POLICY PACK

**Contents**

Accident and Emergency Policy 3

Accident and Incident Policy 4

Allergen Policy 5

Behaviour Policy 6-7

Biting Policy 8

Bullying Policy 9

Care, Learning and Play Policy 10

Complaints Policy 11

Confidentiality Policy 12

Emergency Evacuation Policy 13

Equal Opportunities Policy 14

Health and Safety Policy 15

Illnesses and Infectious Diseases Policy 16

Head Lice Policy 17

Medical Procedure Policy 18

No Smoking Policy 19

Observation Policy 20

Physical Contact Policy 21

Safeguarding/Child Protection Policy 22-25

Settling In Policy 26

Special Needs Policy 27

Sun Protection Policy 28

Dropping off and Collection Policy 29

Lost Child Policy 30

Safety On Outings Policy 31

**ACCIDENT AND EMERGENCY POLICY**

The safety of your child is paramount and My Childcare and Me will take every measure we can to protect your child from injury while they are in our care. We risk assess premises to ensure it meets the safeguarding and welfare requirements of the EYFS.

As a nursery, we ensure that our staff first aid training is renewed every 3 years.

**In the event of an accident:**

* We will comfort and reassure the child whilst ensuring the safety of any other children in our care;
* A staff member will assess the extent of the child’s injuries and perform any first aid that they have been trained to do if the injury requires it;
* A member of My Childcare and Me Management team will tell the affected child’s parents immediately and advise them of any first aid treatment given.

If the injuries are more serious, we will contact the emergency services immediately and accompany them to hospital if treatment is required.

**After any accident:**

* My Childcare and Me Management team or the room leader will complete a report in our accident book;
* Parents/Carers will be asked to sign the report and will be provided a copy.

**Accidents off site:**

* We carry parents’ contact details with us when we go out and then follow procedures as if we were at nursery.

**ACCIDENT AND INCIDENT POLICY**

The safety of your child is paramount and at My Childcare and Me, we will take every measure we can to protect your child from injury while they are in our care. We risk assess our premises to ensure it meets the safeguarding and welfare requirements of the EYFS.

As a nursery, we ensure that our staff’s first aid training is renewed every 3 years.

**In the Event of an Accident:**

* We will comfort and reassure the child while ensuring the safety of any other children in our care;
* A staff member will assess the extent of the child’s injuries and perform any first aid that they have been trained to do if the injury requires it.
* A member of the Management team will tell the affected child’s parents immediately and advise any first aid treatment given.

**If the Injuries are More Serious:**

* We will contact the emergency services immediately and accompany your child to hospital if treatment is required;
* We will contact you as soon as possible to inform you of the accident and, if necessary, ask you to return to care for your child or meet us at the hospital.

**After Any Accident:**

* A member of My Childcare and Me Management team or the room leader will complete a report in our accident book;
* Parents will be asked to sign the report and be provided with a copy.
* If the incident requires any medical treatment then we will inform Ofsted (under Standard 14.3 Children Act regulation, inform Ofsted about any significant events) and inform our Insurance Company.

**Accidents off Site**

* We will carry parents’ contact details with us when outside (going to the park etc..) and then follow procedures as if we were at nursery.

# **ALLERGEN POLICY**

In December 2014, the EU Food Information for Consumers regulation (EU FIC) came into force and since then, there has been a legal responsibility to provide allergen information about the ingredients that are in the food given to your child. This information needs to be shared and kept updated whilst your child is in My Childcare and Me care.

If allergies or intolerances are an issue for your child, please discuss this with a member of the Management Team. Our catering company Zebedees do cater for allergies .We are happy to seek advice from the dieticians at your local hospital if this is appropriate.

**Our Procedure**

We will check the ingredient list on all foods to ensure no identified allergens are present. No child will be given foods where an allergen has been identified, and this would include the other minded children on that day to avoid any potential cross contamination or exposure to the allergen.

All My Childcare and Me members of staff will follow good hygiene practices.

Information on allergens used will be made available to parents on request. It is also important that you, the parent, keep us informed if your child develops any allergies or food intolerances whilst in our care.

