

# First Steps Parent Pack



## Parent Pack inc: Policies and Procedures

**This pack is for you to keep and refer to**

To view our full and extensive list of policies and procedures please see the Policies and Procedures folder in the nursery reception area or ask a member of staff

## REGULATIONS

### REGISTRATION

A registration pack must be completed upon enrolling your child at the nursery. A 'Parent's Pack' will be given to you for your information. A 'Child's Pack' and an 'All About Me' must also be completed before your child starts at nursery. First Steps Group require a £30 Registration fee and £50 deposit to secure your child's place.

### TERMINATION OF AGREEMENT

If you wish to terminate/reduce attendance sessions we require 6 weeks written notice from either the parent/carer. If the required amount of notice is not given and you remove your child without notice, we have the right to charge for the terms nursery fees.

### PAYMENT OF FEES

Fees are payable termly in advance; the invoice will be for exact number of sessions in the term.

All fees are to be paid in full by the beginning of the term.

Fees can be paid by Voucher, or Bank Transfer. Please ensure when making payment that your child's names are put as reference, please ensure that when paying by cash you ask for a cash receipt.

If payment of fees is outstanding for more than 7 days after the beginning of term then the nursery reserves the right to serve 7 days notice in writing to terminate the contract.

Late fees will be subject to a £50 administration charge.

Fees will not be increased more than once per annum, the parent/guardian will receive 28 days notice in writing of the increase.

If any parent is having financial difficulties then please notify the nursery manager where individual payment arrangements can be made.

We require parents to provide an email address, if they have one, so that your termly invoice can be sent directly to you.

### HOLIDAYS AND ABSENCES

First Steps Group are open 38 weeks of the year on a termly basis.

**First Steps Group does not provide reductions or refunds for absence however caused unless the Setting has not been open for any reason.**

### ATTENDENCE

Each child must attend for at least two half day sessions per week

The nursery must be informed by 9.30am if a child is absent and of any change to the child's arrival and collection times. If we are not notified the nursery will call to ascertain where your child is.

**Children must be collected promptly and the nursery reserves the right to charge £1 for every minute the parent is late. This charge is applied at the discretion of the manager.**

The parent must inform the nursery if their child has been in contact with any infectious disease.

If a child is unwell they must not be brought to the nursery. If a child becomes ill during the day, a member of staff will contact the parent/guardian and request that the child is taken home.

Nursery staff are not allowed to release the children to anyone other than those listed on their personal forms. Should it be necessary for someone different to collect the child due to an emergency the nursery should be informed as soon as possible and the parent must ask them to bring ID and child's password.

## CARE OF CHILDREN

In the case of an accident or emergency, or in the event of illness, the nursery reserve the right to take such actions as are deemed necessary, including hospitalisation and the administering of anaesthetics, even if the parents cannot be informed, but every effort will be made to contact parents.

Children at the nursery may occasionally be taken off the premises for outings. Parents/Carers are asked to give permission for their child to take part in visits and outings (see Child's Pack). Further information can also be found in our Visits and Outings Policy and Procedure.

## OTHER INFORMATION

It is the parent's responsibility to inform the nursery of any changes to the child's information or their own, any changes must be given in writing to the nursery as soon as possible.

Changes to sessions must be requested in writing giving at least one term notice. Please note changes to term time places may only take effect at the beginning of each term.

We operate a strict non-smoking policy please do not smoke anywhere in the nursery site.

Personal records, including photographs, may be held on computer. All information is held according to General Data Protection Regulations. If parents do not agree to records being held this way they must inform the nursery in writing.

All personal items brought to the nursery should be named.

**First Steps Group does not accept responsibility for lost or damaged items and will not replace items that have been damaged or gone missing.**

We have both employers Liability and Public Liability insurance.

The nurseries policies and procedures are displayed in the office Please request to see them if you wish.

## FREE EARLY EDUCATION

We offer free early education for two\*, three & four year olds. Free Early Education can be taken for either 15 hours per week, 38 weeks a year (term time only) please see our price list for our delivery pattern of the free early education and our hourly rates.

*\* Free early education for two year olds is subject to eligibility – if you think you are eligible please speak to your nursery manager who can give you further details.*

There may be charges for extracurricular activities and meals for funded days, please speak to your manager for full costing. Meals and Activities are optional.

