**ETHOS**

Children’s Early Years is the most important years of their lives. Early Years forms the foundation that continues right into adulthood.

We provide a safe, secure, and stimulating environment where all children are supported to reach their full potential. Children are encouraged and challenged throughout their individual journey through the Nursery.

The Nursery is incredibly supportive to our practitioners to ensure that they are supported and trained to a high standard.

Parent partnership is extremely important to us

As a Team we constantly evaluate the care and learning that we provide for an on-going improvement of our nursery experience.

**ADVERSE WEATHER POLICY**

Twinkle Day Cottage Day Nursery Ltd has an adverse weather policy in place for adverse weather such as snow. We will make every effort to keep the Cottage Day Nursery open in adverse weather and to cause as little disruption as possible. In cases of extreme weather conditions, Twinkle Cottage Day Nursery may not be able to operate to its usual opening times. A decision will be made by the nursery manager in conjunction with the Owner of the Nursery, and they will consider the safety of the children, parents, and the staff.

We will keep to OFSTED requirements for ratios, and we will work on the number of children we have at the Cottage Day Nursery and who are due in on that day. If ratios cannot be maintained or if we feel that safety and health or welfare of the children is compromised, then we will take the decision to close the Cottage Day Nursery. If this is the case, then the nursery manager or deputy will telephone parents as soon as possible.

If adverse weather is forecasted during the day, then the manager will speak to the director of the Nursery and a decision will be made as to whether to close the Nursery early and parents will be contacted to arrange early collection of their children.

No refunds or exchanges will be offered due to closure for adverse weather conditions.

All staff are expected to get to work, regardless of how they normally travel, however ensuring that they do not put themselves at any unnecessary risk when trying to attend work. Staff who are unable to attend work or delayed by severe weather conditions must contact the manager as soon as possible. The manager and the nursery director will decide on a case-by-case basis whether it is appropriate for employees to leave work early regarding distance from home or mode of transport.

**ACCIDENT / MEDICAL TREATMENT POLICY**

All children fall and bump themselves, so it is crucial that they receive the right treatment. Emergency medication for serious conditions (i.e., allergies) will be stored accordingly on discussions with parents/staff and a long-term medication care plan will be completed with the Manager. This will be easily accessible in case of emergency. Staff will seek appropriate advice from parents on administering this medication if required.

All qualified staff are First Aid qualified and are required to maintain their certificate. First Aid boxes are available around the Cottage Day Nursery and are fully stocked.

ALL accidents will be recorded on accident sheets. Parents are asked to sign the sheets when collecting their child to acknowledge that they have been told about the accident.

 The accident sheet will record the following information:

• Child’s name

• Date of accident

• Circumstances of accident,

• Extent of injuries

• What first aid was given by staff?

• Which member(s) of staff dealt with the accident?

• Signature of parents acknowledging that they have been told about the accident.

If the accident is serious enough that the staff feel further medical help is required, the child will be taken to the nearest Accident and Emergency department or walk in centre. If deemed necessary, an ambulance will be called. Two members of staff will accompany the child and take the child’s records which will contain details of the child’s doctors and any allergies that they may have. Parents will be contacted immediately so that they can join the child and member of staff at the hospital. All serious injuries and will be investigated accordingly by the Manager.

Any serious accidents or incidents will be reported to RIDDOR and OFSTED and SOCIAL CARE

RIDDOR contact information. Online details-www.hse.gov.uk/RIDDOR phone-0845 300 9923

OFSTED contact information. Phone- 0300 123 1231

SOCIAL CARE contact information-02392 839111

ST Marys walk in centre, Milton RD, PO3 6PD, 0845076555

Guildhall walk in centre, Guildhall, PO1 2DD, 02392751006

Parents will be contacted immediately with head injuries, so they can decide on medical attention or collection.

If an injury has taken place at home the parents are required to fill in an existing injury sheet and sign it. This will prevent staff mistaking any injuries that happen at the Nursery with those that have happened elsewhere. Visible distinguishing marks and medical conditions are noted during registration to prevent confusion.

The accident, incidents and existing injuries forms are reviewed monthly by the nursery manager to identify any risks.

**ADMINISTRATION OF MEDICATION POLICY**

 The nursery promotes the best possible care; therefore, all medication that is required by a child must be recorded before staff can administer this medication. It is the parent’s responsibility to ensure that staff are aware of any medication that has been administered before attending, and why it has been given so that all staff are aware to prevent overdose of medication.

Medication will be stored as advised on the packet. Staff will not administer the medication that is out of date. All medication will be administered according to instructions on the packet. A form for parents to fill in and sign is available at the nursery when you drop off your child. This will ask parents for the following information

* Child’s name
* Name of medication and reason for medication
* Time that medication is required
* Amount of medication required
* Parent signature
* Staff administers signatures

Staff who have taken medication from parents or carers must sign the form and obtain a signature from a Room Leader or management. All short-term medication will be stored in either office cupboard or fridge. The staff administrating the medication will be NVQ qualified and a member of staff will witness the medication being given.

If a child is regularly on medication (such as inhalers etc.) then a long-term care plan is required. Staff will then complete a medication form to advise when this medication has been given to the child, and parents must sign to acknowledge this.

Calpol or Ibuprofen – If your child gets a temperature whilst at Nursery, we will contact you to discuss a plan of action with you. We will only administer Calpol and ibuprofen once, and if after 30mins the temperature has not reduced or is still in need of one-to-one care then you will need to come and collect your child.

If your Doctor has prescribed Calpol and ibuprofen for any reason, then please discuss this with the Manager before bringing it into Nursery. We can give Calpol on a regularly basis with this being prescribed by a doctor evidence of this will be required

Teething - If your child requires pain relief whilst teething you will need to bring your own Calpol and ibuprofen into the Nursery. For the Nursery to administer this, they will need to be showing signs of teething and discomfort. If the pain relief does not sooth the child and still in need of one-to-one care, then you will need to come and collect your child.

Non-prescribed medication will not be administered such as cough medication that is brought over the counter of a pharmacy.

**ADMISSIONS POLICY**

Twinkle Cottage Day Nursery are open Monday to Friday from 7.30am to 6.00pm, term time and all year round 51 weeks a year.

Twinkle Cottage Day Nursery offers Funded places for children from 9 months -three and four-year-old universal (15hours) and (30 hours) where places are available. We are also in receipt of Early Years Pupil Premium and Disability Access Fund for eligible children.

Twinkle Cottage Day Nursery offers the following pattern of provision for early education funded places

9months 51 weeks a year 11.25 hour per week accessing all sessions.

Two-Year-Old Funded Places - 51 weeks a year 11.25 hour per week accessing all sessions.

Three and Four-Year-Old Universal - 51 weeks a year 11.25 hour per week or 38 weeks a year 15 hour a week (Planet Room Only) accessing all sessions.

Three and Four-Year-Old Extended - 51 weeks a year 22.5 hour per week accessing either a School Day or a Full day.

**Early Education Funding**

Twinkle Cottage Day Nursery welcomes children in receipt of Two-Year-Old Funding, the Universal Funding for three and four-year olds and the extended entitlement (30hours) for three and four-year olds. Full details of these schemes and eligibility are available on request at <https://www.portsmouth.gov.uk/ext/learning-and-schools/pre-school/childcare-guide.aspx>

A child will be entitled to the additional funded 30 hours from the term after both of the following conditions are satisfied: (1) the child has reached the age of three; (2) the child’s parent has a current valid eligibility code from HMRC. Example: If a parent applies for and receives confirmation of eligibility from HMRC after 1 April, 1 September, 1 December the child will be entitled to start their addition 15 hours from the beginning of the following term. This will not affect their access to the universal 15 hours entitlement. You must go online to reconfirm details at the end of each funding period (you will receive an email from HMRC prompting you to do this). If you are no longer eligible for the extended funding, you will fall into a ‘Grace Period.’ This is a brief period of time to give you the opportunity to find work or reconfirm eligibility.

Twinkle Cottage Day Nursery will inform you at the end of your grace period date. This is when the funding for the extended hours will end. You will continue to be entitled for your 15 hours universal funding. Twinkle Cottage Day Nursery will decide with you regarding the 30-hour funding ending on making alternative payments for your extended 15 hours or reducing your hours.

You would need to contact HMRC regarding any queries or appeals on 0300 123 4097 as Twinkle Cottage Day Nursery and the Local Authority are unable to answer any queries relating to the online application system.

**Parent Declaration for Early Education Funded Places**

You must complete a Parent Declaration Form every term to enable us to claim all early education funding your child is entitled to. You must complete this information on the premises to Twinkle Cottage Day Nursery to secure your child’s funded place for the following term.

