

Scallywags Nursery



Prospectus
&
Parental Policies
2013

Scallywags Nursery Hornchurch Ltd, 59 Suttons Lane, Hornchurch, Essex. RM12 6RL
☎ 01708 476444 scallywagsnursery@hotmail.co.uk www.scallywagsessex.co.uk
Registered office- As above
Company number; 5622863

Welcome to Scallywags Nursery Hornchurch

Welcome to Scallywags Nursery, we do hope this booklet answers some of your questions regarding our setting and the service we provide. However feel free to contact us or pop in for an informal chat or just to look around.

Our Aims are:

- We aim to create a clean, bright and safe environment with a very happy atmosphere. We have educational play toys to stimulate the children and offer activities which aid their development both emotionally and socially.
- To provide a friendly, homely, caring environment in which we hope your child will be able to grow in confidence, independence and social awareness
- To recognise the individual needs and care and attention for every child made possible by the ratio of qualified staff to children
- Every child has a key person who ensures your child makes satisfying progress
- To provide educational learning for children based on the Early Years Foundation Stage framework
- To ease the transition from nursery to school
- To offer your child fun and friendship with children and staff
- To provide a wide range of equipment and facilities for children of all stages
- To have a good partnership with parents and carers
- We were awarded a 'good' at our last Ofsted inspection and now aspire to receive an 'outstanding'.
- To offer children and parents a service that promotes equality and values diversity
- We have achieved the Basic Skills Quality Mark, which we were selected by London borough Of Havering to complete due to our high standards.
- The Nursery also received a "Green rating" from Havering Council which is the highest rating linked to the care and education which can be awarded.

Staff

Proprietor	Emma Reynolds
Manager	Nadea Lakhali
Deputy	Frankie Keogh

We achieve a quality service by recruiting highly motivated, qualified and experienced staff. All our staff are fully qualified or working towards NVQ in Early Years or equivalent, some also have additional childcare qualifications. We aim for all our staff to also complete First Aid and Child Protection courses. Our nursery is committed to the ongoing professional training for all staff to ensure the highest standards of care for your child.

The Setting

Our nursery has five main rooms for children with bathrooms situated upstairs and downstairs. The children will be placed in rooms dependent on their age and stage of development. We have 2 baby rooms, which will cater for our youngest members and those who are not quite on their feet. A toddler room for the little movers up to 2 ½ yrs, a 2 ½ -3 year old room with adjacent quiet room and a messy room which all aged children will enjoy. Our 3-4 years olds have the luxury of their own private classroom where they can develop more independently. Our secure garden area is used daily and in all weather as we have the luxury of a purpose built gazebo. We also have access to local parks and partake in outings to nearby areas.

We aim to make the setting a welcoming place where children settle quickly and easily because consideration has been given to the individual needs and circumstances of each child and their families

Key workers

Each member of staff has responsibility for just a few children ensuring that your child has an adult to relate to. Research shows that a key person approach benefits the child, the parent, the staff and the setting by providing secure relationships in which children thrive, parents have confidence, staff are committed and the setting is a happy and dedicated place to work.

We want children to feel safe, stimulated and happy within the setting and to feel secure and comfortable with all members of staff.

Your child's key worker will plan his / her activities and curriculum which will be tailored to their individual needs and interests. The key worker will work alongside parents, thus ensuring your child is supported in reaching his / her full potential. Each key worker carries out observations on your child, keeping an individual record of your child's progress, which allows the practitioner to hi-light your child's individual interests into weekly planning. As our nursery is a small personal setting it is important for us that all practitioners form bonds with all children attending. Key workers and staff are available to discuss with you your child's progress and development at any time. We also provide parents evenings yearly.

Education

Children start to learn about the world around them from the moment they are born. The care and education offered by our setting helps children to continue to do this by providing all of the children with interesting activities that are appropriate for their age and stage of development. The Early Years Foundation Stage framework sets out seven areas of learning and the stages of development your child will make on their journey towards the early learning goals. The seven areas are divided into three prime areas and four specific areas. The prime areas consist of Personal, Social and Emotional Development, Physical Development and Communication and language. The specific areas are Literacy, Expressive Arts and Design, Understanding the World and Mathematics.

- Personal, Emotional and Social Development – Children learn how to work, play and function in a group beyond the family. They develop an understanding of right and wrong and why. They are sensitive to the feelings and needs of others and have respect for each other. They develop confidence in themselves and their ability to do things and value their own achievements
- Communication and Language – Children develop competence in listening and speaking skills in small groups through a rich language environment. They learn the importance of the sounds and letters that make up the words we use and the purpose for which we use writing. They gain the ability to listen to and talk about stories, how to handle books carefully and how books are organised.
- Literacy - Children begin to mark make using various materials going on to develop their own attempts at writing. They use their knowledge of letters and sounds to begin read and write. Children will be able to explore all different forms of literacy through many experiences. These will include stories, poems, rhymes, comics and joke books.
- Mathematics – Children learn to recognise shape, number, colour, size, form and quantity through practical activities. They also learn to compare, sort, match and sequence using everyday objects.
- Understanding of the World – Children develop knowledge and understanding of their environment, other people and their cultures and features of the natural and made world. Through practical activities they learn about science, history, geography and ICT. Children develop their understanding of time through routines, seasons, past and present events and visual aids.
- Physical Development – Children develop physical control, mobility and an awareness of space both indoors and outdoors. They learn to handle appropriate tools safely and with increasing control. They begin become aware the importance of how to look after their bodies and how to make healthy choices in relation to food.
- Expressive Arts and Design – Children develop their imagination and their ability to express ideas in creative ways i.e. through art, stories, movement music and imaginative play. They explore sound, colour, texture, design and technology and materials.