## TAX CREDIT GUIDE, WORKING FAMILY TAX CREDIT (WFTC)

### Who can apply?

Any family or lone parent can apply for the WFTC provided that they:

- Have one or more child aged 0-16yrs (or 16-18 in full time education),
- Work at least 16 hours a week,
- Are resident and working in the UK,
- Have no more than 8,000 in savings.
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## How to apply

Application forms are available from your local tax office, library, job centre, or Citizens Advice Bureau, or by calling the WFTC helpline on 0345 300 3900

## Employers Childcare Vouchers

Please speak to your HR department regarding childcare vouchers, they can be used towards fees. These Vouchers are taken direct from your salary prior to tax and national insurance contributions and can save you hundreds of pounds over the year. We are registered with most voucher companies. Please speak to your nursery manager if your company offers this scheme

## GUARDIANSHIP

Due to child protection guidelines we would ask that for the safety of all children that attend First Steps parents must provide us with details of who has legal access to your child. By legal access we mean the main carer for any children whose families may be in dispute over the child's care and have one or more relative not permitted to see that child according to a court of law. We would also ask that any foster families inform us of any looked after children and who that child's legal guardian is. In any case that a family member is not allowed contact with their child we would ask to see the legal paperwork that states this. Please refer to our separated families' policy for further information.

*Please speak with the Manager with regards to this.*

## ACCEPTANCE

The Parent / guardian have read and understood the terms and conditions and agreed to them.

**PLEASE SIGN THE SECTION IN CHILDS PACK AND RETURN THIS TO THE SETTING**

## Nursery Education

### What is the Early Years Foundation Stage?

The *Early Years Foundation Stage (EYFS)* is a term described by the Government and early years professionals as the time in your child's life between birth and age 5.

This is a very important stage as it helps your child get ready for school as well as preparing them for their future learning and successes. From when your child is born up until the age of 5, their early years experience should be happy, active, exciting, fun and secure; and support their development, care and learning needs.

Schools and early year's providers have to follow a structure of learning, development and care for children from birth to five years old. This is called the Early Years Foundation Stage (EYFS) and it enables your child to learn through a range of activities.

Nurseries, pre-schools, reception classes and childminders registered to deliver the EYFS must follow a legal document called the Early Years Foundation Stage Framework.

### What is the EYFS Framework – why do we have one?

The EYFS Framework exists to support all professionals working in the EYFS to help your child, and was developed with a number of early year's experts and parents.

In September 2012 the framework was revised to make it clearer and easier to use, with more focus on the things that matter the most. This framework also has a greater emphasis on your role in helping your child develop.

The EYFS framework sets out:

- The legal welfare requirement is that everyone registered to look after children must follow to keep your child **safe** and promote their welfare

- The 7 areas of **learning and development** which guide professionals' engagement with your child's play and activities as they learn new skills and knowledge
- Assessments that will tell you about **your child's progress** through the EYFS
- Expected levels that your child should reach at age 5, usually the end of the reception year; these expectations are called the "**Early Learning Goals (ELGs)**"

### How your child will be learning

The EYFS Framework explains how and what your child will be learning to support their healthy development.

We use the framework here at First Steps to ensure your child will be learning skills, acquiring new knowledge and demonstrating their understanding through **7 areas of learning and development**.

Children should mostly develop the **3 prime areas** first. These are:

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

These prime areas are those most essential for your child's healthy development and future learning.

As children grow, the prime areas will then help them to develop skills in **4 specific areas**. These are:

- Literacy;
- Mathematics;
- Understanding the world; and
- Expressive arts and design.

These 7 areas are used to plan your child's learning and activities that take place at First Steps Pre-school ensuring activities are suited to your child's unique needs.

Children in the EYFS learn by playing and exploring, being active, and through creative and critical thinking which takes place both indoors and outside.

### As a parent/carer how can I help with my child's learning?

All the fun activities that you do with your child at home are important in supporting their learning and development and have a long lasting effect on your child's learning as they progress through school. Even when your child is very young and is not yet able to talk, talking to them each day helps them to learn and understand new words and ideas.

At First Steps we like our Parents/ carers to be highly involved in their child's learning and development so therefore give you the opportunity to add to their learning journeys at all times by carrying out observations of your child away from the nursery setting and handing them to your child's key person. These observations are then used alongside the key persons each month to monitor their development. These are called Wow moments at home and blank forms are available outside each classroom. Your child's learning journey is located within the room and is accessible at all times should you like to look through this.

### How can I find out how my child is getting on?

At First Steps we feel it is important that you and the professionals caring for your child work together. You need to feel comfortable about exchanging information and discussing things that will benefit your child.