Information you provide on this form will enable us to access any additional funding that your child may be eligible for, such as Early Years Pupil Premium (EYPP) and Disability Access Fund (DAF). For further information go to <https://www.portsmouth.gov.uk/ext/documents-external/edu-early-years-pupil-premium-disability-access-fund.pdf>

**Allegation of staff member**

If an allegation is made against a member of staff the local authority designated officer (LADO) will be contacted for further advice within 24hrs.

An allegation may relate to a person who works with children who has:

* Behaved in a way that has harmed a child, or may have harmed a child
* possibly committed a criminal offence against or related to a child: or
* Behaved towards a child or children in a way that indicates they may pose a risk of harm to children

The LADO will advise as to the appropriate procedures to follow during this time.

To protect all those involved the member of staff could be suspended whilst the allegation is investigated, and will be advised not to contact any staff, children or families connected to the Cottage Day Nursery during the investigation. The member of staff will be updated regularly by management during the investigation. The investigation will continue through to conclusion even if a staff member resigns,

All staff will have DBS disclosures at enhanced level. All persons waiting for their DBS will always be supervised by senior members of staff and will not become involved with toileting or nappy changing duties or allowed to have any opportunities to lone work.

**LADO to be contacted 02392 882500**

The information collated from the investigation and the outcome will be provided to Ofsted as soon as possible as reasonably practicable, but at the latest within 14 days.

OFSTED to be informed 03001231231

All staff will be talked through safer working practises, professional boundaries, physical contact and lone working and the Role of the LADO during induction and regularly at staff meetings so that they are aware of the process if an allegation ever arose.

**Behaviour Policy**

It is recognised that all children behave in diverse ways and those changes in behaviour are usually a result of a change in their environment or circumstances that they may find challenging. Positive behaviour is always promoted by all staff through praise, rewards, and encouragement according to the child’s age and stages of development. At the Cottage Day Nursery we use three main strategies:

1. Always offer a choice to give the child control. E.g. - 'You can sit nicely at story time with the group or sit by yourself in the library'
2. Empathise with the child. E.g. 'I know you're angry/sad, but we still need to tidy up'
3. Use 'if and when'. E.g. 'If you tidy up you can choose a book'

Most children at certain stages of development demonstrate behaviour that is negative. Children may demonstrate negative behaviour verbally or physically e.g., biting/ swearing. We recognise that children may display negative behaviour since they are still exploring their emotions and understanding of what is socially accepted.

On the occasions when negative behaviour is evident a child will be gently supported. We do not humiliate any child and we deal with discipline sensitively. Staff will explain to the child why their behaviour is unsafe or unkind.

Unwanted behaviour is managed according to each individual child’s need. We understand that methods used for some children may not prove to be effective for others. Parents, carers, and nursery staff will work together to understand what works best for each child. The Cottage Day Nursery will work in partnership with parents when dealing with inappropriate behaviour and the Inclusion Co-ordinator may be called on for support.

Positive social behaviour will be encouraged such as sharing, good manners, hygiene and taking turns always. Restraining a child for their own safety will only be used if behaviour is likely to cause injury to the child or any other person or property. This will be logged in the incident book and signed by parents.

 Unacceptable Behaviour:

* Swearing
* Physical hurting of the other children or staff
* Repetitive damage of the Cottage Day Nursery property or of that belonging to another child.
* Racism

**Behaviour /inclusion co-ordinator – Anna Reilly (Twinkle Cottage)**

**British values**

**Democracy**: making decisions together. As part of the focus on self-confidence and self-awareness as cited in Personal, Social and Emotional Development:

The staff will encourage children to see their role in the bigger picture, encouraging children to know their views count, value each other’s views and values and talk about their feelings, for example when they do or do not need help. When appropriate demonstrate democracy in action, for example, children sharing views on what the theme of their role play area could be with a show of hands.

Staff will support the decisions that children make and provide activities that involve turn-taking, sharing and collaboration. Children should be given opportunities to develop enquiring minds in an atmosphere where questions are valued.

**Rule of law**: understanding rules matter as cited in Personal Social and Emotional development as part of the focus on managing feelings and behaviour:

Staff will ensure that children understand their own and others’ behaviour and its consequences and learn to distinguish right from wrong. Staff will collaborate with children to create the rules and the codes of behaviour, for example, to agree the rules about tidying up and ensure that all children understand rules apply to everyone.

**Individual liberty:** freedom for all as part of the focus on self-confidence & self-awareness and people & communities as cited in Personal Social and Emotional development and Understanding the World:

Children should develop a positive sense of themselves. Staff provide opportunities for children to develop their self-knowledge, self-esteem and increase their confidence in their own abilities, for example through allowing children to take risks on an obstacle course, mixing colours, talking about their experiences, and learning.

Staff will encourage a range of experiences that allow children to explore the language of feelings and responsibility, reflect on their differences and understand we are free to have different opinions, for example in a small group discuss what they feel about transferring into Reception Class.

**Mutual respect and tolerance**: treat others as you want to be treated. As part of the focus on people & communities, managing feelings & behaviour and making relationships as cited in Personal Social and Emotional development and Understanding the World:

Staff should create an ethos of inclusivity and tolerance where views, faiths, cultures, and races are valued, and children are engaged with the wider community.

Children should acquire a tolerance and appreciation of and respect for their own and other cultures; know about similarities and differences between themselves and others and among families, faiths, communities, cultures, and traditions and share and discuss practices, celebrations, and experiences.

Staff encourage and explain the importance of tolerant behaviours such as sharing and respecting other’s opinions.

Staff promote diverse attitudes and challenge stereotypes, for example, sharing stories that reflect and value the diversity of children’s experiences and providing resources and activities that challenge gender, cultural and racial stereotyping.

**Camera, Mobile phone, smart watches and recording devices**

Twinkle Day Cottage Day Nursery operate a camera, mobile phone and recording device policy to protect children, protect staff from allegations and to maintain high standards of care within the setting.

* The Cottage Day Nursery forbids the use of mobile phones, personal cameras and recording devices by staff members, students, volunteers, and visitors to the setting.
* If staff members have a smart watch they must not use this whilst in the rooms to text or answer calls.
* Any personal devices that are brought into the setting should be placed on silent off, signed in if a member of staff and placed in the office.
* Parents / visitors will be told not to use their mobile whilst here.
* Staff members, students and volunteers may access personal devices during breaks however they are only to be used in the staff room.
* Any staff member, volunteer or student found to be using mobile phones or recording devices while not on a scheduled break will have the device confiscated by management and disciplinary procedures will be carried out.
* Children will only be photographed using the Cottage Day Nursery camera, tablet or play cameras provided for the children. Cameras are to be handed in to management at the end of the working day to be locked away.
* Photographs are uploaded onto a secure computer which is to stay on the Cottage Day Nursery premises unless being serviced.
* Children will only be photographed if written consent has been obtained.
* Any events such as Nativity Shows, or any other shows provided by the children to their parents. If all parents have provided consent then parents can use their own camera, mobile phone and recording device to record this special event provided by the children.

**CHILD GOING MISSING POLICY**

This very rarely happens but complacency is a hazard we must avoid at all costs. The welfare of the children in our care is paramount. Children may go missing and EVERY member of staff has equal responsibility in ensuring the safety of the children and knowing where they are. Security and the child’ safety is the utmost importance at the Cottage Day Nursery. In the rare event that a child is reported missing the following actions will be followed:

* Staff will remain calm! One member of the staff will watch over the rest of the children in a safe place with minimal disruption whilst others search the immediate and surrounding areas. The most senior member of staff will assign others to cover all areas.
* All “hideaways” will be explored such as house area, toilets, sleeping areas, shelves of toys, under tables
* If after a thorough search it proves unsuccessful in establishing the whereabouts of the child, the emergency services and the parent / carer will be contacted.
* The parents will be informed every ten minutes of progress.
* On the arrival of the emergency services and the child’s parent / carer the Manager will be responsible for informing them of all information in respect to the missing child and what action has been taken.
* Once the situation has been resolved an internal investigation will take place to examine how it occurred and to put immediate measures in place to ensure it does not happen again. This will then be put into a report by the manager and sent to Ofsted.

Preventive systems in place to minimise the risk of children going missing:

* Front door locked, with a latch or security keypad
* Secure windows.
* Vigilant staff
* Children counted at regular intervals.
* During transition time children are counted in and out of the building. E.g., garden time.
* Staff are required to register the child’s arrival and departure.
* Key People of new children always take extra care to be aware of their whereabouts and ensure they know the boundaries of where they can and cannot go.
* Parents are advised of our security procedures and will be given opportunity to discuss any concerns, particularly if their child has an adventurous nature.
* Parents are always made aware of the need of supervision of children especially of their responsibility to ensure their child’s arrival and departure is noted by a member of staff.
* Children are always counted before going out to play and again when they are lining up to come back indoors. A member of staff will always be at the end of the line to ensure no children are left outside.

