

# POLICIES AND PROCEDURES

## **Admissions Policy**

The nursery opens 7.00 am - 7.00 pm Monday to Friday and offers 37 places for children aged between the ages of six weeks and five years. The nursery is divided into the following three rooms.

- 0 - 2 room - 8 places for children aged 6 weeks to 2 year..
- 2 - 3 room - 8 places for children aged 2 - 3 years.
- 3 - 5 room - 21 places for children aged 3 - 5 years

Within these rooms the staff / child ratio are as follows.

- 0 - 2 room - 1 adult to 3 children.
- 2 - 3 room - 1 adult to 4 children.
- 3 - 5 room - 1 adult to 8 children.

We admit children throughout the year offering full and part time places .We operate a waiting list and to secure a place a refundable deposit of £40 is required.

## **Behaviour Policy**

Safe 'n' Sound has clear expectations of the quality of behaviour of the children in its care. This policy statement is accepted and supported by all persons involved within the settings.

### Aims:

- \* Within Safe 'n' Sound and Schools Out we aim to provide a secure and happy environment for every child.

### Objectives:

- \* Rules as simple, reasonable and well known.
- \* Everyone operates the same rules.
- \* All staff accept responsibility for maintaining good behaviour throughout the settings and model the type of behaviour encouraged by Safe 'n' Sound and Schools Out policy.
- \* A balance is maintained between rewards and punishments which are clearly outlined and known by all.
- \* Staff spend time with children with individual circumstances, whilst endeavouring to apply the rules consistently to all.
- \* The settings uses a range of rewards accessible to children of all abilities.
- \* Regular communication is maintained between all staff. Support services and parents are given notice of continuing developing problems.
- \* The settings are maintained in an attractive environment displaying work, thereby increasing the self-esteem of pupils.
- \* All staff are given training, understanding and support.
- \* The Safe 'n' Sound and Schools Out policy is communicated fully and clearly to parents.
- \* Safe 'n' Sound and Schools Out value all cultures.

### Rules:

- \* Walk at all times within the nursery / out of school club.
- \* Keep hands and feet to yourself.
- \* Always stop and listen to instructions.
- \* Take care of the setting and everything within it.
- \* Care for each others feelings.

To implement this policy Safe 'n' Sound / Schools Out ensure all children, staff and parents are aware of the following behaviour programme,

### Opportunities for positive reinforcement to praise appropriate behaviour.

- \* Every child has a clean slate everyday.
- \* Verbal praise of every child daily as often as possible.
- \* Encouraging sharing and negotiation.
- \* Consulting with children about 'rules'.

- \* Making sure staff and students set good examples.
- \* Helping children understand the effects of their behaviour on others.
- \* Helping children to challenge bullying, harassment and name calling.
- \* Encourage responsibility, for example, help with tidying up.
- \* Reassuring children that they are always valued as individuals even if their behaviour may sometimes be unacceptable.

Action to help improve inappropriate behaviour:

- \* Calmly but firmly explain to the child that their actions are inappropriate.
  - \* Remove the child to another activity until calm.
  - \* Give more individual time to help child calm down.
- Actions must be adapted to suit the situation, if there appears to be a reoccurring problem then discussion with management, parents and other agencies where appropriate will take place.

**Child Protection Policy**

In the Nursery/Club we are placed in a position of responsibility by parents and we must do our utmost to deserve that trust. Therefore no child is ever left unattended in the club, and no unregistered member of staff is left alone with children. There is always more than one member of staff on the premises when children are present.

Parents are encouraged not to let any unknown person enter behind them but instead to identify themselves to staff. We will not grant admittance to any person that we do not know or are not expecting - in these instances the manager or assistant manager is informed and he/she will go out to the person concerned and only grant admittance after satisfactory identification is provided. If somebody whom we had not seen was to collect a child permission needs to be obtained from the parents, either by prior introduction, by a suitable description reinforced by identification or by use of a password

In order to protect children fully staff must also be aware of the possibility of child abuse. If a member of staff suspects that a child in their care is being abused, either physically, sexually or emotionally then the manager should be informed immediately. All suspicious incidents will be noted in the incident book and the child will be continually monitored.

