



COPIES OF THESE POLICIES WILL BE MADE AVAILABLE IN OTHER  
LANGUAGES IF REQUIRED.

Manager – Janice Hunt

St James Church Hall

Westcotes

Tile Hill

Coventry

## Admissions Policy

It is our intention to make our setting accessible to children and families from all sections of the local community. We aim to ensure that all sections of our community have access to the setting through open, fair and clearly communicated procedures. In order to do this we will ensure that the existence of the pre-school is widely known in all local communities. We will place notices advertising the pre-school in places where all sections of the community can see them, in more than one language wherever possible. The website and social media will also be updated with information about pre-school places.

We arrange our waiting list in order of date of birth with the exception of 2 ½ year olds, where time since registering will be taken into account. Priority will be given to those children for who it is their last year before starting school. Keep a place vacant, if this is financially viable, in order to accommodate emergency admissions.

We will describe the pre-school and its practices in terms which make it clear that it welcomes both parent's, other relatives and other carers, including childminders, foster parents also people from all cultural, ethnic, religious and social groups, with and without disabilities.

We will monitor the gender and ethnic background of the children joining the setting to ensure that no accidental discrimination is taking place, and also make are equal opportunities policies widely known. We will consult with families about the opening times or our pre-school to avoid excluding anyone i.e. families not able to get their child to pre-school for 9.00am perhaps due to a new baby, illness in the family; we could arrange staggered times and start date. We will also be flexible about attendance patterns, within reason, so as to accommodate the needs of individual children and families. We will continue to consult with local parents to ensure that the pre-school goes on meeting the ever changing needs of the local community. We like to find times where we can discuss any items relating to the running of pre-school by child induction, coffee mornings, parents questionnaires and informal chats with parents.

Child places can be booked by completing an application form when visiting our setting, which has an open door policy, or you can access the forms on our website ([www.seashellpreschool.co.uk](http://www.seashellpreschool.co.uk)) under the policies section, or we can post an application form along with a Welcome Book and a copy of our policies.

**Date of Policy 5<sup>th</sup> September 2020**

**Date of next review 30<sup>th</sup> August 2022**

## Settling Children In Policy

Please feel free to bring along any special toy or comforter if you feel your child will require the reassurance of something familiar to them, also inform your child's key worker. Please note though we ask that the toys other than that for comfort purposes are not brought into pre-school as these might get damaged or broken and we will not accept liability for these items. Please be assured that all staff, within our setting, will continually reassure and comfort all children during those first few weeks and any time afterwards should they become upset for any reason.

**Date of Policy 5<sup>th</sup> September 2020**

**Date of next review 30<sup>th</sup> August 2022**

## Child Sleeping Policy

If your child is tired and needs a sleep they will be placed on one of our sleep mats in our main hall area and will be monitored at least every 3 minutes by a member of staff.

**Date of Policy 5<sup>th</sup> September 2020**

**Date of next review 30<sup>th</sup> August 2022**

## Food and Drink Policy

It is our policy to provide healthy snacks and drinks, also to encourage parents to provide their child with healthy, balanced and nutritious meals and drinks at lunchtime. Please ensure olives and baby tomatoes are cut in half due to the risk of choking. Grapes are not allowed in our setting.

Staff and children will wash hands before eating or preparing any food and drink. Any staff responsible for the preparation and handling of food will be competent to do so and hold a current food handling certificate, and our fridge temperature is checked and recorded daily. We will store any food needing to be chilled in our fridge. If the weather is hot lunchboxes will be kept in cool boxes placed in our kitchen.

We will record and act on any information from parents about a child's dietary requirements.

We will provide fresh drinking water for the children both inside and outside.

**Date of Policy 5<sup>th</sup> September 2020**

**Date of next review 30<sup>th</sup> August 2022**

## Partnership with Parents Policy

We want children to feel safe and happy in the absence of their parents, to recognise other adults as a source of security, help and friendship, and to be able to share with their parents, afterwards, the new learning experiences enjoyed at pre-school. We also want parents to feel welcome from the beginning. In order to accomplish this, we aim to create a partnership with parents in the following ways:

- By creating opportunities for the exchange of information between us and parents by using, among other resources, a copy of our Pre-Entry Form. Also by ensuring plentiful opportunities for parents to inform the pre-school about the child's current achievements and interests. We also encourage parents to visit pre-school with their child on set date(s) before an admission is planned.
- By reassuring parents whose child is taking a long time settling into pre-school.
- By introducing flexible admission procedures if appropriate to meet the needs of individual families and children, we find this invaluable when settling in a new child and families. We make it clear to families from the outset that they will be welcome and supported in the pre-school for as long as it takes to settle their child. We will also encourage parents, where appropriate, to separate from their child for brief periods at first, gradually building up to longer absences.