# **BEHAVIOUR POLICY**

All children and adults are treated with equal care and concern, and are made to feel welcome at My Childcare and Me nursery. We aim to offer a quality childcare service for parents and children. We also recognise the need to set out reasonable and appropriate limits to help manage the behaviour of the children in our care.

By providing a happy, safe environment, the children in our care will be encouraged to develop social skills to help them to be accepted and welcome in society as they grow up.

**Promoting positive behaviour is very important and we do this by:**

* giving lots of praise for good behaviour;
* giving the children individual attention so they feel valued;
* setting a good example and being a good role model;
* listening to what the children have to say;
* rewarding good behaviour (choosing next activity etc.);
* using a good behaviour chart;
* giving children certificates for good behaviour, sharing etc.

We help the children understand our nursery rules, which are realistic, and we are consistent in the enforcing of them.

We do not give out confusing signals; saying, ‘No,’ means No! We are aware of the different reasons why children misbehave and will endeavour to keep to routines so that your child feels safe and is not overtired or hungry.

However, all children will misbehave at some time. we have developed several different strategies on how to deal with a child misbehaving, and use different ones depending on the age/stage of ability of the child and the situation.

* **Distraction -** Remove the child from the situation and give them an alternative activity.
* **Ignore -** Depending on the situation, we may ignore the inappropriate behaviour if we feel it is being done to get a reaction.
* **Discuss with Child -** If the child is able to understand, we will discuss their behaviour and try and get them to appreciate the consequences of their actions on others. we inform them that it is their behaviour that we do not like, not them.
* **Time Out -** Remove the child from the activity and sit them quietly for a few minutes.

We do not, and will not, administer physical (or any other form of) punishment with the intention of causing pain or discomfort, nor any kind of humiliating or hurtful treatment to any child in our care. A member of staff will only physically intervene, and possibly restrain, a child to prevent an accident, such as a child running into the road, or to prevent an injury or damage.

We agree to methods to manage children’s behaviour with parents before the placement starts. These are discussed with parents during initial visits before the contract is signed to ensure appropriate care can be provided. Wherever possible, we try to meet parents’ requests for the care of their children, according to their values and practices. Records of these requirements are agreed and kept attached to the child record forms. These forms are revisited and updated during regular reviews with parents.

We expect parents to inform us of any changes in a child’s circumstances, care arrangements or any other change which may affect the child’s behaviour, such as a new baby, parents’ separation, divorce, new partner or any bereavement.

All information shared will be kept confidential unless there appears to be a child protection issue.

**BITING POLICY**

Many children go through a stage of biting. It doesn’t last forever so don’t be distressed if your child happens to show this sort of behaviour. If you are aware of your child biting others, please inform a member of staff of this before they come into our care so we are prepared for any incidents that may occur.

**Children can bite for a variety of reasons. Some of the reasons could be because they are:**

* teething;
* frustrated;
* exploring using their mouth;
* asserting their independence;
* wanting to gain control;
* wanting to gain attention.

If your child is biting others we will work with you and your child to establish why they are biting. We will observe your child to see if certain conditions or situations trigger this behaviour and then work with them to try and avoid the incidents occurring. This may involve altering the child’s routine, giving them more one to one attention or purchasing additional resources so sharing is not such a major issue. If it is because a child is teething, suitable teething resources should be provided.

If your child does bite, they will be removed from the situation and a member of staff will explain to them appropriately that this is unacceptable behaviour. It may be necessary to remove the child from an activity until they are calm enough to return. At My Childcare and Me, we will also encourage the child to apologise to the child they have bitten, and will work with them to develop strategies to help them deal with the reasons why they felt like biting the other child. We will ensure that the child that has been bitten is comforted and reassured and ensure that any first aid is given if required.

Any incidents is recorded in the Accident and Incident book and we ask both (sets of) parents to sign this as acknowledgment of the incident.

Biting can be a difficult issue for parents of both the child who has been bitten, and of the child biting others.

Please do discuss any concerns you may have regarding this issue with us.

