Sunny Socks
NURSERY SCHOOLS LTD

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Accident and Injury Policy

The purpose of this policy is to ensure that when an accident occurs in Sunny Socks Nursery School appropriate action is taken and accurate information is recorded and communicated. It is the responsibility of every member of staff to ensure that accidents and injuries are dealt with in a timely manner. It is the responsibility of the member of staff who has administered the first aid to write the accident report and ensure that it is signed by the parent or carer of the child or children involved. All members of staff have a responsibility to ensure that the Manager is informed when items from the first aid box are used.

Procedure

At least one member of staff with current Paediatric First Aid will be on the premises, in the garden or on an outing at any one time.

The first aid kit is clearly marked and is easily accessible to adults and out of reach of children. The first aid kits can be located in a marked cupboard in each kitchen.

The first aid box will regularly be checked by Sam Syers to ensure that the box is fully stocked.

Individual walk bag first aid kits will be checked before each walk by the senior room staff member.

All medical information and emergency contact details on the children's registration documents must be up to date and accurate. This information is found in the Registration folder located in the filing cabinet in the office.

When an accident occurs, it is the responsibility of the first aider to determine whether the injury can be dealt with in the setting or if medical assistance is required. If the injury is minor and does not require medical assistance the first aider should address the injury and complete an accident record, this record will be signed by the first aider and by the parent or carer of the child. Natalie Smith or Sam Syers will also sign and monitor all accident forms; in their absence the designated responsible person will sign the form and feed back to Natalie.

If the injury is minor but requires medical assistance the first aider will contact the parent to inform them of the incident and decide who will take the child to the nearest health centre. The child's medical information and registration forms should be taken with them.

If the injury is serious and hospital treatment is required a member of staff should call an ambulance immediately and a member of staff should accompany the child to the hospital. The child's registration form containing medical information should accompany them to the hospital. A member of staff should inform the parent or carer of the child (or an emergency contact) immediately and inform them of the accident and what hospital the child has been taken to.

All accidents and injuries, however minor must be recorded on an accident form. The child's parent or carer must sign the accident record and any incidents which required external medical treatment will be reported to Ofsted and Northamptonshire County Council within the required time frame.

Administration of Medicines Policy

The purpose of this policy is to ensure that any and all medication administered to children has been authorised by the child's parent/carer.

Procedure:

Only specified members of staff (Room Leaders/Management) will be allowed to administer medication. When administering medicine, a fully qualified member of staff must witness the dose administered. Accurate records of any medicine administered must be kept and signed by both members of staff.

It is the overall responsibility of the Room Leader to ensure that there is written parental/guardian permission to administer medication to children during the session. It is the responsibility of the senior staff member that is handed the medicine, to ensure that parent/carers complete a medication form, and a signature is obtained giving authorisation. The medicine administration form must be signed again by the parent or carer when they are collecting their child.

There will be no medication stored at nursery (with the exception of inhalers, prescribed long-term medications & skin creams), all medication will be returned to parents each day.

Medicines brought in by parents will be labelled and kept either in the secure 1st Aid cupboard in the Kitchen or if appropriate on the top shelf in the fridge.

Staff must check that parents have given their child one dose prior to attending nursery to ensure no allergic reaction is caused by administering the medication.

The child's name/dosage must be on the medication bottle. Medication can only be administered for the length of time/ dosage amount stated on the bottle. Staff will not administer medication beyond this timescale/dosage unless we have a doctor's letter. Before medicine is administered, the designated member of staff should check the medicine administration form for any changes.

If any controlled drugs, such as morphine, are brought into the nursery to be administered to the child, staff must advise the parent to see the management team who will inform parents that they must return to nursery to administer. Under no circumstances is the medication stored in the nursery or administered by staff.

At no time should the medication form be completed in pencil, it must be in pen. Parents must sign their names.

No medication should be left in children's bags.

Any staff bringing medicines into nursery must ensure that management are notified and that the medicines are kept in the first aid box in the office out of the reach of children. Under no circumstances will any employee bring any controlled drug such as morphine into the nursery.

If a child becomes ill during their nursery session, we will contact the parent to advise the relevant course of action. The action required may vary dependant on the Childs illness and symptoms. We cannot always give children Calpol or similar non prescribed medication as it may mask a serious complaint which may need attention, this will be down to the discretion of the nursery manager or acting senior staff.

Upon starting nursery, all parents are required to sign a prior permission form allowing the most senior staff member on duty to administer paracetamol or antihistamine in an emergency. This is applicable when the parent agrees that the time it would take to collect the child is too long. In such situations, the parent must confirm over the phone to the Nursery Leader, or the acting manager in their absence, that they consent to the administration of the mentioned pain relief. The parent will then be asked to sign a verbal permission form when collecting the child. In the unlikely event that contact cannot be made with a parent, carer, or emergency contact, the Nursery Leader will decide whether to administer the medication.

Admissions Policy

It is our intention to make our setting accessible to children and families from all sections of the local community. We aim to ensure that all sections of our community have access to the setting through open, fair, flexible, and clearly communicated procedures.

Procedures:

We ensure that the existence of our setting is widely advertised in places accessible to all sections of the community. We ensure that the information about our setting is accessible, in written and spoken form.

We describe how our practices have regard for each child and their family's needs arising from their gender, special educational needs, disabilities, social background, religion and ethnicity or from English being a newly acquired additional language.

We accept children from 3 months up to 5 years and consult with families to ensure we accommodate a broad range of individual needs. We advise a minimum of 3 sessions per week to assist children with settling in.

Once a visit of the nursery has taken place a registration form and a copy of the current pricing structure, along with our terms and conditions will be given to the parent/carer.

Upon receiving a completed registration form and registration fee we will give the parent/carer a copy of our policies and reserve the required sessions. In addition to our policy we may take into account the following:

- The vicinity of the home to the setting,
- Siblings already attending the setting,
- Parents/carers seeking extended childcare over a 51 week period.

We will liaise with the parent/carer to arrange the pre-start visits for the individual child.

We emphasise the importance of sharing information about the child regarding any dietary requirements, physical or special educational needs or any other matter that may affect your child whilst at Sunny Socks. We ensure all information is completely confidential.

We ensure all parents/carers have access to the information regarding free entitlement funding. Our setting spreads the free hours over 51 weeks of the year to be taken within our sessions and in line with our pricing structure. We offer a limited number of entirely free places for eligible 2, 3 and 4 year olds at set times. Once the free places have been filled our waiting list will be operational. Priority will be given to children from Brixworth who would otherwise be financially unable to attend the setting. No registration fee is required for entirely free places.

Allergy Policy

At Sunny Socks Nursery, we are aware that children and staff can have allergies which may cause allergic reactions. We will follow this policy to ensure allergic reactions are minimised or where possible prevented and staff are fully aware of how to support a child who may be having an allergic reaction.

Procedure

Staff will be made aware of the signs and symptoms of a possible allergic reaction in case of an unknown or first reaction in a child. These may include a rash or hives, nausea, stomach pain, diarrhoea, itchy skin, runny eyes, shortness of breath, chest pain, swelling of the mouth or tongue, swelling to the airways to the lungs, wheezing and anaphylaxis.

Information will be passed on by parents at the time of registration or as soon as the allergy is identified, regarding allergic reactions and allergies including written medical evidence of the child's suspected or known allergy from a medical practitioner/GP along with their care/action plan. This must be shared with all staff in the nursery. In extreme cases each room will have a copy of the care plan, with the action and precautions clearly started.

An allergy register will be kept in the manager's office, kitchen and in each room.

The nursery manager must carry out a full Allergy Risk Assessment which the parents must sign, prior to the child starting the nursery. The information must then be shared with all staff.

Sunny Socks aims to be a Nut-Free Nursery, although recognise this cannot be guaranteed. The purpose of this is to reduce the risk to those children and adults who may suffer an anaphylactic reaction if exposed to nuts. Products including nuts are not permitted into the nursery for cooking, snacks, staff meals, children's activities. Children are not permitted to bring into the nursery any food substances without the managers prior approval including birthday treats and cakes. Any child eating food upon arrival to nursery must finish their food before entering the setting. We have a policy to not use nuts in any of our food prepared on site at our Nursery. All products used are nut free, however, we cannot guarantee freedom from nut traces.

All food prepared for a child with a specific allergy will be prepared and served on equipment that has not been in contact with this specific food type, e.g. nuts and eggs.

The manager, nursery cook and parents will work together to ensure a child with specific food allergies receives no food at nursery that may harm them. This may include designing an appropriate menu or substituting specific meals on the current nursery menu.

When planning and providing play activities staff must consider the allergies of children who will have access to the activity and will not include any unsuitable food in any activity that would exclude the child.

After mealtimes and messy play all tables are cleaned with an approved solution.

Staff will endeavour to be extremely vigilant with regards to preventing children from being exposed to or consuming prohibited substances at all times. The Nursery together with parents/carers will identify risks and put control measures in place to minimise those risks as far as reasonably practicable.

It is the responsibility of the parent to provide the nursery with up-to-date medication and equipment clearly labelled in a suitable container. In the case of life saving medication like an "EpiPen"(Auto injector pen) the child will not be allowed to attend without it.

The parents / guardians are responsible for providing the nursery with timely replacements of the Auto injector pen. The EpiPens (or other branded pens) will be located securely in relevant, accessible locations approved by the manager and taken out with the child if leaving the nursery for walks.

The first aid training taken by staff includes information on administering the treatment of an Auto injector pen.

Action in the event of a child suffering an allergic reaction:

If a child has an allergic reaction to food, a bee sting, plant etc. a first aid trained member of staff will act quickly and administer the appropriate treatment. Parents must be informed and any medication administered must be recorded.

If the allergic reaction is severe a member of staff will summon an ambulance immediately. We WILL NOT attempt to transport the sick/injured child in our own vehicles.

Anaphylaxis usually develops suddenly and gets worse very quickly.

The symptoms include: feeling lightheaded or faint, breathing difficulties – such as fast, shallow breathing, wheezing, a fast heartbeat, clammy skin, confusion and anxiety, collapsing or losing consciousness. There may also be other allergy symptoms, including an itchy, raised rash (hives); feeling or being sick; swelling (angioedema) or stomach pain.

If a child has symptoms of anaphylaxis the following procedure should be followed:

- A first aid trained practitioner should use the provided Epi Pen
- Call 999 for an ambulance immediately (even if they start to feel better) Mention the child has anaphylaxis
- Remove the trigger if possible eg any stinger stuck in the skin
- Lie the child down flat unless they are unconscious, or having breathing difficulties
- Try to keep them still

- Give a second injection after 5-15 mins if the symptoms have not improved and if a second epi-pen has been provided.
- If the symptoms get worse ring 999 again to update the ambulance crew and find out where they are.

Whilst waiting for the ambulance, another member of staff will contact the emergency contact.

A senior member of staff or parent must accompany the child to hospital and collect together registration forms, relevant medication sheets, medication and child's comforter.

Staff must remain calm always; children who witness an allergic reaction may well be affected by it and may need lots of reassurance.

