



# Early Years Policies

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## Behaviour Management Policy Statement

- Parents/carers/guardians are asked to provide details of their child which enables staff to plan to meet their needs.
- Adults will be positive role models in the pre-school and demonstrate friendliness, empathy and good manners.
- Good behaviour will be encouraged and reinforced by the use of praise.
- The pre-school will set clear rules and boundaries with the children.
- A named person in the pre-school is responsible for keeping themselves, and other staff, up-to-date on current research and legislation around behaviour management.
- The named person will seek advice and support, when appropriate, from other professionals.
- Adults will deal with any undesirable behaviour in a calm manner, without raising their voice or using a threatening manner.
- Physical punishment will not be used.
- Physical restraint will only be used to prevent injury to children or adults, or to stop serious damage to property. Details of such an event will be recorded in the Incident Log, and the parent/carer/guardian informed.
- Any incident regarding behaviour management will be recorded and shared with parents/carers/guardians.
- In the case of a child displaying challenging behaviour on a regular basis, staff will discuss this with parents/carers/guardians to explore possible reasons for the behaviour and to agree strategies that will be put into place.
- Parents/carers/guardians are asked to work with staff to reinforce the rules and boundaries in place at the pre-school.
- The pre-school may, in extreme circumstances, ask a child to leave the setting if their behaviour is dangerous to others and has not improved when all avenues have been explored. This includes involving other professionals to explore the possibility that the behaviour falls outside normal boundaries due to a child's special needs.

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## Accident Policy Statement

- All accidents requiring first aid will be dealt with by a qualified First Aider.
- All new staff will be required to complete a 12 hour Paediatric First Aid course when they start with us if they do not already hold a full and valid certificate.
- Existing staff refresh their first aid training every 3 years.
- Accidents that appear serious will be assessed by a qualified First Aider and, if necessary, an ambulance will be called.
- Parents/carers/guardians will be contacted as soon as possible.
- All accidents will be recorded in the Accident Book and this will be shared with the parent/carer/guardian.
- In the event of a head injury, staff will advise parents/carers/guardians to monitor the child carefully for signs of concussion and to seek further medical advice if necessary.
- Ofsted will be informed within 14 days if the injured party has required resuscitation, lost consciousness, been admitted to hospital for more than 24 hours, suffered a broken bone or fracture, dislocated any major joint or suffered severe breathing difficulties. Where applicable we will also notify the local child protection agencies.
- In the event of a major accident, a serious incident form will be submitted to Family Action's health and safety lead. Where appropriate this will also be reported to RIDDOR.
- Accident reports will be monitored by the setting supervisor for any patterns. Risk assessments will be used to minimize risk for any area of provision that is highlighted as a concern.
- If a child arrives at the setting with an obvious injury, as a result of an accident at home or enroute, this will be logged in a pre-existing injury book and the parent/carer will be asked to sign this.
- This notice is to be read in conjunction with Family Action's Health & Safety Policy- a copy of which can be provided on request.

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## Admissions Policy Statement

- Our pre-school settings are open to all children from the age of 2 until school age.
- Priority will be given to children living in the local area.
- We operate a waiting list so that children can be registered at any time during the year.
- Children eligible for funding will be offered a place at the maximum number of days that are available, taking into account their age and stage of development. This is at the discretion of the setting supervisor.
- Children will be offered an induction visit, whenever possible, prior to starting at pre-school. In some cases a home visit may be offered.
- We encourage parents/carers/guardians to make a high commitment to attendance as this is in the best interests of the child.
- The local authority requires us to report any child who is claiming a funded space but failing to attend and may audit our claims at any time. The local authority funding officer will be contacted if a child fails to attend for over a week, without a valid explanation, in line with our funding agreement documents.
- Places can be held for any child absent due to holidays, sickness or other explained absence up to a maximum of 2 weeks. Any request to extend this period of time will be dealt with on a case by case basis.
- The pre-school will contact the parent/carer/guardian of any child who does not attend without explanation to ensure that the child is well and to seek a reason for the absence
- A child whose attendance is consistently poor, without a valid reason, may be at risk of losing their space at the pre-school. Contact will be made via letter with the parent/carer/guardian to explain the reasons behind this and will include a deadline date for improvements in attendance before the space is withdrawn.
- Notice of four weeks is required if a child is leaving the pre-school. If this is not given and the parent/carer/guardian takes a funded place elsewhere, we reserve the right to claim the four weeks funding and the parent/carer/guardian will have to pay fees for that period at the new setting.