**COMPLAINTS, CONCERNS AND SUGGESTION POLICY**

At Twinkle Day Cottage Day Nursery Ltd we aim to provide the highest quality education and care for all our children. We aim to offer a warm welcome to each individual child and family and to provide a warm and caring environment within which all children can learn and develop as they play.

We believe children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. Our intention is to work in partnership with parents and the community generally and welcome suggestions on how to improve our Cottage Day Nursery at any time.

**Make concerns known:**

A parent who is uneasy about any aspect of the Cottage Day Nursery provision such as quality of care/practice should first talk over any worries and anxieties if possible, with the Key Person or Room Leader. If you felt that you are unable to discuss this with the Room Leader / Key Person, then please speak to the Manager Anna Reilly and Anna Reilly (Twinkle Cottage) or the Owner Lorraine Allan. Most complaints should be resolved informally at the initial stage.

If you have concerns outside Nursery Hours, then contact lorraine.allan@twinklenursery.co.uk this email is checked seven days a week 24 hours.

If you feel that you cannot approach the Cottage Day Nursery, then you can also contact:

Local Authority Early Years on 023 92 688833.

Social Care on 023 92839111 or (out of hours) 0845 600 4555 Children & Family.

OFSTED involvement

A parent has the right to contact the Ofsted helpline if they so wish to tell them that the childcare is good, can it be made better or if you have any concern:

Ofsted

National Business Unit

Piccadilly Gate

Store Street

Manchester

M1 2WD

Tele: 0300 123 1231

www.ofsted.gov.uk/parents

We believe that most complaints can be resolved at an early stage. We also believe that it is in the best interests of the Cottage Day Nursery and parents that complaints should be taken seriously and dealt with fairly.

**CHILDREN SICKNESS POLICY**

Our aim is to provide the best possible care for all our children. Therefore, we cannot accept sick children at Cottage Day Nursery especially when they are contagious to others.

It is the parent’s responsibility to ensure their child does not attend the nursery and put other children/staff at risk. Therefore, if a parent continually sends a sick or unwell child to nursery, we will be forced to review the child’s place. You are requested to report all absences due to sickness to the staff at the nursery before your child is due to attend. The nursery will contact the parent if they have not attended more than two session. If the parent is not obtainable then the nursery will contact the family Health Visitor.

 Please use the following guidelines before bringing your child back to nursery:

* Colds and Flu: The child should have a normal temperature and feel fit and healthy
* Conjunctivitis: A child must have started medication
* Chicken Pox: All spots must be completely scabbed over (usually 5 days incubation period)
* Impetigo: Medical advice must have been sought and sores must not be weeping.
* Hand, Foot and Mouth: All sores must have been treated by a doctor and sores should not be weeping
* Head lice: Children will not initially be sent home however parents will be notified so that treatment process can commence as soon as the child gets home. A child’s hair must be tied back (if long enough) to minimise spread. Letters will be sent home to the group.
* Measles: Rash should have gone and child acting healthy
* Sickness/diarrhoea: At least 48 hours should pass since the last bout.
* Temperature: The normal temperature for a child is 37C, if any child’s temperature reaches 38C or above parents will be contacted for medical advice or collection
* Unknown rashes Medical advice should be sought
* Broken limbs / Stitches: According to medical advice and based on the individual child this will be discussed with parents.

IF THEY ARE ANY MORE THAN 2 OF THE SAME ILLNESS or CONDITIONS THEN PLEASE CONTACT THE MANAGER TO SEE WHETHER THEY ARE ALLOWED IN.

**PLEASE NOTE THAT IF AN UNWELL CHILD NEEDS ONE TO ONE ATTENTION WE CANNOT PROVIDE ONE TO ONE CARE AT TWINKLE COTTAGE DAY NURSERY.**

If your child needs to receive medication while in the care of the setting, please see the policy regarding administration of medication.

You will be contacted by a member of staff to collect your child if they become ill while in our care. The child will be cared for by a member of staff in a quiet area away from other children until parents / carers arrive to collect them.

If a child has a notifiable illness, severe injury resulting in disability; or death of a child the nursery will contact the Department of Health and Ofsted.

**CONFIDENTIALITY POLICY**

Confidentiality is especially important for the children, parents / carers, and the staff. The staff will never discuss a child with another parent / carer. All members of staff are bound by confidentiality; however, it must be understood that if at any time it is in the interest of the child then the nursery must break this confidentiality and take appropriate action. If such action is necessary, the nursery manager will authorise this or share information with staff on a “need to know” basis.

If at any time a parent wishes to speak to a member staff about sensitive issues, staff will be pleased to allocate a time. All members of staff are always expected to remain professional.

Your child’s records are kept in a locked filing cabinet which is only accessible by nursery staff. Parents are welcome at any time to see these records under supervision of a member of staff.

When writing reports or documents members of staff will ensure appropriate language is used.

Confidentially is discussed with staff at Induction and is part of their contract of employment.

**DROPPING OFF AND PICKING UP POLICY**

**Dropping Off:**

Children will not be allowed into the nursery before the beginning of their booked session as this will impact on our staff to child ratios. We ask parents of children aged 3 and 4 accessing the funded education session to arrive promptly. We commence these sessions promptly at 9.00 and 1.00pm. They should pass their child over to a member of staff or their Key Person so that the child can settle in. When leaving the nursery, a member of staff must be present to open the entrance door so that you can leave. This is always to ensure safety of the nursery.

**Picking Up:**

In the case that parents have separated, the Cottage Day Nursery should be advised as to who will be picking the child up. Parents should be reminded that both Mother and Father have equal parental responsibility and therefore neither parent can be refused the collection of their child unless the nursery is provided with a legally binding document stating otherwise. The Cottage Day Nursery will always make the welfare of the children the main priority and in situations management will seek advice from children’s social care and the police.

The nursery states that adults must collect children from the setting, if you require somebody under the age of eighteen to collect your child you MUST discuss this with management in person prior to the collection. Management will use their discretion as to whether the welfare of the child may be put at risk.

Any persons picking up a child must not be under the influence of alcohol or any other substances which may affect their ability to care for the children. If any persons picking up is suspected of being under the influence of alcohol or any other substances the Nursery will either try and contact other family members, or alternatively contact the Police or the MASH (Multi Agency Safeguarding Hub) Team for further direction.

**Late Pick Ups:**

At the end of the session children must be collected on time. In the event of a delay, we ask that you telephone the nursery to let them know that you are going to be late and the length of your delay. We operate a late pick up charge scheme: A charge of £5.25 for the first 5 minutes, with an additional £5.25 for every 5 minutes thereafter. This charge helps to cover the additional staffing costs incurred. The nursery has an obligation to stay with any uncollected child at the end of the day, until that child is collected. If your child is not collected on time, our legally required staff to child ratio will be infringed as two members of staff must remain at the nursery until the last child has been collected. A record on the register will be kept of all the children who are picked up late. This will note the date and time at which the child was collected.

 **Somebody else picking up your child**:

If for any reason you are not picking your child up, we must be informed by you in person or by telephone of the name of the nominated person picking up. The nursery also requires the nominated person to provide the ‘Password’ and photo ID to ensure correct identity of the nominated person.

**Uncollected Children:**

If any child is not collected within a reasonable time Social Services will be contacted to protect the child.

**Early Years Pupil Premium Policy**

‘The aim of the Early Years Pupil Premium is to close the gap between children from disadvantaged backgrounds and their peers by providing funding to early years providers to help them raise the quality of their provision’ (Department for Education (DfE))

The Early Years Pupil Premium provides an extra 53 pence per hour on top of the Free Entitlement or three and four-year-old children whose parents are in receipt of certain benefits.

This means an extra £302 a year for each child taking up the full 570 hours funded entitlement to early education.

**Eligibility**

* Income support
* Income – based Jobseekers Allowance
* Universal Credit
* Support from NASS (National Asylum Support Service) under part VI of the immigration and Asylum Act 1999
* The guarantee element of State Pension Credit
* Child Tax Credit (with no Working Tax Credit) with annual income of no more of £16,190
* Working Tax Credit run on

We can use the extra funding in any way we see appropriate to improve the quality of the early years education that we provide for your child.

This could include for example:

* Additional training for our staff on early language
* investing in partnership working with our colleagues in the area to further our expertise or specialist equipment.

We ask all parents to fill out an additional form for the Free Entitlement so that we can claim the Early Years Pupil Premium if you are eligible. We will require your National Insurance number and date of birth.

**Equal Opportunities Policy**

At Twinkle Day Cottage Day Nursery we believe that all children are individuals, they have an equal right to be listened to and valued and are entitled to access nursery facilities. Nursery practitioners ensure all children can reach to their full potential and ensure children and their families are treated fairly regardless race, gender, disability, age, family circumstances, religion, or sexual orientation.

Twinkle Day Cottage Day Nursery are committed to providing an inclusive environment that celebrates diversity and works with parents to ensure that every child can access nursery care and education that stretches their learning and development.