All incidents will be recorded, shared and signed by parents at the earliest opportunity.

Behaviour Management Policy

At Sunny Socks Nursery School we want every member of the setting to feel valued and respected and for each person to be treated fairly. We believe that all children are entitled to be cared for in an environment in which they feel safe, therefore we aim to promote a setting where everyone feels happy, valued and secure.

Procedures:

We aim to teach children to learn how to understand their feelings, find ways to calm themselves and know how to behave acceptably in society.

It is the responsibility of all staff to build a good relationship between themselves and the children to develop positive emotional wellbeing. All staff must demonstrate that we are listening and trying to understand what each child's behaviour is communicating, by allowing the child to feel secure knowing that we are open to hearing about their feelings.

We work in partnership with parents and carers in supporting children's development in all areas, including behaviour and considering each child's age and stage of development.
We aim to ensure the individual needs of all children are met by providing clear, consistent and developmentally appropriate expectations for behaviour through:

- Respect: to encourage all children to have respect for themselves, for other people (their feeling, beliefs and values) and for the nursery environment including equipment and property.
- Understanding and compassion: to help children to understand other people's views and experiences and to be caring and tolerant towards others
- Responsibility: to enable children to have an increasing ability to make choices and take responsibility for their own actions. In particular we help children to develop an understanding of the consequences of their behaviour.
- Fairness and equality: to give children an understanding of how to be fair to all: how to share and give everyone an equal chance (within the context of everyone having different needs). All staff will demonstrate this behaviour in their actions also.
- Kindness: to promote acts of kindness to each other and to assist children in ways of being gentle towards each other.
- Support and the use of positive reinforcement: to acknowledge considerate behaviour, reinforcing positive behaviour developing children's confidence and self-esteem.

Staff will support positive behaviour according to clear, positive, consistent guidelines.

Staff will make every effort to act as good role models to children by behaving in a friendly and considerate manner themselves, creating an atmosphere of respect and value for one another.

Staff will work effectively together as a team and show a fair and consistent approach to incidents. They will discuss any concerns with parent/carers in an attempt to understand and identify possible causes of negative behaviour.

Physical intervention will only be used to manage a child's behaviour if it is necessary to prevent personal injury to the child, other children, an adult, or serious damage to property. ANY occasion where physical intervention is used will be recorded within the incident log and parents/carers will be informed when picking up the child.

Staff will attempt to focus directly on positive features of the child's behaviour.

Under no circumstances will we threaten or use corporal punishment or any form of punishment which could have an adverse impact on the child's well-being.

The settings Behaviour Management Coordinator is Niketa Patel

CCTV Policy

CCTV is installed and monitored at Sunny Socks to provide a safer and more secure environment and to protect the nursery business.

We recognise that the use of CCTV has become a common feature of our daily lives and while its use is generally accepted, we understand that CCTV operators have certain duties and responsibilities to those whose images are caught on camera. The images taken are monitored and recorded and will be used in strict accordance with this policy.

The use of CCTV and the associated images is covered by the Data Protection Act 1989, the Protection of Freedoms Act 2012 and the CCTV code of practice 2008 from the Information Commissioner's Office (ICO)

The purpose of the CCTV is as follows:

- Safeguarding children, parents, staff and the public's safety
- Monitoring the security of the setting
- The prevention, investigation and detection of crime
- The apprehension and prosecution of offenders (including use of images as evidence in criminal proceedings)
- To provide opportunities for Staff training

The system will not be used for the following:

- Providing images for the world-wide-web
- Handing images to a third party, other than the police or officials if deemed necessary, within the compliance of the Data Protection Act 1998
- As a 'webcam' facility for parents to view recordings

The system comprises of fixed cameras, a digital recorder and public information signs. No cameras will be hidden from view. Although every effort has been made to ensure maximum effectiveness of the system, it is not possible to guarantee that the system will detect every incident taking place within the area of coverage. The digital recorder is located in a locked cupboard in the office and the Nursery Leader and Director will have a key. Signs will be prominently placed at strategic points and at the entrance to the building to notify staff, parents/carers, visitors and members of the public that a CCTV installation is in use. Digital recordings are made using a digital recorder operating in real time mode. Images will normally be retained for 30 days from the date of recording, and then automatically recorded over.

CCTV is provided in the following locations:

- Car Park
- Front Gate and play area
- Craft Room
- Sensory Room
- Back door and welly rack area
- Garden Room
- Play Room
- Baby Sleep room
- Baby playroom

It is recognized that images are sensitive material and subject to the Data Protection Act 1998; the Director, and Nursery Leader are responsible for ensuring day to day compliance with the Act. All recordings will be handled in strict accordance with this policy.

Access to images

Access to images will be restricted to the data controlling officer: The Nursery Leader and in their absence the Director.

Disclosure of recorded material to third parties is limited to the following authorities:

- Law enforcement agencies where images recorded would assist in a criminal enquiry and/or the prevention of terrorism and disorder
- Prosecution agencies
- People whose images have been recorded and retained unless disclosure to the individual would prejudice criminal enquiries or criminal proceedings.
- Emergency services in connection with the investigation of an accident.
- The CCTV System is a localized system and for internal use only. No images will ever be broadcasted or streamed over the internet to the parents or anyone else.
- Anyone who believes that they have been filmed by C.C.T.V. can ask to see a copy of the data, subject to guidelines covered by the Data Protection Act. They do not have the right of instant access and can write to the Management for access. The Director/ Nursery Manager will then arrange for viewing of the images in private and subsequent discussion of content
- The Data Protection Act gives the Nursery Leader the right to refuse a written request where such access could prejudice a criminal investigation or impede the apprehension or prosecution of offenders. If they decide to refuse the request, all reasons will be fully documented, and the subject will be informed.

Child Safeguarding Policy

Safeguarding children is vital for our setting, as part of the legal requirements of our Ofsted registration. Having safeguards in place within our setting not only protects and promotes the welfare of children but also it enhances the confidence of our staff and parents/carers. The purpose of this Safeguarding Policy is to achieve a nurturing and child-centred environment where children can have fun and be safe.

The term safeguarding means: Protecting children from maltreatment, preventing impairment of children's health or development, ensuring the children grow up in circumstances consistent with the provision of safe and effective care and taking action to enable all children have the best outcomes. (NSPCC, 2018)

First and foremost, a child's needs should always be put first. It is important to help and support children as early as possible before issues escalate and become more damaging.

All staff are aware of the ratios that are set by Ofsted and will adhere to these. No child should ever be left alone unless they are sleeping and checked every ten minutes.

Procedures:

To ensure Sunny Socks has a senior leader nominated as Designated Safeguarding Lead (DSL) who has received appropriate training and support for this role and to make sure every member of staff knows who the DSL is. The Designated Safeguarding Lead is Niket Patel.

To ensure we have at least one member of staff who will act in the absence of the DSL and understands the role (deputy DSL) The Deputy Designated Safeguarding Lead is Sam Syers.

All staff must understand their responsibilities in being alert to the signs of abuse and neglect, including emotional, physical, sexual, bruising on non-mobile infants, the specific issues of Female Genital Mutilation (FGM), Child Sexual Exploitation (CSE), children missing from the setting, uncollected children and Radicalisation and Extremism and to maintain an attitude of 'it could happen here'.

All staff have appropriate training in child protection matters and are able to recognise the signs of possible abuse and neglect during their initial induction with regular refresher training.

All staff carry out their Prevent Duty by being able to assess the risk of children being drawn into terrorism and identify children who may be vulnerable to radicalisation and extremism. All staff realise their duty to build children's resilience to radicalisation by promoting fundamental British values which will assist their personal, social and emotional development and understanding of the world. Staff are able to recognise the signs of radicalisation such as changes in behaviour and identification through the child's role play.

All staff members are sensitive to additional barriers that exist when recognising the signs of abuse and neglect of children who have Special Educational Needs or disabilities. This can include assumptions that indicators of possible abuse such as behaviour, mood and injury relate to the child's disability without further exploration. Also, to recognise the difficulties in overcoming communication barriers.

The DSL will attend relevant training and ensure all staff are aware of changes in local and national policies on child protection and will liaise with the Multi Agency Safeguarding Hub (MASH) and the Northamptonshire Safeguarding Childrens Board (NSCB).

All staff must refer any concerns about a child or family to the Designated Safeguarding Lead immediately and then the DSL will make an assessment based on the information available using the Northamptonshire Thresholds and Pathways document and discuss these concerns with the family (where appropriate) informing them that we may need to make a referral to MASH in line with the guidelines from NSCB.

If an employee believes it is an emergency and a child is in immediate danger, left alone or missing, they must contact the police and/or ambulance service directly on 999.

If an employee believes the child is at immediate risk they must contact MASH by telephone on 0300 126 1000. In non emergency situations MASH can be contacted by e-mail MASH@northamptonshire.gov.uk or alternatively you can contact outside of normal office hours (Monday to Friday from 8:00am to 6:00pm) please Telephone 01604 626938.

We operate safer recruitment practice, ensuring that at least one member on every recruitment panel has completed safer recruitment training. All staff have an enhanced Criminal Disclosure by the Disclosure and Barring Service.
Staff must disclose any convictions, cautions, court order, reprimands and warnings that may affect their suitability to work with children whether received before or during their employment. Employees must inform us of any change in their circumstances, in relation to personal involvement with social services, a relationship with a disqualified person or if they reside where a disqualified person lives.

In the event of an employee being disqualified, that person will be dismissed immediately, unless the disqualification is because they live in the same house as another disqualified person and in such cases a waiver may be issued by Ofsted.

The Manager or Director will make a referral to the DBS and Ofsted if a member of staff is dismissed or would have been if that person had not left the setting first, because they harmed or put a child at risk of harm.

In the event of a disqualification of a Director, the Director will not continue as the Early Years Provider nor involved with the management of the setting.

All staff must raise concerns about poor or unsafe practice within the nursery, Staff are aware of their whistleblowing responsibilities. If an allegation is made against the Manager or member of staff from a parent, child or another staff member the Designated Officer at MASH and Ofsted will be informed within 24 hours so they can conduct a full and thorough investigation.

The nursery must be informed by the parent/carer of any absences providing the reason and expected length of absence. Management must record and monitor all absence. If a child is absent without explanation contact with the parent/carer must be sought. Failure to make contact after a reasonable period of time will result in a referral to MASH.

Personal mobile phones must not be used to contact children or their families, nor used to take photos/videos of children. Misuse of a mobile phone by a member of staff (see Mobile Phone Policy) will be reported to the DSL immediately. Staff are aware of their whistleblowing responsibilities regarding misuse of mobile phones. All visitors are asked to leave their mobile phones and bags in the office at all times.

Private Fostering: If a child under the age of 16 (or 18 if disabled) is living in a private arrangement with someone who is not their parent, step-parent, grandparent, aunt/uncle or adult sibling, for 28 days or more, the Local Authority must be notified by ourselves, as this is likely to be a 'private fostering' arrangement.

