

Nursery information and policies

October 2018

Ethos

At Little Explorers Day Nursery we passionately believe that all children are entitled to the very best in early year's education, and we provide a creative, holistic, family centred environment to achieve this.

As a small nursery we recognise every child is unique, and we use this to create a strong bond between the nursery, you and your child. Only by working together do we ensure that your child will grow and develop in confidence, discover their own ways of learning, and have a freedom to explore their surroundings in ways that enable them to develop as an Individual.

We pride ourselves in offering a setting that encourages creativity, ignites imagination, embraces diversity, and supports independence for our young people. Our child centred approach to learning, means each child develops in their own way, at their own pace and only when they are ready. We believe in providing a natural homely environment, which recognises technology, but isn't reliant upon it, and we take our environmental responsibilities seriously. Not only do we want to help develop our future generations but to also do what we can to protect the world that they live in.

When you visit us you will see and experience for yourself, our warm friendly welcome, from a committed and knowledgeable staff team, surrounded by the confident, happy and caring children in our setting. With your support we will ensure that your child has the very best start during their early years and create a learner for life.

Hours of opening

Monday – Friday 8am – 6pm

The nursery is open 51 weeks of the year and closed for statutory bank holidays and one week holiday over the Christmas period (no charge is made for this week).

Fees and general information

Fees include a morning snack, cooked lunch, afternoon snack and tea for depending on the sessions that your child attends.

- Morning sessions from 8am – 1pm
- Afternoon sessions from 1pm – 6pm
- Full day from 8am – 6pm

Fees are non-refundable and must be paid in full one month in advance. Failure to do so could result in termination of your childcare. If you child is ill or on holiday the fee must still be paid in order to keep your child's place.

Fees are annualised over 51 weeks and divided into 12 equal monthly payments. Fees are reviewed annually and an increase will be made on 1st April each year.

If you would like your child to attend the nursery, please fill in the registration form and return it to the nursery manager as soon as possible in order to secure your child's place at Little Explorers. In addition to this please provide a copy of your child's birth certificate that can be kept in your child's file (a copy can be taken at nursery). You will then be requested to pay a deposit of £100 for a full time place, £50 for a part time place and confirm your reservations. The deposit is non-refundable if you decide not to take up your place at the nursery. On taking up the place, your deposit will be refunded from your last month's nursery fees.

Sessions required for your child must be specified at the time of reservation and payment of deposit. Should you wish to change these requirements, you will be charged for the first month's attendance at the original booked sessions.

Funded places

Here at Little Explorers we offer 30 hours funded places for 3 and 4 year old children, we understand the importance of offering excellent early years provision that is flexible and affordable for all families.

We offer the 30 hours funding through the following 3 options for you to choose from:

- Option 1
38 weeks covered.
30 hours term time only (limited spaces available for this option).
- Option 2
Stretched option over 51 weeks.
30 hours a week claimed, 25 hours a week used which covers 45.6 weeks of childcare.
Remaining weeks paid for either by annual payment of £616.95 or 12 monthly direct debit/childcare voucher payments of £51.41
- Option 3
27 hours claimed.
20 hours used per week over 51 weeks.

Places are allocated on a first come first serve basis therefore we ask that you speak to the nursery manager as soon as possible.

Funded hours are intended to cover the childcare element of provision; it does not cover additional expenses such as meals, activities, sun cream, baking, etc. These services will be charged for daily at £7.75 for a full day or £5 per session (half a day).

ADHOC sessions

Additional sessions can be offered subject to availability on the session that you wish to book. The cost per session is £28 or £51.80 for a full day.

Notice

A total of 4 weeks' notice are required to terminate a nursery place.

Age of admittance

Children can come to Little Explorers from 3 months old to 5 years old.

Settling in process

Our experienced staff work in partnership with parents/carers to ensure that each child settles into the nursery smoothly, and as gently as possible. Our aim is to welcome the family into our homely, caring and stimulating environment and to have a sense of belonging within the setting. In the run up to your child beginning at Little Explorers we offer 2 hours free for them to visit their new setting to meet that staff and other children, please speak to the nursery manager to arrange this. We suggest that visits are arranged between the hours of 9:30am – 11:30am or 1:30pm – 3:30pm. If your child is starting in the baby room it is helpful to have a brief written outline of their routine.

We recognise that this can also be a difficult time for parents/carers; our staff are there to support you as your child begins their adventure in their new setting. When your child is settling in we will provide you with a copy of 'What to expect, when', this is a helpful document which outlines typical areas of children's development. We ask that you highlight the statements that your child is already achieving as this will help during the settling in process.