These conversations should take place with your child's "**key person**". This is the person who:

- Is your main point of contact within the setting (however all staff and management are always available to speak to)
- Helps your child to become settled, happy and safe

- Is responsible for your child's care, development and learning
- Takes a careful note of your child's progress, sharing this with you and giving you ideas as to how to help your child at home

We will also have parent social evenings throughout the year and a formal parents evening before your child goes to school. You may book an appointment to speak with your child's key person at any time, please speak to the nursery manager to arrange this.

### **When your child is 2**

You will receive a written summary of how your child is progressing against the 3 prime areas of learning:

- communication and language;
- physical development; and
- Personal, social and emotional development.

This is called **the progress check at age 2.**

This check will highlight areas where your child is progressing well and anywhere they might need some extra help or support – and how parents/carers and other family members or carers can work with the key person to help. You might find it useful to share the information from the check with other professionals such as health visitors (who can use it as part of the health and development review).

As well as this progress check we will monitor your child's progress by observing him/her playing and interacting with staff and peers. We will regularly discuss your child's development with you face to face on a daily basis as well as through settling in reports and unique stories.

If you would like to see a copy of the framework pack then please ask your key person. Posters and displays are also displayed around the setting.

### **WHAT TO BRING WITH YOU**

- A coat for outdoor play.
- A pair of wellies for outdoor play.
- A spare set of clothing
- Nappies and wipes
- A cap or sun hat

Please ensure all items are in a clearly labelled small bag

## Illness

Children must not be brought into nursery if they have any types of infection or illness, e.g. chicken pox, diarrhoea, sickness. Any child found to be unwell will be sent home. A separate exclusion for illness policy is given to the parents that clearly states the exclusion periods for most common childhood ailments.

Children who are will be sent home after one case of diarrhoea/sickness unless we have written confirmation from a GP of ongoing dietary or medical conditions that may cause it.. This is to minimise the spread of infection and possible stomach bugs.

**Parents must inform the nursery if any child attending the nursery is admitted to hospital for any reason the nursery must then Inform Ofsted.**

There may be occasions when these exclusion times are extended due to regional outbreaks of contagious illnesses.

**If your child is sent home by the nursery staff your fees for that session are still payable. If a child is off sick for any reason fees are still payable.**

**Please refer to your exclusion for illness chart for exclusion periods, if in doubt please call the nursery for confirmation from the manager before bringing your child to nursery.**

## Medication

If your child requires medication then the medicine should be given to a member of staff at the beginning of the session, you will be asked to fill in a medicine form giving full written instructions, this form asks you what the medicine is, what dosage and times it should be given are, What the medication is for and when was the last time that the parent administered it. Upon returning to the nursery you will be asked to sign the form to acknowledge each time your child has had the medicine. **DO NOT leave medication in children's bags.**

Any child who has been given medication from a doctor will be expected to have received the first dose at least 24 hours before they come in to nursery, this is to ensure the child does not have any allergic reaction from the medication.

Staff will in the presence of the parent/carer check the instructions on the medicine, they will look to see if the dosage the parent has asked to be given is the same as the GP' s instructions, they will also be checking the dates on the medicine. We can only administer the dose that is on the prescription stickers/label on the packaging, if a parent requests a higher dose that that on the packaging we will not be able to administer it.

We will be using the guidelines provided to us by the Royal Pharmaceutical Society of Great Britain on when a medicine has expired and if it is still suitable to be used on a current condition. We will not administer medication if it is out of date. Any medication found to be out of date will be returned to the parent when they return.

Only First Aid Trained Senior Staff can administer medicines along with another staff member who will witness that correct procedures are followed. If special types of medicines are to be administered for example epi pen or insulin injections further training will be sort from the child's community nurse. The nursery will allow children to self-administer inhalers if it is felt by both the staff and the parent that they are competent to do so, however the medication will still need to be kept out of the reach of the other children in the setting, so there will always be a suitable level of supervision for these children.

All medication records are stored in the office while the medication is still running and then after the final dose the form will be filed confidentially.



If at any point during the course of medication staff administer the treatment incorrectly the parents will be telephoned immediately and the management will take appropriate measures, this could be either calling a local GP, NHS direct or taking the child in to hospital.

The nursery has a supply of liquid paracetamol. Parents are asked to complete a medicine form to give permission for this to be administered, when required. However, the child must have been at nursery for a minimum of four hours and the parents will be contacted before the medicine is administered (\*). Liquid paracetamol will only be administered in the event of a child developing a high temperature whilst at nursery. Any child that is given Liquid paracetamol will be placed on a monitoring form, if the child shows no sign of improving or other symptoms arise parents will be called and asked to collect.

**\*In an emergency situation this may differ depending on the advice given by a medical professional i.e paramedic**

Please Note we can NOT administer Asprin based products or products containing ibuprofen.

