

Brown Bears Nursery



Policies and Procedures

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Child protection

June 2013

Introductions

In our quest to provide outstanding childcare we will have a team dedicated to **Quality**. We will have enthusiastic, experienced childcare professionals who are committed to exceeding expectations and maintaining high quality at all times.

Parents in Partnership

At Brown Bears Nursery we know that parents are children's first educators. We aim to support and assist parents and carers ensuring that they are provided with the opportunity to participate in all aspects of nursery life. We want you to trust and have confidence in what we do because we want you to be happy and ultimately feel in no doubt that leaving your most precious possession with us is the right thing to do.

This partnership with parents is fundamental for enhancing children's development and learning whilst at nursery and at home. We pride ourselves on building relationships with our parents and making them feel welcome and valued right from their very first visit. We always provide a warm and friendly atmosphere and understand all families are important.

Two way communications is key; we encourage all feedback and promote openness. Each child will have a designated keyworker who will be available every day to give feedback about your child's day and to share any significant happenings with you, plus you have access to progress reports and are invited twice yearly to attend a parents evening at the nursery. We believe that in order for children to receive quality care and early learning that suits their individual needs, parents/carers and practitioners need to work together in a close partnership. The two-way sharing of information is key to this. The nursery team welcomes parents/carers as partners and this relationship requires trust and understanding. It is important that we, as practitioners, are able to support parents/carers in an open and sensitive manner.

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At the nursery we provide a welcoming atmosphere and understand that all families are important and should be made to feel welcome and valued at all times. We respect the diversity of families and the contribution they bring to a child's learning and development. We truly believe that the sharing of information between nursery staff and parents is vital for responding quickly to support children's individual learning and development and makes for happy children.

We will employ approachable staff who will endeavour to guide parents/carers when they ask for suggestions in caring for their child and offer support to continue their child's learning at home. Effective communication between parents/carers and practitioners ensures there is a two-way flow of information, knowledge and expertise. Parents/carers are highly valued and respected and without them children's needs could not be wholly met.

1. Settling In Policy

At Brown Bears we aim for all children to feel safe and secure, and happy with their key person and all practitioners in the nursery. We want parents/carers to feel comfortable in the nursery and to ensure that the key person and nursery team are friendly, approachable and attentive to their requirements and the needs of their children.

Brown Bears staff will work in partnership with parents/carers to help their children settle quickly and easily by giving consideration to the individual needs and circumstances of each child and their families.

Before a child even starts at the nursery they are allocated a key person and buddy key person and we create a welcoming environment to ensure everything is prepared for the child and their parent/carer before they attend their first settling in session.

2. Concerns and Complaints Procedure

At Brown Bears Nursery we believe that complaints should be made constructively and can usually be solved at an early stage. We are committed to listening and taking concerns and complaints seriously, acting upon them in a fair and professional manner.

We believe that children and parents/carers are entitled to expect courtesy and prompt, careful attention to their needs and wishes. It is always encouraging when a parent/carer compliments us or a member of our staff for something we have done well. Equally it is important that parents are able to inform us of any improvements that could be made to the service we provide. If there is an issue or concern you should speak to a member of staff or a member of the management team.

We believe that most matters can be easily resolved or an amicable agreement can be reached. However, if an agreement cannot be reached you can take your complaint further by:

- Contacting the Head of Children Network South at:

FREEPOST RCZE-ERTJ-CEZJ
Children & Young People's Service
48 Station Road
Wood Green
London N22 7TY

Tel: 020 8489 3481/3187

Fax: 020 8489 3850

Email to: thechildrenservice.complaints@haringey.gov.uk

- Following Haringey's official complaint procedure.
- Contacting the complaints, Investigation and Enforcement Team at Ofsted (Office for Standards in Education). Tel: 0845 601 4771. For information about Ofsted's role in regulating childcare you can visit their website on: www.ofsted.gov.uk/childcare
- We will investigate written complaints within 28 days of having received the complaint.

3. Data Protection

The Data Protection Act (DPA) is the framework for fair and lawful processing of personal information relating to living individuals. The DPA encourages quality data management and restricts how personal data is processed to safeguard the rights of individuals.