Child protection issues will be discussed during regular supervision meetings with the Manager and at regular staff meetings.

Collection Policy

The aim of this policy to ensure the safety of all the children in our care. We operate a system to ensure only known staff, parents, carers, students and visitors are allowed onto site. We are unable to operate within our required staff: child ratios if a child is admitted early or collected late after their session has ended.

Procedure:

Only the named people on the registration form can collect a child from nursery and be given the gate code. If anyone else needs to collect a child, they will have to buzz at the entrance and wait to be admitted. Parents are required to provide a unique password for their child which must be used by unknown carers. We will need prior notification and to see ID of anyone not known to us who is collecting a child.

If someone attempts to enter the premises that we do not recognise, they will be asked to remain outside the gate until their id can be confirmed.

For the safety of the children and staff, parents are asked not to let other parents in behind them if they do not know who they are.

Staff are expected to challenge any unknown person.

We are unable to accept children on to the premises before the start of their session to ensure that the child: staff ratios are maintained throughout the day.

Children must be collected by the end of their agreed session time with 5 minutes to spare to ensure a thorough hand over can be completed.

If a child has not been collected and we have not heard from the parent/carer we will attempt to contact all known responsible adults as set out on the registration form.

Any child that has been left at nursery and contact has not been successfully made with a parent or carer by 6.30pm, two members of staff will stay with the child and contact MASH and/or the police.

Contact details must be kept up to date.

£5 will be charged for each 5 minutes that a parent is late to collect a child at the end of their session.

Confidentiality Policy

Sunny Socks Nursery School takes the confidentiality of all staff, children and families very seriously. We will only use and share confidential information when necessary to support the wellbeing of individual children.

Procedures:

We will not discuss confidential information about children and their families with other parents/carers.

All records relating to the children and individuals who have worked with the setting whether paid or unpaid will be archived for a period of time in line with regulations and guidance in the framework for the Early Years Foundation Stage and Ofsted.

Staff must not discuss personal information given by parents with other members of staff, except where it affects planning for the child's needs. If, however, a child is considered at risk, our Safeguarding policy will override confidentiality.

All staff must be aware of and follow our E-SAFETY policy and GDPR Policy in relation to confidentiality.

All issues concerning the employment of staff remains confidential to the people directly involved.

Complaints Policy

Sunny Socks are committed to providing a safe, stimulating environment ensuring a consistent and accessible service that meets the needs of the children and families attending.

Procedures:
We welcome suggestions on how to improve our setting and we will give prompt and serious attention to any concerns about the running of the setting. If parents/carers have any concerns about the setting or their child, in the first instance they should raise these with the Key Person on an informal basis during working hours. If after this, they still have concerns then the formal complaints procedure should be followed. It is the hope of Sunny Socks Nursery School that all concerns will reach a satisfactory conclusion for all concerned. To help us to achieve that outcome the following procedure will be followed:

Stage 1
Any parent/carer who has a concern about any aspect of the setting is encouraged to discuss this with the Manager.
Most complaints should be resolved informally at this stage.
The complaint and outcome will be recorded.

Stage 2
If the parent/carer is not satisfied with the response/outcome the parent/carer will proceed to stage 2 and put the complaint in writing to the Director.
All complaints will be recorded in the Complaints Log, which is a requirement of the statutory framework for the Early Years Foundation Stage.
The Director will investigate the complaint and record a detailed account of how the complaint is resolved.
The setting will formally acknowledge the complaint within 5 working days.
When the complaint has been investigated the Director will notify the complainant of the outcome within 28 days of having received the complaint.

Stage 3
If the parent/carer is not satisfied with the outcome of the investigation he/she should request a meeting with the Director.
The complaint will be discussed and a written record of the discussion and agreed decision or action made.
All parties present at the meeting will sign and date the written record and receive a copy. The record will be stored in the Complaints Log.
The signed record signifies that the procedure has concluded.

Stage 4
Should the matter remain unresolved, OFSTED can be contacted at the following address: OFSTED Complaints Investigations and Enforcement Team (CIE) Picadilly Gate Store Street Manchester M1 2WD Telephone Number 0300 123 1231
Parents may approach Ofsted directly at any stage of this Complaints Procedure.

The Curriculum

We believe that every child deserves the best possible start in life and aim to support children to enable them to fulfil their potential. Every child is a unique child, who is constantly learning and can be resilient, capable, confident, and self-assured. The Early Years Foundation Stage (EYFS) Curriculum specifies the requirements for learning and development and for safeguarding children and promoting their welfare.

Sunny Socks Nursery School implements the requirements of the EYFS by supporting children and providing opportunities for learning skills, acquiring new knowledge and demonstrating their understanding through 7 areas of learning and development:

- communication and language
- physical development
- personal, social and emotional development
- literacy
- mathematics
- understanding the world
- expressive arts and design

Procedures:

All staff are continually:

- Actively encouraging children to learn through play and to follow their own interests.
- Implementing the EYFS
- Planning for the needs and interests of individual children and catering for different learning styles
- Using children's individual assessments, progress checks and observations to plan and meet the needs of each individual child and update parents and professionals with consent, when required
- Providing a balance of adult-led and child-initiated activities
- Providing a wide variety of practical activities and experiences on a daily basis, both inside and outside in the garden and on the farm.
- Using information from parents to help us to meet the needs of individual children
- Valuing diversity within our setting and our society.
- Encouraging children to develop positive attitudes about themselves and about people who are different from themselves,
- Encourage children to empathise with others and to begin to develop the skills of critical thinking.
- Extending children's learning through questioning, our surroundings, outings and visiting adults.
- Each child will be assigned a Key Worker to ensure that individual needs are met, to guide parents/carers in guiding development at home and help families engage with more specialist support if appropriate
- Ensuring that each child is ready for their transition to school
- Employing well qualified, enthusiastic staff who understand how children learn and know how to promote young children's development across all areas of the EYFS.

Data Protection Policy

Sunny Socks Nursery School is required to keep and process certain information about its staff members and pupils in accordance with its legal obligations under the General Data Protection Regulation (GDPR) May 2018.

Sunny Socks Nursery Schools Ltd is the data controller of your Information for the purposes of the General Data Protection Regulation 2018. The Company's Data Protection Officer is Natalie Smith.

Sunny Socks is a registered member of the Information Commissions (ICO)

Procedure:

In accordance with the requirements outlined in the GDPR, personal data will be:

- Processed lawfully, fairly and in a transparent way in relation to individuals.
- Obtained only for one or more specified and lawful purposes, and will not be processed in any manner incompatible with those purposes. Further processing for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes shall not be considered to be incompatible with the initial purposes.
- Adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed.
- Accurate and, where necessary, kept up-to-date with annual reviews.
- Kept no longer than is necessary for the purposes for which the personal data are processed; personal data may be stored for longer periods, solely for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes.
- Kept in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful use and against accidental loss, destruction or damage.
- Sunny Socks Nursery School will appoint a Data Protection Officer in order to inform and advise the nursery and its employees about their obligations to comply with the GDPR and other data protection laws as well as to monitor the school's compliance with the GDPR.

Consent

- Consent must be a positive indication. It cannot be inferred from silence, inactivity or pre-ticked boxes. Consent will only be accepted where it is freely given, specific and informed.
- Where consent is given, a record will be kept documenting how and when consent was given.
- Consent can be withdrawn by the individual at any time.
- Where consent is not achieved, or an individual has asked to have data deleted it may result in the Nursery being unable to care for a child adequately and therefore unable to continue to offer the service.
- In the case of children under 16 years old, the consent of parents or carers will be sought prior to the processing of their data, with the exception where the processing is related to child protection issues where consent may put the child at increased risk.

Privacy Notices

- All parents, students and employees will receive a Privacy Notice to explain how we are processing their personal data.
- The Privacy Notice will be written in clear, plain language, which is concise, transparent, easily accessible and free of charge.
- The following information will be supplied within the privacy notice:
    - The identity and contact details of the controller and the DPO
    - What data will be collected and how it will be collected?
    - The purpose of, and the legal basis for, holding the data
    - How the data is stored
    - Who has access to the data?
    - How long the data will be stored for and if this is legally required or recommended.
    - Which 3rd parties, if any, the data is shared with
    - Information on consent and complaint

The Right to Access

- All individuals have the right to obtain a copy of their personal data that we hold.
- Individuals must write to the Company's Data Protection Officer at Sunny Socks, to gain access to their personal data in order to verify the lawfulness of the processing.
- The Nursery will verify the identity of the person making the request before any information is supplied.
- A copy of the information will be supplied to the individual free of charge; however, Sunny Socks may impose a 'reasonable fee' to comply with requests for further copies of the same information.
- Individuals are entitled to have any inaccurate or incomplete personal data rectified.

Data in Transit

- There may be occasions when it is necessary for sensitive and personal data to be taken outside of the office e.g. if a member of staff is asked to attend a case conference in a child protection issue.
- All employees are personally responsible for taking reasonable and appropriate precautions to ensure that all sensitive and confidential data taken outside of the office is secure.
- Any data loss must be reported immediately to the Data Protection Officer who will assess the situation and impact and agree the necessary action.

Storage of data

- All parent, child and staff information is stored securely according to the requirements of data protection registration
- The nursery's records and documentation are kept and stored in accordance with minimum legal archiving requirements
- When the length of time has expired all records will be destroyed by shredding and all electronic data will be deleted.

Third Parties

- We may be required to share personal information about our staff or pupils with other organisations, mainly the LA, Department for Education, other

schools and educational bodies, children's health care, social and welfare services and other third parties, such as payroll providers and pension providers.

- We may pass Information to third party financial organisations in order to enforce or apply our terms and conditions and other agreements or protect the rights, property, or safety of our customers, or others. This includes exchanging information with other companies and organisations for debt recovery.

Employees Obligations

Employees must comply with these guidelines at all times:

- Employees must not give out any confidential personal information, including to members of the same family, unless explicit prior consent.
- Be aware that those seeking information sometimes use deception to gain access to it.
- Always verify the identity of the data subject and the legitimacy of the request, particularly before releasing personal information by telephone.
- Always forward a request for personal information for other employees, parents, children etc directly to the Data Protection Officer
- Ensure any personal data which is held, is kept secure.

If an individual has a concern about the way we are collecting or using their personal data, we request that they raise their concern with us in the first instance. Alternatively, they will be directed to the Information Commissioner's Office at https://ico.org.uk/concerns

Where a breach of data has been detected, the Data Protection Officer will be informed and will investigate the breach fully, Where a breach is likely to result in a risk to the rights and freedoms of individuals, for example result in discrimination, damage to reputation, financial loss, loss of confidentiality they will notify those concerned directly as well as the Information Commissioners Office.

With regard to employees; a serious breach of data protection is a disciplinary offence and will be dealt with under the Company's disciplinary procedure. If a member of staff accesses another individuals personal records without authority, this constitutes a gross misconduct offence and could lead to dismissal.