The Nursery will make any reasonable adjustments to ensure that the setting is accessible to all children and families. The nursery already hosts a disabled toilet and a ramp for wheelchair users to the rear of the property.

The Nursery welcome linguistic diversity and strives to provide learning experiences which develop both the first language and English for bi-lingual and multi-lingual children. The Cottage Day Nursery display positive images of people from diverse backgrounds through posters, books, displays and small world.

 **Staff:**

The Cottage Day Nursery welcome staff from all areas of the community and from diverse backgrounds. We will not discriminate against age, gender, sexual orientation, or race.

 All staff are briefed on the equal opportunity policy during the induction process.

If you have questions or concerns, then please seek advice from Manager Anna Reilly (Twinkle Cottage) the Equal Opportunity Co-ordinator.

**FEES POLICY**

**FEES**

Full details of our fees and charges are available from the Cottage Day Nursery and websites. All fees are reviewed annually and increased in line with inflation.

**Deposit:**

A deposit of £50.00 for a part time space and £100.00 for a full-time space is required to secure a place in the Cottage Day Nursery for your child. Fully funded places do not have to pay a deposit, however, if you increase your sessions above the funded hours you will be required to pay a £50 deposit.

If you decide you no longer require the place before your child start, then the deposit will NOT be returned. If you take the place you secured, then your deposit will be returned once full payment of your last invoice has been received and you have given the Cottage Day Nursery a month’s notice.

**Payment of Fees:**

All fees are to be paid monthly in advance.

Fees are to be paid 51 weeks a year even if your child is absent through illness or holiday – this includes bank holidays when we are closed.

**Late Payments:**

If you do not pay your invoice within the period provided on your monthly invoice a late payment charge will be added to your bill. If your payment falls behind by more than two weeks and cannot be resolved, we have the right to ask you to remove your child from the Cottage Day Nursery and they will lose their place.

**How to Pay:**

Payment can be made via the card machine, by BACS or vouchers and you will be provided with a receipt of payment if required.

**Notice in Writing:**

If you decide to withdraw your child from the Nursery, we require four weeks’ notice in writing. Failure to do so, will result in you being charged a full month’s fees.

**Extra Sessions:**

Extra sessions can be booked in advance on the condition that you do not have an outstanding invoice from last month.

**FIRE EVACUATION POLICY**

 Responsible Person is Anna Reilly (Twinkle Cottage)

In the event of a fire the person discovering the fire will raise the alarm sound and the building will be evacuated. The safety of all children and members of staff is of the utmost importance:

* The person raising the alarm will telephone the fire brigade by dialling 999 before attempting to extinguish the fire with the appropriate extinguishers.
* The most senior member of staff (Room Leaders / Manager) will be responsible for collecting the Emergency Contact Folder, phone, register and medication.
* All staff to alert each other by shouting “FIRE”
* Evacuate all children using the nearest exit.
* The assembly point is rear of the car park for and at the buggy shed at Twinkle Cottage
* The Management Team will be responsible to sweep the building.
* The register will be taken to ensure everyone is accounted for.
* No one should re-enter the building unless the fire brigade advised that it is safe to do so.
* If the nursery is unable to accommodate the children after the fire parents would be contacted for collection of children.
* Nursery manager's or Owner to complete a Fire Evacuation Form
* Managers to liaise with Fire Safety Department / Police.
* Fire Risk Assessment and Building Risk Assessment reviewed.

 **Points to remember:**

* All exits must always be kept clear.
* The safety of the children and staff must be ensured before attempting to fight a fire.
* Everyone should be aware of the positioning of extinguishers and fire blankets
* Practice evacuations are done at least every School Term and results recorded in logbook (time taken, numbers of staff and children etc.). In Practice evacuations children do not have to be taken outside the building but assembled by the door so that this may not put the children at further risk.
* Cottage Day Nursery owner is responsible for the implementation of fire procedures.
* The Owner is responsible for ensuring exits, signs etc. are displayed according to Fire Inspectors requirements and that all fire equipment is checked annually.

 **FIRST DAY / TRANSITION & LAST DAY**

On the first day that your baby, toddler, or child attends the Cottage Day Nursery you will be provided with photos of their first day on the Parent Zone app with their Key Person’s name. Parents are encouraged to phone the nursery as many times as they want to be updated on their child’s progress.

A Peg will be provided with their name and photo for their coats and bags. A drawer will also be provided with their name on so that all work completed during the day can be stored.

Children attending in Little Stars and Milky Ways will have information uploaded onto Parent Zone to inform parents/carers off all the relevant care such as nappy changing, sleeps etc. This information is provided by their key person.

All staff at the Cottage Day Nursery understand that a child starting at the nursery can be both unsettling for both the children and the parents/carers. Please feel comforted that we will support both your children and you in this process and we will update you daily on how your child is settling. Children are individual and each child settles differently, and staff will distract them with playing, comfort them and support them through this process.

**TRANSITION PROCESS**

When it is time for your child to move into different group’s great care will be taken to ensure minimum disruption and every child will be treated individually with their own personal needs being considered. The nursery will involve parents / carers in this process and parents will be invited to a transition meeting to discuss the new room.

As and when a child moves onto “Big School” transfer documents will be transferred to the school in conjunction with Early Years Guidelines. Nursery staff working with the children who are moving onto school will also liaise with Reception Teachers at the Transition Meeting.

 **LAST DAY**

When it is time for your child to leave the nursery for whatever reason the Key Person is responsible for providing the parents / carers with any work completed by the child left at the nursery. If a child does not attend for their notice, then all above will be sent to the home address either by post or by hand.

**General Data Protection Regulation**

**Statement**

GDPR stands for General Data Protection Regulation and replaces the previous Data Protection Directives that were in place. It was approved by the EU Parliament in 2016 and comes into effect on 25th May 2018.

GDPR (General Data Protection Regulation) states that personal data should be ‘processed fairly & lawfully’ and ‘collected for specified, explicit and legitimate purposes and that individuals’ data is not processed without their knowledge and are only processed with their ‘explicit’ consent. GDPR covers personal data relating to individuals. Twinkle Cottage Day Nursery is committed to protecting the rights and freedoms of individuals with respect to the processing of children's, parents, visitors, and staff personal data.

The Data Protection Act gives individuals the right to know what information is held about them. It provides a framework to ensure that personal information is handled properly.

Twinkle Cottage Day Nursery are registered with the ICO (Information Commissioners Office.

**GDPR includes 7 rights for individuals**

**1.The right to be informed.**

Twinkle Cottage Day Nursery are registered Childcare provider with Ofsted and as so, is required to collect and manage certain data. We need to know parent’s names, addresses, telephone numbers, email addresses, date of birth and National Insurance numbers. We need to know children’s’ full names, addresses, date of birth and Birth Certificate number.

For parents claiming the free nursery entitlement we are requested to provide this data to Portsmouth City Council; this information is sent to the Local Authority via a secure electronic file transfer system.

We are required to collect certain details of visitors to our Cottage Day Nursery. We need to know visits names, telephone numbers, addresses and where appropriate company name. This is in respect of our Health and Safety and Safeguarding Policies.

As an employer Twinkle Cottage Day Nursery are required to hold data on its employees; names, addresses, email addresses, telephone numbers, date of birth, National Insurance numbers, photographic ID such as passport and driver’s license, bank details. This information is also required for Disclosure and Barring Service checks (DBS) and proof of eligibility to work in the UK. This information is sent via a secure file transfer system for processing of DBS.

Twinkle Cottage Day Nursery uses cookies on its website to collect data for Goggle Analytics, this data is anonymous.

**2.** **The right of access**

At any point, an individual can make a request relating to their data and Twinkle Cottage Day Nursery will need to provide a response (within 1 month). Twinkle Cottage Day Nursery can refuse a request, if we have a lawful obligation to retain data i.e., from Ofsted in relation to the EYFS, but we will inform the individual of the reasons for the rejection. The individual will have the right to complain to the ICO if they are not happy with the decision.

**3/** **The right to erasure**

You have the right to request the deletion of your data where there is no compelling reason for its continued use. However, Twinkle Cottage Day Nursery has a legal duty to keep children’s and parents’ details for a reasonable time. Twinkle Cottage Day Nursery retain these records for 3 years after leaving pre-school, children's accident, and injury records for 19 years (or until the child reaches 21 years), and 22 years (or until the child reaches 24 years) for Child Protection records. Staff records must be kept for 6 years after the member of staff leaves employment, before they can be erased. This data is archived securely and shredded after the legal retention period.

**4.** **The right to restrict processing**

Parents, visitors, and staff can object to Twinkle Cottage Day Nursery processing their data. This means that records can be stored but must not be used in any way, for example reports or for communications.