The concerns will be discussed with parents/guardians before a referral to social services is made, providing that doing so will not put the child at more risk, that the child does not need medical attention or it will put a staff member at risk. If the parent/guardian does not give permission for a referral to take place a reason why will be recorded, but we still may contact social services.

If any concerns arise about the suitability of a member of staff please refer to the complaints procedure.

If a child is left uncollected please refer to the uncollected child policy.

**Complaints Procedures**

If a parent has a complaint it will be dealt with in one of the following ways:

- |                                       |   |
|---------------------------------------|---|
| A complaint about another child -     | Inform a member of staff .They will then be aware of the problem and do their best to prevent it. If this does not work then inform the manager who will address the problem, informing the other parent if necessary.  |
| A complaint about the premises -      | Inform a member of staff or the Nursery manager. If the problem can be rectified it will be, if not it will be reported up through the management chain until the problem is rectified  |
| A complaint about a member of staff - | Inform the manager who will observe the member of staff concerned. If the problem continues it will be discussed confidentially between the manager and the staff member, and   |
| if                                    | the problem persists then the proprietor will be informed and appropriate disciplinary action will be taken. If the complaint was of an issue were it was felt children could be at risk the staff member would be sent home on full pay until the issue was investigated and an appropriate conclusion achieved. |

In all cases complaints can be made either verbally or in writing, and a record of those complaints made will be kept. If parents are dissatisfied with the outcome of their complaint they can take their grievance to Ofsted who will then investigate the problem.

The Ofsted telephone number is 08707501446.

The address is: Stockdale House, Headingley Office Park, Leeds, LS6 1WA

### **Confidentiality**

Confidentiality is very important both for the children, parents / carers and the staff.

The staff will never discuss a child with another parent / carer. The children's files are only shown to that child's parents / carer. If a member of staff feels that they need to discuss anything concerning a child with another staff member then this will only be done with the manager and he / she will decide if any other staff need to be informed.

### **C.O.S.H.H.**

Where a COSHH risk is identified a COSHH assessment is carried out as per the proforma and the appropriate action taken.

### **Disciplinary Policy - Children**

\*In the Nursery and Out of school Club we aim to create a Nursery/Club which is committed to good behaviour as this unites children in their respect for the individual and the Nursery/Club as a whole.

\*Concern for behaviour begins with the person in charge of each age group and a good calm organisation and management play an important part in establishing high standards of behaviour and awareness of others. Expectations are based on a concern to create a caring and supportive environment in which the children are happy and well motivated.

### ***Basic Rules***

\*When moving around the Nursery/Club children should be calm and quiet so they do not disturb others.

\*To be kind and helpful to others.

\*At lunch time / snack time children are expected to show good manners when eating and to behave in a courteous way towards one another.

\*At all times there must be a sense of consideration for others and respect for other people's belongings and the Nursery/Club equipment.

\*Not to hurt another person at any time. Children must always tell an adult if someone is making them unhappy. If there is a problem with physical aggression, parents will be informed immediately.

\*The Nursery/Club aims to create a balance between rewards and punishment and it is especially important that discipline is seen to be fair and consistent and that rules are there to serve a purpose.

### **Equal Opportunity**

The Nursery and Out of School Club states that no child, individual or family should be excluded from the nursery activities on the ground of gender, class, sexuality, family status, means, disability, colour, ethnic origin, culture, religion or belief.

### **Employment**

The Nursery and Out of School club will appoint the best person for each job and will treat fairly all applicants for jobs and all those appointed.

No applicant will be rejected on the grounds of age, gender, colour, class, sexuality, means, family status, disability, ethnic origin, culture, religion or belief.

