



Parent Pack

At Tiny Toes we have an operational plan that will assist with the smooth running of the nursery. This plan consists of lots of policies and procedures that are highly important. We believe that it is important for parents/carers to have some of our policies in brief. However, if you do wish to see our whole operational plan you are more than welcome to come and have a look.

Safeguarding

As a nursery we have a duty to protect your children from harm and neglect. We have policies in place that specify what we should do if we suspect a child is being abused. We follow these protocols by observing and monitoring the child but if we feel there is a danger to the child we will refer our concerns to the Local Authority Safeguarding Team (see setting Safeguarding flowchart for full procedure). They will then follow it up as necessary. If it comes to light that a child may have been abused by a member of staff we will report this to The Local Authority Designated Officer and Ofsted. We would then follow any procedures they put into place.

Our Safeguarding Coordinators within the setting are: *(Named within each individual setting)*

Information and Complaints

We will provide parents/carers with all the information they need to know about their child's day at nursery when they collect their child at the end of each day. This will be done verbally for all children but younger children will also have the information recorded in their daily diaries. If you wish at any time to discuss any matters with your child's key person you can do so. We work closely with parents/carers as we feel this is important to the child's well-being and development. To keep parents/carers informed of what's going on within the nursery and of any changes we send out regular newsletters and display information on our parents/carers notice board. If you have a complaint for any reason you can come and see a member of management at any time. If you are not happy with the response you can contact Ofsted at any stage of your complaint on 0300 123 4666, The National Business Unit, Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD. If you wish to make a written complaint you can help yourself to a complaints form from our parent/carer notice board and the complaint can be made anonymously if you so wish.

Premises and Security

The rooms within our nursery are designed so that the children can move around freely and with out danger. All external doors are fitted with a lock and/or security device so only staff and parents/carers can gain access. When you enrol we ask for a password to be put onto your child's file. This will be used if you need someone else to pick your child up. The person that comes along to pick your child up will need to provide the password and fit the

description that you leave. To ensure that the premises is safe for your child health and safety checks are carried out at the beginning of every session to ensure the areas are free from hazards and set out appropriately.

Outings

To enhance your child's learning and development we arrange trips out within the local community and further a field whenever possible, taking into account staffing ratios. We will not take any child out if we have not got written consent from the parents/carers. When taking the children out, staff will always carry a first aid box, contact numbers, a phone for emergencies and any other relevant items, e.g. nappies, drinking water, etc. A risk assessment of the venue and route to be taken will be carried out beforehand and an outings log will be completed on the day to ensure staff have everything that they will need to make the trip both enjoyable and safe.

Equality of opportunities

At Tiny Toez we recognise that everyone is an individual and we have very clear admissions and employment policies to ensure we don't discriminate against anyone for any reason. Where necessary, we work closely with parent/carers and other outside agencies to support a child with any additional needs.

Our Equal opportunities Coordinator within the setting is:

(Named within each individual setting)

And our Special Educational needs Coordinator within the setting is:

(Named within each individual setting)

Medicines

At Tiny Toez we are happy to administer medication to a child if it is for pain relief e.g. Calpol, teething gel, etc or has been prescribed by a medical professional. The medication MUST be in the original bottle with all labels still intact. If it has been prescribed then it MUST have a label on with the child's name. Staff will also check that all medications are within their expiry date. We will ask you as the parent/carer to sign forms for your child when you bring in medication as VERBAL consent is not accepted.

Illness and Injuries

All staff within settings are trained in Paediatric first aid. If a child has an accident it is dealt with quickly and promptly to ensure the child is not too distressed. If we feel that the injury requires medical attention from a hospital then an ambulance will be phoned and the parent/carer contacted permission for this is sought after during registration procedure. All accidents/injuries are recorded and require a parent/carers and managements signature. If we feel that the child may need to see a doctor the parent/carer will be phoned and asked to collect the child. If a child is ill whilst at nursery we will monitor the child and contact the parent/carer when we feel the child needs to be collected. If a child has sickness and diaharrea they are to remain away from

the nursery setting until 48 hours after their last motion. There is an exclusion policy in the operational plan that lists all illnesses and the period of time a child should remain off.

Food and Drink

All children are provided with fresh drinking water daily. This is left in jugs or beakers wherever possible for the child to access freely through the day. The children are also given a choice of drinks at mealtimes. All of our meals are designed to give the children a healthy balanced diet and alternative meals are prepared to cater for any dietary requirements and allergies. Menus are on display throughout the nursery so you can always see in advance what meals your child will be having.

Smoking

We recognise that it is the individual's choice to smoke but as a nursery we have a no smoking policy and we ask all our staff members and parents/carers to refrain from smoking anywhere on the nursery premises. Staff, students and volunteers are also not permitted to smoke within 20 minutes of starting their shift due to the dangers of passive smoking.

Behaviour Management

All staff caring for children at TinyToez are able to manage a wide range of children's behaviour in a way that promotes their welfare and development. All staff are consistent in their approach to children's general behaviour and follow agreed procedures outlining how to respond to changes in children's behaviour. It is essential your child's key person is part of any work in progress regarding behaviour management. Staff encourage positive behaviour at all times by using a variety of methods. The members of staff responsible for behaviour management have access to expert advice if ordinary methods are not effective with a particular child and will ask the parents/carers for permission to liaise with outside agencies in the strictest of confidence.

