

# PARENTS HANDBOOK



LittleLearners   
DAY NURSERY

## TABLE OF CONTENT

Overview.....	Page 1
Settling in policy .....	Page 1
Equal opportunities policy.....	Page 1
Confidentiality.....	Page 1
Special educational needs policy.....	Page 2
Staffing and employment.....	Page 2
Behaviour management Policy .....	Page 2
Anti-bullying.....	Page 4
Outings and visits.....	Page 5
Health and safety policy.....	Page 6
Insurance cover .....	Page 6
Children's safety.....	Page 6
Safeguarding and children's welfare policy .....	Page 8
Staffing and volunteering .....	Page 11
Fire safety policy.....	Page 12
Fire prevention .....	Page 13
Sickness/exclusion policy.....	Page 14
First aid and medication policy.....	Page 14
Dealing with incidents .....	Page 15
Administration of medication .....	Page 15
Late and non-collection policy.....	Page 15
Missing child procedure.....	Page 16
Key worker system.....	Page 16
Complaints policy .....	Page 17
Education policy .....	Page 18
Special educational needs policy.....	Page 18
Smoking / Alcohol/ Drugs policy.....	Page 22

## OVERVIEW

We are a dedicated and professional day nursery with a colourful, friendly and welcoming atmosphere. We are fully equipped for toddlers and children with a wide range of creative play to help your child.

## SETTLING IN POLICY

The Nursery staff will work in partnership with parents/carers to help your child settle into the nursery as comfortably as possible. The best way to ensure this is to arrange a visit where you can bring your child along to experience our fun and friendly atmosphere and during the visit we can provide you with more information.

If you decide to enrol your child, we will work with you and discuss the most comfortable way to settle in your child. For the first few sessions, some parents/carers may decide to collect their child earlier in the day.

## EQUAL OPPORTUNITIES POLICY

Little Learners Day Nursery understands and appreciates the need for an equal opportunities policy. We understand as a child care service that no group of children or individual should be treated unfairly or subjected to any harassment on any grounds.

We will ensure all staff in the Nursery offer equal opportunities for all children and individuals, are free of racial or sexual stereotyping and ensure that all children and individuals are offered the full range of opportunities and experiences. Staff must also demonstrate that they value and respect all religions and cultures. Positive support for a child's home language and culture will also be given at our Nursery.

With regards to employment and recruitment, we as proprietors understand the need for equal pay for work of equal value. We also accept our responsibilities to provide information to our staff to ensure that they are fully aware of the issues relating to equal opportunities.

## CONFIDENTIALITY

All personal details held by Little Learners will be kept secure and remain confidential. All suspicions and investigations into the safety and/or welfare of a child are kept confidential and shared only with those who need to know.

Any information is shared under the guidance of the HSSD.

(For further information see the *Safeguarding and children's welfare policy* on page 8).

## **SPECIAL EDUCATIONAL NEEDS POLICY**

Applications from children with special educational needs will be treated no less favourable than any other child.

Our aim is to provide for the developmental needs of each child in the group. All children are regularly assessed and their development is monitored.

Parents are kept informed of their child's progress and achievements and also of any concerns that may arise during assessment or at any other time. Children who experience difficulties in any areas of learning will be given appropriate help and support.

If a need is identified, we will work in liaison with relevant professionals and agencies outside of the nursery to meet children's specific needs.

## **STAFFING AND EMPLOYMENT**

In accordance with the Health and Social Services Department guidelines we adhere to the adult child ratio to enable us to provide good, safe childcare.

### **Staff to Children Ratios**

- One to two year olds - one member of staff to every three children
- Two to three year olds - one member of staff to every four children
- Three plus - one member of staff to every eight children

The ratio is maintained by keeping within the capacity of the Nursery and ensuring that there is the correct number of staff members working at any one time to cover the amount of children in attendance.

A safe and secure environment is provided within the nursery and to ensure compliance every member of staff is Criminal Records Bureau (CRB) checked and health checked prior to employment.

## **BEHAVIOUR MANAGEMENT POLICY**

Little Learners Day Nursery believes that children flourish best when they know how they are expected to behave positively. Children gain respect through interaction with caring adults who show them respect and value their individual personalities. Positive, caring and polite behaviour will be encouraged and praised at all times in an environment where children learn to respect themselves, other people and their surroundings.

Children need to have set boundaries of behaviour for their own safety and the safety of their peers. Within the nursery we aim to set these boundaries in a way which helps the child to develop a sense of the significance of their own behaviour, in their own environment and for those around them. Restrictions on the child's natural desire to explore and develop their own ideas and concepts are kept to a minimum.