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## Complaints Policy Statement

- Family Action will respond promptly and courteously to children and parent/carer/guardian's needs and wishes, in line with our policies and procedures.
- We welcome suggestions on how to improve our settings, and will give serious attention to any issues, complaints or concerns raised.
- Any parent/carer/guardian who has concerns about an aspect of our provision can talk to the pre-school supervisor. We hope to resolve the issue at this stage.
- We maintain written records of all complaints made.
- We will respond to complaints within 28 days.
- We aim to bring a satisfactory conclusion to any complaint for all the parties involved.
- If the parent/carer/guardian is not satisfied with the outcome of their discussion, or if the problem reoccurs, the complaint should then be put in writing to our Early Years Manager.
- If the complaint is still not resolved, the parent/carer/guardian may request a meeting with our regional Operational Manager. Both the parent/carer/guardian and the Operational Manager may have a further person present at this meeting. In the case of the Operational Manager, this will be another Family Action member of staff. A written record of the meeting will be made and signed by both parties.
- If agreement has not been reached, an outside mediator may be invited to investigate the matter.
- All investigations would be treated as confidential.
- Once the independent investigation is complete, a final meeting will be held between the pre-school and the parent/carer/guardian. The mediator may be present if all parties agree to this. A written record of the meeting will be made and signed by both parties, and you will receive a copy.
- The written record signifies that the procedure has concluded.
- This policy statement should be read in conjunction with the Family Action Complaints Policy, a copy of which can be provided on request.
- Parents/carers/guardians may also contact Ofsted at any stage of the complaints procedure, and their address is:

Ofsted, Piccadilly Gate, Store Street  
Manchester M1 2WD  
Telephone: 0300 123 4666

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## Data Protection and Confidentiality Policy Statement

- This policy statement is to be read in conjunction with Family Action's Data Protection Policy, a copy of which can be provided on request.
- Staff will not discuss individual children with anyone other than relevant Family Action members of staff and the child's parent/carer/guardian.
- Staff will seek parental permission to share information with other professionals.
- In the event of a disclosure, staff will follow Family Action's Safeguarding policy.
- Staff will be aware that information shared within the pre-school must not be shared in front of children.
- In compliance with GDPR, Family Action will only collect information necessary to ensure that a child's needs are fully met and that all available funding can be accessed. Information may therefore be shared with local authorities, health services, Ofsted or the Department for Education in order for us to comply with our statutory requirements.
- Confidential records and data will be stored securely and access is restricted.
- Records and data will be securely stored after a child leaves the pre-school until the required period of time for the type of information has lapsed. This data will then be confidentially destroyed.
- Learning Journeys are to be treated as confidential data if they are taken off site. Staff must sign out the tablet on the log sheet and return it the following working day, remembering to sign it back in again. Early Years log accounts must be password protected and staff must not share their log-in details.
- Staff should ensure they are working in a private space when using the Learning Journey app away from the setting. Other individuals should not be able to view any images or written information.
- Any paperwork must be transported off site in an envelope marked with a "Private and confidential" return address sticker.
- Staff must take care to store Learning Journeys securely off site and to ensure that they remain in their personal care during transportation.
- Staff must not use personal devices to create or store any reports, registers or other records which include confidential data about children or their parents/carers/guardians.
- Staff must not use external devices such as SD cards, memory sticks or computer discs to store any confidential data about children or their parents/carers/guardians.
- Also refer to the pre-school's Mobile Phone, Camera and other electronic devices policy.

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## Equality, Diversity and Inclusion Policy Notice

- This notice is to be read in conjunction with Family Action's Equality, Diversity and Inclusion Policy- a copy of which can be provided on request.
- Our Equality, Diversity and Inclusion Policy enables all children, whatever their level of development, gender, special needs, ethnic or cultural background, to have equal access to the curriculum
- Our pre-schools are open to all members of the community.
- We reflect the diversity of members of our society in our publicity and promotional materials.
- Our pre-schools reflect the diversity of our society in their choice of resources.
- Group activities at the settings are open to all the children and their families.
- Job vacancies are advertised, and all applicants are judged against explicit and fair criteria.
- Applicants are welcome from all backgrounds, and posts are open to all.