During the child's first few weeks they will be allocated a Key Person to them. Your child's Key Person will be responsible for tracking your child's development throughout their play and will work towards next steps with the child as they progress. This being said, please feel free to

speak to any members of staff regarding any queries, we are a very open and friendly nursery and everyone is happy to help.

Parents/Carers

The staff at Little Explorers value the importance of working in partnership with parents. The nursery aims to support the whole family and develop open and friendly relationships, we offer an open door policy and all parents are welcome to visit the nursery at any time.

We encourage information sharing as this helps us to provide activities that will support your child's interests and as we support them in achieving their next steps in their development. Parents will have access to their child's records through our online learning journals on Tapestry and will be able to add observations from home which creates a lovely, holistic learning journal. Newsletters will be sent to all parents via Tapestry to be kept informed of events, outings and general nursery information.

Tapestry

Tapestry is an online web portal that we use to record fun and exciting observations for your children's learning journeys. Tapestry is an GDPR compliant company using secure servers in the UK to store data, further information regarding the security of Tapestry is available on the parent board found in the hall way.

Once parents/carers have completed our Tapestry permission form we can begin the online learning journey for your child.

We will use Tapestry to record observations, comments and photos to show progress across the Early Years Foundation Stage, this will compliment other forms of observing and assessing already in place, you will be able to access your child's Learning Journey from a computer via <https://tapestryjournal.com> or by using the 'Tapestry' App on mobile devices, you will only be able to access this by using the log in details that will given to you on receipt of the signed user agreement, this will only give you access to your own child's learning Journey, you can change your password if wished once you have accessed the we account, other family members can be given access on your request, the only people at Little Explorers Day Nursery with access to your child's Learning journey will be the manager and the staff who will be responsible for managing your child's learning journey. A staff user Policy and agreement is in place.

Many of the most meaningful photographs taken at Little Explorers Day Nursery show children interacting in group play or activities with peers, we therefore ask that these photos are for your own viewing and not shared publically or uploaded onto any social media websites, failing to uphold this request will result in suspending your child's online Learning Journey.

We hope that this system will prove to be a positive step in sharing information, as well as viewing our contributions; you will also be able to add comments, photos and videos.

Sickness and medication

Please notify us if your child is ill and unable to attend the nursery. Please see affixed form showing National exclusion periods for infections. Any medication your child requires must be given to the nursery staff so that it can be stored in a safe place and not left in the child's bag. If prescribed medication needs to be administered during your child's session at nursery it **must** come with the prescription label and cannot be administered otherwise. You will be asked to sign a medication form with clear instructions of when the medication is to be administered. We ask that medicine has already been administered once by parents/carers before being brought into nursery.

If your child becomes ill at the nursery or has an accident (other than minor bumps or grazes etc.) we will contact you to come and collect them. It is important, therefore, that you keep the nursery

updated with any changes to contact numbers or personal circumstances. When young children play together, small accidents sometimes occur. Minor accidents are dealt with by the first aid trained members of staff and your child will be comforted and reassured. An accident form will be filled out by staff and a copy will be given to parents/carers upon collection. If your child develops a temperature while at nursery, staff will administer Calpol providing permission from parents/carers has been given in advance and a phone call will be made to inform parents/carers of the situation. If there has been no improvement within 30 minutes or the child's temperature has risen further you will be asked to collect your child from nursery.

Clothing and personal property

At Little Explorers we aim to promote children's independence throughout the day, therefore we ask that they attend nursery in comfortable and practical clothing so that they are able to explore to their full potential. A change of clothing must be provided for all children to ensure that they are able to be clean and dry throughout their session and nappies must be provided for those who require them.

We like to ensure that children are able to access all areas of provision at Little Explorers regardless of the weather. For this reason we ask that you provide suitable outdoor clothing and footwear at all times. Having a pair of indoor shoes/slippers helps to keep our indoor areas of provision clean for play.

Sun protection policy

Outdoor play is a very important part of a child's healthy development and the Nursery adheres to the following procedures in order to protect your child from the sun:

- children will wear sun hats, please provide your own.
- sunscreen will be provided by the nursery and applied at regular intervals, using factor 30. If your child has very sensitive skin/allergies, please provide your own, clearly labelling it with their name, and give it to a member of staff. Before staff are able to apply sunscreen parents/carers must supply written consent via the nursery sunscreen form.
- areas of shade where children can play or rest are provided in the garden using natural sources/improvised shelters.
- children will be actively encouraged to drink water which is always available in individually named plastic bottles.
- staff will talk to the children about the importance of protecting their skin and encourage good practice.