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Learning Through Play

Play helps children to learn and develop through doing and talking, which research has shown to be the means by which young children learn to think. Our setting uses the Early Years Foundation Stage framework to plan and provide a range of activities which help children to make progress in each of the six areas of learning. In some of these activities children will lead the play and in others adults will take the lead in helping the children to take part in the activity

We offer activities that comply with the requirements of the 'Every Child Matter Change for Children'. This sets out the national framework to build services around the needs of children and young people so that we maximise opportunities and minimise risk.

- Being Healthy
- Staying Safe
- Enjoy and Achieve
- Economic well-being
- Make a positive contribution

Your Child's Progress and Assessments

All children will be given a base assessment when they first enter the nursery to establish their present knowledge. The key worker will then devise a plan to increase your child's knowledge in a way that they will find fun.

We assess how children are learning and developing by observing them daily. We use information that we gain from observations, as well as from children's work and photographs, to document their progress and where this may be leading them.

We make periodic assessment summaries of children's achievements based on our on-going development records. These form part of children's records of achievements.

Your child's key worker will work with you to keep these records. To do this you and she / he will collect information on your child's needs, activities, interests and achievements. This information will enable the key worker to identify your child's key stage of progress and how to move them on to the next stage. Parents can view their child's development folders at any time; this is also discussed at length during parent's evenings.

Partnership with parents

We believe that children benefit most from Early Years education and care when parents and setting's work together in partnership. You and your child are entitled to expect courtesy and prompt attention to your needs and wishes. Our door is always open and you will always be given a warm welcome and can expect confidentiality on any discussion that takes place about your child. The only exception to this is where there is concern for the child's welfare (see child protection)

Your input is very important to us and any new ideas, which could improve our nursery are welcomed. We recognise that your life skills, background and culture are a valuable resource to our nursery and you are always welcome to attend part or all of a nursery session and maybe share some of your experiences or skills.

To enable us to ensure the best care for your child please speak to your child's key worker or the manager about any changes in your child's home circumstances or any sickness. This information will be kept in confidence.

We also want parents to have confidence in both children's wellbeing and their role as active partners within the setting

Our aim is to support parents as their children's first and most important educators by involving them in their children's education and in the full life of the setting.

We also aim to support parents in their own continuing education and personal development.

- We ensure all parents are included, that may mean we have different strategies for parents who work or live apart from their children.
- We consult with all the parents to find out which works best for them.
- We ensure ongoing dialogue with parents to improve our knowledge of the needs of their children and to support their families.
- We inform parents about how the setting in run and its policies through written information, and informal communication. We check to ensure parents understand the information given to them.
- We inform all parents on a regular basis about their child's progress.
- We involve parents in the shared record keeping about their children, either formally or informally and ensure parents have access to their children's written development records.
- We provide opportunities for parents to contribute their own skills, knowledge and interests to the activities of the setting.
- We inform parents about relevant workshops, conferences and training.

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- We consult with parents regarding the times of meeting so that we do not exclude anyone.
- We provide opportunities for parents to learn about the curriculum offered in the setting and about young children's learning.
- We inform all parents of the system for registering queries, complaints or suggestions and check to ensure these are understood. All parents have access to the Ofsted complaints procedure.
- We work towards offering equal opportunities by using non-discriminatory procedures for parents and children

Marital Disputes

In the case of child custody battles, or disputes we will need to be provided with legal documentation, such as court orders or injunction papers. Should parents have personal issues within their relationship we respectfully insist that the nursery remains impartial. Shared parenting can work very well when the correct approach is taken – both parents will be entitled to the same information from nursery. The only exception to this is if there are concerns for a child's wellbeing or safety through direct concerns of through exposure to inappropriate or damaging environments (hostility / violence within the home etc)

Inclusion

Sallywag's welcomes the cultural diversity of society today. All staff and helpers must value and respect race /ethnicity, disability / ability, sex / gender, religious beliefs, sexual orientation, age or socio-economic background. Each child will be treated positively as an individual without any other form of stereotyping.

We try to help children learn and develop skills, attitudes and understanding in order that they will live full and satisfying lives and become useful active members of a constantly changing society.

In the same way staff are offered a working environment free from prejudice and with equal opportunities with regard to terms and conditions and access to training opportunities.

We aim to:-

- Provide and have regard to the children's religious persuasion, racial origin, culture and linguistic background.
- Provide materials, books, play equipment and play activities which reflect the diversity of races, cultures, religions and languages in the community.
- Provide opportunities for children to be involved with materials and activities about people with disabilities and without fixed gender roles.
- To respect the race, religion, culture and language of the children and their family.
- Share communications in their preferred format.
- Have all their individual needs met and be regarded and valued as a unique individual and feel strong and confident about their own identity.
- Ensure the children feel safe and secure and know they belong.
- To help children learn and identify and to respect the rights of others through experiencing their own rights.
- We reflect diversity in our promotional and publicity materials.
- We provide information in clear, concise language whether spoken or written.
- We ensure that all parents are aware of our inclusion policy.
- We take action against any discriminatory behaviour by staff or parents.

- We review our practices to ensure we are fully implementing our policy by promoting equality, valuing diversity and inclusion.
- Emma Reynolds is the Equality Named Co-ordinator (ENCO) and will help to promote, co-ordinate and monitor equality of opportunity for children, staff, volunteers and parents in the setting

BY FOLLOWING THE GOVERNMENTS LEGISLATION EVERY CHILD MATTERS AND THE UN CONVENTION ON THE RIGHTS OF THE CHILD 1992

Article 1

Everyone under 18 years of age has all the rights stated in the UN Convention on the Rights of the Child.

Article 2

The Convention applies to everyone, whatever their nation, race, colour, sex, religion, abilities, opinion, wealth or social position.

Article 3

All organisations concerned with children should work towards what is best for each child.