Commitment to implementing this Equal opportunities Policy will form part of an employee's contract of employment.

### **The curriculum**

All children will be respected and their individuality and potential recognised, valued and nurtured.

Activities and the use of play equipment offer children opportunities to develop in an environment free from prejudice and discrimination. Opportunities will be given to children to explore, acknowledge and value similarities and differences between themselves and others.

### **Resources**

These are chosen to give children a balanced view of the world and an appreciation of the rich diversity of our multiracial society. Materials are selected to help children to develop their self respect and to respect

other people by avoiding stereotypes and derogatory pictures or messages about any group of people.

#### Discriminatory behaviour/remarks

These are unacceptable in the Nursery and Out of School club.

#### Food

Medical, cultural and dietary needs will be met.

#### Admissions

We admit children throughout the year, if a place is available for the age required it can be secured with a registration deposit, otherwise we operate a waiting list and as a place becomes available parents/guardians will be contacted. We cater for all children and no individual or family will be excluded.

### **Health and Safety**

The Nursery and Out of School Club is committed to the achievement of the highest practicable standards of health and safety at work for all employees.

This commitment is based on the desire to protect everyone's well being while at work and on the recognition that the highest standards of health and safety in our operation are essential for improving our efficiency as a business.

The Nursery and Out of school club will be responsible for the following:

- \* Complying with relevant legislation and codes of practice and co-operating with the relevant regulatory bodies.
- \* Conducting its activities in such a way as to protect the health and safety of the general public and of visitors and contractors on the nursery premises.
- \* Providing information and training to develop staff so that every one can contribute to the continuous improvement of health and safety performance.
- \* Assessing potential risks to health and safety to staff from our activities and taking appropriate measures to reduce them.
- \* Producing detailed plans showing how responsibility for health and safety performance is organised and delegated.

Whilst line management is responsible for the implementation all employees are expected to play their part by understanding and following any requirements placed on them and by taking particular care to avoid accidents of all kinds.

Responsibility of monitoring and reviewing the effectiveness of this policy rests with the proprietor.

There are a variety of working arrangements in place within the nursery and Out of School club. All such arrangements are designed to put into practical effect the policy intentions.

#### Accident Procedures.

The Nursery and Out of school club has an accident book where if an accident occurs on the premises that causes injury to a child it is written in the book. The child's name, the date, the time and the location are noted, followed by a brief description of the nature of the accident and the treatment applied (in most cases a cold compress as other treatment is forbidden in case of allergic reaction). This is then signed and dated by the member of staff who witnessed the accident, the manager or deputy and the child's parent. In cases of more serious injury the parent is telephoned so that they can decide on what course of action to take. In the case of any head injury parents will be notified immediately.

#### Fire drill and evacuation procedure.

Each room within the Nursery/Club has a fire drill notice, all staff are required to have knowledge of content and location of all notices so they can all evacuate the building quickly and efficiently which ever room they happen to be working in.

All fire extinguishers are checked and a certificate is issued at the required intervals.

#### Electrical appliance maintenance.

All electrical appliances are inspected by a qualified inspector at the required intervals and each piece of equipment is labelled and a certificate is issued.

#### Maintenance.

All of the buildings and their equipment inside and out are inspected by the manager monthly and a safety audit check is completed monthly.

### Staff training.

At six monthly appraisals each member of staff has their training development plan reviewed and any health and safety training requirements implemented.

### CCTV

In line with Ofsted advice the company has embarked on the installation of CCTV at all its sites. The storage of the recorded data in addition to all other data kept complies with the Data Protection Act (1983) The installation of this system will allow the monitoring of both rooms and outside play area and add further to the security of the nurseries.