We aim to:

- Recognise the individuality of all our children.
- Encourage consideration for each other, our surroundings and property.
- Encourage children to participate in a wide range of group activities to enable them to develop their social skills.
- Work in partnership with parents and carers by communicating openly.
- Praise children and acknowledge their positive actions and attitudes therefore ensuring that children see that we value and respect them.
- Promote non-violence and encourage the children to deal with conflict peaceably.
- Be part of a key worker system enabling staff to build a strong and positive relationship with children and their families.
- Make clear to the child or children in question in any case of misbehaviour, that it is the behaviour and not the child that is unwelcome.
- Ensure that if any form of manual or physical contact is required during a situation where a child's behaviour is deemed as unsafe to their self and to those around them it will be done in accordance with the correct Code of Conduct procedures.
- Handle a particular type of behaviour dependant on the child's age, level of development and the circumstances surrounding the behaviour. It may involve the child being asked to talk and think about what he or she has done. It may also include the child apologising for their actions.
- Inform Parents if their child is unkind to others or if their child has been upset. In all cases inappropriate behaviour will be dealt with within nursery at the time. Parents may be asked to meet with staff to discuss their child's behaviour, so that if there are any difficulties we can work together to ensure consistency between their home and the nursery. In some cases we may request additional advice and support from other professionals.
- Develop non-aggressive strategies with the children to enable them to stand up for themselves so that adults and children listen to them. They need to be given opportunities to release their feelings more creatively.
- Develop positive behaviour if a child requires help to do so.
- Make every effort to identify any behavioural concerns and the causes of that behaviour through partnership with parents/carers and formal observations. From these observations and discussions an individual behaviour modification plan will be implemented.

Little Learners does **NOT** use any form of physical or corporal punishment. Smacking, shouting, or shaking is not permitted by any staff member, student or visitor. Children will not be singled out or humiliated in any way. In general children misbehaving will be told firmly using eye contact 'NO thank you'.

Staff within the nursery will then redirect the child/ren towards alternative activities. Discussions with children will take place respecting their level of understanding and maturity. Children will be distracted from the negative situation and supported in a different activity or environment if necessary for their own well-being and that of the others in the group.

We recognise that codes for interacting with other people vary between cultures and staff are required to be aware of this and respect those used by members of the nursery. Children, who behave inappropriately by physically abusing another child or adult, or through verbal bullying, will be required to talk through these actions and apologise where appropriate.

The child who has been upset will be comforted and the adult will confirm that the other child's behaviour is not acceptable. It is important to acknowledge when a child is feeling angry or upset and that it is the behaviour we are rejecting, not the child.

## ANTI-BULLYING

Children need their own time and space. It is not always appropriate to expect a child to share and it is important to acknowledge children's feelings and to help them understand how others might be feeling. Children must be encouraged to recognise that bullying, fighting, hurting and discriminatory comments are not acceptable behaviour. We want children to recognise that certain actions are right and that others are wrong.

Bullying takes many forms. It can be physical, verbal or emotional, but it is always a repeated behaviour that makes other people feel uncomfortable or threatened. Any form of bullying is unacceptable and will be dealt with immediately.

At Little Learners Day Nursery, staff follow the guidelines below to enable them to deal with challenging behaviour:

- To ensure that all children feel safe, happy and secure.
- To recognise that active physical aggression in the early years is part of the child's development and that it should be channelled in a positive way.
- Help the children to understand that using aggression to get things is inappropriate and will be encouraged to resolve problems in other ways.

- To adopt a policy of intervention when they think a child is being bullied; however mild or “harmless” it may seem.
- Be ready to initiate games and activities with children, when they feel play has become aggressive, both indoors or out.

Any instance of bullying will be discussed fully with the parents of all involved, to look for a consistent resolution to the behaviour. If any parent has a concern about their child, a member of staff will be available to discuss those concerns. It is only by co-operation that we can ensure children feel confident and secure in their environment, both at home and in the nursery.

By positively promoting good behaviour, valuing co-operation and a caring attitude we hope to ensure that children will develop as responsible members of society.

### OUTINGS AND VISITS

At Little Learners Day Nursery we have agreed procedures for the safe conduct of outings. On registration Parents/Carers are asked to sign a general consent form for their children to be taken out as a part of the daily activities of the nursery. For any major outings a parent will be informed before the outing. A risk assessment is always carried out before an outing takes place.