Mealtimes

We recognise mealtimes as a happy and social occasion for both the children and staff alike and create a positive and enjoyable environment. Children will sit together around tables alongside members of staff and independence is supported, in the Toddler and Preschool age groups this can be seen through the children's self-service of their food.

Individual dietary requirements will be respected, these need to be provided in writing on your child's registration form and kept updated throughout their time at Little Explorers. Each room has a copy of the dietary requirements within the setting which is kept up to date at all times. If a child were to have an allergic reaction parents/emergency contacts would be contacted immediately and if necessary an ambulance would be called.

Equal opportunities

Equal Opportunities are about ensuring that we are all treated with care, concern and respect. This will mean doing things differently to ensure an individual's needs are met.

Our setting aims are:

- to promote positive attitudes to diversity including gender, cultural diversity and special needs of all kinds.

- to acknowledge the complexity of British Society and recognise that it would be failing the children if it did not prepare them for their integral part in society.
- to encourage every member to promote British values of democracy, rule of law, individual liberty, mutual respect and tolerance for those with different faiths and beliefs as embedded in the early year's foundation stage 2017.

Parking

Please exercise great care when dropping off and picking up children from nursery, where possible please use the designated parking area. For the safety of all children please drive slowly when approaching and leaving the nursery.

Collection policy

We understand that on occasions you may wish for other family members/friends to collect your child from the setting. For security we ask that you inform members of staff in both your child's room and in the office. You will be asked to provide us with a password that the person collecting will use. If you have not informed us of the person collecting we cannot let them into the building until we have confirmed their identity with parents/emergency contacts.

Non-collection of children from nursery

If a child is not collected at the end of the day session the procedure will be as follows:

- two members of staff will stay with the child.
- the parent/carer will be contacted by telephone. If they are not available the emergency contact person on the child's registration form will be notified.
- if no contact is made for anyone to collect the child after one hour, social services will be contacted for advice and support.

At all times during the process the child will be made to feel comfortable and reassured by familiar members of staff.

Complaints procedure

If a parent/carer has an issue, either involving their child or the nursery as a whole, they should in the first instance raise the issue with either their child's Key Person or the Manager of the nursery. If the parent/carer feels unable or unwilling to raise the matter in this way, they can approach the Area Leisure Services Manager. In the first instance every effort will be made to resolve any matters within the following appropriate framework:

A matter relating to an individual child should be discussed between the parent/carer and the manager.

- Should the matter not be resolved, the issue will be brought to the attention of the Area Leisure Services Manager who will meet with all parties involved.
- Should the matter still remain unresolved, it will be raised with the Director of Development Services.
- If the matter raised concerns a general policy issue, again it should first be raised with the Nursery Manager who will report it to the Area Leisure Services Manager for consideration.
- Should an approach on general or policy matters still not be resolved, it will be reported to the Director of Development Services for consideration.

At all points throughout these processes the parent/carer will be kept informed of progress. If the parent/carer is concerned about the standard of Nursery provision or childcare they must contact OFSTED who are the registering authority at the address below.

OFSTED, Piccadilly Gate, Store Street, Manchester, M1 2WD

Tel: 0300 123 1231 www.gov.uk/government/organisations/ofsted

Little Explorers Day Nursery Registration No. 400133

Health and safety policy

The aim of this policy is to maintain a safe and healthy environment throughout the nursery and to establish and maintain safe working procedures amongst staff and children.

- Hazardous materials (i.e.) cleaning fluids, will be kept out of the reach of children in a locked cupboard which is clearly labelled. Protective clothing will be worn by staff when using such hazardous materials.
- Play equipment will be inspected and checked regularly for safety and kept in good, safe repair.
- Fire drills and Lock downs for staff and children will be carried out regularly and recorded at the nursery.
- High standards of personal hygiene and care of the nursery and equipment will always be maintained.

The nursery will follow the Regulations of the Health and Safety at Work Act 1974 and any other relevant legislation.

Safeguarding policy

All nursery staff, whether voluntary or paid, have undertaken a Disclosure and Barring Service (DBS) check to help us make safer recruitment decisions, requested through Harrogate Borough Council. As part of our recruitment, staff have to be registered as 'fit' persons in line with OFSTED and references are always taken up prior to employment, followed by a probationary period.

Our prime responsibility is the welfare and well-being of all the children in our care.

It is our legal responsibility, as childcare professionals, to report to the authorities if we feel that the safety and well-being of a child is at risk.