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## Health and Hygiene Policy Statement

- The pre-school promotes a healthy lifestyle and encourages children to make good choices.
- Snacks provided by the pre-school will be healthy and will include fruit or vegetables. Please see our Healthy Eating Policy Statement for further details.
- Any special dietary requirements are recorded and staff will ensure that these are catered for.
- Food is prepared by staff trained in good hygiene practice, and kitchen areas are kept clean. Our kitchen areas are inspected and awarded hygiene ratings by the Food Standards Agency.
- All food is stored correctly and safely.
- Staff promote good hygiene routines such as hand washing before handling food and after visiting the toilet. They also reduce the risk of spread of infection by using anti-bacterial sprays to clean surfaces and encourage the use of tissues to catch germs.
- In the event of food poisoning affecting two or more of the children fed at the pre-school, Ofsted will be informed.
- Staff wear protective, disposable aprons and gloves when dealing with any bodily fluids. Nappies and other soiled items are disposed of carefully and appropriately.
- Parents/carers/guardians are requested to keep their child at home if they have an infection or illness, such as diarrhoea or vomiting, until they have been free of symptoms for a full 48 hours.
- A first aid kit is kept in the pre-school and is replenished as necessary. All staff receive training in Paediatric First Aid every three years.
- An individual plan will be completed for any child with a medical condition.
- To promote good physical health, all children will have daily access to the outside areas. The only exception to this is during potentially dangerous weather conditions including gale force winds, lightning and very icy surfaces. Staff will also plan regular walks and visits in the local environment.

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## Healthy Eating Policy Statement

- Our pre-schools provide a snack at each session which will adhere to the following guidelines:
  - Snacks will include at least one item of fruit or vegetable.
  - Foods that are high in salt content will be avoided.
  - Snack choices will be varied throughout the week.
  - Milk and water will be made available to drink.
- Sometimes children arrive at pre-school still eating their breakfast or lunch. We are happy for this to happen, as long as it does not become a regular event. Children who are eating will be asked to sit at a table to finish their food. The pre-school will not permit children to bring in the following items:
  - Drinks of any sort. We can provide milk or water.
  - Sweets, including chewing gum.
  - Crisps
  - Chocolate bars, cakes or biscuits
  - Pancakes or waffles
- If your child is attending a lunch club at one of our pre-schools we ask that they are provided with a lunch that is as healthy as possible, avoids sweet food items and does not include the items listed above. Please also note:
  - We will provide a drink of milk or water
  - Children will be encouraged to eat their savoury items before starting on the rest of their lunch
  - If a lunch box includes any of the items not permitted in pre-school, they will be returned to you uneaten.
  - Most children will only require a sandwich (with savoury filling) or other savoury item, yogurt and piece of fruit at lunchtime. Please do not over fill their boxes as they struggle to eat everything during the lunch break
- Due to allergies nut products, including hazelnut chocolate spread, are not permitted in the setting.
- Due to potential choking hazards parents are asked to cut grapes in half lengthways.
- Settings will send home any sweet treats created in a cooking activity to be enjoyed as part of a meal later.
- Staff will act as role models for healthy eating when in the pre-school. They may make their own food choices at lunchtime but these will not be eaten in the presence of the children, particularly if they do not adhere to the healthy eating policy.
- Celebrations – in line with our healthy eating policy and to support best practice with oral hygiene, we will:
  - Celebrate birthdays by singing to the child and making their day special. We prefer that birthday cakes are not provided. If a cake is provided it will be sliced and sent home with the children to enjoy as part of a meal. Parents may prefer to provide some special fruit, such as strawberries and blueberries, for the children to enjoy together instead.



- Celebrate special events and occasions such as Christmas, Eid, Diwali, Chinese New Year and themed parties by offering a choice of savoury snacks and fruit. We will offer milk and water to drink.