**BULLYING POLICY**

There are many forms of bullying. The three main types of bullying are:

* physical;
* verbal;
* emotional.

At My Childcare and Me, we do not tolerate any form of bullying in our care and will take this matter very seriously if it becomes an issue.

If we have any concerns that your child is being bullied at nursery, or if your child is bullying another child or other children, a member of the Management Team will discuss this with you immediately and work with you to support your child to resolve the problem.

**If your child is being bullied we will:**

* reassure them that it is not their fault;
* help them to feel safe and cared for;
* help them to feel valued;
* give them praise and positive encouragement;
* reassure them that things will improve and that I will help them as much as possible to resolve the issue.

**If your child is bullying we will:**

* reassure them that weI still care about them but we don’t like the behaviour;
* work with them to help change their behaviour;
* work with them to find ways to make amends for their actions;
* introduce a reward system for positive behaviour;
* discuss the matter with you privately to see if we can understand what may have triggered the bullying.

If you have any concerns regarding your child please discuss them with a member of our team as soon as possible.

**CARE, LEARNING AND PLAY POLICY**

Children learn when they are in a safe and caring environment where they are stimulated through play. At My Childcare and Me, we will endeavour to provide your child with a caring environment that will be fun and stimulating by implementing ideas from the Birth to Three Matters framework and National Guidance to the Foundation Stage.

**My Childcare and Me will provide activities that support the main learning areas:**

* Personal, Social and Emotional Development;
* Communication and Language;
* Physical Development;
* Literacy;
* Mathematics;
* Understanding the World;
* Expressive Arts and Design.

**These activities will include but are not limited to:**

* dressing up;
* books and videos;
* small world toys;
* construction toys (Lego, Duplo etc.);
* role play/pretend play (toy kitchen etc.);
* water play;
* arts and crafts;
* outings;
* cooking;
* gardening;
* outdoor play and equipment.

If there is a particular activity that you would like us to do with your child, please let us know. We are very happy to support activities that you are doing at home or that are related to events that have happened.

We will regularly observe your child and make a written record of their development. This will enable our staff to make very simple plans on how they can help your child to move onto the next stage of their development.

These records are available for you to look at any time.

**COMPLAINTS POLICY**

At My Childcare and Me, we aim to work in close partnership with all parents to meet the needs of their children. However, if there is any aspect of our service that does not meet your expectations we are happy to discuss this with you.

If you would like to communicate this verbally we can hopefully resolve the issue right away.

If you would like to make a complaint in writing you can put this forward to our Management team.

It is a condition of our registration to investigate all written complaints relating to the safeguarding and welfare requirements of EYFS.

We will notify the complainant of the outcome within 28 days of receipt of the complaint. It is a requirement by Ofsted that all complaints are logged, along with the outcome and any action taken.

My Childcare and Me will record the following information:

* the name of the person making the complaint;
* the EYFS requirement to which the complaint relates;
* the nature of the complaint;
* the date/time of the complaint;
* any action taken in response to the complaint;
* the outcome of the complaint investigation;
* details of the information and findings that were given to the person making the complaint, including any action taken.

If you wish to make a formal complaint then you can contact the Ofsted Complaints and Investigation Unit on 03001231231 or you can write to them at : Applications, Regulatory and Contact Team, Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD.

My Childcare and Me will keep a written record of complaints and their outcomes for at least 3 years.

**CONFIDENTIALITY POLICY**

Any information given to any My Childcare and Me member of staff, either verbally or in writing, regarding your child or your family, will be treated as confidential.

We will however divulge confidential information to Social Services and to Ofsted if there appears to be a protection issue.

Parents will have access to their own child’s records at any time but not to the files of other children. All documentation relating to your child is stored in a file, which is not accessible to any other party.

If you have any concerns regarding this policy please do not hesitate to contact the Management Team.

**EMERGENCY EVACUATION POLICY**

Evacuation may be necessary in the event of as a fire, flooding etc. The children will regularly practise the evacuation procedure with our members of staff so they will not be alarmed in the event of a real emergency. Practises will be carried out on different days of the week to ensure that all children practise, and the details recorded in the evacuation log.