Outings are recorded in an outings record book stating:

- the date and type/aim of outing
- the venue and mode of transport
- names of staff assigned to named children
- time of return

Staff members will always take a mobile phone on outings and supplies of tissues, wipes, pants etc as well as a mini first aid pack, a snack and water. The amount of equipment will vary and be consistent with the venue and the number of children as well as how long they will be out for.

A minimum of two staff should accompany children while adhering to adult to child ratio. Named children are assigned to individual staff to ensure each child is appropriately supervised to ensure no child gets lost and that there is no unauthorised access to children. Regular head counts are conducted on all outings:- when leaving the nursery, during the outing and upon returning to the nursery.

For those children remaining at the day nursery, the adult to child ratio conforms to the requirements of the National Standards for Day Care.

## HEALTH AND SAFETY POLICY

Little Learners Day Nursery believes that the health and safety of children is paramount. We aim to make children, parents and staff aware of health and safety issues and therefore minimise the hazards and risks to enable the children to thrive in a healthy and safe environment.

### Risk assessment

Our risk assessments cover both adults and children and the process includes:

- Checking for hazards and risks on outings, activities and procedures;
- Deciding which areas need attention
- Developing an action plan which specifies the action required, the time scales for action, the person responsible for the action and any funding required.

We maintain lists of health and safety issues which are checked either:

- Daily before the session begins
- Weekly
- When a full risk assessment is carried out on outings

### INSURANCE COVER

We have public liability insurance and employers' liability insurance. The certificate is displayed in the entrance of the nursery

### CHILDREN'S SAFETY

- We ensure all staff employed have been checked for criminal records by an enhanced disclosure from the Criminal Records Bureau and these checks are repeated annually in line with requirements.
- All children are supervised by adults at all times.
- Whenever children are on the premises at least two adults are present with level 3 qualification.

### Security

- Procedures are in place for the safe arrival and departure of children. The times of the children's arrivals and departures are recorded.
- Our systems prevent unauthorised access to our premises.
- Our systems prevent children from leaving our premises unnoticed.
- The personal possessions of staff and volunteers are securely stored during sessions.
- Front hall door is locked at all times

### Kitchen

- Children do not have unsupervised access to the kitchen.
- There are separate facilities for hand-washing and for washing up.

- Cleaning materials and other dangerous materials are stored out of children's reach.
- When children take part in cooking activities, they:
  - Are supervised at all times
  - Are kept away from hot surfaces and hot water
  - Do not have unsupervised access to electrical equipment.

### Electrical/gas equipment

- All electrical/gas equipment conforms to safety requirements and is checked regularly.
- Our boiler/electrical switchgear/meter cupboard is not accessible to the children.
- Fires, heaters, electric sockets, wires and leads are properly guarded and the children are taught not to touch them.

### Outdoor area

- The outdoor area is securely fenced.
- The outdoor area is checked for safety and cleared of rubbish before it is used.
- Poisonous plants, herbicides and pesticides are removed.
- Where water can form a pool on equipment, it is emptied before children start playing outside and cleaned and dried before play commences.
- All outdoor activities are supervised at all times.
- Animal faeces is checked for and if present removed every time a child goes out.
- There is an outdoor area across the road, this is classed as an outing so an outing risk assessment will be undertaken.

### Hygiene

- Our daily routines encourage the children to learn about personal hygiene, toileting and hand washing.
- We have a daily cleaning routine for the nursery which includes play room(s), kitchen, rest area, toilets and nappy changing areas.
- We have a schedule for cleaning resources, equipment, dressing up clothes and furnishings.
- The toilet area has a high standard of hygiene including hand washing and drying facilities and the disposal of nappies.

We implement good hygiene practices by:

- Cleaning tables between activities
- Cleaning toilets regularly
- Wearing disposable gloves - as appropriate
- Parents provide sets of clean clothes

## Nappy changes

- Regular nappy changes are made.
- Extra nappy changes will be made as and when required.
- Protective gloves will be worn during nappy changes and disposed of correctly.

## Activities

- Children who are sleeping are supervised at all times.
- Children learn about health, safety and personal hygiene through the activities we provide and the routines we follow.

## Food and drink

- All food and drink is stored appropriately.
- Adults do not carry hot drinks through the play area(s) and do not place hot drinks within reach of children.
- Snack times are appropriately supervised and children do not walk about with food or drinks.
- Fresh drinking water is available to the children at all times.
- We operate systems to ensure that children do not have access to food/drinks to which they are allergic.

## Animals

- Animals visiting the nursery are free from disease, safe to be with children and do not pose a health risk.
- Children wash hands after contact with animals.
- Outdoor footwear worn to visit farms are cleaned of mud and debris and will not be worn indoors.