Article 23

Special care and support for children with special needs

Article 24

Right to health care, clean drinking water, nutritious food and a clean environment

Article 28

Right to education

Article 29

Education should develop each child's personality, talents and abilities to their fullest potential, as well as develop respect for parents, other members of human society, and the environment

Article 30

Right to use language, religion and customs of family or group

Article 31

Right to rest, play and enjoy art and culture

We work in line with The United Nations Convention on the Rights of the Child (UNCRC)
 The Early Years and the Disability Act 1995
 The Special Education Needs and Disability Act 2001 and the Code of Practice
 The Race Relations Act 2001
 The Sex Discrimination Act 1999
 The Equality Bill 2009

All children are given equal opportunities by encouraging a positive attitude to learning, well planned activities in the learning environment to meet individual needs. To meet individual needs the curriculum can be adapted ensuring everyone has the right to access.

During your child's time with us he / she will be mixing with adults and children from all ethnic groups, also with mixed abilities / disabilities. We encourage all our children to respect and look upon everyone as equal. Discriminatory behaviour and remarks are not welcome at our nursery.

Special Educational Needs

It is our policy at Scallywags to include all children whatever their stage of development and or special needs. We hope the following will help and that working together we can offer the best support for your child to reach their full potential.

- We have 2 Special Educational Needs Care Officers on site Nadea Lakhali and Frankie Keogh.
- We use a system of planning, implementing, monitoring, evaluating and reviewing individual educational plans (IEP'S) for children with special educational needs.
- It is our aim to include all children with varying abilities / disabilities.
- We aim for all children to be able to participate in all areas of nursery activities / development by using relevant resources that are appropriate for the child's needs.
- We have regard for the DFES Special Educational needs code of practice 2001.
- We identify the specific needs of children with special educational needs and meet those needs through a range of SEN strategies.
- Where possible we hope to be flexible in adapting for a child's individual needs.
- We aim to have an ongoing partnership with parents and for key-workers and special needs care officers to keep parents informed of all stages of their child's development.
- Where training courses are available all staff will be willing to attend.
- We work in partnership with parents and outside agencies to meet individual children's needs.
- We provide parents on sources for individual advice and support.
- We provide resources to implement our special educational needs policy.
- We provide specialist training when necessary and many of our staff are Makaton or BSL trained.
- We provide a broad, balance and differentiated framework for all children with special educational needs.

Safeguarding Children

The Government has defined the term 'safeguarding children' as:

'The process of protecting children from abuse or neglect, preventing impairment of their health and development, and ensuring they are growing up in circumstances consistent with the provision of safe and effective care that enables children to have optimum life chances and enter adulthood successfully.'

Our setting will work with children, parents and the community to ensure the rights and safety of children and to give them the very best start in life.

We intend for our nursery to be safe and free from abuse and in which any suspicion of abuse is responded to. All our staff are experienced in recognising the symptoms of possible abuse, neglect, emotional abuse and sexual abuse. Children will be encouraged to develop a sense of independence, which will enable them to express their feelings. Changes in a child's behaviour will be investigated; parents being the first point of reference and where appropriate to Social Services or the Child Protection Unit. Suspicions and actions will be kept confidential. Records will be kept when worrying changes are observed in a child's behaviour, physical condition or appearance. These records are confidential and can only be accessed by appropriate persons. Please rest assured these procedures are in the interest of all our children, to ensure their wellbeing.

Our employment practices ensure children against the likelihood of abuse in our setting and we have a procedure for managing complaints and allegations against a member of staff.

Our way of working with children and their parents ensures we are aware of any problems that may emerge and can offer support, referral to appropriate agencies where necessary, to help families in difficulty.

Procedures

- We ensure all staff and parents are aware of the safeguarding policies and procedures
- All staff complete a Safeguarding children course.
- We work towards offering equal opportunities by using non-discriminatory procedures for staff and children
- We have a designated child protection officer (Nadea Lakhal)
- All staff hold current CRB checks and cannot be left alone with children without this.
- Volunteers do not work unsupervised
- We have procedures for recording the details of visitors to the setting

- We take security steps such as intercom, cctv etc
- We introduce key elements of keeping children safe into our curriculum to promote the personal, social and emotional development of all children, so that they may grow to be strong, resilient and listened to and that they develop an understanding of why and how to keep safe.

Responding to suspicions of abuse

- We acknowledge that abuse can take different forms
- When children are suffering from abuse it may be demonstrated through the things they say direct and indirectly or through changes in their behaviour, appearance or play
- When a child makes a disclosure a written record is kept with the date and time of the observation of disclosure, the exact words spoken by the child, the name of the person who it was disclosed to and any other staff present at the time.
- Body maps are completed if any markings are noticed on a child, this is then approached to the parent as to how the child received the injury
- If a child enters the nursery with an injury / mark the parent will be asked how this occurred and to complete an existing injury form
- All possible signs of abuse must be reported to management who will then liaise with other agencies if needed.
- If a referral is to be made to the local authority social care department, we act within the areas Safeguarding Children and child protection guidance in deciding whether we must inform the child's parents at the same time
- All documentation is recorded, signed and kept in a locked file

Information Sharing

We recognise that parents have a right to know what information they share will be regarded as confidential as well as being informed about the circumstances, and reasons, when we are obliged to share information.

- We are obliged to share confidential information without authorisation when it is to prevent a crime from being committed or intervene where one has been or to prevent harm to a child or adult or if not sharing it could be worse than the outcome of having shared it.
- The decision is never made as an individual, but with the back-up of management
- Our Safeguarding Children and record keeping procedures set out how and where information should be recorded and what information should be shared with another agency when making a referral.
- We are required by law to pass some information to the local authority (LA) and the department for Children, Schools and Families (DCSF).