In order to keep the children and staff safe, we have developed the following procedure to evacuate our setting in the event of an emergency:

1. Sound the alarm
2. Evacuate the children using the safest and nearest fire exit(babies and toddlers will be carried safely).
3. Take attendance records, contact numbers and mobile phone.
4. Assemble outside nursery
5. Contact the emergency services.
6. Comfort and reassure the children.
7. Arrange a safe place for the children to stay until parents can collect them.
8. Follow the instructions of the Emergency Services.

Do not return to the building until the emergency services have declared it safe to do so.

**EQUAL OPPORTUNITIES POLICY**

At My Childcare and Me we make sure that we actively promote equality of opportunity and anti-discriminatory practices for all children. We make sure that all children are treated with equal concern and respect.

We recognise and welcome all legislation and existing codes of practice produced by appropriate commissions, for example the Equality and Human Rights Commission.

We value and respect the different racial origins, religions, cultures and languages in a multi-ethnic society so that each child is valued as an individual without racial or gender stereotyping. My Childcare and Me will not discriminate against children on the grounds of disability, sexual orientation, age, class, family status and HIV/Aids status.

My Childcare and Me provide equal chances for each child to learn and develop to their full potential, taking into account each child’s age and stage of development, gender, ethnicity, home language and ability.

My Childcare and Me provide, and make sure that all the children have access to, a range of books, puzzles and other toys which provide positive images and examples of the diversity of life in our society.

My Childcare and Me challenge racist and discriminatory remarks, attitudes and behaviour from the children in my care and other adults.

My Childcare and Me will always help children to feel good about themselves and others by celebrating the differences which make us all unique.

**HEALTH AND SAFETY POLICY**

We take The Health and Safety of your child very seriously and have therefore documented the following procedures that are in place to support this.

* All toys will be checked and cleaned regularly to ensure they are safe for your child to use. Any broken or hazardous toys will be removed immediately. Children will only be offered toys and resources that are suitable for their age/stage of development.
* We do a risk assessment of our premises every morning before the children arrive to ensure that it is a safe environment for all.
* All sockets not in use will have socket covers.
* All equipment is fitted with the correct safety harness to prevent accidents
* We use safety equipment appropriate for the children in our care, such as stair gates, cupboard locks etc.
* We have procedures in place in the event of a fire.
* Kitchen is cleaned daily by our cleaners, we follow hygiene guidelines on the storing of food, and keep the fridge at the correct temperature.
* We ensure that children do not have access to waste, the bins are emptied daily and any used nappies are double wrapped and placed in the outdoor rubbish bin.
* Smoking in not permitted
* Strict hygiene guidelines are followed to prevent contamination.
* Strict child protection guidelines are in place.
* We will work with you to teach the children about safety issues like crossing the road and stranger danger.
* We will work with you to teach the children about physical exercise and making healthy food choices.
* We will restrain a child if they are putting themselves or others in danger, for example running into the road.

**ILLNESS AND INFECTIOUS DISEASES POLICY**

It is our policy to keep children safe when they are in our care, promote good health and take necessary steps to prevent the spread of infection within my childcare setting.

We are willing to care for children with minor coughs and colds but will not be able to care for children who are very unwell, infectious or running a high temperature, as we must consider the welfare of all the children in our care.

All children in our setting who are excluded due to having an illness or an infectious disease, such as severe cold or upset stomach, will not be allowed to return until they have been free from the illness for 48 hours. This is in order to minimise the risk of transmission of an infection to other children, myself or members of my household.

If your child becomes ill whilst in our care we will contact you immediately and make them as comfortable as possible until you arrive.

If we believe a child in our premises is suffering from a notifiable disease identified as such as in the Public Health (Infectious Diseases) Regulations 1988, we will act on advice given by the Health Protection Agency and inform Ofsted of any action taken.

**HEAD LICE POLICY**

Children with head lice will not be excluded from My Childcare and Me, but we would ask that these recommendations are followed in order to try and prevent other children becoming infected:

* parents inform us immediately if they have discovered that their child has head lice;
* children with long hair wear their hair up to prevent the spread of infection;
* parents check their children’s hair at least once a week with a special head lice comb.