A child cannot play or learn successfully if they are anxious or unhappy. Our setting procedures aim to help parents and the child to feel comfortable at the pre-school. We also ensure that the child can benefit from what the group has to offer, and feel confident that their parents will return at the end of the session.

The children within the pre-school will be divided into four key worker groups; this will be their "little family". You will be introduced to your child's key worker when your child is beginning their induction process.

Parents are the first educators of their child so the aim of our pre-school is to support parents in this essential role, by ensuring that parents are given regular information about their child's progress, and have the opportunity to discuss it with their child's key worker. We will also involve parents in shared record keeping about their own child, if required. We also ensure that all parents have the opportunities to contribute from their own skills, knowledge and interests to the activities at our setting.

We also provide information for parents, to learn about the pre-school curriculum and about young children's learning at pre-school and at home. Written information is provided, along with coffee mornings allowing you time to meet with your child's key worker

The term parent is taken to include all those persons who have primary responsibility for a child e.g. foster parents and legal guardians.

**Date of Policy 5<sup>th</sup> September 2020**

**Date of next review 30<sup>th</sup> August 2022**

## Staff Recruitment/Student Placement Policy

When a vacancy becomes available at our setting we will contact our local job centre using the forms provided in our recruitment pack and the job centre will ensure that our recruitment process is fair. All applicants will be provided with a job description/job & person specification with their application form. Applicants will be shortlisted by their job experience, qualifications and how well they meet our person specification. All applicants chosen for interview will be asked the same questions which will be in line with the job description/job & person specification. All applicants will be notified of our final decision in writing. Any job offers will depend on the results of us taking up two references. A DBS check will be undertaken on anyone taking up a position with us. Unless the nature of the position allows us to ask questions about an applicant's entire criminal record we only ask about unspent convictions as defined in the Rehabilitation of Offenders Act 1974. Jobs involving access to children, young people, the elderly, disabled people, alcohol or drug mis-users and the chronically sick are exempt from the Act. In such cases Seashell Pre-school is legally entitled to ask applicants for details of convictions irrespective of whether they are spent or unspent under the Act. The length of time required for an ex-offender to become rehabilitated depends on the sentence received and the age when convicted. Custodial sentences of more than two and half years can never become spent.

The successful applicant will receive full staff induction and will be mentored until the end of their three month probationary period; if still successful they will receive our ongoing support and training. All voluntary or paid students will receive induction, including our policies, and will not undertake nappy changing, toileting or be left alone with any child at our setting.

All staff are self-employed and apply for vacancies on the understanding that they are responsible for their own tax and national insurance.

A high adult: child ratio is essential in providing good quality pre-school care. At Seashell Pre-school we have four key workers and a play worker. Our key worker system ensures that each child and family has one particular staff member who takes a special interest in them. Weekly planning meetings provide opportunities for staff to undertake curriculum planning & planning for the individual child. Child trackers are also completed each term.

We recognise that the quality and variety of work which goes on in a pre-school makes it an ideal place for students on placement. In co-operation with educational providers, we welcome students into the pre-school on the following conditions. The needs of the children are paramount. Students will not be admitted in numbers which hinder the essential work of the pre-school.

Students must be engaged in bona fide early years training which provides necessary background understanding of children's development and activities or on school work experience.

Any information gained by the students about the children, families or other adults in the pre-school must remain confidential. Unless registered as a fit person, students will not have unrestricted access to children.

**Date of Policy 5<sup>th</sup> September 2020**

**Date of next review 30<sup>th</sup> August 2022**

## Health & Safety Policy

The safety of the children in our care is of paramount importance. In order to ensure the safety of both children and adults the pre-school will ensure safety in the following areas.