### Measures for Temperature

These are the measures staff will take if your child feels like they have a temperature:

- Take child's temperature using the ear thermometer.
- Record the child's temperature on a monitoring form
- Record comment's that shows what measures have been done to help reduce temp.
- Take layers of clothing off to help reduce temperature
- Give the child some water to drink
- Call the Parent (ask if they have Liquid paracetamol at the setting) record time of call on the monitoring sheet and ask if it is ok to administer Liquid paracetamol if they have some on site.
- Ask the parent to collect the child
- Comfort the child if upset (however try not to cuddle them for too long as your body heat will add to temperature)
- Record and monitor every 10 minutes
- If the Temperature continues to rise call parent again and see how long it will be until they arrive to collect.
- If you are unable to bring temperature down and it continues to rise, you have been unable to contact parent or guardian to collect and child deteriorates then an ambulance MUST be called.

**If a child's temperature reaches 40C and parent/carers are unable to collect and the temperature maintains or continues to rise an ambulance will be called due to high risk of febrile convulsions. Parents/carers will be contacted throughout and a member of staff will accompany the child to hospital.**



Procedure for exclusion for illness / communicable disease at First Steps Pre-School

These exclusion periods have been introduced from guidance from the health protection agency and advice from Ofsted. These periods have been set to ensure the safety of all children and staff and prevent the spread of infection.

Ailment / Medicine

Exclusion period

<b>Antibiotics</b>	First 24 hours at home (in case of allergic reaction)
<b>Eye drops</b>	24 hours (in case of allergic reaction)
<b>On going medication</b>	Regular monitoring
<b>Vomiting</b>	If sent home ill, child must be off for 48 hrs
<b>Diarrhoea</b>	48 hours clear of Diarrhoea
<b>Conjunctivitis</b>	None (unless treatment given - see above)
<b>Chicken Pox</b>	5 days from appearance of rash or until scabbed over
<b>Impetigo</b>	Until lesions are crusted and healed, or 48 hours after commencing antibiotic treatment
<b>Infective Hepatitis</b>	7 days from onset of jaundice
<b>Measles</b>	5 days from appearance of rash
<b>Meningococcal meningitis</b>	Until recovered
<b>Bacterial Meningitis</b>	Until recovered
<b>Mumps</b>	Until swelling has subsided and no sooner than 5 days from onset of illness
<b>Pertussis (whooping cough)</b>	5 days after antibiotics have been started
<b>Rubella (German Measles)</b>	5 days from onset of rash
<b>Scarlet Fever</b>	24 hours after commencing antibiotics
<b>Shingles</b>	Exclusion applies if rash is weeping and cannot be covered
<b>Streptococcal Throat Infection</b>	No less than 3 days from start of treatment
<b>Slapped cheek / fifth disease</b>	No need to be off
<b>Hand foot and mouth</b>	No need to be off
<b>Head lice</b>	None
<b>Tonsillitis</b>	No need to be off unless antibiotic prescribed then first 24hrs
<b>Flu</b>	Until recovered
<b>Glandular fever</b>	No need to be off

The following conditions require treatment but once given children need not be excluded:

Ringworm of body	Ring worm of scalp
Plantar warts	Scabies

The following illnesses require a child to be declared free from infection by a GP before they can return:

Gastroenteritis	Poliomyelitis	Dysentery
Food Poisoning	Tuberculosis	
Salmonellosis	Typhoid fever	

Please note: we also follow our medication policy (set by Ofsted regulations) You will be required to complete a medicine form giving us permission to administer. You are also free to come in during your child's session to administer medication yourself, please be aware this could unsettle the child.

## *Admissions Policy*

### *Statement of intent*

It is our intention to make First Steps accessible to children and families from all sections of the local community.

We ensure that the existence of the nursery is widely advertised in places accessible to all sections of the community. We ensure that information about our nursery is accessible - in written and spoken form.

We arrange our waiting list on a first come first served basis. In addition our policy may take into account the following: the vicinity of the home to the nursery; and Siblings already attending nursery. Priority will also be given to families requesting a full time space.

We keep a place vacant, if this is financially viable, to accommodate an emergency admission.

## *Settling in Policy*

### *Statement of intent*

We want children to feel safe, stimulated and happy in the nursery and to feel secure and comfortable with staff. We also want parents to have confidence in both their children's well being and their role as active partners with the nursery school.

### *Aim*

We aim to make the nursery a welcoming place where children settle quickly and easily because consideration has been given to the individual needs and circumstances of children and their families.