## SAFEGUARDING AND CHILDREN'S WELFARE POLICY

Little Learners Day Nursery recognises that children learn best when they are healthy, happy, safe and feeling secure. Therefore all children have the right to be treated with respect, develop positive relationships with the adults caring for them and to be safe from any abuse in whatever form. To this end we will:

- Create a stimulating environment which will encourage all children to develop a positive self-image.
- Encourage children to develop a sense of independence and autonomy in a way that is appropriate to their age and stage of development.
- Provide a safe and secure environment for all children.
- Provide opportunities where all children are able to learn through play which will enable them to grow in confidence and fulfil their potential.
- Provide an environment where children's voices can be heard and truly listened to.

Little Learners Day Nursery has a clear commitment to safeguarding children and promoting their welfare. Should anyone believe that this policy is not being upheld, it is their duty to report the matter to either the nursery manager or owner.

Moreover should anyone have any concerns (no matter how small) they would like to discuss further they should also seek assistance from the nursery manager or owner.

The legal framework for this policy is based on is:

- 'What To Do If You Are Worried A Child Is Being Abused' (HM Government, Every Child Matters - December 2006)
- The Children (Guernsey and Alderney) Law, 2008

Practitioners have a duty to safeguard and promote the welfare of all children. Due to the many hours of care we are providing, staff will often be the first people to sense that there is a problem. They may well be the first people in whom children confide about abuse. The nursery has a duty to be aware that abuse does occur in our society.

This statement lays out the procedures that will be followed if we have any reason to believe that a child in our care is subject to welfare issues including physical, sexual, emotional abuse or neglect.

Our prime responsibility is the welfare and well being of all children in our care. As such we believe we have a duty to the children, parents/carers and staff to act quickly and responsibly in any instance that may come to our attention. All staff will work as part of a multi-agency team where needed in the best interests of the child. Little Learners Day Nursery recognises that by bringing professionals together around the needs of children, young people, their families and carers we are building strong foundations which will bring greater consistency, rigor and impact the way early intervention is organised and delivered.

The nursery aims to:

- Ensure that children are never placed at risk while in the charge of nursery staff.
- Ensure that confidentiality is maintained at all times (where legally possible)
- Ensure that all staff are alert to the signs of abuse, understand what is meant by safeguarding and are aware of the different ways in which children can be harmed including by other children i.e. bullying, discriminatory behaviour.
- Ensure that all staff are familiar and updated regularly with safeguarding issues and procedures.

- Ensure parents are fully aware of safeguarding policies and procedures when they register with the nursery and kept informed of all updates when they occur.
- Regularly review and update this policy with staff and parents where appropriate.

Children will be supported by offering reassurance, comfort and sensitive interactions. Activities will be devised according to individual circumstances to enable children to develop confidence within their peer group.

### **Types of Abuse**

Physical abuse  
Fabricated illness  
Sexual abuse  
Emotional abuse  
Neglect

### **Indicators of child abuse**

- Failure to thrive and meet developmental milestones.
- Fearful or withdrawn tendencies.
- Aggressive behaviour.
- Unexplained injuries to a child or conflicting reports from parents / carers.
- Repeated injuries.
- Unaddressed illnesses or injuries.

### **Recording suspicions of abuse and disclosures**

Staff should make an objective record (supported by the nursery manager) of any observation or disclosure and include:

- Child's name.
- Child's address.
- Age of the child and date of birth.
- Date and time of the observation or the disclosure.
- Exact words spoken by the child.
- Exact position and type of injuries or marks seen.
- Exact observation of an incident including any other witnesses.
- Name of the person to whom the concern was reported, with date and time; and the names of any other person present at the time.
- Any discussion held with parent/carer (where deemed appropriate).

These records should be signed by the person reporting this and the manager or owner, dated and kept in a separate confidential file.

If a child starts to talk to an adult about potential abuse it is important not to promise the child complete confidentiality. This promise cannot be kept. It is vital that the child is allowed to talk openly; you must not force the disclosure or put words into the child's mouth. After the disclosure it is vital details are logged down accurately as soon as possible. Staff involved may be asked to supply details of any information they have gathered in regards to the child. The nursery expects all members of staff to co-operate with the Health and Social Services Department (HSSD) in any way necessary to ensure the safety of the children.

Staff must not comment either publicly or in private about a parent's supposed or actual behaviour.

All level 3 staff and above will attend safeguarding training. All other staff will receive initial basic training during their induction period. This will include the procedures for recording and reporting. It may be thought necessary that through discussion with all concerned the matter needs to be raised with HSSD.