Individuals whose information is held and processed by Brown Bears can be assured that Brown Bears will maintain their information in confidence. It is possible that

other legislation may (at times and under certain conditions) override Data Protection Law.

Exceptions to the Data Protection Acceptable Usage Policy

In the following exceptional cases, compliance with the directives may be relaxed. These exceptional circumstances are outlined below:

- If complying with the policy would lead to physical harm and/or injury
- If complying with the policy would cause significant damage to Brown Bears reputation and/or ability to operate
- If an emergency arises and a user has no alternative other than to breach Brown Bears policy to assist with the emergency.

In such cases, the incident will be passed to a member of the senior management team who will then take the appropriate action.

4. Diversity

Brown Bears is situated in a culturally diverse community. We are committed to providing equality of opportunity and anti-discriminatory practice for all children, families and centre users. Brown Bears has a zero tolerance approach to racial discrimination and harassment at all levels. We are committed to challenging and dealing with discrimination. The Manager is the named person with responsibility for dealing with incidents and recording action taken.

Any incidents should be immediately reported to a member of the senior management team.

5. Equal Opportunities

Brown Bears is an Equal Opportunities employer and this is integral to our working practice in Brown Bears. We provide equality of access in an inclusive environment for all families and professionals. We aim to promote an inclusive environment

where diversity is celebrated and prejudice and discrimination are challenged through positive reinforcement.

Brown Bears aims to reflect the diversity of the local community and will seek support from Haringey Council where necessary.

Acts of discrimination are taken seriously and should be reported to a member of the senior management team who will record and investigate the incident. We are committed to promoting an environment where everyone receives equal opportunities. We do not discriminate on the grounds of age, gender, sexuality, class, family status/background, disability, learning difficulty, ability, ethnicity, culture, religion or home language.

Our Aim

Brown Bears Nursery takes great care to treat each individual as a person in their own right, with equal rights and responsibilities to any other individual, whether they are an adult or a child. We are committed to giving all of our children every opportunity to achieve the highest of standards. We do this by taking account of children's varied life experiences and needs. We offer a broad and balanced learning environment and have high expectations for all children. The achievements, attitudes and well-being of all our children matter. This policy helps to ensure that this nursery promotes the individuality of all our children, irrespective of ethnicity, attainment, age, disability, gender or background.

Brown Bears Nursery aims to:

Be an inclusive childcare provider. We actively seek to remove the barriers to learning and participation that can hinder or exclude individual children, or groups of children. This means that equality of opportunity must be a reality for our children. We make this a reality through the attention we pay to the different groups of children within our nurseries:

- a) girls and boys;
- b) minority ethnic and faith groups;
- c) children who need support to learn English as an Additional Language
- d) children with Special Educational Needs;
- e) gifted and talented children;

The Early Years Foundation Stage is our starting point for planning a learning environment that meets the specific needs of individuals and groups of children.

We meet these needs through:

- a) setting suitable learning challenges;
- b) responding to children's diverse learning needs;
- c) overcoming potential barriers to learning and assessment for individuals and groups of children;
- d) providing other learning opportunities outside the Early Years Foundation Stage to meet the needs of individuals or groups of children.

At Brown Bears Nursery we achieve educational inclusion by continually reviewing what we do, through asking ourselves these key questions:

- a) do all our children achieve their best?
- b) are there differences in the achievement of different groups of children?
- c) what are we doing for those children who we know are not achieving their best?
- d) are our actions effective?
- e) are we successful in promoting racial harmony and preparing children to live in a diverse society?

6. Health & Safety

Brown Bears aims to ensure the health, safety and welfare of all children, staff, parents, users and visitors to Brown Bears and ensure all legislation and regulations are met and adhered to. The Manager of Brown Bears will ensure that adequate arrangements are in place to monitor and prevent risks as well as recording and following up any accidents or incidents. Staff members and volunteers receive appropriate and regular first aid training and their details will be clearly displayed within Brown Bears.

All accidents, incidents and any potential risks should be reported to the Manager who will ensure the appropriate action is taken.

All staff, students, volunteers and service providers must have current and appropriate CRB checks.