### FIRE

#### Action on discovery of a fire

1. **FIRE** : If you discover a fire.
  - a) - Shout "**FIRE**" - to warn others
  - b) - Sound the nearest fire alarm
  - c) - Dial 999 and report fire giving clear instructions
  
2. **ESCAPE** : What to do when alarm is given.
  - a) - At once leave your room following the room procedure, closing the windows and doors.
  - b) - Get out of the building.

**DON'T RUN - WALK!**

3. **ASSEMBLE** : In designated area clear of fire and appliances.
4. The person in charge must account for all personnel including any visitors.

#### **PRECAUTIONS.**

1. No - one must be allowed to enter the fire area expect firemen.

#### **FIRE DRILL including evacuation procedure.**

This must be completed once a quarter.

#### FIRST AID Frequency of Training Three Yearly (British Red Cross Society)

1. Immediately call for assistance.
2. Assess situation if possible isolate casualty from danger. Under no circumstances put yourself at risk.
3. Remove any obstruction to breathing. If casualty is not breathing, immediately start mouth to mouth resuscitation.
4. Loosen Neckwear.  
Tilt Head Backwards.  
Lift Chin Upwards.
5. Check whether breathing - if not - remove obstruction.
6. If still no breathing start resuscitation.  
Two full inflation's.
7. Check pulse.

### PULSE

Continue mouth to mouth  
inflation's at normal breathing  
Rate of about 15 per minute.

### NO PULSE

Lay casualty on firm surface  
Start external chest compression  
and continue mouth to mouth  
inflation.

When pulse returns continue mouth to mouth inflation's at normal breathing rate.

8. When breathing returns, place in the recovery position.

Do not leave the casualty unattended.

Keep careful watch, particularly ensure an adequate airway.

Keep casualty warm and if they begin to recover, reassure them and give them nothing to eat or drink.

### INJURIES - ACCIDENT BOOK

There is a legal requirement to maintain records for each Nursery/Out of School club of all accidents where an injury (however minor) has occurred.

- a) Details of the person who had the accident:
  - name and address
  - occupation
  
- b) Details of the person filling in the book.
  - signature
  - date
  - address
  - occupation
  
- c) Details of the accident.
  - What happened
  - how did it happen
  - personal injuries

Any injuries sustained by contractors or visitors on site must also be recorded.

The Accident Book must be kept where people can get to it easily.

The Accident Book must be kept available for inspectors for three years after the date of the last entry.

### Lost Child

\* When registering a child with parents/guardians must list all persons who can collect their child on their contracts. If any person other than the designated people come to collect a child without prior arrangement they will not be given permission to take the child until contact with the parents has been made.

\* The establishments are all secured so that no child can leave the premises without the person who has come to collect them.

\* If a child is to be collected by our staff i.e.. from school and is not at the designated collection area we will:

1. Check with person in charge to make sure different arrangements have not been made.
2. Check with school to make sure they were present at school that day.
3. Contact parents.

\* Whilst attending outings:

1. We would gather all the children together and leave them with other members of staff. The rest of the staff would then look around the surrounding area.
2. Report missing child to any staff at the location we were at if possible.
3. If still unfound contact parents and police.
4. Arrange for other children to return back to nursery / club.

When arriving at the venue we would have an arranged meeting place for anybody who was separated from

our party and would check this place first.

### **No Smoking**

All of our establishments have a complete no smoking policy. Staff are not permitted to smoke whilst they are on duty whether in the building or on nursery business. No visitors are permitted to smoke whilst in any of our establishments. We display no smoking signs and expect these to be adhered to.

### **Outing Policy**

Before taking any child on an outing parental permission must be obtained. A risk assessment must be recorded for each different place visited. The staffing level must be appropriate for the places visited and numbers and ages of children. All children's details must be taken in case of accident and a first aid kit carried by a first aider.

