live</i> head lice are found during Nursery hours parents will be asked to remove their child immediately, every child will be checked by staff and parents/carers informed of the outcome as soon as is appropriate. Staff will check the child's hair in front of the parent before the child is allowed to be left. If live lice

are found the child will not be able to return to nursery until the hair is clear.

Febrile Convulsions	Excluded until fever is settled and child well.
Fifth disease (Slap Cheek)	Excluded until child well.
Flu (Influenza)	Excluded until feeling better and cough improved.
German Measles (Rubella)	The exclusion period is for five days after the rash appears.
Glandular fever	Excluded until feeling better.
Hepatitis A	Excluded for at least five days from the onset of jaundice and when feeling better.
Impetigo	Parents will be asked to remove their child immediately and they must be completely free of symptoms for at least 24 hours. This is <i>extremely</i> infectious and treatment will be required from the GP.
Measles	The exclusion period is for five days after the rash appears.
Meningitis	May return once better.
Mumps	The exclusion period is for five days after the swelling appears.
Ring worm	None once GP has initiated appropriate treatment.
Scabies	Highly infectious, the whole family must receive treatment from the GP and the Nursery Manager must be informed. Must be completely free of symptoms.
Thrush	Must be completely free of symptoms for at least 24 hours. This is extremely infectious and treatment will be required from the GP.
Severe colds, flu, throat infections, coughs	Children must be cared for at home in these circumstances until they are well enough to cope with Nursery routine. As previously stated, we are not in a position to give the care and attention your child needs and deserves on a 1:1 basis. The policy on administering medication in the first 24 hours, and in general also applies.
Rashes	If your child develops a rash in Nursery, you will be asked to collect them. You will need to confirm with your G.P. the cause of the rash before she or he can return to the Nursery. Senior staff will have the right to refuse admission.

Should your child display symptoms of any of the above during their time at Nursery you will be contacted and asked to take him/her home.

Some childhood illnesses are difficult to diagnose, even by G.P's. If your child develops any symptoms of illness while in the nursery, and staff are unsure as to what they are, you will be contacted and asked to make an appointment to have the symptoms checked by your G.P. To ensure the wellbeing of all children in our care, staff will adhere to the above as "prevention is better than cure".

Please inform the Nursery if your child has contracted any infectious illness so that other parents may be kept informed. Confidentiality is always maintained and children are never named.

If your child is taking antibiotics for the first time s/he must remain at home for 24hours in case of allergic reaction. It must be remembered that allergic reactions can occur at any time, and not just the 1st time the antibiotic is taken. Thank you.

POLICY ON FOOD AND DIETARY REQUIREMENTS

Food

Young children can often have strong preferences for one type of food or another and may show signs of allergy towards certain foods.

To ensure that food meets the requirements of the maximum number of children and it is of the highest quality, the following procedures will be followed:

- All food will be checked at the time of use to ensure that it is not past its use by or best by date.
- Stock will be rotated appropriately.
- No food with nuts or traces of nuts will be used.

Dietary requirements

Dietary requirements will be met as far as is possible. If the Nursery Manager feels that the requirement cannot be met, the parents/carers will be invited into the Nursery to discuss the requirements further. The Nursery staff will do their utmost, within the College's capabilities, to meet requirements.

In certain cases dietary requirements may not be able to be met, and parents will be asked to provide their own food for the child.

GENERAL SAFETY

A number of procedures are in place for the protection of the children, staff and visitors to the Nursery:

-

Risk Assessments

These are carried out on a daily basis before we open the nursery. The manager completes in-depth risk assessments once a year and are kept in the health and safety folder in the office

Room Inspections

One member of staff from each room completes a room inspection checklist on a different area of the Nursery the first week of each month. This is given to the Manager who then reports any defects to Estates and addresses any other issues that have arisen as a result of the inspection.

Defects

All buildings defects are reported to the Manager or Deputy. S/he reports these to Estates who, in turn, arrange for someone to come and mend whatever is broken/not working. Manager completes a building inspection report every 6 months.