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## Medication Policy Statement

- The pre-school will seek information about children's medical needs on their admission form and work with parents/carers/guardians to keep these records up to date.
- All medicines administered to children must be with prior written consent of the parent/carer/guardian.
- This is inclusive of non-prescription medicines, such as Calpol, and written consent will be sought for each individual time.
- Staff will record any medication administered, including the date, time and dose. This record will be shared with the parent/carer/guardian at collection time.
- Medicine administration recording will be both accessible and secure.
- For children requiring emergency medicine or regulated medicine which relates to their condition individual care plans will be created, reviewed and updated regularly.
- Staff will ensure their first aid training is kept up to date, including training in administering specialist medicine for example, the administration of emergency medication via an Epi-pen.
- Medicines will be safely stored away from children, being mindful of those that need to be stored at certain temperatures.
- Staff will be aware of all medicines expiry dates, and need to ensure that the date has not lapsed.
- Medicine for children who need emergency medication should be readily available at all times. Staff will ensure that asthma inhalers, Epi-pens and any other emergency medication are taken for any child who may require them during an outing.
- This policy notice complies with Family Action's insurance requirements.

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## Missing Child Policy Statement

In the event that Family Action staff discover a child to be missing from the pre-school, the following steps will be taken:

- Check with all staff members that the child has not been collected by their parent/carer/guardian.
- Staff to speak to all adults and visitors at the pre-school and carry out a thorough search of the premises. Staff will give priority to searching high risk areas first, such as the outside area and any access to roads.
- Adequate supervision must be maintained of the other children in the setting, with staff remaining calm and reassuring.
- Staff may carefully question other children about the missing child's whereabouts.
- If the search and questioning fail to find the child, the setting supervisor will contact the police and report the child as missing.
- The setting supervisor will contact the child's parent/carer/guardian.
- If necessary, the supervisor will call in extra staffing to support the pre-school.
- The supervisor will inform their line manager of the incident and of the action taken.
- The incident must be recorded, a Serious Incident Report form completed, and a risk assessment completed to address any issues raised.
- The Early Years Manager will inform Ofsted.

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## Mobile Phone, Camera and Other Electronic Devices Use Policy Statement

In order to keep the children in our pre-schools safe all staff, volunteers and children must adhere to the following:

- Personal mobile phones must be stored in a secure place during every session. This may be in a handbag or a designated area agreed with the setting supervisor.
- Smart watches must be disconnected from Bluetooth during pre-school sessions to avoid distraction when messages come through.
- Staff must give the pre-school's telephone number to relatives, schools etc as their main contact number during work hours.
- Staff will not use a personal mobile phone, or smart watch, to text or call during working hours and should not have access to their phone during session times to check for messages, missed calls etc. This includes checking messages and missed calls via a smart watch. Violation of this policy statement may result in an investigation under our Discipline at Work Policy.
- In the event of a staff member needing to use their phone for an emergency call, this must be agreed with the setting supervisor and take place outside of the pre-school.
- Parents/carers/guardians and visitors to the pre-school are not to use their phones or smart watch while in our settings.
- There will be occasions when a mobile phone is the only device suitable for taking images to share with our Family Action social media. Only the nominated individual in the pre-school for the Facebook page may use a phone in this way and with prior notice to their line manager that this will be happening. Any images taken must be sent to the staff member's Family Action email address and deleted immediately from the device. Settings should use their allocated work phone as a preference for taking photographs.
- Staff must not use personal cameras or any personal electronic device to take images in the setting. Early Years Log tablets will be provided for use at work. Setting mobile phones with a camera facility may also be used.
- Staff will not download images to personal computers, phones or other devices.
- Parents/carers/guardians may only use a camera to record images of their own child/ren. Parental permission must be sought to include other children in the photographs (for example at special events).
- Visitors to the pre-school must not use a camera without express prior permission.
- Express parental/carer/guardian permission and consent must be sought before sharing any photographs outside the pre-school e.g for press releases, social media, or promotional materials.
- This policy statement is to be read in conjunction with Family Action's Data Protection Policy.