**5.** **The right to data portability**

Twinkle Cottage Day Nursery requires data to be transferred from one IT system to another, such as from Twinkle Cottage Day Nursery to the Local Authority, to shared settings and to Parents Zone, I-Connect and Connect. These recipients use secure file transfer systems and have their own policies and procedures in place in relation to GDPR.

**6.** **The right to object**

Parents, visitors, and staff can object to their data being used for certain activities like marketing or research.

 **7.** **The right not to be subject to automated decision-making including profiling**

Automated decisions and profiling are used for marketing-based organisations. Twinkle Cottage Day Nursery does not use personal data for such purposes.

**Storage and use of personal information**

All paper copies of children's and staff records are kept in a locked office in Twinkle Cottage Day Nursery in a locked filing cabinet. Members of staff can have access to these files, but information taken from the files about individual children is confidential and apart from archiving, these records remain on site always.

These records are shredded after the retention period. Information about individual children is used in certain documents, such as, a weekly register, medication forms, referrals to external agencies and disclosure forms. These documents include data such as children's names, date of birth and sometimes address. These records are shredded after the relevant retention period. Twinkle Cottage Day Nursery collects a large amount of personal data every year including names and addresses of those on the waiting list. These records are shredded if the child does not attend or added to the child’s file and stored appropriately. Information regarding families’ involvement with other agencies is stored both electronically on an external hard drive and in paper format, this information is kept in a locked office. These records are shredded after the relevant retention period.

Upon a child leaving Twinkle Cottage Day Nursery and moving on to school or moving settings, data held on the child may be shared with the receiving school.

Twinkle Cottage Day Nursery stores personal data held visually in photographs or video clips or as sound recordings unless written consent has been obtained at registration. No names are stored with images in photo albums, displays, on the website or on Twinkle Cottage Day Nursery social media sites. Access to all Office computers and Connect is password protected. When a member of staff leaves the company, these passwords are changed in line with this policy and our Safeguarding policy. Any portable data storage used to store personal data, e.g., USB memory stick, are password protected and/or stored in a locked filing cabinet.

**Connect Childcare**

We will only use your personal information to manage your account and provide tailored care to your child. From time to time, we will need to contact you via phone, email, and the Parent Zone app to provide you with nursery updates, share relevant news and send your childcare bills.

We will input your data into a system called Connect Childcare which helps us manage Twinkle Cottage Day Nursery smoothly. Your data is held in a secure data centre s and can only be assessed by authorised personnel. Personal information will not be shared with any third parties.

**GDPR means that Twinkle Cottage Day Nursery must:**

* Manage and process personal data properly
* Protect the individual’s rights to privacy
* Provide an individual with access to all personal information held on them

**Health and Safety Policy Statement**

Twinkle Day Cottage Day Nursery Ltd aims to ensure, as far as is reasonably practicable, the health safety and welfare of our employees while they are at work and of others who may be affected by our undertakings. This general policy statement provides a commitment and intent to comply with Health and Safety at work etc. Act 1974.

To ensure the principles of health and safety are clearly understood throughout the business, we will be committed:

* Complying with relevant health and safety laws and regulations, voluntary programmes, collective agreements on health and safety and other requirements to which the business subscribes:
* Setting and monitoring of health and safety objectives for business:
* Effective communication of and consultation on health and safety matters throughout the business:
* Assessing the risks to the safety and health of our employees and others who may be affected by our activities and implementing controls to minimise those risks:
* Preventing work-related injuries, ill health, disease, and incidents:
* Providing and maintaining safe plant and equipment and implementing safe systems of work:
* The safe use, handling, storage and transport of articles and substances:
* Providing and maintaining a safe working environment with safe access, egress, and welfare facilities:
* Providing the necessary training to our employees and others, including temporary employees to ensure their competence with respect to health and safety:
* Providing suitable and sufficient information, instruction, and supervision for employees:
* Continually improving the performance of health and safety management:
* Devoting the necessary resources in the form of finance, equipment, personnel, and time to ensure the health and safety of our employees and seeking expert help where the necessary skills are not available within the business:
* An annual review and when necessary the revision of this health and safety policy:
* Making this policy available to relevant interested external parties as appropriate.

The nursery is committed to the achievement of the highest practicable standards of health and safety at work for all employees. This commitment is based on the desire to protect everyone’s wellbeing while at work and on the recognition that the highest standards of health and safety in our operation are essential to improving our efficiency as a business.

 The Cottage Day Nursery are responsible for the following:

 • To provide adequate control of the health and safety risks arising from our work activities.

• To consult with our employees on matters affecting their health and safety.

• To provide and maintain safe plant and equipment.

• To ensure safe handling and use of substances.

• To provide information, instruction, and supervision for employees.

• To ensure all employees are competent to do their tasks, and to give them adequate training.

• To prevent accidents and in cases of work-related ill health.

• To maintain safe and healthy working conditions and.

• To review and revise this policy as necessary at regular intervals.

 **HEALTH AND SAFETY PROCEDURE**

RESPONSBILITIES:

* Overall and final responsibility for health and safety is that of Anna Reilly (Twinkle Cottage) Cottage Day Nursery Manager
* Day to day responsibility for ensuring this policy is put into practice is delegated to: Owner, Manager and Room Leaders.
* To ensure health and safety standards are maintained/improved, the following people have responsibility in the following areas:

 **AREA:**

 - Room leader

Comets - Room leader

Planets - Room leader

Kitchen/Staff room –Manager Anna Reilly (Twinkle Cottage)

Toilets –Manager Anna Reilly (Twinkle Cottage)

Changing Room – Room leaders

Hall, Stairs and Entrance Foyer –Manager Anna Reilly (Twinkle Cottage)

Garden –Manager Anna Reilly (Twinkle Cottage)

**All employees must:**

• Co-operate with supervisors and managers on health and safety matters.

• Not interfere with anything provided to safeguard their health and safety.

• Take reasonable care of their own health and safety; and

• Report all health and safety concerns to an appropriate person (as detailed in the Policy).

 **HEALTH AND SAFETY RISKS ARISING FROM OUR WORK ACTIVITIES:**

• Risk assessments will be undertaken by the nursery managers Anna Reilly (Twinkle Cottage)

• The findings of the risk assessments will be reported to Mrs Anna Reilly, Katherine Jones Owners of the Cottage Day Nursery.

• Action required to remove/control risks will be approved by Mrs Anna Reilly Owner of the Cottage Day Nursery.

• Mrs Anna Reilly Owner of the Cottage Day Nursery will be responsible for ensuring the action required is implemented.

• Mrs Anna Reillythe Cottage Day Nursery Owner will check that the implemented actions have removed/reduced the risks.

• Assessments will be reviewed every 12months or when the work activity changes, whichever is soonest.

 **CONSULTATION WITH EMPLOYEES:**

• Employee’s representative is Manager Kelly North and Anna Reilly (Twinkle Cottage).

• Consultation with employees is provided by Manager Kelly North and Anna Reilly (Twinkle Cottage).

 **SAFE PLANT AND EQUIPMENT**

• Mrs Anna Reilly (Twinkle Cottage) will be responsible for identifying all equipment/plant needing maintenance.

• Mrs Anna Reilly (Twinkle Cottage) will be responsible for ensuring effective maintenance procedures are drawn up.

• Mrs Anna Reilly (Twinkle Cottage) will be responsible for ensuring that all identified maintenance is implemented.

• Any problems found with plant/equipment should be reported to Mrs Anna Reilly (Twinkle Cottage) and Mrs Lorraine Allan.

• Mrs Anna Reilly (Twinkle Cottage) will check that new plant and equipment meets health and safety standards before it is purchased.

 **HANDLING AND USE OF SUBSTANCES:**

• Mrs Anna Reilly (Twinkle Cottage) are responsible for identifying all substances which need a COSHH assessment.

• Mrs Anna Reilly (Twinkle Cottage) is responsible for undertaking COSHH assessments.

• Mrs Anna Reilly (Twinkle Cottage) will be responsible for ensuring that all actions identified in the assessments are implemented.

• Mrs Anna Reilly (Twinkle Cottage) is responsible for ensuring that all relevant employees are informed about the COSHH assessment.

• Mrs Anna Reilly (Twinkle Cottage) is to check that new substances can be used safely before they are purchased.

• Assessment will be reviewed every 12 months or when the work activity changes, whichever is soonest.

 **INFORMATION, INSTRUCTION AND SUPERVISON**

• The Health and Safety Law poster is displayed in the kitchen.

• Health and Safety advice is available from Mrs Anna Reilly (Twinkle Cottage), Mrs Anna Reillyor phone 0845 408 9577.

• Supervision of young workers / trainees will be arranged / undertaken / monitored by Mrs Anna Reilly (Twinkle Cottage)

• Mrs Anna Reilly (Twinkle Cottage) are responsible for ensuring that our employees working at locations under the control of other employers, are given health and safety information.