We hope that the parents of children with head lice will work with us to treat, and prevent the spread of, the infection. We also ask that all children and parents are sensitive and understanding towards the subject of head lice, as it is not the fault of the child that is infected. Head Lice can affect people from any socio-economic background and ethnicity. It also does not imply a lack of hygiene or cleanliness.

If a child in our care has head lice we will inform the parents of the other children in our care. My Childcare and Me will not disclose which child it is that has the head lice, to keep the confidentiality of the other child and parents.

We will assist in the prevention of head lice by ensuring the children only use their own hairbrushes and combs, and that the dressing up hats are regularly cleaned.

We are happy to discuss the manual removal of head lice while your child is in our care.

**MEDICAL PROCEDURES POLICY**

At My Childcare and Me, we will ensure that effective procedures are implemented to meet the individual needs of a child when administering medicines.

Medical Procedure :

* We keep written records of all medicines administered to children in our care.
* We inform parents when a medicine has been administered, including the time and dosage.
* All medicines are stored in the fridge if necessary, and kept strictly in accordance with the product instructions and in the original container in which it was dispensed.
* Parental written permission is obtained for each and every medicine to be administered before any medication is given.
* If the administration requires technical/medical knowledge then a member of staff will attend training from a qualified health professional. The training should be specific to the child in question.
* We only administer prescription medicine to the child if it is prescribed by a doctor, dentist, nurse or pharmacist.
* Non-prescription medicine, such as pain and fever relief, will only be administered with parent’s previous written consent and only when there is a health reason to do so. If we feel a child needs some throughout the day, My Childcare and Me Management Team will contact the parent concerned and get permission verbally or via our software Famly.
* Medicines containing aspirin will never be administrated to a child under the age of 16 unless they have been prescribed by a doctor.
* If we have a child with long-term medical needs then we will ensure that we have sufficient information about the child’s medical condition and will work in partnership with parents to assist the administration of any prescribed medication.

If your child has self-held medication, please provide an additional supply for us to keep at My Childcare and Me nursery so there is reduced risk of them being without their medication.

It is vital that you inform us of any medication you may have given your child before they arrive into our care.

# **NO SMOKING POLICY**

As a nursery we are committed to promoting the health and wellbeing of the children in our care, our staff and any visitors to our premises.

Smoking has proved to be a health risk and therefore in accordance with legislation, My Childcare and Me operates a strict **No Smoking policy** within its buildings, grounds and company vehicles.

At My Childcare and M, we share a share our No Smoking Policy with all staff, volunteers, students undertaking placements and visitors to the provision.

Staff accompanying children outside the nursery are not permitted to smoke.

We also request that parents accompanying nursery children on outings refrain from smoking while caring for the children.

**OBSERVATION POLICY**

As an Ofsted registered nursery, it is required that we make observations of the children we care for.

We need to make regular observations on your child using different techniques. These may include tick lists and tracker books, photographs, written observations and video recordings. You are welcome to see copies of any of our observations. All observations are only made for My Childcare and Me use and will remain confidential.

At My Childcare and Me, we do request that parents sign a permission form (in Famly) to allow us to undertake observations and if they agree, for us to show professionals such as Ofsted inspectors. This is because the observations can demonstrate our member of staff’s ability to care for children, and to understand an individual child’s needs as well as various other areas.

**PHYSICAL CONTACT POLICY**

At My Childcare and Me, we are very aware that each child has differing needs. Some children like to be affectionate and show it through hugs, kisses etc. Others are not so tactile. We are happy to hug, kiss (head or cheek), hold hands, cuddle, tickle etc. your child, providing both you and your child are happy with this.

We would never force a child to do any of the above if it made them feel uncomfortable.

We will restrain a child only if they are at risk of inflicting harm on themselves or others. We will separate children if they are fighting. We will restrain a child if they try and run into the road etc. If I do need to restrain your child. We will document it in our incident book and ask you to sign the record. This is to protect all parties.