### **Parental Involvement**

- \*At our Nurseries and Out of School clubs we aim to maintain a high degree of parental involvement and all members of staff are encouraged to ensure this occurs by good interaction between staff and parents which we feel helps to improve our knowledge of the needs of the children.
- \*We involve parents in the shared record keeping - either formally or informally and ensure parents have access to their children's personal profile file which is compiled with a view to becoming a record of your child's time at nursery. A diary sheet for each day, for children in the lower age groups is given to parents to help keep them informed about their child's day.
- \*We make sure every parent is given the opportunity to visit the nursery at their convenience and without prior notice or appointment and to stay with their child whenever they see fit.
- \*All parents are invited to accompany their child on any outings that we undertake.
- \*Parents are informed about all events, outings etc and are invited to attend parents evenings, birthday parties and special events.
- \*We encourage parents to contribute their own skills, knowledge and interests to the activities of the Nursery and Out of School club.
- \*We inform all parents of any training we are undertaking and open this up to anyone interested.
- \*We inform all parents of the systems for registering queries, complaints or suggestions. All parents have access to our written complaints procedures.
- \*We value everybody within our child care network, children, parents and staff. We all play a vital part in helping children in their first steps.

### **Recruitment of Ex-Offenders**

As an organisation using the Criminal Records Bureau (CRB) Disclosure service to assess applicants' suitability for positions of trust, Safe 'n' Sound Day Nurseries & Schools Out Ltd complies fully with the CRB Code of practice and undertakes to treat all applicants for positions fairly. It undertakes not to discriminate unfairly against any subject of a Disclosure on the basis of a conviction or any other information revealed.

Safe 'n' Sound Day Nurseries & Schools Out Ltd is committed to the fair treatment of its staff, potential staff or users of its services, regardless of race, gender, religion, sexual orientation, responsibilities for dependants, age, physical/mental disability or offending background.

We have a written policy on the recruitment of Ex Offenders which is made available to all Disclosure applicants at the outset of the recruitment process.

We actively promote equality of opportunity for all with the right mix of talent, skills and potential and welcome applications from a wide range of candidates, including those with criminal records. We select all candidates for interview based on their skills, qualifications and experience.

A Disclosure is only requested after a thorough risk assessment has indicated that one is both proportionate and relevant to the position concerned. For those positions where a Disclosure is required all application forms, job adverts and recruitment briefs will contain a statement that a Disclosure will be requested in the event of the individual being offered the position.

Where a Disclosure is to form part of the recruitment process, we encourage all applicants called for

interview to provide details of their criminal record at an early stage in the application process. We request that this information is sent under separate, confidential cover, to a designated person with Safe 'n' Sound Day Nurseries & Schools Out Ltd and we guarantee that this information will only be seen by those who need to see it as part of the recruitment process.

Unless the nature of the position allows Safe 'n' Sound Day Nurseries & Schools Out Ltd to ask questions about your entire criminal record, we only ask about unspent convictions as defined in the Rehabilitation of Offenders Act.

We ensure that all those in Safe 'n' Sound Day Nurseries & Schools Out Ltd who are involved in the recruitment process have been suitably trained to identify and assess the relevance and circumstances of offences. We also ensure that they have received appropriate guidance and training in the relevant legislation relating to the employment of Ex Offenders, e.g. the Rehabilitation of Offenders Act.

At interview, or in a separate discussion, we ensure that an open and measured discussion takes place on the subject of any offences or other matter that might be relevant to the position. Failure to reveal information that is directly relevant to the position sought could lead to the withdrawal of an offer of employment.

We make every subject of a CRB Disclosure aware of the existence of the CRB Code of Practice and make a copy available on request.

We undertake to discuss any matter revealed in a Disclosure with the person seeking the position before withdrawing a conditional offer of employment.

Having a criminal record will not necessarily bar you from working with us. This will depend on the nature of the position and the circumstances and background of your offences.