All staff, professionals, volunteers, visitors and children must sign in and out of the building to meet fire regulation procedures

7. Infectious & Contagious Diseases

If your child has any of the following infections/contagious diseases we will follow the recommended lengths of times of exclusions (once well) as set out in our policies and procedures and as advised:

German Measles (rubella)

Exclusion: five days from onset of rash.

The child is most infectious before the diagnosis is made. Female staff who are exposed to rubella in early stages of pregnancy and who are not immunised may be at risk so should inform their GP promptly.

Chicken Pox

Exclusion: five days from onset of rash.

Female staff exposed to disease in early pregnancy (first 20 weeks) and late pregnancy (last 3 weeks before birth) should inform their GP promptly. Vulnerable children (children being treated for leukaemia or other cancers, children on high dosages of steroids by mouth or with a condition which seriously reduces their immunity) are especially vulnerable to chicken pox and their parent/carer should be informed promptly of their exposure.

Measles

Exclusion: five days from onset of rash.

Vulnerable children (children being treated for leukaemia or other cancers, children on high dosages of steroids by mouth or with a condition which seriously reduces their immunity) are especially vulnerable to measles and their parent/carer should be informed promptly of their exposure.

Cold Sores (Herpes simplex virus)

Exclusion: None

Many healthy children and adults excrete this virus at some time without having a "sore"

Impetigo

Exclusion: If lesions are not crusted, healed or covered.

NB: Antibiotic treatment will be required from GP. If lesions can be reliably covered, exclusion can be shortened. If covered spare dressings must be supplied with the child.

Scabies

Exclusion: Until treated by GP - all persons in household should also be treated.

Scarlet Fever

Exclusion: five days from commencing antibiotics.

Diarrhoea and/or vomiting (with or without a specific diagnosis)

Exclusion: 24 hours after both have ceased.

E.Coli

Depending on type - further advice must be taken.

Salmonella

Exclusion: 24 hours after diarrhoea and vomiting has ceased.

Tuberculosis (T.B)

Further advice must be taken

Whooping Cough (Pertussis)

Exclusion: five days from commencement of antibiotic treatment.

N.B. Non-infectious coughing may continue for many weeks.

Conjunctivitis

Exclusion: None. Must advise to see GP

Mumps

Exclusion: five days from onset of swollen glands

Children are most infectious prior to diagnosis.

Nits (Head lice)

Exclusion: None.

Request treatment is given.

8. Illnesses and Injuries

If a child or adult sustains a serious injury due to an accident First Aid will be administered by the Manager or another trained staff and an ambulance will be called. In the case of a child their parents or carer will be notified immediately. A First Aid trained member of staff will accompany the child in the ambulance to the hospital until the parent or carer arrives. The accident must be recorded immediately in the Accident Recording book.

We also have a duty to notify local child protection agencies of any serious accident or injury to any child whilst in our care. If we have reason to believe that any child is suffering from a notifiable disease we will inform Ofsted.

9. Safeguarding Children

All children deserve the opportunity to reach their full potential in the five outcomes for children's well-being which are to stay safe, be healthy, enjoy and achieve, make a positive contribution and achieve economic well-being. At Brown Bears we fully recognise the contribution we can make to protecting children and supporting their development whilst in our care. Our centre procedures for safeguarding children will be in line with the Local Authority (LA) procedures. The Manager is the designated member of staff who undertakes regular training.

Children

- Brown Bears has a duty to notify Social Services of any significant concerns relating to the safeguarding of any child who uses Brown Bears.
- We recognise that all matters relating to Safeguarding are confidential.
- The Manager or the designated member of staff will disclose any information about a child to other members of staff on a need to know basis only.
- All staff, other professionals and service providers must be aware that they have a professional responsibility to share information with other agencies in order to safeguard children.