### *Methods*

Before a child starts to attend the nursery school, we use a variety of ways to provide his/her parents with information. During the month before a child is enrolled, we provide opportunities for the child and his/her parents to visit the nursery and stay for free settle sessions. We allocate a key person to each child after their initial visits this will be based on who the child forms a natural bond with.

## *Accident / Incident and Pre-Existing Injuries Policy*

All accidents that are observed in the setting, or take place in the setting, must be recorded. Children's accidents are recorded on an accident / incident form. Parent / Adult injuries are also to be recorded. If any Injury results in medical treatment at the hospital, then Ofsted and RIDDOR Must be informed the Area Manager and Director must also be informed. Parents of a child that receives a bump to the head with be given a courtesy call.

If your child has injured themselves prior to attending nursery, please could make a member of staff aware of this. They will ask you to complete a 'pre-existing injury form' detailing this information. If the injury is seen on your child, and staff have not been informed, then a phone call will be made to gather this information from yourselves.

## *Behaviour Management Policy*

We at First Steps group believe that children flourish best when they know how they are expected to behave and should be free to play and learn without fear of being hurt or unfairly restricted by anyone else.

We aim to provide an environment in which there is acceptable behaviour and where children learn to respect themselves, other people and their environment.

All methods that we use are individual to the child. Personal programmes may be created for an individual child. Staff, parents and carers will all contribute to the programme. The child's age and stage of development will be taken into consideration at all times. Any child that causes harm to themselves, others or staff or damage furniture will be removed away from the room for the safety of themselves and others. The parent will be called to inform them of this measure. If a child has a continued behaviour difficulty then the parent and outside agencies will be invited in to plan a strategy of methods best suited to the individual child. If a child's behaviour after a variety of strategies have been implemented with the involvement of all parties does not improve then for the safety of all we may have to terminate the child's place or reduce the length of the session in which they attend. This will be done with consultation with the parent and notice will be given.

We have a named person, who has overall responsibility for issues concerning behaviour but we require all staff, volunteers and students to provide a positive model of behaviour by treating children, parents and one another with friendliness, care and courtesy.

### *Biting Policy*

Biting is a common behaviour that some young children go through. This is part of some children's development stage and where they do not yet have the words to communicate their anger, frustration or need. At First Steps we follow our positive behaviour policy to promote positive behaviour at all times.

Strategies to prevent biting include; sensory activities, biting rings, adequate resources and a stimulating exciting environment. However in the event of a child being bitten the following procedure will be followed:

The child who has been bitten will be comforted and checked for any visual injury. First aid will be administered where necessary. An accident form will be completed and the parents will be informed via telephone as soon as possible. The bitten area will be continued to be observed for signs of infection. If blood has been drawn the child's parent will be called and asked to collect them so that the child can be seen by a GP or hospital.

For confidentiality purposes and possible conflict the name of the child who has bitten will not be disclosed to the parents.

The child who has caused the bite will be told in terms that they understand that biting (the behaviour and not the child) is unkind, and be shown that it makes staff and the child who has been bitten sad. The child will be asked to say sorry if developmentally appropriate or show they are sorry, e.g. through hugging. An incident form will be completed and shared with the parents at the end of the child's session.

If a child continues to bite, observations will be carried out to try to distinguish a cause, e.g. tiredness or frustration. Meetings will be held with the child's parents to develop strategies to prevent the biting behaviour. Parents will be reassured that it is part of a child's development and not made to feel that it is their fault.

### *First Steps Safeguarding Children Policy and Procedure*

The First Steps Child protection policy has been developed in accordance with the principles established by the following:

- Children Act 1989 and 2004
- Childcare Act 2006
- Safeguarding Vulnerable Groups Act 2006
- The Statutory Framework for the Early Years Foundation Stage (EYFS) 2017

- Working together to safeguard children 2015
- What to do if you're worried a child is being abused 2015
- Counter-Terrorism and Security Act 2015.

The staff at First Steps takes seriously our responsibility to promote the welfare and safeguard all children and young people entrusted in to our care

The designated safeguarding lead for child protection who has overall responsibility for child protection is Tina Harrild

### **Procedure on how to make a complaint**

- **Stage 1**  
If any parent should have cause for complaint or any queries regarding the care or early learning provided by the nursery they should in the first instance take it up with the child's key person or a senior member of staff/room supervisor.
- **Stage 2**  
If the issue remains unresolved or parents feel they have received an unsatisfactory resolution, then these concerns must be presented to the nursery manager. The manager will then investigate the complaint and report back to the parent.  
(Most complaints are usually resolved informally at stage 1 or 2.)
- **Stage 3**  
If the matter is still not resolved, a formal meeting will be held between the manager, parent and the senior staff member to ensure that it is dealt with comprehensively.
- **Stage 4**  
If the issue remains unresolved or parents feel they have received an unsatisfactory resolution, then these concerns must be presented to the Director. The Director will then investigate the complaint and report back to the parent.
- **Stage 5**  
If the matter cannot be resolved to their satisfaction, then parents have the right to raise the matter with Ofsted.