### Environment

- Safety checks on premises & equipment, both indoors and outdoors, will be made daily and a checklist signed and dated by a member of staff.
- Our first aid kit is checked and recorded by our play-worker on a monthly basis.
- We have a double door entrance/exit with adult height safety chains which are in use at all times with the exception of drop off and collection times, the door is staffed during these times. However it is the parent/carers responsibility to ensure the safety of their child once they have been collected from the Seashell room at home time.
- Our outdoor space is secured with security fencing and a padlocked gate.
- The layout of the room will allow space for children and adults to move safely.
- Emergency exits will never be obstructed and are easily identified.
- All dangerous materials, medicines and cleaning items are stored in the kitchen.
- Child safety gate to the kitchen will be closed at all times.
- All children will be supervised by adults at all times in line with staff ratios.
- All adults have a duty to take care of their own and the children's health and safety.
- An AM & PM register of both children and staff is completed daily, and a visitor's book kept so we know who is on the premises in the event of an emergency.

### Fire Safety & Emergency Evacuation Procedure

We carry out and record a fire drill for both morning and afternoon children once a month. Staff will ring our fire bell to bring all the children together, staff will then take the children to the meeting point by the tree in our garden area. The manager or deputy will take the phone, register and (visitor book if needed), key to the back gate, and contact details for children and staff. The fire extinguishers are checked annually.

One member of staff will check the building to make sure no child is left behind, and ring the fire brigade. In the event of being unable to return to the building we will contact parents to collect their child.

### Anti-Smoking, Alcohol & Other Substances Abuse

It is our policy to keep children safe when in our care, in order to do this we ensure that anyone who has contact with the children, at our setting, is not under the influence of alcohol or any other drug, which may affect their ability to care for the children. If a member of staff is found to be intoxicated, they will be sent home immediately and could result in disciplinary procedures being taken. We do not allow parents, staff or visitors to smoke onsite or in our garden area. Any staff wanting to smoke during the breaks may do so as long it is off the premises. All staff will be asked to sign a declaration.

If we believe any parent/carer who is under the influence of alcohol or drugs when they drop off or collect their child, we would not allow them to take their child and will call another emergency contact for the child. We also have a duty to inform the child protection team.

We will ensure that anyone who has contact with the children in our care whilst at our setting, who is taking medication which may affect their ability to care for children will seek medical advice. They

## Seashell Pre-School Policies

will only work directly with children if it is confirmed that their ability to look after the children will not be impaired.

**Date of Policy 5<sup>th</sup> September 2020**

**Date of next review 30<sup>th</sup> August 2022**

## Safeguarding Children Policy

**If we have concerns about a child or a member of staff we would follow our safeguarding procedure (this is known to all staff) and displayed on the staff notice board. Our policy is in line with the Local Safeguarding Board guidance and procedures.**

**Safeguarding Coordinator: Janice Hunt All staff will be fully DBS checked.**

It is her role to keep up to date with all relevant changes and pass these on to all other staff.

All appointments, both paid and voluntary, will be subject to a probationary period and will not be confirmed unless the pre-school is confident that the applicant can be safely entrusted with children. We will seek out safeguarding training for all adults involved in the setting to ensure that they recognise the symptoms of possible physical abuse, neglect, emotional and sexual abuse also to recognise signs of any professional abuse. The layout of the hall used will allow for constant supervision of all children at all times. Adults will not be left alone for long periods with individual children or small groups.

The first concern will be for the child. Children whose condition or behaviour has given cause for concern will be listened to, reassured and helped to understand that they themselves are valued and respected, and have not been at fault. Changes in a child's behaviour/appearance will be investigated. Parents will normally be the first point of reference, but if they are not in a position to allay any legitimate anxieties, the matter will be taken up with the Social Services Department. In exceptional circumstances, the Social Services Department may be the first point of reference. Ofsted will also be informed. All such suspicions and investigations will be confidential, shared only with those who need to know. The people most commonly involved with will be the key worker and manager.

### Concerns About a Child

Whenever worrying changes are observed in a child's behaviour, physical condition or appearance, a specific and confidential record will be set up. The record will include, in addition to the name, address and age of the child: timed and dated observations, describing objectively the child's behaviour/appearance, without comment or interpretation; where possible, the exact words of the child; the dated name and signature of the recorder. Such records will be kept in a separate file and will not be accessible to people other than the pre-school manager, and staff member involved.