Drugs Alcohol and Smoking Policy

At Sunny Socks Nursery School we comply with health and safety regulations and the Welfare Requirements of the EYFS in making our setting a no-smoking environment, both indoor and outdoor. This policy is intended to promote the health and well-being of all children, families, visitors and staff at Sunny Socks Nursery School.

We believe that those working with children are in a unique position to act as positive role models and have a responsibility to send out consistent messages about the hazards of smoking. This also applies to alcohol and drug abuse.

Procedures:

Smoking is prohibited by parents, visitors and staff at Sunny Socks. This includes anywhere on the nursery site, including the buildings, garden, car park, and anywhere within the boundary of Park Farm.

Staff who smoke do not do so during working hours. Staff who smoke must not do so in the clothes they are wearing to work in and must make every effort to reduce the effect of the odour and lingering effects of passive smoking for children and colleagues.

Sunny Socks policy strictly prohibits the possession and/or use of illegal drugs, the illegal use of prescription drugs or alcohol on company premises and within personal vehicles while on company property.

Where a parent/carer arrives to collect a child and a member of staff suspects that he/she is under the influence of alcohol or drugs, the member of staff will report their concerns immediately to management who will discuss the concerns with the parent/carer. Should they feel the person is incapable of taking responsibility of the child she will refuse to release the child into his /her custody. Management will then call the emergency contact listed on the registration form.
If the situation cannot be resolved in a reasonable manner then the police will be called.

The Nursery is obliged to report anyone they feel is incapable of driving a vehicle and are a danger to others.

If the police are called, the management will automatically refer the details to MASH.

If a member of staff comes to work at the Nursery and is under the influence of non prescription drugs or alcohol, they will be asked to leave immediately and advised to go home safely. Members of staff found to be or suspected of misusing drugs or alcohol at work will be investigated under the disciplinary procedures.

If a staff member is on any prescribed drugs that may affect their work they must inform the manager or Director. Members of staff are responsible for checking the side effects of any such medication.

Equal Opportunities Policy

Sunny Socks Nursery School and all staff, volunteers and students are fully committed to valuing diversity by providing equality of opportunity and anti-discriminatory practice for all children and families. We will not discriminate, whether directly or indirectly, in the treatment of any persons on the grounds of gender, race, culture, language, disability, religion, sexual orientation, marital status or for financial reasons. Sunny Socks is open to all members of the community, and everyone will be made welcome. Acts of unlawful discrimination will be challenged and the person concerned helped to understand why this is not acceptable.

Procedures:

In order to promote equality and diversity we will:

- Ensure that all parents are made aware of our Equal Opportunities policy.
- Offer equality and choice for all.
- Reflect the diversity of members of our society in our publicity and promotional materials.
- Ensure our Admissions policy promotes equality for all children and families.
- Provide opportunities for parents/carers to contribute to their child's care and education.
- Offer information regarding sources of financial support for families with differing means.

We aim to encourage children to develop positive attitudes about themselves and other people. We will do this by:

- Listening to children to ensure each child feels included, safe, valued and respected.
- Ensuring that all children have equal access to activities, resources and learning opportunities.
- Making appropriate provision to ensure each child receives the widest possible opportunity to develop their skills and abilities and recognise different learning styles.
- Providing play materials/resources and activities that demonstrates diversity of background and ability, and help to develop positive attitudes to differences of race, culture, language, gender and ability.
- Promoting children's awareness of their own culture and beliefs and those of other people.
- Ensuring the differentiation of activities to include the needs of all children.
- Working in partnership with key professionals to ensure that individuals with learning difficulties and/or physical disabilities can participate fully in all aspects of the provision.
- Avoiding stereotypical images in equipment, resources and activities.
- Using positive, non-discriminatory language with all children.
- Valuing the home background of all children.
- Ensuring any discriminatory language or practice is challenged appropriately.

- Staff will value linguistic diversity and provide opportunities and support for children to develop and use their home language in their play and learning.
- Children will be supported to learn from the earliest age to value diversity in others and grow up making a positive contribution to society.
- Staff will work with parents/carers and other professionals to make reasonable adjustment to the environment to accommodate and meet the needs of a child with identified learning difficulties and/or physical disabilities.
- The setting SENCo will attend training around special educational needs and the code of practice.
- We expect everyone involved in the setting to seek to eliminate racism where it is identified.

Fire Drill Policy

In order to keep all children, staff, parents/carers and visitors safe at Sunny Socks Nursery School, will ensure that a clearly written fire drill procedure is fully understood by all staff and regularly practiced and reviewed.

Procedures:

- Fire drills will be carried out regularly. Each drill will be recorded in a log and be reviewed and evaluated.
- All new members of staff/volunteers/students will receive fire drill information within their staff induction.
- Fire risk assessments will be conducted and reviewed regularly.
- All electrical equipment will be regularly checked to ensure they are in safe working order and PAT testing will be carried out regularly.
- Any recommendations made by the Fire Prevention Officer will be carried out and adhered to.
- Smoke detectors/alarms and firefighting equipment will be checked according to the fire officer's recommendations and the date of those checks will be recorded.
- The premises and surrounding area operate a strict no smoking policy.
- All staff and visitors will be required to sign in and out of the setting.

Food and Drink Policy

It is important that safety at mealtimes is promoted and adhered to and here at Sunny Socks Nursery School we follow guidance to ensure that babies and children are safe and supervised at all food times this includes having at least one paediatric first aid trained member of staff in the room with the eating children.

Snacks and mealtimes are an important part of the setting routine, where healthy eating conversation takes place and the social side of eating together is promoted.

We provide and/or serve food and drinks for children at the following times: breakfast, morning snack, lunch and tea. Drinking water is always available to children either through their own bottles or at a hydration station.

Babies and children are encouraged to feed themselves using a spoon/fork/knife.

We are a strictly NO NUT setting.
We do not allow food to be brought into the setting.

Food preparation safety:

The nursery has set high standards when it comes to preparing and handling food. The Manager, Deputy and Chef all hold a Level 3 Food Hygiene qualification.

We are registered as a food provider with the local authority Environmental Health Department and currently hold a 5-star Food Hygiene Rating.

Allergies, intolerances, and preferences:
See separate Allergy Policy for more information.

It is important that we work in partnership with parents and ensure the wishes of the parents are met, along with any allergies, intolerances, parental preferences, and any other dietary requirements.

We provide nutritious food for all meals and snacks, avoiding large quantities of saturated fat, sugar, salts, artificial additives, preservatives, and colourings. We include a variety of foods from the four main food groups: meat, fish, and protein alternatives; dairy foods; grains, cereals and starch vegetables; and fruit and vegetables. We also offer an alternative to the meat dishes for any vegetarian/vegan children.

During a child's prestart session, the parent's/carers are shown the menu, practitioners discuss with parents any new foods and explain the risk of potential allergic reaction with food that child has not previously eaten before. Practitioners should also discuss with parent's what stage of weaning a child is at (age applicable) to ensure that food is safely prepared for different age groups.

Any child having a different meal for any reason will have it served onto a different coloured plate. Red for allergy, Blue for intolerance and Green for preference.

Each child will also have a coloured laminated spot with their dietary information on, that will be placed where they are seated during mealtimes.

Dietary forms will be reviewed regularly to ensure the information we have is relevant and up to date.

Food safety preparation:

Babies and children under 2 are at high risk of choking and just because they have teeth, it does not mean they can handle all types of food. To ensure the children's safety we follow guidance on how we prepare certain foods for different age groups.

Under 1's MUST NOT be given:

- Honey
- Nuts
- Crackers or breadsticks
- Parental consent must be obtained before giving cow's milk.

Under 2's snack preparation:

- All fruit and some vegetables must be peeled
- Small round fruits must be cut into quarters or length ways
- Sausages must be cut long ways
- Bananas and any other round food must be cut into semi-circles and NOT rounds. Alternatively, Bananas can be eaten whole.

Over 2's snack preparation:

- Small round fruits must be cut into quarters or length ways
- Sausages must be cut long ways
- Bananas and any other round food must be cut into semi-circles and NOT rounds. Alternatively, Bananas can be eaten whole.

It is important that all children sit down at a table to eat during main meals (Lunch and Tea) and are always closely supervised by a first aid trained member of staff. This also helps to ensure that children are encouraged to learn good eating behaviours. When helping children eat it is important that

the child's mouth is empty and ready for the next mouthful if spoon feeding. If a child is distressed, they must be settled and calm before continuing to feed.

Weaning:

When I baby is ready to be weaned, we will communicate with parents and follow their lead in how they think is best to wean their child, this could be either baby led, puree or a mixture of both. Children will not be given foods here that they have not yet tried at home.

Reheating of food is not permitted. Please speak to Becky (cook) to keep warm or serve an alternative if the child is asleep.

Food hygiene procedures:

The basis for this is risk assessment as is applies to the purchase, storage, preparation and serving of food to prevent growth of bacteria and food contamination.

- Daily opening and closing checks on the kitchen to ensure standards are met consistently.
- There are separate facilities for handwashing and for washing up.
- All surfaces are clean and non-porous.
- All utensils, crockery etc. are clean and stored appropriately.
- Cleaning materials and other dangerous materials are stored out of children's reach. See COSHH file.
- Children do not have access to the kitchen.
- All equipment must be used according to manufacturer's instructions and checked regularly to ensure that it is functioning correctly.

Purchase, storage, and preparation of food:

We use local reliable suppliers for the food we purchase. Information of the suppliers is recorded in The Safe Food Better Business folder.

- Fridge and freezer temperatures are monitored and recorded daily.
- The refrigerators must be cleaned weekly or more often if needed and the details recorded.
- Food preparation areas are cleaned before use as well as after use.
- Food and food only, must be stored in areas designated specifically for that purpose.
- Food is stored at correct temperatures and is checked to ensure it is in-date and not subject to contamination by pests, rodents, or mould. Cold food must be kept at a temperature of below 5 degrees C.
- All foods must be stored under conditions that will prevent their deterioration. Instructions on the label, if present, should be followed.
- Signs of any type of pest infection must be reported immediately.
- Food must be thoroughly cooked to ensure that the centre reaches a temperature of at least 72 degrees C for 2 minutes

- Any food or liquid spillage must be cleaned up immediately
- Food not eaten at the meal for which it was prepared must not be kept.
- Waste food is disposed of daily.
- When children take part in cooking activities staff will: always explain simple hygiene rules and supervise them. Cooking activities are carried out in the rooms.

Cleaning the Kitchen:

It is important that the kitchen is kept clean and tidy at all times.

- Put all food way before cleaning so it does not come into contact with cleaning agents.
- All equipment and working surfaces must be kept in a clean and hygienic condition.
- Cleaning chemicals should be used at the prescribed dilution rate.
- Sinks that you do washing up in must be kept clean.

Personal hygiene:

All employees, paid or voluntary, who handle food, have a responsibility to:

- Maintain a high standard of personal hygiene.
- Adhere to the nursery's no smoking policy.
- Refrain from handling food when they are suffering from an infectious disease or have boils, ulcers, cuts or rashes, diarrhoea, eye, ear, or throat infection.
- Report shortcomings to the manager, e.g. faulty or damaged equipment.
- Wash hands before preparing food or drink.
- Adhere to the nursery's Health and Safety Policy.