### STAFFING AND VOLUNTEERING

It is the policy of the nursery to provide a secure and safe environment for all children. The nursery will therefore not allow staff into the building until their enhanced Criminal Records Bureau (CRB) check has been sent for clearance. We have a named person that co-ordinates safeguarding and welfare issues; this person is the nursery owner Heidi Garnham.

In addition to the above:

- We provide adequate and appropriate staffing resources to meet the needs of children.
- Candidates are informed of the need to carry out checks before posts can be confirmed. Where applications are rejected because of information that has been disclosed, applicants have the right to know and to challenge incorrect information.
- All enhanced CRB disclosures checks will be updated on a regular basis to ensure the suitability of the adults caring for the children.
- We abide by HSSD requirements in respect of references and police checks for staff and volunteers, to ensure that no disqualified person or unfit person works at the nursery or has access to the children.
- We require at least two references before a new member of staff commences employment with us.
- All students will have enhanced CRB disclosures sent off for clearance before their placement starts.
- All visitors / contractors will be accompanied by a member of staff whilst on the premises, especially when in the areas the children use and will never be left alone with any child.

- The deployment of staff within the nursery allows for constant supervision. Where children need to spend time away from the rest of the group, they will always be in sight of a fully CRB checked practitioner.

### **Informing parents**

Parents are normally the first point of contact. If a suspicion of abuse is recorded, parents are informed at the same time as the report is made, except where the guidance of the HSSD does not allow this. This will usually be the case where the parent or family member is the likely abuser, or where a child may be endangered by this disclosure. In these cases the investigating officers will inform parents.

### **Support to families**

- The nursery takes every step in its power to build up trusting and supportive relations among families, staff and volunteers within the nursery.
- The nursery continues to welcome the child and the family whilst investigations are being made in relation to abuse in the home situation. Parents and families will be treated with respect in a non-judgmental manner whilst investigations are carried out.
- Confidential records kept on a child are shared with the child's parents or those who have parental responsibility for the child, only if appropriate under the guidance of the HSSD with the proviso that the care and safety of the child is paramount, we will do all in our power to support and work with the child's family.

### **Employees of the nursery**

If an allegation is made against a member of staff, a HSSD designated person will be informed and this will be investigated. This may result in the nursery disciplinary procedure being followed.

The incident will be dealt with by the owner with support from the HSSD:

- A full investigation will be carried out to determine how this will be handled.
- The nursery reserves the right to suspend any member of staff on full pay during an investigation.
- All investigations/interviews will be documented and kept in a locked file.
- Unfounded allegations will result in all rights being re-instated.
- Founded allegations will be passed on to the relevant organisation (police) and will result in the termination of employment. HSSD will be notified immediately of this decision. The nursery retains the right to dismiss any member of staff in connection with founded allegations following an inquiry.

### **FIRE SAFETY POLICY**

Little Learners Day Nursery understands the importance of vigilance to fire safety procedures and have the following policy and procedures in place:

- Little Learners has an up to date fire inspection certificate, and notices explaining the fire procedures that are positioned near fire exits.
- All fire extinguishers are checked once a year, to ensure that they are up to date and working, inspections are dated on extinguishers.
- Fire drill procedures and evacuation routes are clearly displayed around the nursery.
- Fire drills are carried out monthly and recorded in a log book.
- Regular pat testing is carried out on electrical equipment by a certified electrician.
- All staff/volunteers/students and children are aware of the fire safety procedures set out in this policy.
- All staff are aware of the location of all fire exits, the fire assembly point and where fire safety equipment is stored.
- Fire doors are clearly marked and are not obstructed and are easily opened from the inside.

The owner/manager of Little Learners are responsible for ensuring these policies and procedures are kept up to date and all equipment is regularly serviced. Fire drills will take place randomly at different times, without prior warning.

Fire drill and in the event of a fire

- Alarm will be sounded so that all staff and children can hear.
- Staff to assemble children quickly to the nearest fire exit.
- Manager or owner collects register.
- Assemble at designated evacuation point.
- Take register to ensure all children are present.
- Owner to check staff registers and to have emergency contacts, mobile phone and keys.
- Owner to ensure all doors and windows are shut.
- When all numbers have been counted and all staff and children are present, all can move back into the building.
- In the event of a fire, the owner/manager would call the fire brigade and contact all parents.