If the pre-school feels that adequate explanations for the changes in the child's condition have not been provided or if a child makes a disclosure to a member of staff we would contact Social Services immediately.

The pre-school operates in accordance to the guidelines laid down by the registering authority (Ofsted). Confidential records kept on children about whom the pre-school is anxious will be shared with the Social Services Department. The pre-school will take every step in its power to build up trusting and supportive relationships between families and staff in the setting. Confidential records kept on the child will be shared with parents. With the provision that the care and safety of the child must always be paramount, the pre-school will do all in its power to support and work with the child's family.

### Professional Abuse & Whistle Blowing

If a member of staff is accused of, or suspected by a colleague of, any form of child abuse we will contact Social Services immediately. The member of staff will be suspended, on full pay, whilst an investigation is made, and this is not an admission of guilt but to protect both the child and staff

member. We will do our best to support the member of staff (if appropriate) and also their family during the investigation. Ofsted will be informed of the investigation (within 14 days). We will cooperate entirely with any investigation carried out by the relevant organisations. The parents will be informed immediately of the allegation. Confidential records will be kept of the allegation and of all subsequent proceedings.

*Disciplinary action* – Where a member of staff is internally disciplined or dismissed from the setting, because of misconduct relating to a child, we will notify Ofsted so that their name may be included on the list for the ‘Protection of Children and Vulnerable Adults’, and all the relevant organisations to ensure the necessary information is used appropriately for the protection of children.

We promote and encourage good staff communication so any bad practice is dealt with before the need for whistle blowing, however staff should feel able to raise questions about any area of concern at any time so that the practices can be modified before they cause harm.

### Intruder Onsite

The safety of children is of paramount importance to the pre-school. With regard to visitors attending the pre-school the following procedures are in place:

- Wherever possible visitors to the pre-school should come at an agreed time with the manager. The manager should always be informed of visitors arriving to visit staff members.
- All visitors to pre-school must sign the visitors’ book clearly stating time of arrival, contact person’s name, their name, time of leaving and may need to wear a visitor badge.
- In the event of a parent visiting the pre-school with his/her child, then the parent should be accompanied at all times by a member of staff.
- Identification should be checked by the pre-school staff in the event of someone coming from a utility company.
- In the event that an intruder attempts to break into the pre-school, every effort should be made by the staff to keep the children safe. An emergency 999 call will be made to the police.

### Staff Mobile Phone & Social Networking Use

Staff are only allowed mobile phones in the kitchen area away from children at appropriate times.

Staff using social networking sites shall make no reference to Seashells Pre-school. They are aware of their responsibility to the safeguarding of all children and understand the procedures to be followed where they become aware of a first, second or third party disclosure through a social networking site. Staff are made aware of the disciplinary and grievance procedures with regard to the abuse of children. Procedures to follow if an adult connected to pre-school is accused of child abuse are contained in this policy. Staff are aware of confidentiality, any breach in social networking sites/internet are subject to disciplinary.

### Nappy Changing

**We have an open door policy while allowing the child dignity when changing a child in our designated area.**

Only staff who have attended safeguarding training will change nappies or help children with toileting. A child’s nappy must be changed promptly when wet or soiled and staff must wear a new set of disposable gloves for each child while reassuring and talking to the child. Staff must wash hands after nappy has been bagged and binned and the changing mat has been wiped down.

When toilet training if a child has more than 2 accidents during a session we will put on a pull up provided by you until they become more confident when using the toilet or potty.

### Child Collection

The safety of young children is of paramount importance. In order to ensure the safety of both children and adults, the pre-school will ensure safety in the following areas:

- A list of named people who will collect the child is kept by key members of staff and no child should be handed over to an unknown adult without prior notification from the parent.
- Parents MUST inform pre-school if they have arranged for another adult to collect their child, failure to do so will result in staff not handing their child over and appropriate action will be taken.
- In a one off emergency where the parent or named person are unable to collect the child the child would be collected by a person not on the list we will ask some ID questions for security.
- It is important that regular updates of records are made giving correct contact numbers for parents/carers for the staff to access in an event of an emergency.