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## Outings Policy Statement

- Before any outings, Family Action staff will first complete a risk assessment. This may be a generic risk assessment for regular visits to, for example, local parks, or shops etc.
- Based on the risk assessment the adult:child ratios may alter. The Statutory Framework states that adult:child ratios remain the same indoors and out of the pre-school. The ideal ratio on outings is always 1:2 but this can be altered if the risk assessment dictates that it is safe to do so. Family Actions staff will take into account factors such as number and type of roads to be crossed, width of pavements, access to open water and the age and stage of development of the children..
- Parental/carer/guardian permission for local outings will be obtained when a child joins pre-school.
- Express written permission for longer trips will be obtained before each outing.
- In the unlikely event of a child being lost, every effort will be made to find the child immediately. Parents/carers/guardians will be contacted at the earliest opportunity or, in their absence, an alternative emergency contact will be called. If the child is not found quickly, the emergency services will be contacted.
- Staff will ensure that on all outings they will carry a mobile phone, contact details for children and staff, a first aid kit and any individual medication required (such as asthma inhalers).

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## Partnership with Parents, Carers or Guardians Policy Statement

- All children benefit when pre-school and parents/carers/guardians work together in partnership. We value and note any relevant information parents/carers/guardians give us about their child.
- Staff are available daily to have informal discussions with parents/carers/guardians.
- Staff will share details of a child's learning and developmental progress via the EY Log system and will write assessment reports. Any report will be shared electronically but staff will also offer parents/carers/guardians an opportunity to discuss their child's development and learning with their key person.
- Parents/carers/guardians are encouraged to share their own observations, photos and comments via the EY Log system.
- Throughout the year parents/carers/guardians are encouraged to attend "stay and play" sessions, parties, concerts and other special events as organised by the pre-school.
- We welcome any feedback or suggestions regarding the day to day running of our pre-schools.
- Staff are always willing to help parents/carers/guardians, or to signpost them to other professionals who can offer support, with subjects such as toilet training, behaviour management, and fussy eating.
- A partnership agreement will be shared with all new parents/carers/guardians which provides further details on how we can best work together to support their child.

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## Risk Assessment Policy Notice

- All of our pre-schools complete a detailed annual risk assessment of their building and outdoor spaces and make any necessary amendments or improvements as a result of their findings. This document should be reviewed at the beginning of each term to check for any changes in the environment.
- All of our pre-schools complete daily Health & Safety checks, and keep a record of these, which identify and remove or minimise any risks that these assessments highlight.
- All of our pre-schools are required to complete written risk assessments for outings. If an outing is regularly repeated, for example a visit to the local park, then the original risk assessment may be re-used. All staff must be familiar with the details of the risk assessment before leaving the setting and be equally responsible for following the recommendations for removing/reducing risk. Please also see our Outings Policy Statement.
- All of our pre-schools are required to complete written risk assessments for activities which are new to the pre-school, or infrequent, which are considered to include risks that are above a low level. Examples include, woodworking, forest skills, some cooking activities. These must be shared with all staff before commencing the activity.
- Pre-schools are not required to complete risk assessments for every activity they offer. Regular activities that present a low level of risk can be effectively risk assessed by staff without a written record.
- Our pre-schools are encouraged to use "positive risk assessment" when considering new activities. This involves looking at the benefits to the children of being able to engage in such an activity and ensuring that these outweigh any possible risks.
- Children in our pre-schools are encouraged to engage in activities that include an element of risk. Examples include, jumping from a height, using suitable knives to prepare food, toasting marshmallows on a campfire. These activities will be closely supervised by adults.
- Children in our pre-schools will also be actively encouraged to risk assess for themselves in order to learn how to keep themselves safe. Staff will ask questions such as "Does that feel safe?" and demonstrate correct handling of tools or use of play equipment. Staff will support children to find their own limits and to be adventurous but will always intervene if the risk of harm for that child is too high.
- This notice is to be read in conjunction with Family Action's Health & Safety Policy- a copy of which can be provided on request.

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## Safeguarding Policy Notice

Family Action intends to create in our pre-schools an environment in which children are safe from abuse, and in which abuse is promptly and appropriately responded to. This notice is to be read in conjunction with Family Action's Safeguarding Policies- copies of which can be provided on request.