Confidentiality Policy

Our work with children and families sometimes brings us into contact with confidential information. It is our intention to respect the privacy of children and their parents and carers. We aim to ensure that all parents and carers can share their information in confidence that it will only be used to enhance the welfare of their children. There are record keeping systems in place that meet legal requirements including the Data Protection Act and the Human Rights Act

- Parents only have access to their own child's records
- Staff will not discuss individual children, other than for curriculum planning, other than with parents / carers.
- Information given by parents / carers will not be passed on to other adults without permission.
- Anxieties / evidence relating to a child's personal safety be kept in a confidential file and will only be accessed by pre-school leader or relevant key worker.
- All children, parents and staff have the right to respect, confidentiality, equal opportunities and dignity. This must be maintained at all times.
- We inform parents when we need to record confidential information beyond the general personal information we keep – for example any injury concerns or changes to child's home life circumstances, any discussions with the parent on a sensitive manner, any records we are obliged to keep for child protection and any contact with

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external agencies. All records are kept in the locked filing cabinet in the office. Management only have access to these records.

- Computers holding personal information are password protected
- Archived information that is stored off site has been registered with ofsted
- The nursery disposes of confidential or sensitive information by shredding
- All staff sign a confidentiality policy and agreement
- All parents to sign a confidentiality policy and agreement
- Legal advice may be sought before sharing a file, especially where the parent has possible grounds for litigation against the setting or another agency.

Removal of Information from the premises

From time to time Managers, Supervisors and Nursery Practitioners may take work away from the premises to complete at home. In these instances prior permission is needed from the management team.

The following steps are in place to minimise the risk of loss / damage / impropriety

- All documentation removed from the premises is returned within 24 hours or 48 hours if over a weekend period
- Temporary storage of documents away from the workplace must be inaccessible to family / visitors
- Documentation / laptops are not to be left in vehicles overnight

[Privacy Notice – Data Protection Act 1998](#)

In compliance with Havering County Council terms and conditions for administering the Early Years Education Entitlement Funding the following notice is issued:

Sallywags Nursery is the Data Controller for the purposes of the Data Protection Act. We collect information from you about your child(ren), and may receive information about your child(ren) from your previous setting. We hold this personal data and use it to:

- Support your child(ren)'s teaching and learning
- Monitor and report on your child(ren)'s progress
- Provide appropriate pastoral care
- Assess how well our setting is doing

This information includes your child(ren)'s contact details, attendance information, characteristics such as ethnic group, special educational needs and any relevant medical information.

We will not give information about your child(ren) to anyone outside the setting without your consent unless the law and our rules permit it.

We are required by law to pass some of your information to the Local Authority (LA), and the Department for Children, Schools and Families (DCSF)

If you want to see a copy of the information we hold and share about you then please contact the nursery manager, Nadea Lakhal or proprietor Emma Reynolds

If you require more information about how the LA store and use this information and use this data please go to the following website:

<http://www.havering.gov.uk/pages/privacy-notices.aspx>

Sickness / Illness Policy

While it is not our policy to care for sick children, we will agree to administer calpol / nurofen as part of maintaining children's health and wellbeing

In many cases it is possible for children's G.P's to prescribe medicine that can be taken at home in the morning and evening. Administering medicines will only be done where it would be detrimental to the child's health if not given in the setting and not for general illnesses.

We only administer medication, which would otherwise exclude a child from our setting continually: These include

- Insulin (Diabetes)
- Rectal Diapason (Seizures)
- Ventilation inhaler (Asthma)
- Steroid cream (eczema)
- Epi-pen (anaphylaxis shock)

Any medication must be clearly labelled with your child's name and in its original packaging. It is the parent's responsibility to ensure all medication is in date.

Some medication may need staff training if so, we will be happy to liaise with parents and medical staff. Please ensure that you complete a health care plan and medical consent form enabling us to administer their medication. A health care plan is drawn up with the parent outlining the key worker's role and what information must be shared with other members of staff this must include what measures need to be taken in an emergency. Health plans need to be reviewed every six months and a signed copy for the parent. The child's G.P advice is sought if necessary where there are concerns.

If a child has not had medication before the parent must keep the child at home for the first 48 hours to ensure the child has no adverse effect as well as to give time for the medication to take effect.

If a child has an allergy a food allergy risk assessment form must be completed noting the nature of the allergic reaction e.g. anaphylactic shock, rash, swelling etc. What to do in case of a reaction e.g. epipen, piriton etc and control measures. This form is to be kept in the child's file and also where staff can view it. Generally no nuts or nut products are used within Scallywags. Proof of training in the administration of Epipens or invasive treatment must be sought from health experts.

Parents give prior written permission for administration of calpol / nurofen by signing a consent form. No medication will be given without completion of our form. The administration is recorded accurately each time it is given and signed by a member of staff and the witness who is present at the time of administration, this is then given to the parents to sign at the end of the session.

If your child has diarrhoea or sickness (Not caused by teething) they must have 48 hours clear of the symptoms before they can return to the nursery.

If your child is unable to attend the nursery, for whatever reason, please telephone us by 10am to let us know. Please let us know if your child has an infectious disease or needs to be admitted to hospital.

The nursery has the right to act as loco parentis for a child in the case of an emergency. For example; if an asthmatic child's condition does not improve within 15 minutes of administering medication we will call an ambulance and a member of staff will go to casualty with the child. You will be contacted immediately. This applies to all emergency cases.

If a child / adult is diagnosed from suffering from a notifiable disease under the Public Health Regulations 1988, we will comply with RIDDOR (the reporting of Injury, Disease, and Dangerous Occurrences) the manager will inform the local authority and act on any advice given

Sallywag's reserves the right to refuse admission to any child who looks unwell or who has an infection which may prejudice the general health and well-being of other persons in the nursery.

If your child becomes unwell whilst at the nursery you will be contacted by a member of staff to ask for the child to be collected. In some cases you may be asked to take the child to the doctor before returning to the nursery. Please ensure your emergency contact details are always kept updated.