### Child not Collected

Two members of staff will stay with any child who has not been collected at the end of our sessions at 12pm or 3pm. We ask that parents be prompt as some children become upset if left later and their peers have already left.

Our insurance policy will not cover children beyond our operating times.

If a parent/carer fails to arrive for collection we will contact them using the given contact numbers. If we have no result from these numbers we will contact the emergency numbers given by parents.

If we cannot contact any of these people mentioned within 30 minutes of the session finish time we will then have to contact social services. We will do our best to leave a message for the parent to inform them of the situation.

### Lost/Missing Child

Please be assured we operate at the highest security levels. We have 6ft security fencing and gating which is padlocked at all times. We have two entrance/exit doors with chains at adult height and an excellent adult: child ratio.

Should a child leave the premises without prior consent of the pre-school and parent:

- Enquiries will be made to staff as to when the child was last seen and where.
- Ensuring the remaining children are sufficiently supervised and secure, one or two members of staff should search the building, garden and immediate vicinity.
- If the child cannot be found then we will advise the police giving a description of the child and the parents contact details. We would contact parents.
- Continue the search, opening up the area, keeping in touch with mobile phones.
- Also the relevant registering authority (in this case Ofsted) is to be informed.
- An incident form will be completed and our current risk assessment would be reviewed.

**Date of Policy 5th September 2020**

**Date of next review 30<sup>th</sup> August 2022**

## Special Educational Needs Policy

### Reference Statement.

The SEN policy is written in response to the Code of Practice and assessment of Special Educational Need. Our setting has regard to this Code and has written this policy outlining practice and procedures.

We believe that all children in our setting have the right to:-

- Feel valued and included.
- Feel safe, secure and cared for.
- Respect for their families, cultures and values and how it enriches the learning environment.
- Opportunities to play alongside their peers.
- A broad and balanced curriculum, which meets their needs through appropriate challenges.

### Inclusion Statement.

- We will develop and value our inclusive environment and practice.
- We will provide opportunities for all children to feel successful in each learning situation.
- We will listen to and value parental views and feelings.
- Promote staff and parents' knowledge and understanding of SEN and inclusion issues as a due course of support for the child.
- Encourage the early identification of a child's individual needs.
- Respond to a child's individual needs, where appropriate through the Graduated Response set out in the SEN Code of Practice 2020.
- Respond to the child's needs by consulting with other professionals for advice and support.
- Meet the requirements of the DDA (Disability Discrimination Act) and SENDA (Special Education Needs and Discrimination Act).

### Definition of Special Educational Needs

At Seashell Pre-School we recognise the DFES definition of Special Educational Needs as "A child has a special educational need if he/she has a learning difficulty which calls for a special educational provision to be made for him/her.

### Responsibilities of SEN Co

The SEN Co is the nominated person who will have overall responsibility for:-

- Information gathering.
- Ensuring clear communication with parents.
- Monitoring and record keeping (including writing I.E.P's with staff)
- Liaising with outside agencies.
- Support and to be a reference point for colleagues on all SEN matters including identifying and working with children who have SEN.
- Attend relevant training.

### Our Nominated Trainee SENCo is:

Name: Janice Hunt

Our SENCo attends training sessions run EYDCP, and Area SENCo's.

### Our area SENCo is:

**Cath Amphlett** who supports us by giving advice and information about outside agencies and training. She can also be available for parents to speak if they wish.

## The Graduated Response to Special Educational Needs

If any concerns are raised about a child, we will aim to discuss them openly and sensitively with parents and we will always listen to and respect parents' views. If our concerns continue, with the agreement of parents, we can refer to other professionals for advice and support at Early Years Action Plus. We will then develop and IEP (Individual Education Plan) in collaboration with other professionals. This IEP will be reviewed regularly, at least three times per year. At Early Years Action or Early Years Action Plus if reviews show satisfactory progress then a decision can be made to continue at the same stage or revert to an earlier stage.

If a child is referred for 'Statutory Assessment' we will share relevant information to help with the assessment process and liaise with the LEA (Local Education Authority). If a child has a 'Statement of Special Need', we will write and implement an IEP based on what is written in the statement and work with the help of other professionals to write it.