- All staff, other professionals and service providers must be aware that they cannot promise a child to keep secrets.
- All incidents relating to safeguarding a child should be immediately reported to the Manager

Allegations against staff and other professionals

- If such an allegation is made, the member of staff, professional or service provider receiving the allegation will immediately inform the Manager.
- The Manager on all such occasions will discuss the content of the allegation with the LA Lead Officer for Child Protection. The allegation must not be discussed with the alleged perpetrator at this stage.
- If the allegations made to a member of staff concerns the Manager they should refer to the Deputy Manager who will immediately contact the owner - Cheryl Brown.
- Allegations against staff, professionals and service providers must be notified to Ofsted within 48 hours.
- Brown Bears will follow the LA procedures for managing allegations against staff, we will:
 - make sure that the child in question is safe and away from the alleged perpetrator
 - contact the child's parents or carer
 - consider suspension of the alleged perpetrator while the allegation is being investigated.
 - Consider whether the person has access to children anywhere else and whether those organisations or groups need to be informed
 - Act upon the decisions made in any strategy meeting.
- Incidents will be investigated internally after any external investigation has finished reviewing organisational practice and putting in place any additional measures to prevent a similar thing happening again.

Whistle blowing

- All staff should be aware of their duty to raise concerns where they exist about the attitude or actions of colleagues.
- We will inform Ofsted of any serious allegation by any person within 14 days.

10. Intimate Care Policy

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The purpose of this policy is:

- To safeguard the rights and promote the best interests of the children
- To ensure children are treated with sensitivity and respect, and in such a way that their experience of intimate care is a positive one.
- To safeguard adults required to operate in sensitive situations
- To raise awareness and provide a clear procedure for intimate care
- To inform parents/carers in how intimate care is administered
- To ensure parents/carers are consulted in the intimate of care of their children

Brown Bears Nursery is committed to ensuring that all staff responsible for intimate care of children will undertake their duties in a professional manner at all times. We take seriously our responsibility to safeguard and promote the welfare of the children in our care. We recognise its duties & responsibilities in relation to the Disability Discrimination Act which requires that any child with an impairment that affects his/her ability to carry out normal day-to-day activities must not be discriminated against.

Intimate care is one of the following:

- Supporting a child with dressing/undressing
- Providing comfort or support for a distressed child
- Assisting a child requiring medical care, who is not able to carry this out unaided
- Cleaning a child who has soiled him/herself, has vomited or feels unwell
- Changing a babies nappy

Sometimes it will be necessary for staff to aid a child in getting dressed or undressed. Staff will always encourage children to attempt undressing & dressing unaided. We understand that at such an early age a child may not yet be potty trained and so we will change a child as required. Children will be changed by their keyperson. The Change of clothes/Nappy Book will be updated with a note of when the child was changed at Nursery, by whom and whether they were changed into their own spare clothes or ours.

Should a child require a change of clothing during a session a limited range of clean clothing is available. Clothing that is soiled, for whatever reason, will only be handled by a staff member wearing disposable gloves. There are no laundry facilities on the premises and all dirty or wet clothing will be placed in a plastic bag and given to the parent/carer.

Parents are asked to ensure a spare set of clothing is sent to Nursery with your child each day. Our Approach:

- We will always treat children with respect when intimate care is given.
- No child shall be attended to in a way that causes distress, embarrassment or pain.
- Children will be changed by their own keyperson.
- Staff who provide intimate care are trained to do so (including Child Protection) and fully aware of best practice
- There is careful communication with any child who requires intimate care in line with their preferred means of communication to discuss needs and preferences
- Children will be supported to achieve the highest level of independence possible, according to their individual condition and abilities
- Careful consideration will be given to individual situations to determine how many adults should be present during intimate care procedures. Where possible one child will be cared for by one adult unless there is a sound reason for having more adults present.
- The needs and wishes of children and parents will be taken into account wherever possible, within the constraints of staffing and equal opportunities legislation.

11. Supporting Children and Families with Learning Difficulties and Disabilities

At Brown Bears we strive to ensure that no child or family will be excluded or disadvantaged because of special educational needs, disability or ability. Brown Bears aims to provide an inclusive setting where children and families can access all services. We believe that a working partnership with parents and colleagues is essential.

Brown Bears is committed to the inclusion of all children. All children have the right to be cared for and educated to develop to their full potential alongside each other through positive experiences, to enable them to share opportunities and experiences and develop and learn together. We provide a positive and welcoming environment where children are supported according to their individual needs. Brown Bears believes that all children have a right to experience and develop

alongside their peers no matter what their individual needs. Each child's needs are unique, therefore any attempt to categorise children is inappropriate. Brown Bears is committed to working alongside parents/carers in the provision for their child's individual needs to enable us to help the child to develop to their full potential. The nursery is committed to working with any child who has a specific need and/or disability and making reasonable adjustments to enable every child to make full use of the nursery's facilities. All children have a right to a broad and well-balanced early learning environment.