We will also need to have some physical contact with your child in order to ensure hygiene routines are carried out.

For example, the washing of hands, faces and teeth and the wiping of noses.

We are happy to assist with toileting according to the age and stage of ability of the child, and to change nappies if required.

If necessary, we will change a child’s clothes if they have had an accident.

If you have any concerns or wish to discuss the matter further please do not hesitate to let us know.

# **SAFEGUARDING/CHILD PROTECTION POLICY**

At My Childcare and Me, our first responsibility and priority is towards the children in our care. If we have any cause for concern we will report it to the relevant bodies, following the Local Safeguarding Children Partnership (LSCP) procedures.

The name of our LSCB is Lewisham Safeguarding Children’s Partnership and the LSCP procedures can be found at <https://www.safeguardinglewisham.org.uk/lscp/lscp>

We understand that child abuse can be physical, sexual, emotional, neglect, or a mixture of these, and am aware of the signs and symptoms of these.

We must notify Ofsted of any allegations of abuse that are alleged to have taken place while the child is in My Childcare and Me setting, including any allegations against any members of staff.

We have read, and understand, the safeguarding and welfare requirements of EYFS.

We have also read the national statutory guidance document, Working Together to Safeguard Children 2015.

We keep up to date with child protection issues and relevant legislation by taking regular training courses and by reading relevant publications.

We follow the procedures outlined in our confidentiality policy. We aim to share all information with parents but in some instances (where we are worried about a child’s well-being) we may have to refer concerns without discussing this with you.

My Childcare and Me Nursery work together with parents to make sure the care of their child is consistent.

Children will only be released from our care to the parent/carer or to someone named and authorised by them. A password is used to confirm identity if the person collecting the child is not previously known to us.

Parents must notify us of any concerns they have about their child and any accidents, incidents or injuries affecting the child, which we will record and ask parents to sign.

**Unless we believe that it would put the child at risk of further harm, we will discuss concerns with a child’s parent if we notice:**

* significant changes in children's behaviour;
* deterioration in children’s general well-being;
* unexplained bruising, marks or signs of possible abuse or neglect;
* children’s comments which give cause for concern;
* any reasons to suspect neglect or abuse outside the setting, for example in the child’s home;
* inappropriate behaviour displayed by other members of staff, or any person working with children. For example, inappropriate sexual comments, excessive one to one attention beyond the requirements of their usual role and responsibilities, or inappropriate sharing of images.

If a child tells us that they or another child is being abused, we will:

* show that we have heard what they are saying, and that we take their allegations seriously;
* encourage the child to talk, without prompting them or asking them leading questions. We will not interrupt when a child is recalling significant events and will not make a child repeat their account;
* explain what actions we must take, in a way that is appropriate to the age and understanding of the child;
* record what we have been told using exact words where possible;
* make a note of the date, time, place and people who were present at the discussion.

Our Director Jade Ashman will call the local social services’ duty desk for advice and an assessment of the situation. We will follow up this phone call with a letter to the Duty Team within 48 hours. We will record the concern and all contact with Children’s Services thereafter.

Safeguarding/Child Protection Policy Cont.

If an allegation is made against a member of staff at My Childcare and Me, our director Jade Ashman will report it to Ofsted/my Childminding Agency and the Local Authority Designated Officer (LADO), following the Local Safeguarding Children Board procedures.

**In all instances we will record:**

* the child’s full name and address;
* the date and time of the record;
* factual details of the concern, for example bruising, what the child said, who was present;
* details of any previous concerns;
* details of any explanations from the parents;
* any action taken such as speaking to parents.

**It is not our responsibility to attempt to investigate the situation ourselves.**

At My Childcare and Me we understand that there is no single way of identifying an individual who is likely to be susceptible to a terrorist ideology. As with all safeguarding issues, we will be alert to changes in children’s behaviour which could indicate that they may be in need of help or protection.

The Prevent Duty does not require childcare providers to carry out unnecessary intrusion into family life, but with as with any safeguarding risk, we will take appropriate action if any behaviour causes concern.