Any toys that are broken or defective are thrown away.

ZERO TOLERANCE POLICY

We operate a zero tolerance policy to violent, threatening, racial, rude and abusive behavior. Parents failing to comply with this policy will be banned from the nursery premises and car park area and alternative arrangements will have to be made for the dropping off and collection of their children. In extreme circumstances the parent will be asked to remove their child will immediate affect

OUTINGS POLICY

Before any outing the following procedures will take place: -

The Nursery Manager will ensure the Outings Risk Assessment and Outings Permission Sheets are completed and copied to College up-line Management for approval and permission before any outing is planned/agreed.

All necessary and appropriate steps are taken before any outing commences to ensure the utmost safety of the children, staff and carers

A check to see if each child has a completed '*Outings Permission Form*' on file will be made before local outings to the shops, feeding the ducks etc.

The staff to child ratios (at all times whilst outside the Nursery premises) need to comply with the National Standards. These ratios are the same as inside the Nursery. However, we aim to use a ratio of one adult to two children.

Before a large outing commences, i.e. Zoo, Farm etc. written information will be sent to all parents giving details of the trip and with it a consent form for them to complete and return to the Nursery.

Risk assessments will be carried out for all children on medication or who may suffer from allergies.

Prior to the outing all children going must have a completed Emergency Outings Information sheet. A list of all the children in the care of staff is drawn up and a copy of this list is given to the College, with the children's Emergency Outings Information, in case of accident or emergency. If the outing is local and in small groups this information is held at Nursery.

A separate list of all the adults and children accompanied by parents/carers will also be made to include emergency phone numbers and addresses, a copy of which is also given to the College before departure

All transportation will be deemed safe and that there is adequate insurance cover. Only transport with seat belts is used

Wrist reins will be used if deemed necessary.

Local outings take place when conditions allow but the same conditions/preparation apply.

GARDEN POLICY

Staff aim to ensure the children are given adequate access to outdoor play and activities for at least 10 minutes twice a day weather permitting, if not, suitable physical activity will be promoted indoors.

Before taking children into the garden the following checks take place: -

- The area is secure i.e. the gates are closed and bolted
- The area is safe i.e. there are no broken bottles etc
- If it is warm and/or sunny all the children must have a sunhat and applied sun cream
- Appropriate clothing will be worn for the time of year
- All outdoor equipment is safe and in good condition

There will be appropriate toys, activities or games in progress and wherever necessary these will be strictly supervised i.e. water play and large climbing equipment.

Staff will be strategically placed around the garden to ensure all areas are being supervised, or engaged in an activity with the children.

There will always be a minimum of 2 staff at any time children are present, but ratios will be maintained as the norm.

Please note that children will not be allowed outside if they do not have appropriate clothing i.e. coat for cold weather, hat in hot/sunny weather. All children must have sun cream brought in for them in hot weather (clearly labelled please).

NO SMOKING POLICY

The Nursery is a smoke-free zone

Smoking is strictly prohibited in any area of the Nursery or immediate vicinity. Staff are made aware, on induction, that we are a non-smoking environment. If students are seen smoking in the vicinity of the nursery, they are asked politely to move an appropriate distance away.

We ask that all parents and visitors refrain from smoking in the immediate area of the nurseries, including the car parks, thus reducing the chance of any child seeing adults smoking. It also reduces the risk of waste from smoking being carried into the Nursery or Nursery garden

ALCOHOL POLICY

Anyone who arrives at nursery clearly under the influence of alcohol will be asked to leave immediately. If they are a member of staff then disciplinary procedures will follow. Staff are asked not to bring alcohol onto the premises.

DRUGS POLICY

Anyone who arrives at nursery clearly under the influence of drugs will be asked to leave immediately. If they are a member of staff then disciplinary procedures will follow.

If a member of staff is taking prescription drugs that may affect their ability to function effectively they must inform the manager as soon as possible. A risk assessment will be carried out.