### Suitable People

- All staff and volunteers will have an enhanced DBS check in place before working in our pre-schools and a record of their DBS number and the date it was issued is kept.
- Staff are to disclose any convictions, cautions, court orders, reprimands or warnings that may affect their suitability to work with children and sign an annual declaration form.
- Evidence of qualifications will be sought at interview.
- Staff will adhere to Family Action's Safer Recruitment Policy, for example around references.
- It will be made clear to all applicants that positions in our pre-schools are exempt from the provisions of the Rehabilitation of Offenders Act 1974.
- Staff must not be under the influence of alcohol or any other substance which may affect their ability to care for children.
- Any staff member who is taking prescribed medication that may impair their ability to work safely with children will be required to complete a health care plan with their line manager to risk assess and manage the situation.

### Child Protection

- All staff will complete training, and refresh this at least every three years, which enables them to identify signs of possible child abuse and neglect and to be able to respond to them in a timely and appropriate manner.
- Named leads for safeguarding will complete additional training and renew this at least every two years.
- Staff will observe good practice and not be left alone with children for long periods of time.
- All volunteers and visitors will be closely supervised at all times and not allowed to be alone with children.
- Use of mobile phones, cameras and electronic devices will be restricted and monitored, in line with our Mobile Phone, Camera and Electronic Devices Use Policy.
- Each pre-school has a named Safeguarding Lead who will co-ordinate all record keeping, logs and report writing.
- Children will be monitored and any changes in their behaviour or appearance which may indicate abuse will be recorded and assessed.
- Any recorded incidents will be shared with the parents/carers/guardian at the earliest opportunity unless there is reason to believe that by doing so the child would be placed at risk of further harm, in which case Social Care will be contacted and their advice followed.



- The pre-school will report any child protection concerns to the Social Care Referral and Assessment Team on 01733 864180.
- The Safeguarding Lead in the pre-school must inform the Early Years Manager for Family Action in Peterborough of all safeguarding issues.

### **Prevent Duty**

- In line with the Prevent Duty, staff need to be aware of any children who may be vulnerable to radicalisation or extremism.
- The Early Years Manager will be informed of any concerns around a child. Following the Channel Programme a referral will be made to the police for assessment.
- All settings will use the PSED and Understanding the World elements of the EYFS curriculum to promote fundamental British Values; Democracy, rule of law, individual liberty, mutual respect and tolerance for those with different faiths and beliefs.

### **Allegations Against a Member of Staff**

- Any allegation against a member of staff will be dealt with following guidance given by the local authority Safeguarding Board.
- It is our policy to suspend any member of staff against whom an allegation has been made, on full pay, for the duration of the investigation. This is not an admission that the alleged incident has taken place, but a procedure to protect staff, children and their families.
- The Local Authority Designated Officer (LADO) will be informed immediately of the allegation on 01733 864038, as will OFSTED.
- We will co-operate fully with any investigation carried out by social services in conjunction with the police.

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## Safety Policy Notice

- Children will be supervised by an adult at all times.
- Children will only leave a session with an authorised adult.
- The pre-schools are located in buildings which include fire detection and control systems.
- No smoking is allowed in any of the buildings or premises.
- Fire exits are clearly marked.
- All staff are made aware of emergency evacuation procedures during their induction.
- Fire doors are to be left unobstructed and regular checks are made of the buildings exits, emergency lighting etc.
- Fire drills will be carried out regularly.
- Children do not have unsupervised access to the kitchen.
- Adults will not place hot drinks within the reach of children and will only drink them once they have cooled.
- Daily safety checks are made before each session.
- Annual risk assessments are completed and reviewed each term, and individual risk assessments completed for new equipment/activities.
- On outings our Outings Policy is followed at all times.
- Children are only released to those adults named on their admission form as being authorised to collect them. A security password may be used. The setting supervisor will contact the main parent/carer/guardian if an unauthorised collection is attempted. Where applicable we will also notify the local child protection agencies.
- Parents are asked not to send their child to the setting wearing excessive jewellery. Stud earrings only are permitted and any necklace that is worn should be securely tucked inside the child's clothing at all times.
- This notice is to be read in conjunction with Family Action's Health & Safety and Safeguarding Policies- copies of which can be provided on request.