When a child who has Special Educational Needs is moving to another setting, we will use books and topics about going to nursery/school. We will also have two way visits to nursery or school and a transition review. Together with parents' consent our setting will share information and work with outside agencies to benefit the child, these may include, Health Visitor, Educational Psychologists, Pre-School Education Service, Physio-occupational Therapists, Early Years Partnership, Social Workers etc.

### **Training.**

Our SENCo will attend relevant training courses and ensure this information is shared with colleagues.

### **The role of the manager.**

Will support the SENCo and staff and be aware of SEN issues and where appropriate consider provision of extra resources to benefit a child with SEN. Confidentiality is to be respected.

### **Admissions**

Children will be admitted with due regards to our admissions policy.

### **Complaints**

About our SEN provision should be made to the SENCo or the manager who will investigate them thoroughly, or to Ofsted if not satisfied. For formal complaints please refer to our complaints policy. This policy is reviewed regularly in response to any changes to the 'Code of Practice'.

**Date of Policy 5th September 2020**

**Date of next review 30<sup>th</sup> August 2022**

## Record Keeping & Confidentiality Policy

The pre-school work with children and families will sometimes bring us into contact with confidential information to ensure all those using and working in the setting can do so with confidence. We will respect confidentiality at all times by allowing parents ready access to the files and records of their own children but will not have access to information about any other child.

Staff will not discuss individual children, unless there is an issue/concern of safeguarding.

All child records are confidential and stored securely and computer records are covered by data protection. Information on staff and student placements will remain confidential, students on placement at our setting will be advised and sign to say they will respect our confidentiality policy.

**Date of Policy 5th September 2020**

**Date of next review 30<sup>th</sup> August 2022**

## Sickness Policy

If your child becomes ill whilst in our care, the manager and key worker will consider the circumstances and urgency of each individual case, and will contact the parent/carer if they consider it necessary to do so.

We reserve the right to contact the child's doctor or hospital if, in the unlikely event that we cannot immediately make contact with parent or emergency contact person, especially in the event of serious illness or accident.

If the children of pre-school staff are unwell, the children will not accompany them to our setting.

If a child has had 2 or more loose stools in the last 24 hours they must not attend pre-school until they have been free of symptoms for 48 hours.

If a child has vomited more than once in 24 hours they must not attend pre-school until they are able to eat normally and have not vomited for 48 hours.

Parents are asked to keep their children at home if they have any infection, and to inform the pre-school as to the nature of the infection. This will allow pre-school to alert other parents as necessary and make careful observations of any child who seems unwell.

Parents are asked to phone us if their child is unwell and will not be attending.

*Recommended exclusion of children suffering from infectious diseases.*

- **Chicken Pox** – 6 days from the appearance of the rash unless heavily covered in spots or if the spots are still wet.
- **Measles** – 7 days from the appearance of the rash.
- **Mumps** – 7 days from the appearance of symptoms or until subsidence of the last swelling.
- **Rubella** – 4 days from the appearance of the rash.
- **Impetigo** – until the skin has healed.
- **Head Lice** – until treatment has been carried out – it is advised that family members complete the treatment.
- **Meningitis** – follow all the procedures and advice from the medical profession.

When a child who attends pre-school is ill with any of the above, all parents will be informed. Please remember we have only the children's welfare at heart if we ask you to keep your child at home.

Please be assured of our confidentiality when reporting any illness/infection.

Also please note that if 2 or more children on the premises are affected by food poisoning we have an obligation to inform Ofsted who will alert the relevant authorities.

Please note we do not supply or apply sun cream to your child so please ensure that they arrive with a high factor, long lasting application of sun cream to stop them from burning.

**Date of Policy 5<sup>th</sup> September 2020**

**Date of next review 30<sup>th</sup> August 2022**

## First Aid Accident/Incident Policy

At Seashell Pre-school the following policy applies to any first aid treatment required or any accidents that may occur to children whilst attending pre-school.

At least two members of staff will hold a first aid certificate.

At least one trained first aider will be on duty at all times.

The first aid box will be checked regularly and available at all times and under the regulations laid down by The Children Act 1989. The use of cold compresses and pressure bandages are only allowed when treating cuts and bruises. Plasters are administered unless parents have signed to say their child has an allergy to plasters.