Accidents

All accidents are clearly logged on the accident sheets, giving precise details of time, date and what happened, naming any equipment involved and treatment and or action taken.

If a child arrives at the nursery and has had an accident we ask that an existing injury sheet is completed, detailing what the explanation for the accident was and the details of any marks or treatment that followed.

Head injuries are closely monitored with a sticker placed on the child's back so all staff are made aware and the child is unable to remove this. All head injuries must be reported to management so parents/ carers can be informed.

All accidents are reported to the nursery manager / deputy. It is then be decided if the accident has to be reported to ofsted or the LA.

First Aid

In our setting staff are able to take action to apply first aid treatment in the event of an accident involving a child or adult. We aim to have all of our staff trained in first aid enabling everyone on the premises to take action when necessary.

- Our aim is all staff are trained in first aid and hold a current first aid certificate.
- There are first aid boxes located in every play room along with an eye wash station in case of accidents there are also extra ones in the office upstairs and in the kitchen downstairs, and one in the preschool building kitchen.
- All accidents / incidents are recorded on forms giving relevant details signed by a practitioner and a witness and then signed by the parents.
- Existing injuries form and body map completed for any marking or injury a child has that did not occur on the premises. These are then to be given to the Manager for filing away confidentially.
- Any child with an increased temperature must have it checked and recorded on a temperature record log. If raised above 37 first we will manually try to reduce it with measures such as stripping off outer layers, applying a cold compress to child's forehead, giving fluids etc. We retake the temperature every 10 – 15 minutes and record, if temperature has dropped then still record on sheet and continue to monitor and record throughout the day. If temperature has stayed the same or increased we will immediately contact you to be advised if your child can be administered calpol. If a child's temperature continues to be high or is above 38.5 we will ask if your child can be collected and will advise that you seek medical advice.
- All staff are aware of all the children's allergies / medical conditions. Forms are displayed in all rooms with regard to which children have allergies / medical conditions.
- The nursery has the right to act as loco parentis for a child in the case of an emergency. For example; if an asthmatic child's condition does not improve within 15 minutes of administering medication we will call an ambulance and a member of staff will go to casualty with the child. You will be contacted immediately. This applies to all emergency cases.

Head lice policy

If your child is found to have head lice whilst at the setting you will be contacted and asked to collect your child. This is to prevent the entire nursery becoming infected.

If you notice at home that your child has head lice please inform the nursery so information can be passed on to other parents who can check their children for symptoms

Once your child has been treated they may return to nursery at this time you may still find white empty shells in their hair but no living lice. Please continue to comb conditioner through your child's hair throughout the week to avoid re-infection. You should also treat each member of your family and wash all bed linen. If you need any further advice please speak to a member of staff

Health & hygiene

Our nursery promotes a healthy lifestyle encouraging play indoors and out. High standard of hygiene are maintained through daily cleaning routines. Children enjoy healthy, fresh food as well as food they enjoy! Children have access to drinking water continually throughout the day.

Many of our staff hold the basic food hygiene certificate.

To prevent the spread of infection, hands are washed after using the toilets. Tissues are always available and children are encouraged to blow and wipe their noses as necessary. Children are encouraged to cover their mouths when coughing

We ask you to keep your child at home if he / she has any infections and to inform the nursery to enable us to alert other parents. Also please do not bring your child to nursery if they have experienced vomiting or diarrhoea, until at least 48 hours after the last attack

Sallywags nursery has a no smoking policy anywhere on the premises, including outdoor areas.

Food & Drink

All food is fresh and cooked on the premises. We provide a healthy balanced diet of which menus are displayed for parents to see. As well as providing a healthy option for the children it is important that the children enjoy their food and mealtime is a pleasant sociable experience for them.

Day sheets are provided for babies so you are aware of what your child has eaten and home / school diaries for our older children. We can only encourage your child to eat as force feeding is not permitted.

We have a qualified cook who holds a food hygiene certificate

Allergies, cultural and religious practices and parent's preference as well as general dislikes are catered for and alternative menus can be given as well as catering for vegetarians and medical conditions.

Fresh fruit and vegetables are provided daily and Parent's and children have an input in what meals are provided within the setting

We organise meal and snack times so they are a social occasion and so they can develop independence through feeding themselves. We provide children with utensils which are appropriate for the child's stage of development and their cultural needs

Water is available in the room for children as every child is asked to provide their own sport cup. We also stop for drink breaks as some children do forget to have a drink when they are playing.

All food is brought from a reputable supplier and checked on delivery

If you have any concerns regarding your child's diet eating plans can be discussed and put into action. Dietary needs and allergies are discussed with parents at the time of registration and we ask our parents to ensure these records are kept up to date. We consult with parents over weaning of their children and follow their wishes, offering advice if needed.

We display current information about children's dietary needs and allergies in the kitchen and play rooms so all staff and volunteers are thoroughly informed

Our Kitchen is regularly inspected by environmental Health and we have been awarded 4 stars!

Behaviour Management

We believe that children flourish best when their personal, social and emotional needs are met and where there are clear and developmentally appropriate expectations for their behaviour.