POLICY FOR MOBILE PHONES AND CAMERAS

It is Nursery policy that mobile phones are not used inside the Nursery building/garden, in the presence of children. **This applies to staff as well as parents.** All mobile phones belonging to staff are only used during the staffs' breaks and are kept in the safe in the office. This does not include the Nursery mobile phone that is used in emergency situations such as if the College telephone system fails. This mobile phone does not have the facility to record or take photographs.

The only recording permissible in Nursery is a recorder/cameras belonging to the Nursery and used for the sole purpose of curriculum related activities and Nursery displays. We do understand that there are times throughout the year for example concerts, where parents might visit Nursery and wish to take photographs or video recordings of their child/children. All parents will be asked to sign a form agreeing to this at the time. If any parent is not happy with this then **No parent** will be allowed to bring any recording equipment in to the Nursery.

This policy is to safeguard the children in our care.

LOST CHILD POLICY

We take the utmost care at all times to ensure the safety of all the children in our care. Children are closely supervised at all times and security measures are in place.

In the event of a child being lost or unaccounted for the following procedures would be actioned.

- Senior Nursery staff will conduct an immediate search of the Nursery and garden area.
- Senior Nursery Staff would conduct a wider search of the College grounds and inform College Management.

In the event of the child not being found within 15 minutes we would

- Inform police immediately
- Inform Parents/guardians/carer
- Call on staff not on duty to help with the search or to help care for children still in Nursery
- Inform Ofsted

Once all these steps had been taken we would follow the advice of the Authorities.

In the event of a child becoming lost or unaccounted for on an outing the same procedures would apply once Nursery had been informed and Nursery Management/Senior staff had organised the preliminary search of the immediate area. Police would be informed immediately if the child were not found during the search of the immediate area.

POLICY FOR CONCERNS/COMPLAINTS

The staff at Stepping Stones Day Nursery are dedicated to providing a professional and quality service for you and your child, but, should you have any concerns, or wish to make a formal complaint, please adhere to the following procedures: -

Concerns about your child

It is our aim to work with parents in the care and the education of your child. Should you have any concerns regarding your child that you would like to share with us, we will be happy to go through the following steps with you:-

- ❖ Initially, please ask to speak to staff in your child's room to explain, briefly, your concern/s. These concerns will be noted in the room Comment and Concerns book and passed to the Manager.
- ❖ If needed, make an appointment (at a mutually convenient time), to ensure privacy and that adequate time is made available to discuss these concerns.
- ❖ Please feel free to bring written notes with you, to be used as a reminder, this will ensure we cover all your areas of concern.
- ❖ All parties will be asked for their input at all levels of discussion and for any ideas/thoughts you may have for inclusion in any 'plans of action', decided upon and agreed by all parties. If you feel your concerns have not been addressed by the room staff, you may make an appointment with either the Senior Nursery Officer or the Manager.
- ❖ Children are observed on a daily basis whilst in attendance at the nursery. Should it be found useful, a more in depth level of observation may be employed, to try and identify any specific areas of concern. Any other courses of action would be specifically designed for each individual child according to need, in consultation with you the parent.

Complaints/Concerns relating to staff or Nursery in general

- ❖ In the first instance ask to speak to the Nursery Manager. If she is unavailable the Senior Nursery Officer will be happy either to speak to you or to make a mutually convenient appointment.
- ❖ All discussion will be held in private and will be in confidence.
- ❖ Your complaint/concern will be recorded on the appropriate form in line with Ofsted regulations. The outcome of all complaints/concerns will be addressed and you will be notified of the outcome within 28 days from the date the complaint was made.
- ❖ The Manager will decide if and what action should be taken and at all times parents/carers will obviously be informed of the outcome.
- ❖ Should you wish to make a formal, written complaint, this must be done through the Manager - at Ardleigh Green 01708 462827.