We feel it is paramount to find out as much as possible about a child's requirements and the way that they may affect his/her early learning or care needs by:

- Liaising with the child's parents/carers
- Liaising with any professional agencies
- Reading any reports that have been prepared
- Attending any review meetings with the local authority/professionals
- Regularly monitoring observations carried out on the child's development
- Attending relevant training.

Brown Bears aim to:

- Recognise each child's individual needs and ensure all practitioners are aware of, and have regard for, the Special Educational Needs Code of Practice.
- Include all children and their families in our provision.
- Provide well informed and suitably trained practitioners to help support parents/carers and children with learning difficulties and/or disabilities.
- Develop and maintain a core team of practitioners who are experienced in the care of children with additional needs and employ a Special Educational Needs Co-ordinator (SENCO) who is experienced in the care and assessment of children with additional needs. Practitioners will be provided with specific training relating to Special Educational Needs (SEN) and the SEN Code of Practice.
- Identify the specific needs of children with learning difficulties and/or disabilities and meet those needs through a range of strategies.
- Ensure that children who learn quicker (gifted and talented) are supported.

- Work in partnership with parents/carers and other agencies in order to meet individual children's needs, including the health and education authorities, and seek advice, support and training where required.
- Monitor and review our practice and provision and, if necessary, make adjustments, and seek specialist equipment and services if needed.
- Ensure that all children are treated as equals and are encouraged to take part in every aspect of the nursery day according to their individual needs and abilities.
- Promote positive images and role models during play experiences of those with additional needs wherever possible.
- Celebrate diversity in all aspects of play and learning

12. Non-Collection of Children

In the event that a child is not collected by an authorised adult, we will ensure that the child receives a high standard of care in order to cause as little distress as possible. We inform parents/carers of our procedures so that, if they are unavoidably delayed, they will be reassured that their children will be properly cared for. Parents and staff agree on a password that will be used in the event that someone unknown to the nursery has been asked to collect the child. The person collecting the child will be required by staff to give the appropriate password before the child is released to their care.

Parents are informed that if they are not able to collect the child as planned, they must inform us so that we can begin to take back-up procedures. We provide parents with our contact telephone number. We also inform parents that - in the event that their children are not collected by an authorised adult and the staff can no longer supervise the child on our premises - we apply the following procedures:

- We check for any information about changes to the normal collection routines.
- If no information is available, parents/carers are contacted at home or at work.

- If this is unsuccessful, the adults who are authorised by the parents to collect their child from the setting - and whose telephone numbers are recorded on the Registration Form - are contacted.
- All reasonable attempts are made to contact the parents or nominated carers.
- The child does not leave the premises with anyone other than those named on the Registration Form.
- If no-one collects the child after one hour and there is no-one who can be contacted to collect the child, we apply the procedures for uncollected children.
 - We contact the Duty Social Worker with Haringey Children and Young People's Service (telephone number 020 8489 1801).
 - The child stays at Brown Bears in the care of the Manager or nominated staff until the child is safely collected either by the parents or by a social worker.
 - Social workers will aim to find the parent or relative. If they are unable to do so, the child will be admitted into the care of the local authority.
 - Under no circumstances are staff to go to look for the parent, nor do they take the child home with them.
 - A full written report of the incident is recorded in the child's file.
 - Depending on circumstances, we reserve the right to charge parents for the additional hours worked by our staff.
 - Ofsted may be informed.

13. Feedback

We will have regular staff meetings to discuss issues that come up throughout the working week. There will be a feedback box with information sheets to be completed by staff and parents/carers to provide management with feedback - good and bad.

14. Smoking

From 1st July 2007 all enclosed public spaces in England and Wales must be smoke free. 'No smoking' signs will be displayed in a prominent position by the entrance.

There will be no smoking on the premises of the nursery.

15. Additional Policies

Once we have been granted permission to use your premises then we would have to run our own assessment of the follow and create procederes to each eventuality

- Emergency Evacuation. i.e. fire safety
- Health and safety procedures
- Safety and security off the premises