Safe recruitment

All staff that are employed by Tiny Toez have undergone a full recruitment package. They attend a full interview with the management team where they are asked relevant questions regarding child development, health and safety and other areas, and are required to produce a minimum of two references, all qualification and training certificates and 3 forms of identification. No one is offered a post without all of this being completed. After we offer a post we apply for a Disclosure and Barring Service check (DBS) to ensure the applicant is eligible to work with children.

Before commencing employment we invite the member of staff in for a basic induction which covers roles and responsibilities, health and safety, fire evacuation, first aid, etc. We recognise that new staff will not be able to learn everything in one day so our induction takes place in 3 parts, spread over their first month of employment. As from 2010, all new staff that are employed by Tiny Toez will hold a Qualification at level 3 or above.

Alcohol/other substances

If a member of staff is found to be under the influence of alcohol or any other substance they will be escorted off the premises and subject to a formal disciplinary. If we believe that a parent/carer is under the influence of alcohol a member of the management team have the right to refuse entry to the nursery. In this case we would then contact another parent/carer to collect the child, and contact the Local Safeguarding Children's Board.

Staffing

We have specific staff to child ratios to maintain as set out by Ofsted. The rooms in our nursery have set age ranges which helps us provide and maintain the correct ratio. Where we have a room with children of mixed ages we still ensure the correct ratio is maintained. The following ratios are maintained though out the day at all times:

0-2's = 1:3 ratio

2-3's = 1:5 ratio

3-4's = 1:8 ratio

All staff sign in and out of the rooms so management and Ofsted can see that the ratio's are maintained.

Risk assessments

All rooms have their own risk assessments and staff and health and safety checklists. There are also risk assessments for a wide variety of things that are kept in the risk assessment folder in the office. These are reviewed every 12 months or sooner if an incident occurs.

Documentation

The management keep all your child's details in a lockable cupboard/room and these remain on the nursery premises at all times. All parent/carers that want to put their child into Tiny Toez are required to fill out all the enrolment forms during their child's induction visit. Management also keep all staff records on the premises including the DBS number and issue date. The qualifications of all staff are photocopied and kept in their personal files.

Information Sharing

The GDPR forms part of the data protection regime in the UK, together with the new Data Protection Act 2018 (DPA 2018). The main provisions of this apply, like the GDPR, from 25 May 2018. The Data Protection Act 2018 is not a barrier to sharing information but provides a framework to ensure that personal information is shared appropriately.

All information shared is in accordance to the Data Protection Act 2018 and Human Rights Act 1998.

We at Tiny Toez recognise that parents/carers have a right to know that information they share will be regarded as confidential as well as be informed about the circumstances, and reasons, when we are obliged to share information. (Please see our Information Sharing Policy for more information)

Late Collection

The nursery has an obligation to stay with any uncollected child at the end of the nursery day until that child is collected. The manager is informed if a child has not been collected.

If the parents/carers have not arrived within 15 minutes of the due collection time then the parents/carers and other given contact numbers will be pursued. Two members of staff, one being the manager, will stay in the nursery until one hour has lapsed (if the late collection is after the nursery closing time). If after one hour from the due collection time there has been no contact with the parent/carer or other contacts then the nursery has no alternative but to ring their local safeguarding children team.

A record will be kept of all children who are not collected by the due time. This will include the date, time, the person who collected the child and the reason given. In the event that a child is not collected at the due time, there will be a charge of £5 per 5 minutes. The nursery will **never** release a child to an unauthorised person, even if the collection is late, unless the parent/carer telephones the nursery to state that because of an emergency a different person will be collecting their child. The parent/carer should give the name and a physical description of the person collecting their child. The manager will check and verify these details, along with the password, before permitting the child to leave.

Missing/Lost Child

In the unlikely event that a child goes missing within or from the nursery the following procedure will be implemented immediately:

- All staff present will be informed and an immediate thorough search of the nursery will be made, followed by a search of the surrounding area, ensuring that all other children remain supervised throughout.
- The manager will be informed whilst other available staff, including the cook and cleaner if they are on site, will continue searching.
- The manager will carry out a second search of the area.
- If the child has not been found after the search then the manager will contact the police.
- The manager will then contact the child's parents/carers and inform them of their missing child. During this period, all available staff will continue to search for the child.
- All remaining staff will maintain as normal routine as possible for the other children in their care.
- The manager will meet the police and parents/carers and await instructions from the police.
- The parents/carers will have as much reassurance from the manager as possible.
- All incidents are recorded in writing.
- The manager will contact Ofsted and inform them of all such incidents.

Parent Policy Pack.

I have read through and understand the above policies and procedures, and I agree to work with the nursery as required to support my child's learning and development. I also understand that I can view the full operational plan at any time, if I wish to.

Parent/carer name: _____

Signature: _____ Date: _____

Child's name: _____

(Please complete and return this page to the nursery. Keep the rest for your information.)