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## Special Educational Needs and Disability Policy Statement

- Children with special educational needs and/or disability will be admitted to the pre-school following consultation with parents/carers/guardians, the pre-school supervisor, the Early Years Manager and any other relevant agency.
- Our setting supervisor will work with parents/carers/guardians to gradually build up a child's time at pre-school, where appropriate, to ensure that we are moving at the child's pace. Occasionally it may be necessary to reduce a child's session times if they are not developmentally ready to stay for the full opening times.
- Our system of observation, assessment and record keeping is maintained in partnership with parents/carers/guardians and enables us to monitor a child's needs and their progress on an individual basis. Where appropriate, an Education Health Care Plan will be put in place.
- Our pre-schools work in partnership with other agencies such as Health Visitors, Speech and Language Therapists, Physiotherapists, Social Workers and Occupational Therapists to meet a child's specific needs.
- Each pre-school has a designated and trained Special Educational Needs Coordinator (SENCO), who works closely with families of children with identified additional needs and supports staff to make new referrals.
- All staff are aware of the Code of Practice for children with Special Educational Needs.
- Our pre-schools are inclusive and support all children to access all areas of the curriculum. Occasionally we may be unable to adequately support an individual's complex needs; in this case we will work with the parents/carers and the local authority SEND team to try and locate a suitable alternative setting and to ensure maximum available support is offered.

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## Settling In Policy Statement

This statement has been altered as a result of our learning during the Covid pandemic in 2020. The restrictions imposed meant that we had to alter our approach to settling new children significantly, with parents not permitted inside the pre-school. Across all our settings, we discovered that this quick handover approach worked very well and children settled much quicker than previously when parents were invited in to support them. Therefore, we wish to continue with this approach to ensure children are happy and settled in pre-school much quicker.

- Parents/carers/guardians will be encouraged to visit the pre-school with their child prior to their start date
- A home visit will be made available, if required.
- Children are welcome to bring a small familiar object or comforter from home to aid settling in. The use of dummies is discouraged in our pre-schools as this hinders communication.
- Staff will discuss the child's likes, dislikes and current interests with the parent/carer/guardian.
- A key worker will be assigned to the child who will be available to greet them on arrival and ease them into the sessions.
- Parents/carers/guardians will be supported to complete a swift handover of their child at drop off time to setting staff. They will not be invited into the setting at this stage.
- The setting supervisor will discuss with parents/carers/guardians what will be an appropriate amount of time for the child to spend at pre-school, until they are fully settled.
- Setting staff will offer reassurance to parents/carers/guardians of new starters during their first sessions by sending photographs or video clips via EY Log to show that they are happily playing. Alternatively, they may call to provide an update.
- Staff will contact parents/carers/guardians if a child is overtired or too distraught to stay a full session.
- Parents/carers/guardians are encouraged to commit to regular attendance throughout the settling in process, as this enables the child to settle quickly.
- Staff recognise that each child is an individual and will, therefore, take differing amounts of time to settle in pre-school.

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## Sickness Policy Statement

- If a child falls ill during a session, their parent/carer/guardian or named contact will be notified immediately.
- An unwell child will be kept comfortable, and away from other children, until a parent/carer/guardian arrives. A staff member will stay with the child at all times and monitor their condition.
- If a child's condition appears acute and requires medical treatment an ambulance will be called.
- If first aid is required, this will be administered by a qualified First Aider.
- A child or staff member who has been suffering from sickness and/or diarrhoea will be asked to stay away from the pre-school until they have been clear of symptoms for 48 hours.
- A child with a contagious illness will not be allowed to attend the pre-school until the recommended exclusion period has passed.

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## Social Media Policy Notice

In order to maintain confidentiality and professionalism in our pre-schools all staff, volunteers, parents/carers/guardians and children must adhere to the following:

### Parents/Carers/Guardians

- Parents/carers/guardians of children attending our pre-schools should not be added as "friends" by staff on social network sites.
- Family Action operates a Facebook group "Peterborough Pre Schools" through their main Facebook page. Each pre-school will have a nominated staff member with log in rights to the business manager account required to post onto the page.
- Parents/carers/guardians are asked to confirm if they give permission for their child's image to be used on the Facebook page, and this includes permission for the post to be shared more widely on Facebook.
- The Facebook group is to not be used as a forum for airing grievances or making negative comments. Parents/carers/guardians are asked to direct their questions or concerns to the Early Years Manager away from social media.
- Images not of your own children are not to be uploaded onto any social network sites without the express permission of the child(ren)'s parent/carer/guardian.