 **COMPETENCY FOR TASKS AND TRAINING**

• Induction training will be provided for all employees by Mrs Anna Reilly (Twinkle Cottage)

• Job specific training will be provided by Mrs Anna Reilly (Twinkle Cottage) and Room Leaders.

• Specific jobs required special training are provided using Local Authority training courses.

• Training will be identified, arranged, and monitored by the Mrs Anna Reilly (Twinkle Cottage).

 **ACCIDENTS, FIRST AID AND WORK-RELATED ILL HEALTH:**

• The First Aid box is kept in the kitchen or changing areas.

• As of September 2015, all qualified staff members must hold a valid paediatric first aid certificate.

• All accidents and cases of work-related ill health are to be recorded in the accident book. The book is kept in the kitchen.

• Mrs Anna Reilly (Twinkle Cottage) are responsible for reporting accidents, diseases, and dangerous occurrences to the enforcing authority. An investigation will be carried out by Anna Reilly (Twinkle Cottage) if serious accidents resulting in death or severe injury or near misses will be reported to:

RIDDOR - 0845 300 9923 and Ofsted- 0300 123 1231

 **MONITORING**:

• To check our working conditions and ensure our safe working practices are being followed we will carry out spot checks, investigate any accidents or ill health and ensure COSHH procedures are put in place so that all staff are aware of health and safety procedures.

• Anna Reilly (Twinkle Cottage) are responsible for investigating accidents.

• Anna Reilly (Twinkle Cottage) are responsible for investigating work-related causes of sickness absences.

• Anna Reilly (Twinkle Cottage) are responsible for acting on investigation findings to prevent a recurrence.

 **EMERGENCY PROCEDURES FIRE AND EVACUATION:**

• Mrs Anna Reilly is responsible for ensuring the fire risk assessment is undertaken and implemented.

• Escape routes are checked by Anna Reilly (Twinkle Cottage) every six weeks.

• Fire extinguishers are maintained and checked by a competent Fire Safety Officer every year.

• Alarms are tested by competent electrician yearly.

**ICT POLICY**

Twinkle Day Cottage Day Nursery and Pre-School aim to develop children’s skills in all areas of learning using the Early Years Foundation Stage (EYFS) as a working document to aid practitioners. The Statutory Framework for the Early Years Foundations states that by the end of the EYFS, children should: “children recognise that a range of technology is used in places such as homes and schools. They select and use technology for purposes

To support children in acquiring these skills, Twinkle Day Cottage Day Nursery will endeavour to provide children with age-appropriate resources that promote the use of technology to enhance children’s learning experiences. All children and babies have access to resources such as musical/ light up toys, cause and effect toys, digital camera, ipad, and defunct equipment amongst many other resources.

Twinkle Day Cottage Day Nursery welcome donations of any ICT equipment from staff, parents, and carers to enhance children’s role play.

 When children are using ICT, staff consider DATEC’s principles for good practice:

1. Ensure an educational purpose
2. Encourage collaboration
3. Integrate with other areas of the curriculum
4. Ensure the chid is in control
5. Choose applications that are transparent
6. Avoid applications containing violence or stereotyping
7. Be aware of health and safety issue.

Twinkle Day Cottage Day Nursery understand that the children’s health and safety is of paramount importance. We understand that prolonged use of inactive ICT equipment such as a computer can lead to health problems such as obesity, we therefore limit the children’s time on these apparatus to twenty minutes as suggested by DATEC. All internet sites will be vetted by staff to ensure their appropriateness before children are able to access them.

**INDIVIDUAL LEARNING AND DEVELOPMENT POLICY**

 The Cottage Day Nursery are committed to providing excellent facilities for children to play, learn and develop around the areas of learning:

PRIME AREAS

* Personal Social and Emotional Development
* Physical Development
* Communication and Language

SPECIFIC AREAS

* Literacy
* Mathematics
* Understanding the World
* Expressive Arts and Design

The Cottage Day Nursery operate a key person system. Each child will be allocated a key person on confirmation of their attendance at the setting. There are opportunities during the children’s settling in sessions for parents and carers to discuss any learning requirements with their child’s key person.

The Cottage Day Nursery also provide the family with a “all about me” form to complete regarding their child’s interest’s and likes and dislikes. This will enable their key person to plan learning activities around the child’s interests to encourage them to continue to be motivated and eager to play. Children have plenty of opportunities for self-initiated and adult led learning experiences both indoors and outdoors. The Cottage Day Nursery complete a base line assessment with the parent so that the staff have a starting point with their development and learning.

All children are provided with an individual learning journey which is on an application called Parent Zone. Permission is obtained during registration for children to be photographed individually and as part of a group. The parents are then able to access their child's learning journey on their mobile device.

The children will have a baseline assessment when they start, a two year old assessment and an assessment before leaving for school, All children also have a 'next step of learning' which is completed every half term and discussed with the parent.

All children’s likes, and dislikes are considered when planning for learning experiences. Learning experiences are differentiated to include all children regardless of gender, ability, race, SEN, age, and language.

As well as daily feedback from the child’s key person, an annual parents evening will be planned for parents to discuss any area of their child’s development.

The Cottage Day Nursery understand that all children develop at various stages. If a child’s progress in any Prime areas of learning causes for concern, practitioners must discuss this with the child’s parent / carers to agree how to support the child. Practitioners must consider if a child may have special educational needs or a disability which requires specialist support the Manager Anna Reilly is Twinkle Cottage Day Nursery INCO Co-ordinator. Working with families enables us to liaise with outside agencies to provide support for any children who may have a delay in an area of their development.

Upon Registration parents/carers are given the link to access Foundation Years for parents to have more information on the Early Years Foundation Stage – htpps://www.foundationyears.org.uk.

**Local Offer**

Twinkle Cottage Day Nursery is a private day care provider. At Twinkle Cottage Day Nursery, all children are supported to reach their full potential. Children are encouraged and challenged throughout their individual journey through the Nursery.

We recognise that every child is an individual and staff are experienced in observing and assessing the next steps for the children. Your child will be allocated a Key Person who will be responsible for your child's development. The Key Person completes observations on your child during their time in our early years setting. The Key Person will also share information with you about your child's development and we encourage you to also share information with the Key Person about your child's development at home. The information gathered from assessments, observations and with speaking to you, supports the Key Person in planning your child's next steps to support their development. Through this process if the Key Person has any concerns about your child's development, they will speak with you and the setting's Special Educational Needs Co-ordinator (SENCO).

Our special educational needs co-ordinator (SENCO) will converse with parents and if necessary, they seek guidance with outside services for further support. This can include speech and language therapists, outreach workers, social services.

If you have any concerns about your child, you should speak with your child's Key Person who will consult the nursery's Special Educational Needs Co-ordinator. For a child with SEND (Special Educational Needs and Disability), a meeting with the SENCO will be necessary so their needs can be identified before the child starts at Twinkle Nursery and any reasonable adjustments can then be made to the nursery environment.

We are only able to offer a maximum of 4 children with complex needs as we need to take into consideration extra equipment, staff requirements and fire regulations. The needs of children must be discussed with the Manager on initial contact so that we can establish when a space is available to offer. The manager reserves the right to increase / decrease this number to fit the needs of the nursery.

If a child starts and is then identified as requiring one to one support and the Nursery is already supporting 4 children with complex needs, then alternative arrangements will have to be arranged to find an alternative setting that will be able to meet the child’s needs.

**How will the Staff support my child?**

Your child's Key Person will work in partnership with both you and your child. We fully encourage you to share information regularly with the Key Person. Our SENCO will also be on hand to support you and your child. We will involve you along the way and invite you to regular meetings where you will be included in the decision making of what aims for development are set for your child. If required, with your permission, we can make referrals to other professionals such as the Speech and Language therapist, paediatrician, the Early Years Panel,

**How will the curriculum be matched to my child's needs?**

Every child is seen as an individual within our setting. The Key Person, through talking with you, your child and through observations, will get to know what your child's interests are. They will also get to know how your child prefers to learn. Using this information assists the Key Person in adapting activities to support your child in accessing the Early Years curriculum. Various strategies are used to support the children, for example, "first and then" cards of what to do now and what to do next, small group activities and differentiation of activities.

**How will both you and I know how my child is doing and how will you help me to support my child's learning?**

Your child's Key Person will speak with you at each session, and you will have regular contact with the SENCO. Your child's progress is recorded in their Learning Journey through written comments, observations, and photographs and with input from you as well, such as photos taken at home or on holiday. You will be invited to meetings with the Key Person, SENCO and any other professionals involved. We can also give ideas of what to do at home to support your child's development. At Twinkle Cottage Day Nursery we operate an "open door" policy and staff are always available to discuss your child's progress and development and to help you support your child.