## **FIRE PREVENTION**

Little Learners Day Nursery will take all steps possible to prevent fires occurring. As such all staff are responsible for:

- Ensuring that the no smoking policy is always observed.
- Storing any potentially flammable materials safely away from child areas.
- Switching off appropriate electrical appliances and lights when not needed.
- Ensuring that room heaters are free from restrictions.
- All new staff and students have the fire safety procedure explained on induction.

## SICKNESS / EXCLUSION POLICY

This is discussed with parents on admission to ensure compliance. This includes procedures for contacting parents - or other authorised adults - if a child becomes ill while at the nursery.

- Parents are asked not to bring their child into the nursery if they have been vomiting or had diarrhoea until at least 48 hours has elapsed since the last attack.
- We do not provide care for children who are unwell, have a temperature, or sickness and diarrhoea, or who have an infectious disease.
- Children with head lice are not excluded but must be treated to remedy the condition.
- Parents are notified if there is a case of head lice in the nursery.
- Parents are notified if there is an infectious disease such as chicken pox.
- Good hygiene practice concerning the clearing of any spilled bodily fluids is carried out at all times.
- HSSD is notified of any infectious diseases that a qualified medical person considers notifiable.

### **If a child becomes ill during the session we will:**

- Contact the parent/carer as soon as possible.
- If no contact available during the session, make the child comfortable and warm in the quiet area on cushions and monitor, giving them a drink of water.
- Supervisor to continue to try to contact parent/carer and other named contacts.
- One staff member to be responsible for keeping an eye on the child and monitoring the illness and making sure the child is comfortable and reassured.

Please speak to a member of staff for information on infection control and length of exclusion times for Day Nurseries.

## FIRST AID AND MEDICATION POLICY

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. Our first aid kit complies with the Health and Safety (First Aid) Regulations 1981 and is regularly checked by a designated member of staff and re-stocked as necessary. It is easily accessible to all staff members.

At the time of admission to Little Learners Day Nursery, parents' written permission to seek emergency treatment for a child from a doctor or a Casualty Department of a hospital is obtained. Parents sign and date their written approval.

Our Accident Book is to record any accidents to children or staff and is to be seen by the parent/carer on collection and signed by all parties. All staff and volunteers know where it is kept and how to complete it.

## DEALING WITH INCIDENTS

We meet our legal requirements for the safety of our employees by complying with RIDDOR (the Reporting of Injury, Disease and Dangerous Occurrences Regulations).

We report to the local office of the Health and Safety Executive:

- Any accident to a member of staff at the nursery requiring treatment by a General Practitioner or hospital
- Any dangerous occurrences at the nursery. This may be an event that causes injury, fatalities or an event that does not cause an accident but could have done, such as a gas leak.

## ADMINISTRATION OF MEDICATION

- Only prescribed medication can be administered. It must be in date and prescribed for the current condition.
- Children taking prescribed medication must be well enough to attend the nursery.
- Children's prescribed drugs are stored in their original containers, are clearly labelled and are inaccessible to the children.
- Parents give prior written permission for the administration of medication.
- The administration is recorded accurately each time it is given, signed by staff and initialled by parent/carer on collection of child.
- If the administration of prescribed medication requires medical knowledge, individual training is provided for the relevant member of staff by a health professional.
- Medication such as Calpol will be administered to young children and babies if they have a high temperature. Written prior consent must have been gained from parents
- If a child's temperature continues to stay high after 30 minutes of Calpol being administered the parent will be notified and asked to collect their child

## LATE AND NON-COLLECTION POLICY

In the instance of a child not being collected from nursery after 10 minutes the following procedures will be implemented:

- Parents/carer need to notify the nursery manager if they are going to be late.
- If the manager is not informed by the parent/carer then they will be contacted on the numbers provided.
- If this fails emergency contacts will be contacted.
- If unable to contact any person on record the manager will continue to call the contacts available and the calls will be logged.

- Two members of staff will remain in the building until suitable arrangements have been made for the collection of the child.
- In order to provide this additional care a late fee surcharge of £15 will be charged plus an extra £10 per every 30 minutes.

### MISSING CHILD PROCEDURE

In the unlikely event of a child going missing, Little Learners Day Nursery will ensure that the following procedure will be implemented immediately:

- The nursery manager will be informed immediately and all staff present will be informed and deployed to start an immediate thorough search of the nursery, followed by a search of the surrounding area, ensuring that all other children remain supervised, calm and supported throughout.
- The manager will carry out a second search of the area.
- If the child has still not been accounted for, the manager will contact the police and parent/carer
- During this period, staff will be continually searching for the missing child, whilst other staff maintain as near to normal routine as possible.
- The manager will then await instructions from the police with parent/carers involvement
- Any incidents must be recorded in writing as soon as practicably possible.
- HSSD must be contacted and informed of any incidents.
- With incidents of this nature parents, carers, children and staff may require support and reassurance following the traumatic experience.
- Post incident risk assessments will be conducted following any incident of this nature to ensure this does not reoccur

### KEY WORKER SYSTEM

At Little Learners we use a key worker system where a designated group will be assigned one staff member who is fully committed to them and records their development whilst in the nursery. This will be given with the induction pack.