It would be for the authorities then to assess and make a judgment, to reflect the regulations of the Safeguarding Children's Board.

Should a parent/carer have cause for concern regarding a member of staff in relation to their child, they should contact the Nursery Manager in the first instance, who will investigate the allegation and inform the Safeguarding Children Officer and OFSTED. This is further explained in the next policy, allegations made against staff and volunteers.

The parent/carer may also contact OFSTED – the registering authority – on 0300123 1231, or Harrogate Borough Council's Safeguarding Children Officer on 01423 556726/ 556849.

If a child is brought to Nursery with an injury which includes minor bumps and bruises they will be asked by the nursery staff to fill out an 'Accident at Home' form which will be kept in their child's confidential personal file. We hope you do not find this procedure intrusive, as it is a legal requirement of the Nursery Manager to have such documentation in place.

Allegations made against staff and volunteers

The nursery is committed to the wellbeing of the children in its care and takes every measure to ensure this.

All staff and volunteers have an enhanced Disclosure and Barring Service (DBS) check before they work on the premises with the children.

Allegations such as those listed below will result in further action being taken:

- if the adult has behaved in a way that has or may harm a child
- if the adult has possibly committed a criminal offence against a child or
- if the adult has behaved in an inappropriate manner towards a child or children which indicates that he/she is unsuitable to work with minors.

The person/persons making the allegation should in the first instance contact the nursery manager or assistant manager and inform them of the incident or concerns which will then be documented/recorded. The manager/assistant manager will then investigate the incident in a professional non-judgmental manner in the following way:

- a full investigation will be carried out to determine how this will be handled.
- information will be gathered and the member of staff will be interviewed and questioned regarding the incident and documentation will be kept.
- if circumstances require, the Harrogate Borough Council Safeguarding Officer and the head of the nurseries department will be informed.
- in certain circumstances the member of staff will be temporarily suspended from nursery duties until an outcome is reached.
- the Local Safeguarding Children Board (LSCB) will be informed and guidance sought.
- founded allegations will be shared and passed onto the relevant organisation and will result in termination of the staff's employment. OFSTED and the ISA will be informed as to ensure their records are updated.
- we will keep the child's parents/carers informed of the process at all times.
- counselling and support will be offered to any parties involved who have been affected by the allegation.

Unfounded allegations will result in the member of staff returning to work to carry out their normal duties.

Useful contacts

- Harrogate Borough Council Safeguarding Officer 01423 556726/ 556849
- Local Authority designated Officer 01609 534974
- OFSTED 0300 123 1231
- Local Safeguarding Children Board (LSCB) (North Yorkshire) 01609 535187

Nursery security

For the safety of all the children at Little Explorers and in conjunction with the nursery's safeguarding/ child protection procedures and OFSTED requirements, please adhere to the following:

To access the building:

- press the button on the monitor to the right hand side of the door.
- stand and look into the camera on the monitor.
- a member of staff will unlock the door remotely and invite you in; please pull the door towards you to enter.
- do NOT allow any other person in at the same time (other than who is personally with you) even if you know them. You must only gain access via a member of the nursery staff.
- on entry and departure please close the door firmly behind you ready for the next person.

We realise that parents know other parents and carers well and this may appear to feel rude and discourteous by closing the door, but for the safety of all our children, it is paramount that these procedures are followed and adhered to. Little Explorers Day Nursery are committed to the safety and wellbeing of all our children.

Procedure for when a child leaves the nursery unaccompanied

This should never happen, however accidents can and do happen sometimes. These are the procedures to follow if you cannot find a child:

- **Find out quickly**
The chances of finding a missing child safe are greatest if the child's absence is soon discovered.
- **Search systematically**
The nursery is responsible for the missing child and also for the other children in the room. Two members of staff will gather the remaining children into a group for an appropriate activity whilst all other staff searches.

Without alarming them the children will be asked if they have been seen the child.

Check that all the adults are present.

Staff will then check every room in the building and also accessible outside area. As soon as it is confirmed that the child is not on the premises Parents/carers must be informed.

- **Parents**
Remember that as soon as parents are informed they will need advice and support. Try to remain calm at all times.

If a parent is not able to be contacted telephone their alternative emergency number. If the child lives in walking distance of the nursery one member of staff would make the journey on foot, in case the child was making their way home.

- **Informing other people**
Call the police to request help and advice.

Contact social services department 01423 568099 tell them the situation and that you have informed the police. Social services will need the following information:

- What systems do you operate for preventing such occurrences?
- What happened?
- What you did, at what time and in what order?
- Whom you informed and when?