## **Secure Storage, Handling, Use, Retention & Disposal of Disclosures and Disclosure Information**

### **General Information**

As an organisation using the Criminal Records Bureau (CRB) Disclosure service to help assess the suitability of applicants for positions of trust, Safe 'n' Sound Day Nurseries & Schools Out Ltd complies fully with the CRB Code of Practice regarding the correct handling, use, storage, retention and disposal of Disclosures and Disclosure information. It also complies fully with its obligations under the Data Protection Act 1998 and other relevant legislation pertaining to the safe handling, use storage, retention and disposal of Disclosure information and a written policy on these matters, which is available to those who wish to see it on request.

### **Storage and access**

Disclosure information should be kept securely, in lockable, non-portable, storage containers with access strictly controlled and limited to those who are entitled to see it as part of their duties.

### **Handling**

In accordance with Section 124 of the Police Act 1997, Disclosure information is only passed to those who are authorised to receive it in the course of their duties. We maintain a record of all those to whom Disclosures or Disclosure information has been revealed and it is a **criminal offence** to pass this information to anyone who is not entitled to receive it.

### **Usage**

Disclosure information is only used for the specific purpose for which it was requested and for which the applicant's full consent has been given.

### **Retention**

Once a recruitment ( or other relevant ) decision has been made. We do not keep Disclosure information for any longer than is necessary. This is generally for a period of up to six months, to allow for the consideration and resolution of any disputes or complaints. If in very exceptional circumstances, it is considered necessary to keep Disclosure information for longer than six months, we will consult the CRB about this and will give full consideration to the data protection and human rights of the individual before doing so. Throughout this time, the usual conditions regarding the safe storage and strictly controlled access will prevail.

### **Disposal**

Once the retention period has elapsed, we will ensure that any Disclosure information is immediately destroyed by secure means, e.g. by shredding, pulping or burning. While awaiting destruction, Disclosure

information will not be kept in any insecure receptacle (e.g. waste bin or confidential waste sack). We will not keep any photocopy or other image of the Disclosure or any copy or representation of the contents of a Disclosure. However, notwithstanding the above, we may keep a record of the date of issue of a Disclosure, the name of the subject, the type of Disclosure requested, the position for which the Disclosure was requested, the unique reference number of the Disclosure and the details of the recruitment decision taken.

Signed by:

Organisation: Safe 'n' Sound Day Nurseries & Schools Out Ltd

### **Sick Child**

We do not undertake the care of sick children and any who are ill or infectious will be excluded from the Nursery/Out of School club. It is our policy that any child requiring anti-biotic treatment or medication for conjunctivitis stay at home for 24 hours after receiving the medication. The child can return after 24 hours or once four doses of medication have been administered but should medication need to be administered at the Nursery/Out of School club the medicine book will need to be signed.

Diarrhoea and vomiting are very infectious and it is required that any child with this condition must stay at home for at least 24 hours after the last show.

We have a duty to inform parents/guardians of any infectious disease that is circulating through the Nursery/Out of School club and to contact Environmental Health of any notifiable diseases.

If any child contracts Head Lice parents/guardians should be notified to collect their child and treat them appropriately. Once they have been treated they will be allowed back.

It is the responsibility of all to promote good hygiene to prevent the spread of infection by encouraging the importance of:

- \* Hand washing
- \*Toileting
- \*Nose wiping
- \*Disposal of tissues

We are a large private day care setting and as such request that all persons adhere to our guidance and policies to prevent the spread of infections

### **Uncollected Child**

Our opening times are from 7.00 am - 7.00 pm. If any child is not collected or contact made from parents / guardian by 7.00 pm, after we have tried all contact numbers we will have to inform Social Service out of hours on this number 01482 880826.

After we have contacted them we will follow their procedures and a contact number will be left for the parent/guardian.

In the event of being unable to contact Social Services the following procedure will be adopted.

If it has not been possible to contact any persons with authority to collect the child the person in charge on the evening will stay with the child until 8.30 pm. After this time one of the directors will collect the child/children and take them to their residence where all persons over sixteen have been police cleared. The director will continue to try and contact the relevant bodies.