#### The role of the Office for Standards in Education, Early Years Directorate (Ofsted) and the Kent Safeguarding Children's Board.

The address and telephone number of our Ofsted regional centre is:

Address:

Ofsted Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

Telephone: 0300 1231231

Email: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

## *Data Protection and Confidentiality policy*

### **Statement of intent**

It is our intention to respect the privacy of children and their parents and carers, while ensuring that they access high quality early years care and education in our setting.

### **Aim**

We aim to ensure that all parents and carers can share their information in the confidence that it will only be used to enhance the welfare of their children.

### **Methods**

We follow the General Data Protection Regulations to record and maintain personal information regarding the children and families accessing our services

We keep two kinds of records on children attending our setting: Developmental records and Personal records

Staff will not discuss personal information given by parents with other members of staff, except where it affects planning for the child's needs. Staff induction includes an awareness of the importance of confidentiality in the role of the key person.

## *Equality and diversity policy*

### **Statement of intent**

Our Nursery School is committed to providing equality of opportunity and anti-discriminatory practice for all children and families.

We aim to:

- Provide a secure environment in which all our children can flourish and in which all contributions are valued;
- Include and value the contribution of all families to our understanding of equality and diversity;
- Provide positive non-stereotyping information about different ethnic groups and people with disabilities;
- Improve our knowledge and understanding of issues of equality and diversity;

## *Food and Drink policy*

The Nursery regards snack and meal times as an important part of the nursery's day. Eating represents a social time for children and adults and helps children to learn about healthy eating.

At snack and meal times, we aim to provide nutritious food, which meets the children's individual dietary needs. We aim to meet the full requirements of the Welfare requirements of the early year's foundation stage. In particular this policy is in reference to Safeguarding and promoting children's welfare.

- Before a child starts to attend the nursery, we find out from parents their children's dietary needs, including any allergies.
- We display current information about individual children's dietary needs so that all staff and volunteers are fully informed about them.
- Children that are in receipt of Free Early Education and bring in a lunch box will be issued with our separate lunch box policy

### *Health and Safety policy*

#### **Statement of intent**

This nursery believes that the health and safety of children is of paramount importance. We make our nursery a safe and healthy place for children, parents, staff and volunteers.

#### **Aim**

We aim to make children, parents and staff aware of health and safety issues and to minimise the hazards and risks to enable the children to thrive in a healthy and safe environment.

#### **Methods**

The Nursery then has a designated person who is responsible for onsite Health and Safety. All staff are competent for these duties. All staff have undertaken health and safety training and regularly updates their knowledge and understanding. We display the necessary health and safety poster in reception.

We have public liability insurance and employers' liability insurance. The certificate is displayed in the reception.

Only persons who have been checked for criminal records by an enhanced disclosure from the Criminal Records Bureau and are registered with Vetting and barring agency will have unsupervised access to the children, including helping them with toileting.

**Nursery pets and animals visiting the nursery are free from disease, safe to be with children and do not pose a health risk.**

We have an extensive fire safety procedure.

At least one member of staff with a current first aid training certificate (relevant to infants and young children) is on the premises or on an outing at any one time.

### *Lost Child Policy*

We the staff at First Steps Group ensures we create an environment in our nursery where children are cared for to the highest standard with high staff ratios so that the where about of each child is known at all times.

All exits will be secured so the child cannot leave the building. If we become aware that a child is missing from the nursery we will check the signing in book and the register will be checked to make sure the child has not already been collected. We will then conduct a search of the building and the surrounding grounds. The manager and/or assistant manager will be informed of the situation. If this proves unsuccessful we will inform the child's parents or guardian and the police to let them know of the situation and the next procedures that will be taken.

If a child is lost when on an outing then we will conduct a search of the area that we are visiting, and then follow the above procedure. Ofsted will be notified about the incident.

### *The non-collection of children policy*

In the event that a child is not collected by an authorized adult, we will ensure that the child receives a high standard of care in order to cause as little distress as possible.

If a child is not collected at the end of the session/day, we follow the following procedures:

The class register is checked for any information about changes to the normal collection routines. If no information is available, parents/carers are contacted at home or at work; All reasonable attempts are made to contact the parents or any other emergency contact listed on the child's registration form.