### Staff

- Staff must refrain from discussing work on these sites. In particular, they are not to be used as a forum for discussion around issues or individuals.
- Staff must remember confidentiality at all times.
- Staff need to set their privacy settings to restrict access to their pages.
- Inappropriate use of social networking which impacts on Family Action and our pre-schools will result in disciplinary action. This includes posts which could be seen to be controversial and in conflict with Family Action's values.
- Staff may not join the "Peterborough Pre Schools" group but are welcome to "like" and share posts.
- Nominated staff only may respond to positive comments online in a professional manner. Any questions or concerns will be addressed with the parent/carer/guardian away from social media.
- This notice is to be read in conjunction with Family Action's Social Media Policy.

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## Staffing & Employment Policy Notice

- This notice is to be read in conjunction with Family Action's Safer Recruitment Policy- a copy of which can be provided on request.
- The minimum ratio of staff to children will be 1 adult to 8 children aged 3 and above. A higher ratio of 1 adult to 4 children will be maintained for children under the age of 3.
- Where appropriate an additional member of staff will be provided to meet identified special educational needs, in line with the amount of SEND funding awarded.
- All staff and volunteers will hold a cleared, enhanced DBS check.
- Volunteers will be closely supervised at all times.
- Volunteers may sometimes be counted in ratio if the setting supervisor has assessed them to be sufficiently competent.
- Our settings support students with short work experience placements or longer childcare experiences. All students will be closely supervised at all times.
- Our Human Resources department will check references and request health disclosures from all new staff.
- Staff at a supervisory level will be required to hold, or be working towards, a relevant Level 3 qualification. All other staff will hold, or be working towards, a relevant Level 2 qualification.
- Staff will be paid to attend planning meetings. Most staff have a 40 week contract that includes 3 days payment for attending training/preparation days and an additional 7 days payment towards the completion of individual planning and Early Years Log journals. For those staff on a 38 week contract attendance at training and completion of additional tasks requested will be paid via completion of a timesheet.
- All staff will receive half termly supervision with their line manager. This includes opportunities to discuss any issues, particularly around the children's' development and to identify solutions to these. Staff will discuss the general wellbeing of their key group and provide updates on child protection cases. The agenda also includes a discussion around personal development.
- Staff will complete an annual appraisal with their line manager which includes setting objectives for the following year.
- All staff have access to a free and confidential Employee Assistance Programme

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## Suncream Policy Statement

- It is the responsibility of parents/carers/guardians to ensure that their child is adequately protected from the sun.
- Children should arrive at pre-school on sunny days with their sun cream already applied. Staff will check that sun protection has been used upon arrival before allowing the child to register for their session.
- Parents/carers/guardians should include a suitable sun cream in their child's bag. This needs to be labelled with the child's name.
- Staff will monitor the children and support children to reapply sun cream during the day as necessary. Parental/carer/guardian permission to apply sun cream will be sought.
- Pre-schools will not provide sun cream for the children to avoid allergic reactions to the product.

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## Uncollected Child Policy Statement

- Parents/carers/guardians who are unable to collect their child as planned must inform the pre-school before the end of session. All parents/carers/guardians are given a contact telephone number for the pre-school.
- If a child is not collected at the end of a session, we will use the information in their application form to try and contact the parents/carers/guardians.
- If we are unable to contact the parents/carers/guardians then we will start trying to contact all other authorised contacts listed on the emergency contact forms.
- If we are still unable to contact anyone by telephone, we will make every effort to contact by other methods.
- Two qualified staff members, at least one of whom is at a senior level, will stay with the child and reassure them that someone is coming soon. If the staff members are unable to stay due to their own childcare arrangements a call should be made immediately to senior management to request support.
- The child will not leave the building with anyone other than the named people on their form.
- If the child is still uncollected after 30 minutes, and no contact has been made, staff are asked to contact Social Care on 01733 864180 to seek support. If necessary staff may also contact the police.
- The child will remain at the pre-school with two staff until they are either collected by a parent/carer/guardian, or by a social worker or police.
- Should the above take place, a written report will be made in the incident log.
- OFSTED may be informed and our Early Years Manager will be informed.
- We reserve the right to charge the parent/carer/guardian a late fee for the additional hours worked by staff.

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