Children need to learn to consider the views and feelings, needs and rights, of others and the impact that their behaviour has on people. This is a developmental task that requires support, encouragement, teaching and setting the correct example

- All members of staff will provide a positive role model towards the children with regards to care
- Good Behaviour to be rewarded with praise, smiles, hugs and be awarded with stars and trophy of the week
- Staff members attend behaviour management courses
- We respect different cultures and are aware of differentiating boundaries
- We do not endorse smacking, shaking, shouting or humiliation in this establishment
- We ensure that children are stimulated and have enough resources available to them to keep them occupied without the need for conflict over sharing and turn-taking
- We support every child in developing a sense of belonging in our nursery so they feel valued and welcome
- We support each child in developing self-esteem and confidence
- When children behave in inconsiderate ways, we help them to understand the outcomes of their actions and support them in learning how to cope more appropriately
- We avoid creating situations in which children receive adult attention when demonstration unwanted behaviour
- We only use physical restraint such as holding if to prevent physical injury to children or adults
- In cases of continual serious misbehaviour we would work with the parent and if necessary outside agencies
- This is how the nursery staff deal with unacceptable behaviour towards other children
 - First explain what he / she has done and that it is unkind, try to reason with the child

- Second take them out of the situation and encourage them to apologise with a word or gesture
- Thirdly if the behaviour continues the parent / carer will be informed which will be private and confidential and together we can work on a behaviour plan.

Dealing with Tantrums

Tantrums tend to happen when a child is tired or hungry, frustrated or jealous. Try to find out what is causing the tantrum. The child may need food or rest or just a bit of attention

When a tantrum is starting try to find a distraction e.g. something to look at, favourite toy, looking out of the window etc

If a child has a tantrum because they have been told not to do something, as long as the child is free from harm and cannot harm others try to sit it out and stay calm but don't give in if you have said 'No' don't change your mind and don't buy your way out with sweets or treats. Restrain gently if necessary if child is at harm or could harm others.

Biting or Hitting

You must not ever hit or bite back, explain that it hurts and that it is unkind. Try to find out why they are using this behaviour. If the behaviour continues tell the child they will not be allowed to play with the others and remove them from the group. Encourage children to let their feelings out in other ways.

Safety

Sallywags believed that the health and safety of children is of utmost importance. We ensure our setting is a safe and healthy place for children, staff, parents and volunteers by assessing and minimising the hazards and risks to enable children to thrive in a healthy and safe environment. All children are supervised and will always be in sight of a member of staff.

- Accident sheets are available at each session for the reporting of any accidents / incidents and regularly monitored.
- All staff are aware of the system in operation for arrival and departures at each session, an adult will be at the door during these periods.
- Children are only to leave the nursery with an authorised adult
- Visual safety checks are made on the premises, and toys inspected for damage with daily risk assessment
- Garden securely fenced. Children not permitted unsupervised access to the garden
- Layout and space allow children to move freely
- Heaters, electric sockets, wires and leads guarded.
- Dangerous substances, including medicines and cleaning materials are stored out of children's playrooms in appropriate area and in original packaging clearly labelled.
- Children are not allowed unsupervised access to the kitchen.
- Fire drills are held every term
- A register is taken of children, staff and visitors on the premises every day, in the event of an emergency.
- A First Aid box is available in every room
- Fire extinguishers checked annually and staff aware how to use them
- At least 4 adults are on the premises during opening hours
- Equipment is checked and erected with care and age and stage appropriate
- We take out employers liability and public liability insurance
- All activities receive constant supervision

- Premises are checked before locking up each day
- Fire drill procedure are on the notice board for all to see
- We have an intercom system and cctv within the nursery
- If you are not collecting your child we ask you to phone in with a password and give this to the person collecting. We will not allow children to leave the premises with an unauthorised carer.

Students & Work Experience Policy

As a full day care provider the nursery offers placements to a wide variety of sources. When a student starts with us they are clearly instructed on all of the policies and the procedures throughout the nursery. We are here to help these students and take a firm commitment to their training.

- Students are not included in the staff ratios or left in sole charge of a group of children.
- Students will not have access to any of the confidential records.
- We require all long term students to have CRB checks (short term placements are not left unsupervised)
- We require students to attend an interview before they commence their placement to check suitability
- Trainee employees may be recruited if they are deemed competent, however, we insist they continue to complete their qualification
- Students must get parental consent to do observations of their child and no photos or names can be used whilst completing college course work.
- We require students to keep our confidentiality policy
- We co-operate with students tutors to fulfil the requirements of their course
- Students are given additional in-house training to progress with their course
- We also operate our own apprenticeship scheme to train our own students
- We ensure that trainees and students placed with us are engaged in bona fide early years training which provides the necessary background understanding of children's development and activities

Settling in period

All children have different ways of coping with a new environment, new adults and play friends; we are sympathetic to individual needs. We want your child to feel safe and happy in your absence, therefore, you may find it easier to stay with your child until he / she feels comfortable with the new surroundings and us. Children cannot play and learn successfully if they are anxious or unhappy, please rest assured that you and your child will have our full support until he / she is settled.

If your child uses a comforter at home please do not stop them bringing it with them, when they are ready they can leave it at home.

If possible we would like you and your child to have prior visits to Scallywag's. It is vital that introductions are handled sensitively therefore we have devised a settling in procedure.

Stage one: The child and parent spend time in the nursery, The child is told the parent will not leave at any time. This also enables the parent to get to know staff and our routines

Stage two: As the child demonstrates that they are comfortable in the nursery the parent will leave the room for short periods of time. If the child becomes distressed or wants to check where the parent may be this is addressed straight away.

Stage three: When the child is able to understand that he / she is safe and that the parent will return when they say they will and that they can be contacted should the need arise, the child is ready to be left at the nursery.

These are only guidelines and the process can be agreed to suit the parents and child's needs with the manager.

Uniform

Uniform is available for purchase and we strongly advise all parents / carers to purchase for their child/ children.

There are several reasons as to why a uniform is beneficial;

- Although we take great care by using protective clothing when participating in messy play children's clothing may become stained by some of the creative materials that we use here
- Items of designer or fashionable clothing has been misplaced
- A uniform would mean there were no social or class divides.
- All children would be instantly recognisable on trips out from nursery.
- Children will be used to wearing a uniform when they go off to school.
- A smarter general appearance will be achieved.