The child stays at nursery in the care of two fully-vetted workers until the child is safely collected. If the child is not collected by the time the premises closes we will contact our local authority social services department and inform Ofsted. We also call the local Police to see if they have any news.

A full written report of the incident is recorded; and depending on circumstances, we reserve the right to charge parents for the additional hours worked by our staff.

### *Outings*

#### **STATEMENT OF INTENT.**

During outings the high level of care will be maintained by ensuring appropriate staffing levels for the individual needs of all children.

#### **AIM**

We aim to provide appropriate levels of staff for outings by regarding the safety and individual needs of the children.

#### **PROCEDURES**

A risk assessment of the outing will be carried out so that any potential hazards on the journey or at the location are identified.

From the risk assessment it can be established what the appropriate staffing levels should be. The minimum will be one member of staff for every two children for the age of 0-2 years old.

The staff Ratio for children over the age of 3 will be one to four. Buggies must be used for children who cannot walk or who can walk only a short distance.

We will make sure that any child attending the outing has written permission from a parent or guardian. If there is any uncertainty then the parent will be given a courtesy call.

The Nursery mobile Phone must be taken on all outings along with details of emergency contact numbers.

### *Parental Involvement Policy*

We believe that children benefit most from education and care when parents and schools work together in partnership.



### **Our aim**

To support parents as their children's first and most important educators.

### **Method**

We are committed to ongoing dialogue with parents to improve our knowledge of the needs of their children and to support their families;

Through access to written information and through regular informal communication, we inform all parents about how the group is run and its policies.

We check to ensure parents understand the information which is given to them;

We encourage and support parents to play an active part in the governance and management of the nursery we inform all parents on a regular basis about their children's progress;

We involve parents in the shared record keeping about their children - either formally or informally - and ensure parents have access to their children's written records; we share a learning journey called "My unique Story" with parent regularly through the year and parents are asked to contribute to this. We ask parents to complete at home Wow moment observations and we will have regular parent socials throughout the year.

We provide opportunities for parents to contribute their own skills, knowledge and interests to the activities of the group;

## **Special Educational Needs/Disability Policy**

### **Statement of intent**

At First Steps Pre- School we provide environments which enable all children to reach their full potential and all children are treated equally and fairly.

### **Aims**

We have regard for the Special Educational Needs Code of Practice.

### **Methods**

- We designate a member of staff to be Special Educational Needs Co-ordinator (SENCO) and give his/her name to parents.
- We provide a statement showing how we provide for children with SEN/disabilities.
- We ensure that the provision for children with SEN/disabilities is the responsibility of all members of the setting.
- We ensure we liase regularly with outside agencies for guidance and support
- We will refer children for assessment with consent from the parent
- We will provide written reports for outside agencies if required with permission from the parent.
- Individual educational plans may be implemented on advices from outside agencies to support the child's individual needs or support plan

## *Separated Families Policy*

When parents separate it can be a difficult situation for all concerned. The nursery understands that emotions may run high and this policy lays out how the nursery will support the child and their family within the nursery.

During the registration process it is important for the nursery to collect details about both parents and who has parental responsibility, as this will avoid difficult situations that may arise at a later date.

### **We ask parents to:**

- Provide us with all information relating to parental responsibilities, court orders and injunctions
- Update information that changes any of the above as soon as practicably possible
- Work with us to ensure continuity of care and support for your child
- Not involve nursery staff in any family disputes, unless this directly impacts on the care we provide for the child
- Talk to the manager/key person away from the child when this relates to family separation in order to avoid the child becoming upset. This can be arranged as a more formal meeting or as an informal chat
- Not ask the nursery to take sides in any dispute. We will only take the side of your child and this will require us to be neutral at all times.

## *Abusive Parents / Use of bad language*

Abusive behaviour towards any member of staff or another parent on site will not be tolerated. Abusive behaviour will result in the cancellation of your child's place. Any parent using bad language in the nursery will be asked to leave the premises and may not be permitted to return.

Abusive behaviour is deemed as any behaviour that verbally or physically threatens a person or intimidates them.

## *Parents and visitors use of mobile phones, smartwatches and social networking*

Whilst we recognise that there may be emergency situations which necessitate the use of a mobile telephone, in order to ensure the safety and welfare of children in our care and share information about the child's day, parents and visitors are kindly asked to refrain from using their mobile telephones whilst in the nursery or when collecting or dropping off their children.