All major accidents will be recorded but you will only be asked to sign if it is a head injury. The extent of the injury will be assessed and if necessary, call for medical support/ambulance. If hospital treatment is required, parents will be contacted immediately. The child's records including medical consent form will be taken with them. Ofsted, and The Health and Safety Executive will be notified about any accident requiring hospital treatment.

All accidents will be logged, and a risk assessment carried out to reduce or prevent reoccurrence. In the event of an ambulance being required, the time of the call will also be logged.

All pre-school staff have received training and advice to take all reasonable precautions to guard against transfer of body fluids, cross infection, and injury to themselves.

Any accident to a member of staff must be reported to the manager, this will then be investigated, and any action needed to prevent a reoccurrence will be taken.

## Administration of Medicines Procedure

If a child is on prescribed medication the following procedures will be followed.

Pre-school staff will dispense medication required for long term disorders e.g. asthma, as prescribed by the doctor and also dispense other medication prescribed by the doctor e.g. antibiotics. We have no objection to parents arriving to administer medicines themselves.

Written information will be obtained from the parent/carer, giving clear instructions about the dosage, administration of the medication and permission for a member of staff to follow the instructions. Staff members will not accept medication without this information.

Medicines will be kept safely in the kitchen as there is no admittance to this area by children.

A medication book will be available to log in: name of child receiving medication, times that medication should be administered, date and time when medication is administered, dosage given, together with the signature of the member of staff administering. This must also be signed by the parent/carer on collection of the child.

Any untoward reaction to medication is reported to the manager. A verbal report will be made to the child's parent/carer.

## Seashell Pre-School Policies

With regard to the administration of life saving medication such as insulin/adrenalin injections or the use of nebulisers, the position will be clarified by reference to the pre-schools insurance company. If specialist knowledge is required staff involved in administering medication will receive training from a qualified health professional.

**Date of Policy 1<sup>st</sup> October 2020**

**Date of next review 30<sup>th</sup> August 2022**

## Equal Opportunities Policy

We are committed to provide equality of opportunity for all children and families and to take positive action to eliminate discrimination in all areas of our work. We work in accordance with all relevant legislation, including:

Disability Discrimination Act 1995

Race Relations Act 1976

Sex Discrimination Act 1986

Children Act 1989

We believe that the group's activities should be open to all children and families, and to all adults committed to their care. The pre-school recognises that many different kinds of family groups can and do love and care for children. The pre-school aims to offer support for all those families. Our aim is to show respectful awareness of all the major events in the lives of the children and families in the pre-school, and in our society as a whole, and to welcome the diversity of backgrounds from which they come. We aim to acknowledge all the festivals which are celebrated in our area and/or by families involved in the pre-school.

Without indoctrination in any specific faith, children will be made aware of festivals which are being celebrated by their own families or others, and will be introduced where appropriate to the stories behind the festivals.

Before introducing a festival with which the adults in pre-school themselves are not familiar, appropriate advice will be sought from parents and other people who are familiar with that festival. Alternatively we will seek information through media. Children will become familiar with and enjoy taking part in a range of festivals, together with the stories, celebrations and special food and clothing they involve, as part of diversity of life.

All children will be respected and their individuality and potential recognised, valued and nurtured. Activities and the use of play equipment offer children opportunities to develop an environment free from prejudice and discrimination. Management of resources within the pre-school will ensure that both girls and boys have full access to all kinds of activities and equipment and are equally encouraged to enjoy and learn from them.

Appropriate opportunities will be given to children to explore, acknowledge and value similarities and differences between themselves and others. These will be chosen to give children a balanced view of the world and an appreciation of the rich diversity of our multi-racial society. Materials will be selected to help children develop their self-respect and to respect other people by avoiding stereotypes, and by using images and words which reflect positively the contribution of all members of society. The pre-school recognises that children have a wide range of needs which differ from time to time, and will consider what part it can play in meeting the needs as they arise.

Any discriminatory language, behaviour or remarks by children, parents or any other adults are unacceptable in pre-school. Our response will aim to demonstrate support for the victim(s) to help those responsible to understand and overcome their prejudices and to make it clear that such behaviour/remarks will not be tolerated.