Reporting of food poisoning:

Food poisoning can occur for several reasons; not all cases of sickness or diarrhoea are as a result of food poisoning and not all cases of sickness or diarrhoea are reportable. Where children and/or adults have been diagnosed by a GP or hospital doctor to be suffering from food poisoning and where it seems possible that the source of the outbreak is within the setting, the manager will contact the Environmental Health Department and the Health Protection Agency, to report the outbreak and will comply with any investigation. If the food poisoning is identified as a notifiable disease under the Public Health (Infectious Diseases) Regulations 1988 the setting will report the matter to Ofsted.

Food will not be used as a behaviour management tool as either punishment or reward. We will encourage the children to eat or at least try their main meal before allowing them to refuse completely. If this is the case a piece of

fruit will be offered in place of the main pudding. The practitioners know the children very well and can distinguish between a child not liking something and them trying to push boundaries when it comes to mealtimes.

Bottle making Formula:

Babies bottle will be made up following the NHS guidelines and formula instructions,

- Step 1: Fill the kettle with at least 1 litre of fresh tap water (do not use water that has been boiled before).
- Step 2: Boil the water. Then leave the water to cool for no more than 30 minutes, so that it remains at a temperature of at least 70C.
- Step 3: Clean and disinfect the surface you are going to use.
- Step 4: It's important that you wash your hands.
- Step 5: If you are using a cold-water steriliser, shake off any excess solution from the bottle and the teat, or rinse them with cooled boiled water from the kettle (not tap water).
- Step 6: Stand the bottle on the cleaned, disinfected surface.
- Step 7: Follow the manufacturer's instructions and pour the amount of water you need into the bottle. Double check that the water level is correct. Always put the water in the bottle first, while it is still hot, before adding the powdered formula.
- Step 8: Loosely fill the scoop with formula powder, according to the manufacturer's instructions, then level it using either the flat edge of a clean, dry knife or the leveller provided. Different formulas come with different scoops. Make sure you only use the scoop that comes with the formula.
- Step 9: Holding the edge of the teat, put it into the retaining ring, check it is secure, then screw the ring tightly onto the bottle. Make sure the ring is attached firmly.
- Step 10: Cover the teat with the cap and shake the bottle until the powder is dissolved.
- Step 11: It's important to cool the formula so it's not too hot to drink. Do this by holding the bottle (with the lid on) under cold running water.
- Step 12: Test the temperature of the formula on the inside of your wrist before giving it to your baby. It should be body temperature, which means it should feel warm or cool, but not hot.
- Step 13: If there is any made-up formula left in the bottle after a feed, throw it away.

Bottle making Breast Milk:

- Breast milk must be brought in fresh in a sealed labelled bag with childs name and date for use.
- Milk must then be refrigerated
- This can then be either served cold from the fridge or warmed in a jug of boiling water.

- Milk must then be tested to ensure its not too hot.

Cold water sterilising solution

- Follow the manufacturer's instructions.
- Leave feeding equipment in the sterilising solution for at least 30 minutes.
- Change the sterilising solution every 24 hours.
- Make sure there are no air bubbles trapped in the bottles or teats when putting them in the sterilising solution.
- Your steriliser should have a floating cover or a plunger to keep all the equipment under the solution.

After you've finished sterilising

- It's best to leave bottles and teats in the steriliser or pan until you need them.
- If you do take them out, put the teats and lids on the bottles straight away.
- Wash and dry your hands before handling sterilised equipment. Better still, use some sterile tongs.
- Assemble the bottles on a clean, disinfected surface or the upturned lid of the steriliser.

Government Funding Policy

To ensure we are able to offer our services to as many children as possible Sunny Socks offer the 15 hours and 30 hour funding.

Procedure

All Funding will begin at the start of the first full funding block following the child's relevant birthday.

To process the funding claim we need to see the child's passport or birth certificate, a current utility bill showing proof of parents address and for those claiming 9 months/ 2-year funding or the Extended Hours Funding we will need both parents National Insurance number and the eligibility code issued to the parents.

Once we have the above and the parents have signed the contract between ourselves as the provider and the parent, as is required with the Councils terms, then we will be able to claim for funding and agree a start date.

Parents receiving the Extended Hours Funding will have to reconfirm their eligibility on a three-monthly basis with the HMRC. If the reconfirmation deadline is missed, then the child will no longer be eligible for the additional free hours and the parents will be billed at our standard rate.

If funding is withheld for any reason parents/carers are responsible to pay the full amount of the session. For a parent who is receiving extended funding for their child, it is their responsibility to notify us immediately in writing if their employment situation changes to enable us to amend their claim.

As Sunny Socks is open for 51 weeks of the year, we offer the total number of funded hours stretched over the 51 weeks therefore providing a maximum of 11 hours a week all 3-year-olds and 22 hours a week for eligible working families in England of children aged 9 months to 4 years. The remaining hours within each of these sessions will be charged at a set hourly rate. All other sessions will be charged at our standard rate.

We offer a limited number of entirely free places for eligible children on set days at set times. Please speak to the manager to discuss what time and spaces we have available. Once the free places have been filled our waiting list will be operational. Priority will be given to children from Brixworth who would otherwise be financially unable to attend the setting. No registration fee is required for entirely free places.

Health and Safety Policy

Sunny Socks Nursery School recognises and accepts it responsibilities as an employer to provide a safe and healthy workplace for all its employees, customers, visitors and registered children.

Procedures:

- A health and safety poster will be clearly displayed within the provision.
- All staff are responsible for their own safety and the safety of all children attending the setting. They have a responsibility to work in a way that ensures the Health and Safety of themselves and all other persons they come into contact with.
- Staff will undertake any relevant training to support Health and Safety within the provision.
- All new staff members will receive Health and Safety information as part of their induction.
- Risk Assessments will be conducted to assess the environment and ensure that is safe and suitable for all children, parents, staff, volunteers and visitors. Daily risk assessments will be carried out on the indoor and outdoor environment. The formal risk assessments will be carried out yearly or more frequently where the need arises.
- Sunny Socks Nursery School holds Public and Employer's liability insurance. The public liability Insurance certificate is displayed.
- All staff are checked by the Disclosure and Barring Service and must be in possession of an enhanced disclosure.
- Children are supervised by adults at all times keeping within the required Child: Adult ratios required by Ofsted and the Early Years Foundation Stage Framework.
- In the instance of a fire, the safe evacuation of the building is of primary importance. A written fire drill procedure will be on display at all times. This will include information on 'raising the alarm' and the named place of safety away from the building.
- All fire exits must be kept clear and labelled at all times.
- All electrical appliances will be checked regularly (PAT) and recorded. Faults will be reported to the manager.
- Equipment and resources will be checked and cleaned at regular intervals within cleaning routines and records will be kept.
- Equipment and resources will conform to the required legislative standards.
- The premises will be kept tidy in order to reduce the risk of accidents.
- All storage areas will be kept tidy and equipment stored appropriately. Steps will be provided for items stored on high shelving.
- Great care must be exercised when cars are moved. Parking is not permitted outside the nursery entrance. This will be made clear to staff, parents and visitors.
- It is the responsibility of all staff to monitor and maintain standards of cleanliness throughout the day.
- Parental consent is always sort before children leave the nursery for outings.

- A risk assessment is carried out before any nursery outing.
- All equipment will be checked to ensure it is stable and secure before use. All children will be taught the correct use and care of equipment.
- Children's arrival/departure time will be recorded.
- A minimum of one staff member holding appropriate first aid qualifications will be on duty at all times.
- Sunny Socks will have its own first aid kit on the premises. This is kept in the cupboard marked first aid, in the kitchen. The contents of the first aid kit will be checked, replaced and updated regularly.
- Any medication required to be on the premises will be stored appropriately in accordance with product instructions and must be within the original container in which dispensed.
- Children do not have unsupervised access to the kitchen
- Our cook is responsible for the kitchen between 9am and 2pm. Meals are cooked on site.
- Children will be supervised whilst eating at all times.
- The cook will comply with regulations relating to food safety and hygiene and hold the relevant food hygiene certificate.
- All staff members will receive food hygiene training and follow the Food Hygiene policy and procedures when preparing food.
- Different cloths will be used for kitchen, toys and toilet cleaning.
- Fresh drinking water will be available at all times.
- Drinking beakers will be washed in hot soapy water after use.
- Baby equipment will be sterilised if appropriate.
- Any cracked or chipped items will be disposed of immediately.
- All food will be kept in an airtight container or appropriately covered, labelled and stored safely.
- Kitchen facilities will be kept clean daily with fridge, freezer, microwave etc. cleaned regularly
- Sunny Socks will undergo regular checks/inspections from the Environmental Health Department.
- The gate must be closed at all times and under no circumstances are children allowed to open or close the entrance gates.
- Only staff and parents/carers on the registration form are permitted to have the access code to open the entrance gate. All other visitors must use the buzzer to request access.
- All employees should ensure that no person is let through the gate without confirmation of who they are and the purpose of the visit.
- If a member of staff is unsure of a visitor or carer wanting access, then they must keep the gate shut and ask the Manager or Deputy to clarify.
- Identification must be asked and verified before letting an unknown visitor onto the site.
- If a member of staff feels that the children or staff may be at risk then they will use the code word to get everyone to safety and call the police.
- All parents are asked not to let any unknown person in through the gates at any time.

Illness and Exclusion Policy

Sunny Socks Nursery School aims to promote a healthy environment for the children in our care and we need both staff and parents to support this.

Procedures:

We follow the Infection Prevention and Control in Childcare settings guidance published by the NHS with regard to exclusion criteria for children in our setting.

If parents/carers notice their child becoming ill or infectious they must inform the setting. Any child who is unwell should not attend. We define unwell as a child that displays one or more of the following symptoms: not acting their usual self, had a rising high temperature of 38 degrees or higher, requires one to one attention or shows more obvious symptoms.

In cases of sickness and diarrhoea or other easily transmitted infections children cannot return to the setting for a minimum of 48 hours after their last episode. Children with unexplained rashes should be considered infectious until assessed by a doctor.

If a child becomes ill or infectious at the setting, every effort will be made to contact the parents/carers. It is essential therefore that the setting has up to date information in order to be able to contact the parents/carers during settings hours. If the parent/carer cannot be contacted, setting staff will endeavour to contact the other named contacts on the child's record. If the setting is unable to contact a parent/carer or other named contact, Sunny Socks Nursery School reserves the right to take the child to a general practitioner or hospital in an emergency.

If a child becomes ill during their nursery session we may contact the parent to advise the relevant course of action. The action required may vary dependant on the Childs illness and symptoms. We cannot always give children calpol or similar non prescribed medication as it may mask a serious complaint which may need attention, this will be down to the discretion of the nursery manager or acting senior staff.

If a child at nursery is found to have head lice, parents will be notified and treatment will be required before the child can attend nursery again. All other parents will be notified.