If parents are remaining within the nursery for extended periods of time i.e settle sessions or parent social events, they will be asked to leave any devices containing cameras (mobile phones/cameras/smart watches with cameras) at the reception area or refrain from bringing them into the nursery.

Parents/visitors are invited to share any concerns regarding inappropriate use of social media through the official procedures (please refer to the partnership with parent's policy and complaints policy).

## *Online Safety*

Key responsibilities of parents and carers are:

- Discussing online safety issues with their children, supporting the school in their online safety approaches, and reinforcing appropriate safe online behaviours at home.
- Role modelling safe and appropriate uses of new and emerging technology.

- Seeking help and support from the setting, or other appropriate agencies, if they or their child encounters online problems or concerns.
- Contributing to the development of the settings online safety policies.
- Using setting systems safely and appropriately.
- Taking responsibility for their own awareness and learning in relation to the opportunities and risks posed by new and emerging technologies.

Further information can be found on parent display boards in the nursery and the following websites:

- [www.net-aware.org.uk](http://www.net-aware.org.uk)- NSPCC guide to the most popular apps and websites available online.
- [www.thinkuknow.co.uk](http://www.thinkuknow.co.uk)- CEOP website for advice and reporting abuse online.
- [www.iwf.org.uk](http://www.iwf.org.uk)- Report illegal content online (including indecent images of children).
- [www.parentport.org.uk](http://www.parentport.org.uk)- Report inappropriate content online.
- [www.getsafeonline.org](http://www.getsafeonline.org)- Free up-to-date security and technical advice.

### **Privacy Notice - Data Protection Act 1998**

*Please refer to the Data Protection and Confidentiality Policy for our full General Data Protection Regulation Privacy Notice for Employees, Children and Parent's*

#### **Why do we collect and use pupil information**

We collect and use pupil information under section 537A of the Education Act 1996, and section 83 of the Children Act 1989. We also comply with Article 6(1)(c) and Article 9(2)(b) of the General Data Protection Regulation (GDPR).

We use the data to:

- support learning;
- monitor and report on progress;
- provide appropriate pastoral care;
- assess how well children are doing, and
- to comply with the law regarding data sharing.

#### **Categories of pupil information that we collect, hold and share include:**

- Personal information (such as name and contact details)
- Characteristics (such as ethnicity, language, nationality)
- Attendance information (such as sessions attended, number of absences and absence reasons)
- Special educational needs information
- Relevant medical information

#### **Collecting pupil information**

Whilst the majority of pupil information you provide to us is mandatory, some of it is provided to us on a voluntary basis. In order to comply with the General Data Protection Regulation, we will inform you whether you are required to provide certain pupil information to us or if you have a choice in this.

#### **Storing pupil data**

We hold pupil data for twenty-four years

#### **Who do we share pupil information with?**

We routinely share pupil information with:

- our local authority
- the Department for Education (DfE)

### **Why we share pupil information**

We do not share information about our pupils with anyone without consent unless the law and our policies allow us to do so.

We share pupils' data with the Department for Education (DfE) on a statutory basis. This data sharing underpins children's funding and educational attainment policy and monitoring.

The Department has robust processes in place to ensure the confidentiality of our data is maintained and there are stringent controls in place regarding access and use of the data. Decisions on whether DfE releases data to third parties are subject to a strict approval process and based on a detailed assessment of:

- who is requesting the data
- the purpose for which it is required
- the level and sensitivity of data requested: and
- the arrangements in place to store and handle the data

To be granted access to pupil information, organisations must comply with strict terms and conditions covering the confidentiality and handling of the data, security arrangements and retention and use of the data.

For more information about the department's data sharing process, please visit:

<https://www.gov.uk/data-protection-how-we-collect-and-share-research-data>

For information about which organisations the department has provided pupil information, (and for which project), please visit the following website: <https://www.gov.uk/government/publications/national-pupil-database-requests-received>

To contact DfE: <https://www.gov.uk/contact-dfe>

### **Requesting access to your personal data**

Under data protection legislation, parents and pupils have the right to request access to information about them that we hold. To make a request for your personal information, or be given access to your child's educational record, contact the Nursery Manager

You also have the right to:

- object to processing of personal data that is likely to cause, or is causing, damage or distress
- prevent processing for the purpose of direct marketing
- object to decisions being taken by automated means
- in certain circumstances, have inaccurate personal data rectified, blocked, erased or destroyed; and
- claim compensation for damages caused by a breach of the Data Protection regulations

If you have a concern about the way we are collecting or using your personal data, you should raise your concern with us in the first instance or directly to the Information Commissioner's Office at

<https://ico.org.uk/concerns/>