**What support will there be for my child's overall wellbeing?**

We offer "settling in" visits which will help familiarise your child with the nursery. Care routines will be discussed prior to starting Twinkle Cottage Day Nursery including nappy changing, sleep routines etc. We are now able to administer prescribed medicines; however, we request that parents complete a "Medicine Permission Form" when they arrive at the nursery. If necessary, a medical care plan can be completed. If additional training is required to administer medicine, we will undertake this, as necessary. Promoting positive behaviour is important to the setting; we have a behaviour policy and a named co-ordinator. We will discuss any behaviour concerns with you to maintain a consistent approach between home and nursery. The safety of your child is paramount and if a family member or friend who we have not met before is collecting your child, we will ask for a password or photograph. (Children will not be allowed to be collected by individuals under 16 years of age.)

**What specialist services and expertise are available at or accessed by Twinkle Cottage Day Nursery**

We work with all professionals as required for each child and always encourage these people to visit the relevant children in the setting. We work closely with other early years professionals who come into our setting. You will always receive a copy of any report written by us or by other professionals and you will always be invited to meetings. we have experience of working with Speech and language therapist, Portage, PDSA, Education phycologists, Health Visitors, Physio’s, community nurses, Willow's outreach service and Sensory impairment service.

**What training have the staff had who are supporting children with Special Educational Needs?**

The Twinkle Cottage Day Nursery practitioners have experience of working with children and families with SEND. The SENCO's have both attended the most recent SEND Code of Practice training. We have early years practitioners who have experience of working with children with Autism, Down syndrome, Cerebral palsy, hearing impairment, visual impairment, Language disorders and GDD (Global development delay) The staff continually receive and refresh their training. All staff are qualified within Early Years or are currently studying for qualifications. Staff have attended the following: - Portage small steps approach, Makaton, Pelican training, Portsmouth Down syndrome courses. (PDSA) supporting challenging behaviour and supporting Language delays,

**How will my child be included in activities outside Twinkle Cottage Day Nursery, including trips?**

At Twinkle Cottage Day Nursery we do go on any trips, risk assessments are completed on all walks and we take a mobile phone and a first aid kit. Any medicine needed by a child who may be going on the walk will be taken along by the Key Person. All children wear high visibility jackets.

**How accessible is Twinkle Nursery?**

We will work closely with all parents to access any specialist equipment that may be required. We are happy to make any reasonable adjustment to our environment that may be required. The garden area is flat with and we have a disabled toilet in the building. Visual timetables are used to assist children with the daily routine and communications.

**How will Twinkle Cottage Day Nursery prepare and support my child to join the nursery or transfer to a new setting or school?**

Before your child joins the nursery, we encourage you to visit the setting so that you can both become familiar with the environment. We work closely with each family to develop a settling in routine to match your child's needs. If your child attends another setting, we share the child's "Next Steps" with that setting. We liaise with local schools to arrange visits for their teachers to visit the children at Twinkle Cottage Day Nursery to aid the transition process to the new school. During this visit, your child's Key Person will have time to discuss your child's needs and share their Learning Journey with them. As part of the transition, your child's Key Person can also visit the new school with your child if it is close by. A report is produced by the Key Person when your child leaves Twinkle Cottage Day Nursery which is passed on to school by hand. We also attend a transition meeting where we can discuss all children with their teachers. We have experience of writing successful EHCP (Education health and care plans) to support children who need extra support at School.

**How are Twinkle Cottage Day Nursery resources allocated and matched to children's special educational needs and disabilities?**

We can apply for funding from Portsmouth City Council to enable the nursery to employ an additional member of staff to work with your child if needed or we can apply for a specialist grant to purchase specialist equipment. Although each application is carefully considered, we cannot guarantee that funding will be awarded. Government funding is available for two-year olds with special education and disability needs.

**How is the decision made about my child's needs and how much support will my child receive?**

The SENCO will work closely with you to determine your child's needs. The SENCO will have regular meetings with you alongside any other early year’s professionals involved with supporting you and your child. Regular staff meetings are held to ensure all practitioners are made fully aware of any additional support that a child may require. Also, the Key Person will be able to identify whether the child requires any extra support through observations made.

**How are the parents involved at Twinkle Cottage Day Nursery? How can I be involved?**

Strong relationships with parents are important to the nursery. We operate an "open door" policy and share information on I-Parent which is updated daily. Newsletters are distributed every term and there is a parents' notice board advertising news and events around the local area of the setting. At Christmas, a craft event takes place where parents can come and make crafts with their children and share a mince pie. We also have a Face Book to keep parents updated with all aspects of the nursery. Parents can spend a session with their child with our stay and play sessions.

**Who can I contact for further information?**

If you would like to discuss your child's needs before deciding about your child starting at Twinkle Cottage Day Nursery, please contact the Manager, Anna Reilly, on 02392828888 or email anna.reilly@twinklenursery.co.uk – Twinkle Cottage Day Nursery, or Lorraine Allan, on 02392420234 on lorraine.allan@twinklenursery.co.uk – Day Nursery Day Nursery.

**LONE WORKING POLICY**

This policy has been devised to protect staff and children attending the Cottage Day Nursery. Twinkle Day Cottage Day Nursery understand that there may be times during the day that staff may be left alone with the children. To ensure that staff and children are not left in vulnerable situations the following guidelines should be followed:

* Effective communication should ensure that all staff are aware of each other’s intentions and whereabouts. Staff should inform their colleagues if they intend to leave the room, even for a brief period of time. This gives them the opportunity to seek cover if necessary.
* Staff should ensure doors are open when nappy changing and toileting while maintaining children’s privacy.
* At least two people must always be on the premises, and at least one NVQ3 Qualified member of staff must always be present.
* Staff should ensure that they are always appropriately placed around the Cottage Day Nursery to maintain the safety of the children; this may mean staff and child merging when necessary.
* Staff should be aware that the safety and wellbeing of the children is paramount staff should use their initiative when attending to minor occurrences.
* Staff to ensure when left alone in the room for any reason that other staff can visually see them and hear them.

**MEALS POLICY**

Children who attend the groups; Little Stars and Milky Ways must provide formula milk and Lunches, High tea is avaliable for all children. Children in groups Comets and Planets must provide packed lunch and a water bottle . The Cottage Day Nursery will provide High tea to children staying passed 4pm.

The Cottage Day Nursery are responsible for providing water and cow’s milk throughout the day. The Cottage Day Nursery will also provide mid-morning snack and mid-afternoon snack for all age groups.

The Cottage Day Nursery promote good hygiene practice and encourage the children to wash their hands before mealtimes.

**Dietary requirements**: Children’s medical and personal dietary requirements are recorded, and individual placemats are provided with clear instructions of dietary needs. The nursery has children's dietary needs clearly displayed on the wall with clear instructions.

The dietary rules of religious groups and of vegetarians/vegans are met in appropriate ways.

**Drink:** Fresh drinking water is provided to all children / babies throughout the day. All children will need to supply a water bottle.

**Facilities:** The Cottage Day Nursery have a refrigerator and a microwave to heat up food. Checks are carried out with a food probe to ensure food is heated to the correct temperature. Food preparation areas are cleansed before and after every meal, snack and cooking time and recorded daily.

**Healthy meals:** Parents are responsible for providing healthy well-balanced meals for their children but must bear in mind the facilities of the Cottage Day Nursery to store and prepare the food and the timescale for preparation. Nursery staff are always available to discuss diets, weaning and ideas to encourage children to eat well. Staff are required to monitor each child’s diet and liaise with parents. The nursery provides information for children aged 3months to 18 months to their parents about what their child has eaten and drunk and will provide parents with a daily food monitoring sheet if required. This is done via Parent Zone. Common foods that cause allergic reactions should not be provided in case “food swapping” occurs (I.e., peanuts/peanut butter/shellfish/nuts etc.). An allergy list is available to all staff and is displayed in the kitchen area. It is kept up to date as parents provide information. All parents are responsible for completing an allergy form for their child and keeping the Cottage Day Nursery informed or any changes.

The Cottage Day Nursery keep spare food on site in case of emergencies and parents will be charged a fee of £2.50 if the Cottage Day Nursery need to provide a breakfast of a lunch.

**Training:** In house Training is provided and offered to members of staff to maintain food standards

**Outside Agencies:** The Cottage Day Nursery have an obligation to inform Ofsted within 14 days of any food poisoning affecting two or more children looked after by the Cottage Day Nursery.

 **PERSONAL CARE POLICY**

Parents are required to provide all nappies and lotions/creams which will be stored at the Cottage Day Nursery. Nappy changing units are cleaned with paper towels and antibacitira spray after every nappy change. Nappy cream is only applied if parents have requested and provided this or that the parents have authorised a known cream for the Cottage Day Nursery to use if staff felt that the child needed cream at the time.

Nappy changing occurs every three hours or if a change needs changing. Please ensure that your child comes into their session wearing a clean dry nappy, if this is not achievable then please advise a member of staff in your child’s room.