Ofsted Complaints Investigation Team can be contacted on 0300 123 1231

STAFF BEHAVIOUR POLICY

We take the safety and welfare of our children and staff seriously. This policy ensures that staff behave in an appropriate manner to act as a role model and protect all children. Within this policy we also ensure that any changes to staff's behaviour or ways of working are closely monitored and supported to ensure that all children are safeguarded throughout their time here. We ensure that staff act in a professional manner at all times. If we have concerns about changes in a member of staff's behaviour an immediate meeting will be called with the individual and a member of management to ascertain how the person is feeling. We aim to support all staff wherever possible and will put support mechanisms in place where appropriate. Ultimately we are here to ensure all staff are able to continue working with the children as long as they are suitable to do so, but if any behaviours cause concern the Local Authority Designated Officer (LADO) will be called and steps taken if needed.

POLICY FOR AGENCY STAFF

At Stepping Stones we place the happiness, safety and security of the children in our care and their families that attend our nursery above all other concerns. We have a core staff of full time child-care professionals. In addition to this we have a few staff who are employed on a part time basis to work within our team. Although this reduces our need to employ agency staff, very occasionally we do have cause to employ agency staff to meet the needs of the nursery. We always use Reed Education or Exclusive Agency – with whom we have worked for many years. We always try to maintain continuity of staff for the children, and the agencies always try to accommodate us if we request a particular agency practitioner. All agency staff have full DBS clearance, and are qualified. Agency staff sign in and out of the nursery. They are given clear instructions as to the extent of their roles and responsibilities – they do not change nappies or take children to the toilet, do not talk to parents, do not administer first aid or medicine, do not answer the phone unless they have been with us on a long term placement. Agency staff are reminded that there is a strict code of confidentiality in place, to protect children, their families and the agency workers themselves. The agency workers have an induction with Manager/Senior Officer on their first day and are shown all policies and procedure.

POLICY ON RELIGION AND CULTURAL DIVERSITY

Children are not required to participate in any religious activities against the wishes of parents. However children will be encouraged to learn about a variety of religions to promote awareness of and respect for different cultures. Staff, although not obliged to be involved in religious education, are encouraged to learn about religions valued by many in order to include them in their planning.

POLICY FOR INCLUSION

All children and their families will be equally welcomed and treated with respect. We will create an environment where all children and their families will feel valued and develop a sense of belonging.

We will work together with families and children themselves to ensure that all children have the opportunity to participate in activities on a day-to-day basis according to family values and expectations.

It is our duty to ensure all staff has access to training and support to enable them to implement this.

Our policies reflect anti discriminatory practice and support positive attitudes to diversity.

All children are entitled to an inclusive education and an environment in which they are able to achieve their full potential.

THE CURRICULUM

The curriculum at Stepping Stones Day Nursery is based around the Early Years Foundation Stage Framework.

There are four guiding themes in the framework and they describe how practitioners should support the development, learning and care of young children. The themes are in turn broken down into four commitments describing how to put the principles into practice.

They are as follows;

- A Unique Child - recognizes that every child is a competent learner from birth who can be resilient, capable, confident and self-assured. The commitments are focused around development; inclusion; safety; and health and well-being.
- Positive Relationships - describes how children learn to be strong and independent from a base of loving and secure relationships with parents and/or a key person. The commitments are focused around respect; partnerships with parents; supporting learning; and the role of the key person.
- Enabling Environments - explains that the environment plays a key role in supporting and extending children's development and learning. The commitments are based around observation, assessment and planning; support for every child; the learning environment; and the wider context - transitions, continuity, and multi-agency working.
- Learning and Development - recognizes that children develop and learn in different ways and at different rates, and that all areas of learning and development are equally important and inter-connected.

There are seven areas of Learning and Development, they are all equally important and depend on each other to support a rounded approach to child development and learning.

They are as follows;

Prime Areas:

- Personal, social and emotional development
- Communication and language
- Physical

Specific Areas:

- Literacy
- Mathematics
- Understanding of the world
- Expressive arts and design