We would ideally prefer all children to wear uniform but understand that some parents may not be happy with us making it compulsory. All items are sold at cost price and are not sold to make any profit for the nursery. Should you wish to place an order you can do so at the setting

Photograph Policy

- Photographs will only be taken with written permission of the parent using only the nursery camera's (Mobile phones are not permitted in the nursery)
- Photo's are only displayed in the nursery setting or placed in the individual child's file which is available to the parent
- Photographers attend yearly again with permission of the parent and only the parent is allowed to obtain their child's photo (CRB check are asked for of the photographers)
- Nativity play – parents are asked if there are any objections to photo's being taken or video's being used.

Mobile Phone Policy

Sallywags accept that staff/students will wish to bring their mobile phone to work, however we have a strict policy surrounding this. This policy is to protect staff from allegation and to protect the safety and dignity of every one on our premises.

- Mobile phones are to be stored in the office and signed in and out daily.
- In no circumstances are you to have your mobile phone on your person or in your room
- Mobile phones are only to be accessed during your lunch break or when your shift finishes – However, you are still not permitted to use your phone within the settings play rooms or corridors.
- You will not have access to your phones throughout your working day.
- No staff member is permitted to use their mobile phone in any area of the nursery other than the manager's office or staff room.
- The nursery has mobile phones which are used by staff for outings and walks, these phone do not contain a camera or recording devise.

Mobile phones must never be used for video or photographic use on these premises.

Camera policy:

- The nursery uses CCTV throughout the premises, this is a live feed into the Office. Parents are unable to log into this system.
- The nursery displays signs informing parents and visitors of the use of the CCTV.
- The nursery uses cameras everyday to enable photographic observations to be used within individual children's development records and also their individual home school diaries.
- Photographs may also be used for board displays within the setting.
- All parents give written permission for photographs to be used in this way.
- On outings parents are asked to only photograph their own child and any group photos that are taken will require permission from all parents.
- Photos of outings taken by the setting will be displayed within the setting.
- Photographs are uploaded from the camera's and stored on the nursery's computer and only management has access to this.

- Photographs are printed via the nurseries computer and memory cards/discs containing photographs do not leave the setting for printing.
- Children are also encouraged to use ICT equipment, this includes cameras, photographs these will be printed out and used as evidence within the setting and development records.
- Staff and students are not permitted to use their own personal cameras within the setting.
- We request written parent permission for the use of photographs on the nursery website.
- All professional photographs we are invited in by the setting have an up-to-date CRB certificate.
- All cameras will be signed in and out of the office and all pictures will be removed from the cameras each evening, before the nursery closes.

Uncollected Child / Late Collection

In the event that a child is not collected by an authorised adult at the end of the day, Scallywags puts into practice the following procedures. These ensure the child is cared for safely by an experienced and qualified practitioner who knows the child

- Parents of children starting the setting are asked to complete a registration form including their contact details and an additional two emergency contact details
- On occasions where parents are not at their home or work contact we ask them to inform us
- Parents are asked to inform us if someone else will be collecting their child, they will then be given a password to pass on to the person collecting.
- If a child is not collected at the end of the day. The child's parents and then emergency contact details are tried. All reasonable attempts are made to contact parents / carers
- If no-one collects the child the child will remain on the setting with two qualified members of staff until the child is collected by the parents or the local authority
- A full written report of the incident is recorded in the child's file
- We are aware that transport can cause delays, however, if we implement our 'late charge' fee, which is as follows:-
£5.00 per 10 minutes after 6:30pm.
This covers the cost of staff overtime for 2 members of our team delayed in finishing their shift and of course is a deterrent for persistent lateness.
Late fees must be paid prior to the child attending their next session, should you fail to make payment of any charges we reserve the right to refuse entry of your child
- Should lateness be a persistent problem then the nursery reserves the right to revoke your nursery place with immediate effect.

General Collection

- Parents are given an induction and explained the different policies and procedures and the security measures which are put in place to ensure a safe collection of their child.
- Photographs are required of any person that may be collecting your child – these are to ensure all staff members recognise parents / carers. Passwords are also used as a way of recognition.
- Parents / carers are to use the intercom and wait in the hallway for their child to be brought to them – this ensures other children do not get upset that their parents have not yet arrived and to limit strangers coming onto the premises who are not CRB registered.
- We have CCTV installed within the porch area to enable staff to visually check and identify people entering. This is an extra security measure and is used in conjunction with the intercom system.
- If a parent is unable to collect their child and have an alternative carer who we have not met, they must telephone us with their password to pass on to them. We will then hand over your child with this password. If a child is not collected at the end of the session we will follow the uncollected child procedure.

Complaints Procedure

Sallywags believes that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our setting and will give prompt and serious attention to any concerns about the running of the setting. We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, we have a set of procedures for dealing with concerns. We aim to bring all concerns about the running of our setting to a satisfactory conclusion for all of the parties involved. Should a problem arise please speak to Nadea Lakhali (manager).

- Any parent who raises a concern to a staff member will have this logged and if the staff member cannot deal with the complaint will refer it on to the staff manager – All complaints even if dealt with must be brought to management attention
- If a satisfactory outcome is not met the parent must put their complaint in writing and a meeting is arranged. The complaint letter is stored on file
- If needed the parents are informed that they may contact Ofsted if they wish to make an official complaint there contact details are displayed in our lobby