This ensures that:

- The health and well-being of the children is treated with the utmost importance and that individual caring and development needs are met.
- The parent/carer are kept informed of all aspects of their child's care and development.
- A smooth and positive settling in process for all individual children.

## COMPLAINTS POLICY

Complaints will be dealt with professionally and promptly to ensure that any issues arising from these complaints are handled effectively and to ensure the welfare of all children. We welcome any suggestions from parents on how we can improve our services, and will give prompt and serious attention to any concerns that you may have by following our complaints procedure as outlined below:

### 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 nursery manager.

### Stage 2

If the issue remains unresolved or parents feel they have received an unsatisfactory outcome, then these concerns must be presented in writing to the on site nursery owner. The owner will then investigate the complaint and report back to the parent within three working days. This will be fully documented in the complaints log book and will detail the nature of the complaint and any actions arising from it. (Most complaints will be resolved informally at stage 1 or 2.)

### Stage 3

If the matter is still not resolved a formal meeting should be held between the joint owners, parent and the senior staff member to ensure that it is dealt with comprehensively. A record of the meeting will be made along with documented actions. All parties present at the meeting will review the accuracy of the record, sign to agree and receive a copy, which will signify the conclusion of the procedure.

### Stage 4

If the matter cannot be resolved to their satisfaction, then parents have the right to raise the matter with HSSD. A record of complaints will be kept in the nursery. Parents will be able to access this record if they wish to, however all personal details relating to any complaint will be stored confidentially and will be only accessible by parties involved. HSSD will have access to this record at any time during visits to ensure actions have been met appropriately.

Complaints to HSSD should be addressed to:

Early Years Services, Corporate Headquarters, Rue Mignot, St Andrews, GY6 8TW.  
Telephone: 01481 729329

In case of a complaint relating to Safeguarding Children, please refer to the *Safeguarding Policy*.

## EDUCATION POLICY

At Little Learners Day Nursery we aim to follow the 7 area's of development which are as follows:

- Communication and language
- Physical development
- Personal, social and emotional development
- Literacy
- Mathematics
- Understanding the world
- Expressive arts and design

## SPECIAL EDUCATIONAL NEEDS (SEN) POLICY

### Ethos

Our aim is to provide a caring, happy, fun and safe learning environment for all children. We will promote all aspects of high quality child development so each individual child has an opportunity to develop and be the best they can be and feel equally valued.

We aim to identify any difficulties a child might have and to work with the child and their parents/carers to address those difficulties. Sometimes a child may need extra support in some way – we encourage parents who think their child might have particular needs to talk to us about this.

We aim to work closely alongside parents/carers in a supportive, enabling way and utilize additional support from our professional partners and outside agencies to ensure all children's needs are met. By working together we can achieve excellence, equality and enjoyment in the most efficient and effective way possible for the benefit of all our children.

### Definition of SEN

Children have special educational needs if they have a learning difficulty or disability, which calls for special educational provision to be made for them.

Children have a learning difficulty if they:

1. Have a significantly greater difficulty in learning than the majority of children of the same age; or
2. Have a disability which prevents or hinders them from making use of educational facilities of a kind generally provided for children of the same age.

3. Are under compulsory school age and fall within the definition at (1) or (2) above or would do so if special educational provision was not made for them.

Children must not be considered as having a learning difficulty solely because the language or form of language of their home is different from the language in which they will be taught.

### **Our Special Educational Needs Coordinator (SENCO) is: Sam Mahy and she**

- Helps us to identify any difficulties a child may have
- Ensures that any that relevant background information about individual children with SEN is collected, recorded and updated.
- Helps us to develop our strategies and plans of actions
- Keep parents/carers in touch with their child's progress
- Liaises with parents, professionals and key persons in planning activities and setting targets.
- Ensures that appropriate Individual Development Plans (IDP) are in place
- Keeps us up to date on SEN matters

My training and personal experience:

The SENCO has additional training to enable her to carry out her responsibilities.