If a child contracts an infectious disease, all other parents will be informed. We will act on any advice given by the Health Protection Agency and inform Ofsted of any action taken.

The nursery must be informed of any absence in advance. If the child is absent due to illness the nursery must be informed of the illness so that illness within the setting can be monitored and appropriate precautions and communication can be taken.

Parents are asked to pay for any absences due to illness to ensure that the child's place is kept available to them.

Parents and carers have a duty of care to ensure that any medical conditions, allergies and intolerances must be reported in writing to the nursery. Also, that all contact details are kept up to date.

LOCKDOWN/INTRUDER POLICY

A lockdown occurs when circumstances dictate that to ensure the safety of children and staff, they must stay inside the nursery building with doors and windows locked. Lockdown procedures may be activated in response to any number of situations, but some of the more typical might be a reported incident/disturbance in the local area, an intruder on the nursery site, a warning being received regarding a risk of a fire or air pollution, or the close proximity of a dangerous dog roaming loose.

Procedure

All children and staff must be taken inside the preschool playroom or baby room which can be locked from the inside if required. keys kept in designated place all staff aware and moved away from windows and doors. If necessary, then curtains and blinds should be drawn. Contact with the emergency services must be made. All staff in the nursery, in the garden and on walks must be notified immediately and a decision made to either bring them back to nursery for example if a smoke pollution risk or if to stay away from nursery in the case of an intruder or dangerous animal.

If a person has entered the nursery who should not be there the following procedure must be followed.

The safe word known to all staff should be used to inform the available staff that the responsible person on site must be informed and the police called immediately on 999 to Seek advice on how to handle the situation.

The staff upstairs and in the garden/walk must be phoned immediately and warned of the situation so as to keep them out of the intruder's way.

Try to the isolate the intruder from as many children or adults as possible by asking them to remain outside the gates or playground or take them to the office or other less populated spaces. If comfortable engage in agreeable conversation to de-escalate the situation.

Remain calm and polite. Do not physically restrain or block their movements.

If the intruder is looking to remove an individual child then another member of staff must alert the child's team and key worker who, whilst remaining calm, must seek to remove that child from potential harm by either leaving the nursery quietly and out of sight by the intruder and go to the farm house/farm, or go upstairs to the baby room locking the door behind them or going to the play room and locking the door. If the child is in the garden or on a walk the staff with the child must be notified immediately by phone and ensure they stay in a safe place with the child away from the nursery.

If an intruder is a threat to a group of children and staff then a decision is to be made to relocate the children and staff ideally out of sight and away from the nursery through a calm and quiet evacuation taking a phone and registers with you if possible. If no exit is available, then either the baby room, or playroom must be chosen and the staff and children locked inside until the police arrive.

Missing Child Policy

Sunny Socks Nursery School takes the safety of children very seriously and will take every precaution necessary to ensure that the children in their care do not leave a session unaccompanied.

Procedures:

If, in the event of a member of staff not being able to account for a child's whereabouts, the following action will be taken:

- The Nursery Leader will be informed immediately
- A systematic search will take place. The setting is responsible for the missing child and all the other children in the setting. We will gather the remaining children into one large group, with two adults, leaving the remaining adults to search.
- The senior member of staff will try to build up a picture of where the child was last seen, what they were doing and identify any places that the child may have gone.
- We will ask the children, without alarming them, if they have seen the child that is missing and ensure all adults are aware of the situation, establish who last saw the missing child, where and when.
- Check all rooms in the building and the immediate outside area.
- Inform the Childs parents. The child may be trying to make their way home. Once the parents are informed, they will need advice and support.
- If the above steps do not locate the child, the police will be called. They have the resources to conduct a search as speed is important.
- If the police are called, then the Multi Agency Safeguarding Hub and Ofsted will be informed. Providing the following information: a) What happened b) What systems are in place for preventing such occurrences c) What we did, at what time and in what order. d) Who we informed and when. We will cooperate fully in any investigation.
- We will start to build a record as soon as is possible in the incident log, this will include: The last definite sighting of the child. Any unusual behaviour of the missing child or other children. How many children were on the premises? How many adults were on the premises and who? What steps have been taken and when, by whom.
- We will be clear about the circumstances surrounding the incident and will respond sympathetically to questions without implications or admission of responsibility. We will explain that a full investigation is in hand and that Ofsted has been informed.
- We recognise that other parents will need to be given brief, accurate information as rapidly as possible.
- When the child is found we recognise that during the time a child is missing, however briefly, all involved suffer great fear, guilt and distress. It is not always easy to control all these emotions when the child is found. We will accept that it is important to remember:

    - That the child also might have been afraid and distressed and might now be in need of comfort.
    - Remain calm, reassure the child and acknowledge it is not the child's fault.
    - Ensure the child is not hurt.
    - That the incident provides a good opportunity to talk to all the children to ensure that they understand that they must not leave the premises, and why.
- After the Incident we will review our current procedure, evaluate our processes and make necessary adjustments to ensure future effectiveness.

Mobile Phones Policy

To ensure the safety and welfare of the children in our care personal mobile phones, cameras and video recorders cannot be used when in the presence of children either on the premises or when on outings.

Procedures:

All mobile phones must be stored securely within the setting during contact time with children. No parent, staff member, visitor, volunteer, or student is permitted to use their mobile phone or use its camera facility whilst on Sunny Socks property unless during a staff break, in the office/staff room with door shut where children are not permitted.

All members of staff are asked to kindly remind parents and visitors to refrain from using their mobile telephones whilst in the nursery or when collecting or dropping off their children with the exception of special events such as Sports Day and The Christmas Play when parents are welcome to use a recording device or camera for family use only, not to be shared on social media platforms.

During outings, staff will only use mobile phones belonging to the nursery to call the nursery. Photographs and films are only taken with Nursery equipment other than phones and the pictures are used either for the childs progress and development records, or with expressed interest from the parent: on our website or our Facebook page. The management is responsible for managing these photos.

The misuse of a mobile phone or recording device by a member of staff or visitor will be reported to the Designated Safeguarding Lead as well as any device that has been lost.

Nappy Changing/Toileting Policy

We aim to support children's care and welfare on a daily basis in line with their individual needs. All children need contact with familiar, consistent carers to ensure they can grow confidently and feel self-assured. Babies and toddlers will have their nappies changed according to their individual needs and requirements. We believe that when it comes to toilet training each child is different in being ready to leave nappies behind.

Procedures:

Parents are asked to supply their own nappies and wipes.

Only staff with a valid DBS check will be permitted to change nappies.

The door to the toilet area will remain open at all times.

Gloves are put on before changing starts and all areas prepared.

Changing mats are wiped with anti-bacterial spray and nappies disposed of hygienically straight away and not left in the changing area.

All children should be changed as and when needed without delay.

Older children can access the toilet when they need to and be independent when they are ready.

We have facilities in our bathroom provision and hygiene practices in place in order to support children with potty training safely and sensitively.

Any wet clothes will be bagged ready for the parent to take home.

Parents should pack additional spare clothes for their child when potty training.

Children will be encouraged to wash their hands with soap and water and are taught the importance of keeping their hands clean. The staff will lead by example by washing their hands alongside the children.

Handwashing will be carried out before eating, returning from the garden and or farm, following using the toilet, art and craft/messy pay and blowing a child's nose.

Nursery Fees Policy

We aim to make our pricing and funding policy as transparent as possible to ensure that all parents and careers are aware how and when fees are due, of available funding and requirements and our pricing structure. This is to ensure that the parent/carer is confident that the place is affordable and all options regarding funding have been explained to them.

Procedures:

All parents are given a copy of our pricing structure upon visiting the nursery. It can also be found on our website.

Parents are aware that Sunny Socks is open for 51 weeks of the year and invoices will be issued on a monthly basis and calculated as follows: weekly price x 51 divided by 12 months.

A part refundable £200 registration fee is required in conjunction with a completed registration form to confirm a child's place. No registration fee is required for entirely funded places.

Attendance may not begin before the first months fees have been paid in full.

There is no discount for any absence from the nursery, including sickness and holidays or adverse weather conditions.

Invoices will be sent out a week in advance and fees are due on the 1st of each month.

Accounts overdue on the 3rd are subject to a surcharge of 10% of the outstanding amount.

Your child's place will be suspended if fees remain outstanding by the 7th of the month and until full payment is made.

Extra adhoc sessions are subject to availability and cannot be swapped with your standard sessions. Extras are charged at their usual rate and do not receive any discounts. These will be added to your next month's invoice.

£5 per 5 minutes will be charged for early arrival or late collection of a child at any time of the day.

Parents/carers are fully responsible for all fees. If Government funding is withheld for any reason parents/carers are responsible pay the full amount of the session. For a parent who is receiving extended funding for their child, It is their responsibility to notify us immediately in writing if their employment situation changes to enable us to amend their claim.

One month's written notice is required to reduce your child's sessions or cancel your place, otherwise full charges will remain.

Payment can be made by cash or Bank transfer. We accept Childcare Vouchers, Government funding and Government tax free childcare payments, although we are unable to refund these if an over payment is made.

Unpaid accounts cannot be carried over from one month to another. Failure to pay will result in the child's place being offered to another family.

If the person responsible for paying the bill is experiencing financial difficulty please speak to the Management, so that we can try to reach a solution which is amicable to both parties.

Nursery Fees are reviewed annually and maybe more frequently if the management feel it is required. At least 4 weeks' notice will be given to parents via an email and updated on the website prior to a price change.

Online Safety Policy

Sunny Socks Nursery has a commitment to keeping children and staff safe and healthy and the E-Safety policy operates at all times under the umbrella of the Safeguarding Policy. The E-Safety Policy is the implementation of the Safeguarding Policy & Mobile Phone Policy in relation to electronic communications of all types.

Procedures

The internet and e-mail can be accessed through our computers in the office and the nursery Ipads. The computers and Ipads are password protected and synced.

The computers and Ipads are for nursery use exclusively. Any member of staff found using them for their own personal use will be reported to the DSL. Failure to comply with this policy is considered gross misconduct which could result in dismissal.

Management are the only staff permitted to download any apps on the Ipads. Apps must be only for nursery use and monitored regularly. Any Apps not in use must be deleted.

Risks and potential hazards of the internet are highlighted to all members of staff at induction and regular staff meetings.

Staff must not post anything onto social networking sites or any other social media outlet that could be construed to have any impact on the nursery's reputation. Only the Team Leaders will post pictures and videos onto the Sunny Socks Facebook page.

We do not include the faces of children on Facebook without written permission.

Staff must not post anything onto social networking sites that would offend any other member of staff or parent using the nursery.

Any complaints about the inappropriate use to the internet or other technologies will be handled through the Complaints Policy & Procedure.

Safer Recruitment Policy

Sunny Socks Nursery School recognises the need to meet the requirements of the EYFS for child care in relation to safer recruitment. In order to achieve this we will ensure all vacant job descriptions are reviewed and amended to accurately reflect the job role and to meet current legislation.