Parent's responsibilities

- Parents of younger children are asked to supply nappies and any creams used, we will supply all wipes, milk, food etc.
- Parents are asked to supply their children with slippers to be left at the nursery so they can be comfy all day.
- Parents are asked to supply a water (sports) cup for their child
- Coats for garden play in winter months and sun hat and sun cream for summer months
- Parents are advised not to allow their children to wear jewellery or hair clips to prevent choking incidents
- Clothes worn should be comfy, labelled with your child's name and practical for nursery. We do supply a uniform if required
- Children are discouraged from bringing toys in from home. The nursery can not be held responsible if items go missing.
- If your child is unable to attend the nursery for their booked session, you are requested to notify the nursery as soon as possible.
- If your child is sick please contact us as soon as possible enabling us to alert parents to check their children for symptoms.
- Inform us of any allergies / food allergies your child may have.
- Please inform us if you do not wish your child to partake in any outings to local park, library etc
- Sign your child in and out
- Use the intercom system and do not let in other parents
- Let us know if someone else is collecting your child so we can supply you with a password
- Ensure all fees are paid on time, if you are suffering with financial difficulty please speak to a member of the management team
- Ensure all personal information and contact details are kept up-to date
- To respect the confidentiality procedures of the nursery and all concerns to come direct to the management

Zero Tolerance on Threatening Behaviour

This Practice considers **threatening behaviour** to be either:-

attempted or actual, aggressive threatening physical actions made towards any member of Staff, or the use of aggressive or abusive language, (including raising of the voice, swearing and cursing), which threatens or intimidates any member(s) of Staff.

Any behaviour, verbal or physical, which causes staff to feel uncomfortable, embarrassed or threatened, is totally unacceptable. This may result in your childcare space being revoked with immediate effect

[Nappy Supply Policy](#)

Parents must supply nappies for their children whilst at nursery. Unfortunately we have had a problem with some parents / carers not regularly replenishing supplies. This means that children had to borrow nappies from others which we acknowledge is unfair on the more responsible adults, whom are bringing in regular supplies.

Therefore as From June 2011 we have introduced a new policy to combat this ongoing issue. Scallywags have purchased a supply of spare nappies (these may not be of ideal size or brand for each child) should a child not have any more nappies then a spare will be used. Parents will then be charged 50 pence per nappy for each one of these.

Should parents fail to provide nappies on the child's next visit and settle the full amount owed for borrowed nappies then the child will not be admitted into nursery.

We recommend that you provide 5 nappies per day of attendance – we are happy to take in bulk packs but please remember to replenish these in a timely manner.

Routine

Our hours of opening are that from 7:45 am until 6:30 p.m., we are open 51 weeks per year excluding public holiday and closing for one week at Christmas.

We organise the day so that children can take part in a variety of child-led and adult-led activities. These take into account of children's changing energy levels throughout the day. The setting caters for children's individual needs for rest and quiet activities during the day. Outdoor activities contribute to children's health, their physical development and their knowledge of the world around them.

We believe that care and education are equally important in the experience we offer children. The routines and activities that make up the day are provided in ways that:

- Help each child to feel that he / she is a valued member of the setting
- Ensures safety of each child
- Help children to gain from the social experience of being part of a group
- Provide children with opportunities to learn and help them to value learning.

We organise our day so that children can choose from, and work at, a range of activities and in doing so build up their ability to select and work through a task to its completion. The children are also helped and encouraged to take part in child-led and adult-led small and large group activities both indoor and outdoor which introduce them to new experiences and help them to gain new skills, as well as helping them to share and learn to work with others.

Fees

Our fees are calculated on a 51 week year, as we close for one week at Christmas (Christmas Eve – 2nd January) which we do not charge you. Fees are paid a month in advance and are due the first of every month. Payment includes any allocated sessions from which your child may be absent. Unfortunately days in lieu cannot be given. Settling in visits are not charged for. Please note that we are closed on bank holidays, we have to pay our staff for these days and as a result all nursery fees are payable for bank holidays.

Standing Order, cash or vouchers can make regular payments (we do not accept cheques). Any fees due not received by the 4th of the month will incur a daily £5.00 late payment charge and added to your invoice. Should you not pay the total fee plus any charges by the 7th of the month your space may be revoked and your deposit will be forfeited. If you are on holiday or absent on the 1st of the month fees must be paid in advance. Please be aware that non payment of fees or regular late payment of fees may result in you forfeiting your nursery place without notice.

If any time you encounter any difficulties please speak to Nadea or Emma, we are understanding and very approachable.

Fees

Full day	£43
Full week	£215

Funding

Our nursery fees are £43 per day, however the term after your child's 3rd birthday entitles you to government funding

Over three's are entitled to 15 hours per week government funding at point of entry. Our model of delivery allows parents to take their funded hours within 3 days, 10 hours day one and 2.5 hours on day two and 2.5 hours on day three

Sallywags Nursery is open from 7.45am – 6.30pm, 51 weeks of the year therefore additional hours are accountable and out of term times (as these are not funded). Additional charges apply for 2 x snack per day, breakfast, dinner and tea.

For further information regarding Early Educational Entitlement Funding visit www.havering.gov.uk/eee

Discounts

You are entitled to 10% per month for additional siblings attending 3 days or more per week. (From the first child's fees)

Deposits

When you accept a place with us we will ask you for 2 weeks fees as a deposit. This will secure your child's place. Deposits will not be refunded if the place is not taken up at the agreed time. The deposit will act as the last 2 weeks fee when your child comes to leave us, providing that 4 weeks notice has been received. Failure to give us adequate written notice will result in you forfeiting your deposit plus any fees paid.

Notice

We require 4 weeks notice in writing, should you wish to vacate your child's place. This also includes changing or dropping a session. Failure to provide a minimum of 4 weeks written notice will mean that you will forfeit your deposit amount.

Thank you

Thank you for contacting us at Scallywags nursery and taking time to read our booklet including the nursery procedures and policies.

If you have any further questions or if you would like to arrange a visit please do not hesitate to contact us on 01708 476444 e-mail us at scallywagsnursery@hotmail.co.uk or visit our website www.scallywagsessex.co.uk

We look forward to getting to know you and your children.

Yours Sincerely

Emma Reynolds
(Proprietor)

Nadea Lakhali
(Manager)