### **Procedures for identification, assessment and review**

Where there are children with special needs in their group, we seek to provide the staff with appropriate training and support including contacting outside agencies for help and advice. They will also liaise with other professionals to ensure the most appropriate and effective interventions and strategies are being implemented and reviewed. SENCO's attend a termly network meeting to ensure their CPD is up to date and relevant so they are able to effectively carry out their role.

### **We identify SEN through Early Years Action:**

We check each child's progress and monitor any child who seems to be having difficulties in any area of learning, including problems with behaviour.

Where a child appears to be working below what is typical for their age in the Prime Areas (Communication & Language; Physical Development; Personal, Social & Emotional Development) and practitioners are concerned about their progress, we will discuss with parents and work in partnership to ensure best Early Years practice and support are put in place.

If a child needs something additional to or different from our usual early years curriculum, we will prepare an Individual Development Plan (IDP) and discuss with parents/carers how they can support their child's progress at home.

### **Individual Development Plan (IDP)**

Strategies employed to enable the child to progress will be recorded within an IDP. This will include information about:

- The child's strengths and what helps them in their learning
- The short-term targets for the child
- The teaching strategies and the provision to be put in place (what or who will help)
- Who will monitor the Plan and when it is to be reviewed
- The outcome of the action taken

The IDP will record only that which is additional to, or different from the differentiated curriculum in place as part of normal provision. The IDP will focus on a maximum of three key targets and will be developed with the child and parents/carers. The IDP will be continually kept 'under review', but are formally reviewed two or three times a year. The child, parents/carers and the key person will be a key part of the review process.

### **We ask for further support through Early Years Action Plus:**

If a child is still having difficulties, we can access further support and advice from the States Early Years Team, the Educational Psychologist for Early Years, the Speech and Language Therapy Service, the Health Visitor, the Child Development Centre Liaison Nurse, etc... The SENCO will liaise with professionals and parents/carers to review the IDP, organise meetings and continue to monitor progress.

### **Resources we provide for children with SEN**

We will ensure all resources are made available for all children and adapt our environment where possible to meet the needs of all our children. We will seek support and advice where appropriate to ensure those children who have been identified as having a SEN receive any resources that could ensure they are full included.

### **Partnerships with parents**

Partnership with parents plays a key role in enabling children and young people with SEN to be the best they can be. This setting recognises that parents hold key information and have knowledge and experience to contribute to the shared view of a child's needs and the best ways of supporting them.

All parents of children with special educational needs will be treated as partners and supported to play an active and valued role in their children's education.

### **Links with other Early Years settings**

We work very closely with local playgroups, nurseries and childminders to ensure we have good communication and a shared understanding of meeting the needs of all our children. We will work and communicate with those settings that children also attend to ensure a consistent joined up approach to our support and guidance.

### **Our beliefs and attitudes re: Equal Opportunities**

We believe that all children should be treated equally regardless of any additional needs they may have. All that we do and provide will be adapted for the needs of every individual child in our settings.

We will promote equal opportunities for all children, parents/carers and staff, as they will be seen as individuals progressing at their own levels and pace.

The setting aims to ensure that all children, parents/carers, staff and additional support staff have respect and regard for age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage and civil partnerships, pregnancy and maternity.

### **Complaints about our SEN provision or Policy**

Complaints regarding SEN provision within the setting should be made to the management and/or the SENCO. If a complaint is made then it will be treated with confidentiality by all staff. If the complaint is made to a staff member then they will report it to their management who will deal with the complaint. All complaints and action taken will be recorded in the complaints book. We will arrange a meeting with the person making the complaint and discuss their concerns and try and resolve the issues. We aim to work together to find a suitable solution for all concerned that is in the best interest for the child.

The setting follows relevant legislation: the SEN Code of Practice (Guernsey) 2004; the Early Years Foundation Stage (EYFS); The Early Years Quality Standards Framework (EYQSF) and; The Children (Guernsey and Alderney) Law 2008, to ensure we are meeting all the children, parents/carers and staff's needs.

This SEN Policy will be monitored and evaluated yearly by all staff within our setting.

## SMOKING / ALCOHOL / DRUGS POLICY

By Law Little Learners operates a no smoking policy throughout the nursery.  
Smoking, Alcohol and Drugs are not permitted on any part of the nursery grounds.

**LITTLE LEARNERS DAY NURSERY**

ST STEPHEN'S LANE

ST PETER PORT

GUERNSEY GY1 1QL

**T:** 01481 727610

**E:** [NURSERY@LITTLELEARNERS.BIZ](mailto:NURSERY@LITTLELEARNERS.BIZ)

**W:** [WWW.LITTLELEARNERS.BIZ](http://WWW.LITTLELEARNERS.BIZ)