Procedures:

We advertise using reputable local media, local government website and relevant social media sites. Advertisements will state that the position is subject to DBS enhanced disclosure.

Application forms are sent out to all candidates showing an interest in the position. The application form asks for a detailed employment history which will enable to us to identify any gaps or discrepancies.

A Curriculum Vitae and covering letter will not be accepted as part of the application process. An appropriate application form will be used by all applicants. A job description will be also be sent, which will outline the responsibilities of the role.

Potential candidates will have the opportunity to visit the setting during the recruitment process.

Face to face interviews of potential candidates will take place where they will be required to bring proof of their identity and qualifications.

At least two members of senior staff will be present at each interview one with Safer recruitment training.

All candidates reaching the interview stage are questioned using the same set criteria and questions formulated around specific areas of childcare, including safeguarding the children in their care, planning suitable activities to enhance the child's development and their understanding of the legal frameworks applied to childcare and used in the nursery. The questions will be value based and will ensure the candidate has the same values as the nursery with regards to the safety and welfare of the children in their care. Candidates will be given a score for their suitability based on the personal specification including their individual experience and qualifications.

The most suitable person will be selected for the job based on these scores and their knowledge and understanding of the early years framework as well as the needs of the nursery. Each candidate will receive communication from the nursery stating whether they have been successful or not.

Offers can be made pending outcomes of references, checks and copies of relevant qualification certificates. A minimum of 2 Suitable references, one of which is from applicant's current or last employer, will be sought prior to commencement of employment. If references are not on headed paper, then the referee must be contact verbally to verify the reference.

The successful candidate will be required to complete a DBS form prior to starting at the setting. If the disclosure is not returned in time for the candidate to commence work, then they will NOT be left unsupervised with children within the setting. Continued employment is subject to a satisfactory enhanced DBS disclosure.

An employment contract will be agreed and completed for every new employee.

A full induction will be completed within the first week of employment, which will be documented.

A performance review will take place with the new employee at regular intervals during the specified probationary period to ensure they are settling into the team and meeting the requirements of the post.

An appraisal and review system is in place to support performance management.

When giving out references for employees of Sunny Socks only the Director is permitted to do so. Any member of staff who gives a reference on behalf of Sunny Socks, who is not permitted to do so, will face disciplinary action, which could result in dismissal.

Only employees who are currently employed or have left the company within the past 12 months will receive a reference.

It is the policy of Sunny Socks that there shall be no discrimination in recruitment, employment conditions, training and promotion. Sunny Socks will eliminate discrimination in all employment matters on the grounds of gender, marital status, colour, race, nationality or ethnic or national origins, disability, age, religion and sexual orientation.

Settling in Policy

We want children to feel safe and stimulated and happy in the setting and to feel secure and comfortable with staff. We also want parents to have confidence in both their children's well-being and their role as active partners with the setting. We believe that children settle best when they have a Key Person to relate to, who knows them and their parents well, and who can meet their individual needs. Research has shown that a Key Person approach benefits the child, the parents, 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 and attend.

Procedures:

Before a child registers, they can visit with the parent and be shown round the setting. We recommend that an appointment is made to ensure a member is staff is available to conduct the show around but will accommodate an on-the-spot visit if possible.

Before the child's start date, we recommend that the parent/carer and child visit for approximately two 60-minute prestart sessions. These visits should ensure that both the parent/carer and child are relaxed and comfortable in the nursery setting.

The Key Person works with the parents to plan and deliver activities that the child has an interest in and supports their well-being, care and learning. The Key Person is the key contact for the parent and has links with other carers for the child such as a childminder. They will share appropriate information about the child's development. They will support transitions to school.

A Key Person is responsible for keeping developmental records and for sharing information on a regular basis with the child's parents to keep those records up to date. Children may do different things at home than they do in the setting, so we need to build a full picture.

During the settling-in sessions the team will gather all the key information about the child such as dietary requirements and preferences, sleep patterns and play and general behaviour. This ensures that we can work together to follow the child's routine and make him/her as comfortable as possible.

Parents will play a key part in the staff assessing their child's development and will be asked to share and celebrate their achievements and developmental milestones through tapestry, shared by parents, staff and the child.

Babies use their senses to investigate and feel secure, they may have a favourite teddy/toy they like to hold or a comforter. These should be brought into nursery if possible to help them settle in.

All children are different and we will do all we can to support your child to settle in. They may cry for a while but usually stop when the parent has gone. We will contact parents to put their minds at ease if required and in the case of a child becoming distressed.

Sleep Policy

At sunny socks we encourage children to have enough sleep or rest to promote happy and healthy children. Our policy is based on research and studies that promote positive wellbeing and reduce risks. The children's safety and wellbeing are paramount, and together with parents we will find a suitable routine for each child.

Procedure

Parents will discuss with the child's key worker their expectations and together we will support the child's routine, we will explain the policy and ensure parents understand the routine that the child will follow.

Each child's sleep time will be recorded on tapestry, and they will be checked every ten minutes.

All staff will be made aware of the child's routine, including tips on how to get them to sleep. In addition to this all staff will complete the safer sleep training to support the best practice in relation to sleep. Please see below additional steps that are taken to ensure safe sleeping at nursery.

- Children will be encouraged to sleep on their backs (under 1's always on back)
- They will sleep in a cot or on a mat with a clean sheet and blanket
- The room will be well ventilated, and not too hot.
- Comforters will be offered if available
- Child will be supported to sleep by an adult if required
- Nappies will be checked prior to bed
- Loose clothing including big jumpers will be removed
- Bibs removed
- Dummies removed from clips
- Babies in Cots will be placed with their feet to the bottom of the cot

We will give children 30 minutes with assistance from an adult to get them to sleep, if this has not happened, we will consider putting them down later. Children will be allowed a minimum of 45minutes sleep; research suggests that daytime naps for babies and toddlers are fundamentally important for their development, health and behaviour.

Benefits of sleep for young children are listed below.

Naps longer than 30 minutes are especially important because after 30 minutes your baby is in a deep sleep (see chart below) and a whole host of benefits have been recorded by scientists.

- Memory is strengthened
- Immune system is strengthened
- Bones and tissues are repaired
- Appetite is regulated

- Growth hormone is released
- Energy levels are restored
- Stress is reduced

After 1 hour or more babies get into REM sleep and we observe even more amazing things happening inside your little one.

- Short term memory is transferred into long term memory
- Newly learnt skills are secured
- Brain connections are made
- Vision is sharpened
- Babies process emotions
- Reduce stress levels again

Special Educational Needs and Disabilities Policy

Sunny Socks Nursery School is committed to making our setting accessible to all children and to provide inclusive quality care and education regardless of children's abilities and learning difficulties. We will work with a child's parents/carers and the specialist workers who support the child, in ensuring where possible that the child's needs are best met.

Procedures:

We aim to foster a positive attitude and approach throughout everyday learning activities and experiences through:

- Challenging Bias and Discrimination
- Developing and nurturing strong relationships with parents, carers and outside agencies including other childcare settings
- Supporting children for whom English is an additional language
- Requesting additional relevant training when a need is identified
- Regular meetings and updates to ensure continuity of care and objectives are met and passed on to all staff
- Appointing a nominated special educational needs co-ordinator (SENCo) who will undertake the relevant training and will attend any additional appropriate courses and conferences as they arise.
- The settings SENco's is Becky Berry.

  In regards to children with additional needs, the SENCo has responsibility for:

  - advising and supporting other practitioners in the setting
  - ensuring that appropriate learning and outcomes plans are in place
  - ensuring that background information is collected, recorded and updated
  - taking the lead in further assessment of a child's strengths and weaknesses to guide and meet the child's future needs
  - taking the lead in monitoring and reviewing any action taken to support the child
  - ensuring that appropriate records are kept for all children with special education needs and/or disabilities who require outside agencies support.

We include all children and endeavour to support pupils with a range of special educational needs.

We advise that prospective parents and carers of children with additional needs approach the SENCo for more information and to discuss how their child's needs can be met.

Reasonable adjustments are made to the learning environment to meet individual children's needs.

All children are assigned a key person who will work with alongside the SENCo in liaising with parents and carers, observing, planning and assessing children's progress.

Children with additional needs will be supported by the SENCo

Some children are provided 1:1 support through SEN/Inclusion funding. The aim of the support is to help the child to develop the relevant independence skills and may be withdrawn once the child reaches the expected progress.

Parents and carers are involved and kept informed at all times.

Children who are experiencing difficulty with their learning are identified through discussion with parents and carers, observations, routine health screening and discussion with colleagues. All assessment is play based and follows the Early Years Foundation Stage (EYFS) curriculum milestones.

Should children not progress at the expected rate despite additional individual planning being provided to support the area of need, outside agencies may be involved. This will be done with written consent from parents and carers regarding their involvement.

Agencies and other professionals we work with include the Local Authority Inclusion/SEN Advisory Teacher, Educational Psychologists, Speech and Language Therapists, Occupational Therapists, Physiotherapists and others. These agencies and professionals will be contacted to provide additional suitable strategies to support children who may have additional needs in a particular area of development. They may also be involved in the child's transition to other settings and school.

Regular updates of the child's progress will be provided to the guardians through our online learning journal, Tapestry. An additional assessment, the Two Year Progress Check, is also compiled when the child is two years old. This assessment covers the child's attainment and progress in the Prime Areas of the EYFS e.g. Personal, Social and Emotional Development, Communication and Language; Physical Development.

Where possible, children are involved in their own learning and encouraged to celebrate their own success and that of others. Children are asked how they would like to be helped and are encouraged to comment on whether they enjoy the learning activities provided.

If required, individualised planning known as a Targeted Plan will be put into place and contain planning for the child which is additional to, or different from, the standard provision and will include short-term strategies set for the child and teaching strategies. Parents will be involved in setting all targets for their child. Targeted Support will be reviewed regularly and parents will be invited to contribute to this review.

All of our staff will need to be aware of the Targeted Support targets agreed for a child as they are all likely to be involved in supporting that child. However all of the staff are also aware that their knowledge of these targets is privileged information which should not be shared with anyone without the permission of either the settings

SENCo or Management who would discuss any need to share information with the child's parent or carer.

Children must not be regarded as having a learning difficulty solely because the language or form of language of their home is different from the language in which they will be taught.

We will respect parent's rights to confidentiality when supporting children with Special Needs; we will always discuss any possible referrals to other services with parents to seek their agreement before we make such referrals. All meetings with parents other than the normal parent staff contact will take place in private.

If a child moves to another nursery or reception setting we complete a Nursery Transfer Summary that outlines the child's achievements at our setting. We will include a section which relates to Special Educational Needs and asks for the parents and child's comments.

The Management is responsible for ensuring that current legislation is met.

Staff Development Policy

We value our staff highly at Sunny Socks. It is in the interest of the Nursery, the children and the individual staff member that employees are given the opportunity to develop their personal skills and to broaden their knowledge and skills in caring for children which should result in well-motivated staff and improved learning experiences for children.