They will want to conduct their own investigation

- **The accident and incident book**
As soon as a member of staff is available start to build up a written record of the event including anything unusual about the behaviour of that child or any other children during that day. This is important even if, as is likely the child is found within a few minutes.
- **Dealing with people's reactions**
Because powerful emotions are involved, parents will be frightened and probably angry, these feelings are natural.

It is therefore very important from the beginning to be careful on the words you use, to talk to people about the incident.

At all times staff must try to keep the situation calm, support and comfort the parents. Parents will be kept informed of the situation at all times and we will work with them closely.

- **Dealing with the media**

The nursery staff should make no comment if the press contacts them. Director of Community Services will deal with the media.

- **Informing other parents**

Parents who are collecting other children should be given brief and accurate information as rapidly as possible. A letter will be sent to all parents to reassure them.

- **When the child is found**

During the time a child is missing however briefly, all the adults involved, parents and others suffer great fear, guilt and distress. It is important to remember:

- That the child also might have been afraid and distressed and will need comforting.
- The child might be completely unaware that anything is wrong.
- It is important to make all children aware that they must not leave the nursery without parent/ carer.

Mobile phone policy

We take safeguarding and child protection very seriously at Little Explorers Day Nursery as it is paramount to ensure the safe wellbeing of all our children.

It is with this in mind we issue the following instructions:

- mobile phones should not be used in the nursery building.
- should you need to accept or make a call using your mobile phone you must do so outside the nursery, away from children.
- in an emergency the nursery phone will be available for you to use.

Please respect this request as we are required by OFSTED to take these measures at all times to safeguard the children attending nursery, including you own child/children.

Outings and transport

Here at Little Explorers we enjoy getting out into our local community for walks to explore our environment as it greatly benefits children's learning and development. Permission for this is requested on your child's registration form.

While on an outing there will always be at least one first aid qualified member of staff and a portable first aid kit. A mobile phone is taken on the trip to ensure that the staff can contact nursery if needed.

Occasionally we may use public transport for short distances, this allows us to access a wider area of our community and provides new and exciting experiences for the children while they are in our care.

No smoking policy

Little Explorers operates a no smoking policy within the premises.

Guidance on infection control

Rashes and skin infections	Recommended period to be kept away from school, nursery or childminders
Athlete's foot	None
Chickenpox*	Until all vesicles have crusted over
Cold sores, (Herpes simplex)	None
German measles (rubella)*	Four days from onset of rash (as per "Green Book")
Hand, foot and mouth	None
Impetigo	Until lesions are crusted and healed, or 48 hours after commencing antibiotic treatment
Measles*	Four days from onset of rash
Molluscum contagiosum	None
Ringworm	Exclusion not usually required
Roseola (infantum)	None
Scabies	Child can return after first treatment
Scarlet fever*	Child can return 24 hours after commencing appropriate antibiotic treatment
Slapped cheek (fifth disease or parvovirus B19)	None once rash has developed
Shingles	Exclude only if rash is weeping and cannot be covered
Warts and verrucae	None

Diarrhoea and vomiting illness

	Recommended period to be kept away from school, nursery or childminders
Diarrhoea and/or vomiting	48 hours from last episode of diarrhoea or vomiting
<i>E. coli</i> O157 VTEC*	Should be excluded for 48 hours from the last episode of diarrhoea
Typhoid* [and paratyphoid*] (enteric fever)	Further exclusion may be required for some children until they are no longer excreting
Shigella* (dysentery)	
Cryptosporidiosis*	Exclude for 48 hours from the last episode of diarrhoea

Respiratory infections

	Recommended period to be kept away from school, nursery or childminders
Flu (influenza)	Until recovered
Tuberculosis*	Always consult the Duty Room
Whooping cough* (pertussis)	48 hours from commencing antibiotic treatment, or 21 days from onset of illness if no antibiotic treatment

Other infections	Recommended period to be kept away from school, nursery or childminders
Conjunctivitis	None
Diphtheria *	Exclusion is essential. Always consult with the Duty Room
Glandular fever	None
Head lice	None
Hepatitis A *	Exclude until seven days after onset of jaundice (or seven days after symptom onset if no jaundice)
Hepatitis B*, C, HIV/AIDS	None
Meningococcal meningitis*/ septicaemia*	Until recovered
Meningitis* due to other bacteria	Until recovered
Meningitis viral*	None
MRSA	None
Mumps*	Exclude child for five days after onset of swelling
Threadworms	None
Tonsillitis	None