Basic information, written and spoken, will be clearly communicated in as many languages as are necessary and possible. Bi-lingual/multi-lingual children and adults are an asset to the whole group. Parents will be encouraged to speak to children in their first language at home. Child and parents

## Seashell Pre-School Policies

who have English as a second or additional language will be valued and their languages recognised and respected in pre-school.

**Date of Policy 1<sup>st</sup> October 2020**

**Date of next review 30<sup>th</sup> August 2022**

## Compliments, Comments and Complaints Policy

At Seashell Pre-school we believe that most complaints are made constructively and can be sorted out at an early stage. We also believe that it is in the best interests of the pre-school and parents that complaints should be taken seriously and dealt with fairly and in a way which respects confidentiality.

Any complaints should be brought to the attention of the pre-school manager Mrs Janice Hunt by using the compliment and complaint box, in person or contact Janice on:- Mobile 07855 427314.

The comment, compliment and complaint box is situated on the hatch by the kitchen. Please use it! We will ensure any items are passed on to individual staff members or the whole team. You can choose to name items or remain anonymous.

We realise at times you may have concerns about the service we provide, however most of the time these can be resolved by discussion between you and us and taking appropriate action to resolve the situation.

However, there may be an occasion where you wish to make a formal complaint about our service. If the complaint relates to one of the national standards, it is now a mandatory requirement for us to investigate. On receipt of any complaint verbal, written or email we have a duty to investigate the complaint within 28 days, we will then inform you of the outcome including how the complaint has been investigated and what action has been taken. All complaints will be logged by us and are available for parents and Ofsted to see at any time. This log will not disclose who made the complaint or who it relates to, if applicable.

We will use complaint record forms as issued by Ofsted in "revision to certain criteria Oct 2005". This will record the source and nature of the complaint, how it was dealt with, action taken and outcomes.

If you are still not satisfied with the outcome you can also discuss it with the Ofsted team in Manchester on:- 0300 1231231

**Date of Policy 1<sup>st</sup> October 2020**

**Date of next review 30<sup>th</sup> August 2022**

## Behaviour Management Policy

We believe that children and adults flourish best in an ordered environment in which everyone knows what is expected of them and children are free to develop their play and learning without fear of being hurt or hindered by anyone else. We aim to work towards a situation in which children can develop self-discipline and self-esteem in an atmosphere of mutual respect and encouragement.

In order to achieve this:

- All adults will try to provide a positive model for the children with regard to friendliness, care and courtesy and to offer strategies for handling conflict.
- Rules governing the conduct of the group and the behaviour of the children will be discussed and agreed within the pre-school and explained to all new comers, both children and adults.
- All adults in the pre-school will ensure that the rules are applied consistently, so that children have the security of knowing what to expect and can build up useful habits of behaviour.
- Adults will help children challenge bullying behaviour appropriately.
- Adults will praise and endorse desirable behaviour such as kindness and willingness to share.
- We will take positive steps to avoid a situation in which children receive adult attention only in return for undesired behaviour.

When a child behaves in an unacceptable way:

- They will be given one-to-one adult support in seeing their behaviour was wrong and how to cope more appropriately. This might be accomplished by a period of time to think about what they have done, while sitting on a chair, for a period of 1 minute for each year of age. They will also be spoken to by their key worker afterwards to clarify the incident.
- Physical punishment, such as smacking or shaking, will neither be used nor threatened.
- Physical restraints, such as holding, will be used to prevent physical injury to children or adults and/or serious damage to property.
- In cases of serious behaviour, such as racial or other abuse and bullying, the unacceptability of their behaviour and attitudes will be made clear immediately, but by means of explanations at the child's level of understanding.
- In any case of misbehaviour, it will always be made clear to the child or children in question that it is the behaviour not the child that is unwelcome.
- Adults will not shout or raise their voices in a threatening way.
- Adults in the pre-school will make themselves aware of, and respect, a range of cultural expectations regarding interactions between people.
- Any behaviour problems will be handled in a developmentally appropriate fashion, respecting individual children's level of understanding and maturity, if needed, we will work with parents and other agencies to work out what support can be offered.
- Recurring problems will be tackled by the whole pre-school, using objective observation records to establish an understanding of the cause.
- Adults will be aware that some kinds of behaviour may rise from a child's special needs.

**Date of Policy 1<sup>st</sup> October 2020**

**Date of next review 30<sup>th</sup> August 2022**