Procedures:

- Hold regular staff and team meetings.
- Encourage staff to attend external training courses where practical.

- Hold annual appraisals and regular staff supervisions.
- Identify individual training and development through self-evaluation and reviews;
- Set targets with individuals which must be agreed, achieved and recorded down;
- Develop an annual staff development programme addressing the qualifications and continuous professional development needs of the setting, as well as the needs of individual members of staff;
- Staff should appreciate and respect the motivational levels and ambitions of others.

It is also an expectation that all staff will evaluate their training and feed back to colleagues on their training experience, sharing ideas that will enhance practise.

Student Placement Policy

Sunny Socks Nursery School welcomes individuals who are part of an accredited qualification course, or who are participating in a school's work experience program. The breadth of experience that visiting students are expected to participate in will be a true reflection of the duties that an experienced Nursery Practitioner would undertake on a day-to-day basis.

Procedures:

Students are expected to conduct themselves professionally throughout their stay and will work under supervision at all times.

The children's welfare is paramount, and students will not be put in a position, or given any direct responsibilities that would compromise the quality of care or safety to themselves and the children.

Students will undertake a rigorous induction program.

Sun Safety Policy

At Sunny Socks Nursery School we want staff and children to enjoy the sun safely. We will use the sunny weather as an opportunity to educate the children about how to keep themselves safe in the sun. Many activities carried out during the day mean that children are outside and therefore exposed to the sun.

Procedures:

The garden area has open areas and shaded areas. During hot, sunny weather additional areas of shade will be added to the garden with the use of gazebo. Activities will be encouraged in the shaded areas of the garden.

We ask parents/carers to remember to provide their children with the following items:

1. A sun hat covering as much of the face and neck as possible.
2. Suitable footwear to enable children to move freely but safely when outside. Soles need to grip and be secure on the child's foot. No flip flops or similar sandals.
3. Clothing should be suitable for outdoor play and cover shoulders and backs.
4. Sun cream must be applied before the children arrive at nursery if the predicted temperature is going to be 20 degrees or higher.
5. A named bottle of sun cream, at least SPF 30, to be kept at nursery during the summer months if they wish their children to not use the nursery provided suncream (see permissions) **If parents do not provide suncream then that child will not be able to go outside.**
6. All parents/carers will be asked to sign a consent form allowing nursery staff to apply sun cream to their child.

If permitted, Staff will apply the child's own sun cream again after lunch. If children are outside for extended periods of time the sun cream will be regularly reapplied at intervals of 3 hours. Every application of sunscreen is recorded with the time and person who applied it.

Staff will:

- Ensure all children are adequately dressed and wearing a hat before going outside during the warmer weather.
- Apply sun cream to each child, after lunch and at regular intervals if outside for extended periods of time.
- Ensure children play in the shade.
- Complete the sun cream application record each time sun cream is applied.

Transition Policy

Following our settling-in policy, we aim to ensure that children continue to feel safe, stimulated, and happy within the setting, while building positive relationships with staff. It is essential for parents to maintain confidence in their children's well-being and to remain active partners in the setting. We recognize that children settle best when they have a strong bond with a key person who knows them and their parents well and can meet their individual needs.

1 Procedures

Upon moving between rooms, children deserve consistency and the same level of care they are accustomed to. Thus, we will provide at least two 60-minute transition sessions in the next room to help them acclimate to the new routine and staff. The first session will be accompanied by their current key worker, similar to how the primary caregiver (usually a parent) accompanies the first pre-start session. If the child seems ready, the second session can be an independent visit. We will then liase with current key worker and the new team to discuss what other visits will benefit the child. Additional transition sessions can be scheduled with the new room leader if needed.

The key person collaborates with parents to plan and deliver activities, foster a child's interests, and support their well-being, care, and learning. Since the child already has a strong relationship with their current key worker, this person will support the child during the transition and ensure all relevant paperwork is up to date before the move.

2 Paperwork

The current key worker is responsible for updating the child's tracking up to the nearest term, aiding the new room and key workers in continuing the child's development and helping them meet milestones. They must also complete a transition document (titled: All About Me on tapestry) and review it with the child's new key worker or room leader.

This document includes:

- Child's sessions
- Move date
- Sleep limit (if applicable)
- Comforters (if applicable)
- Allergies/preferences/intolerances (updated, if applicable)
- Food dislikes
- Likes/dislikes/interests
- Anything they may need help with
- Any concerns
- Current next steps
- Toileting requirements

Terms and Conditions

By signing the registration form you are agreeing to our Terms and Conditions.

To register your child and confirm a place, we require the registration form is completed and returned to us with a non-refundable registration fee.

If you wish to defer your start date you may only do so by one month. It is not possible to defer a place beyond one month and full fees with be required. A child cannot be booked in more than 12 months before their start date.

Attendance may not begin before the first months fees have been paid in full.

There is no discount for any absence from the nursery, including sickness and holidays.

Invoices will be sent out a week in advance and fees are due on the 1st of each month.

Accounts overdue on the 3rd are subject to a surcharge of 10% of the outstanding amount.

Your child's place will be suspended if fees remain outstanding by the 7th of the month and until full payment is made.

Extra sessions are subject to availability and cannot be swapped with your standard sessions. Extras are charged at their usual rate and do not receive any discounts. These will be added to your next month's invoice.

£5 per 5 minutes will be charged for early arrival or late collection of a child at any time of the day.

Fees are charged for 51 weeks of the year. This reflects our closure at Christmas. We do not charge for bank holidays.

Parents/carers are fully responsible for all fees. If funding is withheld for any reason parents/carers are responsible to pay the full amount of the session. For a parent who is receiving extended funding for their child, It is their responsibility to notify us immediately in writing if their employment situation changes to enable us to amend their claim.

One month's written notice is required to reduce your child's sessions or cancel your place, otherwise full charges will remain.

The nursery must be informed of any absence in advance. If the child is absent due to illness the nursery must be informed of the illness so that illness within the setting can be monitored and appropriate precautions and communication can be taken. We follow government advice on illness and infections and when a child should be excluded from the setting and for how long. If your child has vomiting and or diarrhoea you must notify the nursery and keep your child at home until 48 hours after the last episode in line with government advice.

Unwell children including those with a temperature of 38 degrees or higher will be sent home.

Parents and carers have a duty of care to ensure that any medical conditions, allergies and intolerances must be reported in writing to the nursery. Also, that all contact details are kept up to date.

It is our duty of care to report any significant concerns about a child in our care to the Multi-Agency Safeguarding Hub (MASH). We may note any incident or observation where we deem the child may have been or may be in the future, at risk of harm or neglect. In exceptional cases this may be done without speaking to a parent or carer until we have sought external advice.

In exceptional circumstances there may be an event that triggers the closure of the nursery that is out of our control. Such events include, without limitation, fire, war, acts of terrorism, strikes, infectious disease, epidemics. Sunny Socks will not issue refunds for such closures.

Sunny Socks will not tolerate, under any circumstances, behaviour towards staff which is deemed to be threatening, abusive or violent. Any such behaviour may result in the termination of a nursery place or the refusal to allow the person back on the premises.

Parents and staff are not permitted to be in contact on social media. Parents are not permitted to share any photos taken at nursery on social media.

We ask the parent or carer collecting child to arrive 5 mins before the end of the session so that the appropriate adult can give feedback from the session.

Sunny Socks reserves the right to terminate your child's place providing at least 1 months' notice in writing, or immediately in the event of a breach of these Terms and Conditions.

Sunny Socks reserves the right to change any element of these Terms and Conditions without notice where such a change arises from a regulatory or legal requirement, or by providing reasonable notice for non-regulatory or statutory amendments.

Sunny Socks does not accept responsibility for accidental injury or damage to or loss of property

Term Time Place Policy

Sunny Socks Nursery School is able to offer a limited number of term time places to parents, which enables 9 weeks of the year to be free of charge. 43 Weeks will be split evenly over 11 months with no invoice in August.

These 9 weeks are set by Sunny Socks and work out as 2 weeks at Christmas, 2 weeks at Easter and 5 weeks over the summer. The specific dates will be decided by us in line with Northamptonshire state school holidays and are subject to change. These dates are not transferable. In order to have a term time place the child must attend nursery for four full days.

If a child is receiving government funding, the funding will be worked out for the sessions within the term. Any addition sessions required outside of the term time will be charged at out standard session fee.

Term time places are issued on a first come first served basis and once all places are full a waiting list will be put in place.

Whistleblowing Policy

We are committed to the highest possible standards of openness, honesty and accountability. In line with that commitment, we encourage employees and others with serious concerns about any aspect of the settings operations to come forward and voice those concerns. It is recognised that certain cases will have to proceed on a confidential basis. This policy makes it clear that employees can do something without fear of reprisals.

This Whistleblowing Policy is intended to encourage and enable employees to raise serious concerns within the setting rather than overlooking a problem. Staff have the right and individual responsibility to raise any matters of concern regarding poor practice at work. Staff are responsible for safety and wellbeing of all children attending the setting and this is priority over loyalty towards colleagues.

Procedures:

All staff working within the setting should be observant at all times to ensure high standards of care to all children. Whilst we expect all our colleagues to be professional at all times and comply with the Statutory Requirements, if any member of staff has a concern, they should feel at ease to be able to discuss their concern with the Management immediately to enable the concern to be resolved as soon as possible.

Any fraud, misconduct or wrongdoing by employees must be reported and properly dealt with. Sunny Socks therefore encourages all individuals to raise any concerns that they may have about the conduct of others in the early years setting or the way in which the early years setting is run.

Whistleblowing relates to all those who work with or within our setting who may think that they need to raise with someone in confidence certain issues relating to the setting. Whistleblowing is separate from the grievance procedure.

If staff have a concern about malpractice within Sunny Socks, then they must report any concerns to the Manager. If this is not possible, then report the concerns to the Director of the nursery. Any matter raised under this procedure will be investigated thoroughly, promptly and confidentially, and the outcome of the investigation will be reported back.

Whistleblowing can also relate to the safeguarding of children against staff, if you witness inappropriate behaviour towards the children this can be reported to Niketa (DSL) or Sam (deputy DSL).

Staff will not be victimised for raising a matter under this procedure. This means that their continued employment and opportunities for future promotion or training will not be prejudiced because they have raised a legitimate concern.

False allegations or victimisation of an individual for raising a concern will be a disciplinary offence.

An instruction to cover up wrongdoing is itself a disciplinary offence. If a member of staff is told not to raise a concern, even by a person in authority such as a Leader, they should not agree to remain silent. In this event they should report the matter to the Director. Failure to comply with this policy is regarded as gross misconduct and may result in immediate termination of employment.

NSPCC whistleblowing advice line is available. Staff can call 0800 0280285 – 08:00 to 20:00, Monday to Friday and 09:00 to 18:00 at weekends. The email address is: help@nspcc.org.uk. Alternatively, staff can write to: National Society for the Prevention of Cruelty to Children (NSPCC), Weston House, 42 Curtain Road, London EC2A 3NH.