**British Values**

As a nursery, we can also build children’s resilience to radicalisation by promoting fundamental British Values and enabling them to challenge extremist views.

We will provide suitable opportunities which encourage children to respect each other’s views and values, to understand that their views count, and to talk about their feelings. Activities will involve turn taking, sharing and collaboration. Children will be encouraged to understand their own and others’ behaviour and its consequences. They will have an input in creating rules and codes of behaviour. An ethos of total acceptance of all views, faiths, cultures and races will be created, where children will appreciate and respect their own and others’ cultures.

**Whistle Blowing**

In our role as childcare providers we have a duty to report unacceptable behaviour to the relevant authorities; including that of assistants who may be working with us, childcare workers and other professionals working with children. This action is necessary when their actions are detrimental to children, have placed a child at risk, caused actual harm to a child or are clearly illegal.

We will follow the listed procedure if we suspect any of the above has taken place:

* Identify the bad practice;
* Record exactly what was observed;
* Establish witnesses wherever possible;
* Keep copies of all correspondence and relevant information;
* Seek support from colleagues;
* Ask to be informed about the outcome.

In these situations we may need to contact the police, social workers, the care inspectorate and any other relevant bodies, then pass on any information known to us.

**Useful numbers**

|  |
| --- |
| Multi Agency Safeguarding Hub Lewisham 020 8314 9181Emergency Police 999/112Ofsted 0300 123 1231Whistleblowing Hotline (8am – 6pm) 0300 123 3155Email whistleblowing@ofsted.gov.ukNSPCC helpline 0800 800 500Email help@nspcc.org.uk |

# **SETTLING IN POLICY**

At My Childcare and Me, we fully understand how difficult it can be for parents to leave their child in a childcare setting and return to work. We will therefore work with you to ensure your child is settled and that you are happy with the care that we provide.

We like to organise settling in sessions for the parents and the child. This gives you the opportunity to provide us with lots of information about your child, including their likes, dislikes, routines, and favourite activities, how to comfort them if they become upset and how they reacted if been left before. It gives us the opportunity to start to build a relationship with your child and to understand both your needs and wishes. It is also an opportunity for you as the child’s parents to become fully aware of our policies and procedures and to observe our setting.

We are happy for you to stay until you feel that your child is settled. Some children do take longer than others to settle and some settle quickly and then become distressed a few weeks into placement. We will work with you to support your child through this transition period and make it as easy as possible. It is important that you and your child are relaxed and happy in our nursery and with the care we provide.

**SPECIAL NEEDS POLICY**

As a result of sections within the Children & Families Act 2014, a new Special Educational Needs Code of Practice came into effect on 1st September 2014. This highlights that all children and young people are entitled to an education that enables them to make progress.

Jade Ashman, our Director is the SENCO (Special Educational Needs Co-ordinator) for My Childcare and Me and if she felt a child needed additional support she would contact SEN Advisers for advice.

As childcare providers, Ofsted require us to be aware that some children may have special needs and to be proactive in ensuring that appropriate action is taken when a child is identified as having special needs or starts being cared for by My Childcare and Me. We must promote the welfare and development of the child in partnership with parents and other relevant agencies. We have therefore put the following procedures in place.

If we feel that a child in our care has a special need, we will keep observational notes and share these notes with the child’s parents as soon as it is reasonably possible. We will discuss what support is available and keep matters confidential at all times.

If we are caring for a child with special needs, we will include them by valuing and acknowledging children’s individuality and help them feel good about themselves. We will ask for information from parents about the child’s routines, likes and dislikes. We will ensure that activities are adapted to enable the child to participate. Where possible, we will arrange access to specialist equipment if needed. We will at all times encourage the child’s confidence and independence.

We will work in partnership with parents and discuss with them any agencies that maybe involved in their child’s support care, any equipment that their child may need and request advice/support that will help us to provide the best care possible for their child.

**SUN PROTECTION POLICY**

At My Childcare and Me, we will do everything we can to ensure that your child is protected from the damaging effects of exposure to the sun.

We will need you to provide us with:

* sun cream suitable for your child (high factor);
* a sun hat (preferably a Legionnaires’ hat to protect the neck);
* a thin top/cardigan/t-shirt with long sleeves.

We will require you to sign a consent form (on Family) giving us permission to apply the sun cream that you have provided. Once we have this signature, we will ensure that your child has the sun cream that you have provided applied, and wears their sun hat. We will also avoid spending prolonged periods of time outdoors during the hottest part of the day, and when outdoors we will try and protect your child by finding shady areas. We will encourage your child to drink water regularly to prevent dehydration.

**DROPPING OFF AND COLLECTION POLICY**

**Dropping off**

Due to Covid restrictions currently in place, we kindly ask all our parents to drop off their child at our door where a member of staff will meet your child.

**Collection**

Due to Covid restrictions, we kindly ask all our parents to wait at the door. A staff member will get your child ready and will walk with him/her to the door.

We will only release a child from our care to adults who have permission to collect him/her. We will therefore need you to provide us with a list of people authorised to collect.

In the event of an emergency, we can operate a password system where you can send someone not authorised to collect your child, but who is able to give the password. Please discuss this with the Management team if you would like to use this system.

Please could you also inform My Childcare and Me if the person who is collecting changes throughout the day. It is important that you arrive no later than the agreed time (5.30pm or 6pm). Even young children learn our routine and know when their parents/carers are due. They can become distressed if you are late. We know sometimes delays are unavoidable, especially if you are relying on public transport or travelling during rush hour traffic. If you are delayed, for whatever reason, please contact us and let me know when you expect to arrive. We will normally be able to accommodate the additional care for additional cost (see our fee list). However, if we are unable to, we will contact other adults from the authorised list and arrange for them to collect your child. We will reassure your child that you are on your way .

If we have not heard from you and you are very late (30mins or more) we will try to make contact with you. If we are unable to make contact then we will try the emergency contact numbers. During this time we will continue to safely look after your child.

We will continue to try the parents’ contact numbers and emergency numbers, but after a reasonable time we will then tell the local authority duty social worker.

**LOST CHILD POLICY**

The care of your child is paramount and at My Childcare and Me we will always try to ensure that they remain with staff members and that they are safe. However, sometimes children become ‘lost’ in busy places and therefore, as responsible childcare providers, we have written a procedure that will be followed.

In the unlikely event of this happening:

* A staff member will immediately raise the alarm to all around then that they have lost a child, and enlist the help of everyone to look for them;
* if it is a secure area, such as a shopping centre, the staff member will quickly alert the security staff so they can seal off exits and monitor the situation on any CCTV;
* The staff member will provide everyone involved in the search with a description of the child;
* The staff member will reassure other children with them, as they may become distressed;
* The staff member will then alert the police and provide a full description;
* The Management Team or our director Jade Ashman will then alert the parents of the situation.

We take precautions to avoid situations like this happening by implementing the following measures:

* We ensure that children hold staff member’s hand or pushchair whilst out;
* We avoid going to places that are overcrowded;
* on outings, the children will wear wristbands with My Childcare and Me number on them;
* We teach the children the dangers about wandering off and talking to strangers.

**SAFETY ON OUTINGS POLICY**

To ensure the safety and welfare of all children on outings, it is essential that proper planning is done. We will require written parental permission (on Famly) for all routine, and special, outings. we will inform parents of any planned special trips, for example a visit to a local park.

**We ensure that we take with me everything we may need, including:**

* tablets with emergency contact for the children;
* a first aid kit;
* nappies and changing bag (if required);
* a mobile phone;
* drinks and a healthy snack;
* sun cream and sun protection (if required).

We carry out a trial run and full risk assessment of any proposed outing.

We will endeavour to ensure any outings fit in with the needs of the children, and ensure that we have the necessary equipment and resources to keep them safe. These include pushchairs and harnesses.

We will ensure that the ratio of adults on any outing will never be less than 1 to 4 children.

We will adhere to my lost child procedure and make parents aware of the procedures.

If you have any concerns regarding this policy please discuss them with the Management team.