All staff are provided with disposable gloves while changing nappies, toilet training and while handling accidents. Gloves will be provided by the Cottage Day Nursery and disposed of in a sanitary bin which is changed daily.

All nappy changes are recorded, such as the time, if the child was wet, dirty, if cream was applied and which staff member changed the child, these are filed in the office.

 Parents will be informed when supplies are low, so replacements can be arranged.

Staff will change the child’s clothes when required ensuring the child is made comfortable and clean. A change of clothing form will be completed when a child’s clothing is changed.

Only staff that have current CRB/DBS checks will change nappies, clothes and assist with toileting.

At the time that toilet training is introduced staff will work closely with parent’s wishes to suit their child’s individual needs. Plenty of clothes are required including socks, pants, vests and tops etc which all need to be named.

Twinkle Nursery aims to support children's care and welfare daily in line with their individual needs. All children need contact with familiar, consistent carers to ensure they can grow confidently and feel self-assured. At times children need to be cuddled, encouraged, held, and offered physical reassurance.

Intimate care routines are essential throughout the day to ensure children's basic needs are met. This may include nappy changing, supporting children with toileting, changing clothes where required, first aid treatment and specialist medical support.

To maintain the child's privacy, most of these actions will take place on a one-to-one to basis, and by an adult who the child is familiar with, the only exception if first aid treatment is required that will be conducted by a qualified first aider.

We wish to ensure the safety and welfare of the children involved in intimate care routines and safeguard against any potential harm as well as ensuring the staff member involved is fully supported and able to perform their duties safely and confidently. Through the following actions we will endeavour to support all parties:

* Promote consistent and caring relationships through the key person system in the nursery and ensure all parents understand how this works
* Ensure all staff undertaking intimate care routines have suitable enhanced DBS checks
* Train all staff in the appropriate methods for intimate care routines and access specialist training where required, i.e., first aid training, specialist medical support
* Conduct thorough inductions for all new staff to ensure they are fully aware of all nursery procedures relating to intimate care routines
* Working closely with parents on all aspects of the child's care and education. This is essential for intimate care routines which require specialist training or support. If a child requires specific support the nursery will arrange a meeting with the parent to discover all the relevant information relating to this to enable the staff to care for the child fully and meet their individual needs
* Ensure all staff have an up-to-date understanding of safeguarding and how to protect children from harm. This will include identifying signs and symptoms of abuse and how to raise these concerns in the most appropriate and speedy manner
* The setting operates a whistleblowing policy as a means for staff to raise concerns relating to their peers. The management will support this by ensuring staff feel confident in raising worries as they arise to safeguard the children in the nursery
* The management team regularly conducts working practice observations on all aspects of nursery operations to ensure that procedures are working in practice and all children are supported fully by the staff. This includes intimate care routines

Staff will be trained in behaviour management techniques which will include using restraint techniques where required, e.g., if a child is likely to hurt themselves or others. Please refer to the nursery behaviour management policy for further information

If any parent or member of staff has concerns or questions about intimate care procedures or individual routines, please see the manager at the earliest opportunity.

**OFSTED NOTIFICATION POLICY**

The Cottage Day Nursery have a legal requirement to inform Ofsted of the following changes:

* Any changes in the address of the premises of which childcare is provided
* Any changes to the address of the premises; to the premises which may affect the space available to them and the quality of the childcare available to them; in the name or address of the provider, or the providers other contact information to the person who is managing the early years provision or in the persons aged 16 years or older living or working on child-minding premises.
* Any proposal to change the hours during which childcare is provided; or to provide overnight care.
* Any significant event which is likely to affect the suitability of the early years provider or any person who cares for, or is in regular contact with, children on the premises to look after children.
* Where the early ears provision is provided by a company, any change in the name or registered number of the company.
* Where the early year’s provision is provided by a charity, any change in the name or registration number of the charity.
* Where the childcare is provided by a partnership, body corporate or unincorporated association, any change to the ‘nominated individual; and
* Where the childcare is provided by a partnership, body corporate or unincorporated association whose sole or main purpose is the provision of childcare, and change to the individuals who are partners in, or a director, secretary or other officer or members of its governing body.
* A member of staff is disqualified by association - If a member of staff lives or works in the same household as someone who is disqualified to work with children, they may become disqualified by association. This requirement “guards against an individual working with young children who may be under the influence of a person who lives with them and where that person may pose a risk to children i.e., ‘by association’.”

Providers are required to notify Ofsted about a change of person except for managers, as specified. Providers must give Ofsted the new person’s name, any former names or aliases, date of birth, and home address. If there is a change of manager, providers must notify Ofsted that a new manager has been appointed. Where it is reasonably practicable to do so, notification must be made in advance. In other cases, notification must be made as soon as is reasonably practicable, but always within 14 days. A registered provider who, without reasonable excuse, fails to comply with these requirements commits an offence.

**OUTINGS POLICY**

For any activities taking place off the Cottage Day Nursery sites a specific risk assessment will be undertaken by Anna Reilly (Twinkle Cottage) or the management team. The risk assessment will detail the safest route to the destination. If there are found to be major risks, then the children will not visit. Staff are responsible for assessing risks once they have arrived at the destination, if any risks are found that cannot be resolved / removed the children and staff will return to the Cottage Day Nursery.

To ensure safety of children when outside the Cottage Day Nursery the children will be provided with:

* Fluorescent bibs
* Pushchairs
* Ring holders

All members of staff are suitably trained to support the children and the qualified members of staff will be first aid qualified. It is also our policy that at least one member of staff will have a mobile phone in case of any emergencies, carry a first aid box and any medication the children may require.

Children will only be allowed on outings if their parents/carers have signed a permission form on registration. Snacks and refreshments will be provided as required by the Cottage Day Nursery considering any allergies etc.

**PARENT PARTNERSHIP POLICY**

At Twinkle Day Cottage Day Nursery we always respect children’s parents/carers as they are a child’s first and most important educators. We believe the partnership between parents and the nursery is vital at this stage of the child’s education.

Parents are provided with information on how to access the Cottage Day Nursery policies and procedures. Parents must sign to say that they agree with them and a copy of the Cottage Day Nursery policies and procedures are available in the reception and on the website. Any information regarding the Cottage Day Nursery policies and procedures can be requested and discussed with the nursery manager if you have any concerns. The Cottage Day Nursery also have a notice board in the entrance foyer which provides a copy of the complaints policy and Ofsted address.

all staff have photos displayed in the reception area.

During the settling in sessions at the nursery the parents are given the opportunity to discuss their child’s needs, get to know the routine of the room and become familiar with the staff. When a baby/child starts the setting, it is important during the settling in session to understand the baby’s/child's routine so that the transition can be made as smooth as possible. During the 3rd settling in session the room leader completes a baseline assessment with the information gathered during the meeting with the parent and from observations so that the child’s key person has starting point of learning.

 Newsletters are available to all parents to ensure they are informed on the Cottage Day Nursery news 3 times a year. Parents are kept updated on any changes relating to their child’s development needs, these can be given verbally, or during a planned meeting.

 Staff are always available to talk to about children’s progress. If the parent/carer does not regularly see their child’s key person due to staff shift patterns, then all parents are welcome to make an appointment to see them at any time.

If a parent wishes to make a complaint please refer to the Complaints, Comments and Suggestion Policy.

We welcome all parent contribution within the Cottage Day Nursery, we are happy for parents to join us for a session to be part in your child’s day at the nursery. Once a year we have a Parents Evening so that you have an opportunity to speak to your child’s keyworker regarding their progress at the Cottage Day Nursery. We also ask parents to send in observations via Parent Zone to promote two-way communication.

Every half term parents/carer will receive an update of their child’s developmental progress and planned next steps and will be provided with opportunity to discuss this with their child’s key person.

We like to take every opportunity for parents to get involved in the nursery: Christmas week, monthly questions, questionnaires, play and stay sessions etc.

**Parent Zone**

We would like to introduce you to Parent Zone which is a system we have adopted at Twinkle Day Cottage Day Nursery.

Parent Zone is an appt which brings you closer to your child’s development at nursery. You will be able to see a timeline of your child’s day at nursery, with photos, videos, and notes on your child’s daily activities. We want to make sure we work with parents to enhance your child’s development, so as well as being able to see what he or she is getting up to while in our care, you can get involved and contribute your own photos and notes from home to show all the fun things your child gets up to outside of nursery. Together we can provide the absolute best experience throughout your child’s early years.

The Parent Zone provides you with your child’s learning journey whilst their time at the Nursery. Staff take observations supported by the EYFS.

You will see our nursery practitioners using tablets in the room and this will enable our staff to take learning observations in a fraction of the time it has taken us previously. This means we will have so much more time to play, teach and care for the children instead of spending time on paperwork.

**Security**

The system is very secure. For the techy types amongst you the connection is made using a secure server holding a 256-bit SSL certificate (typically your internet banking uses 128 bit). You will be the only person outside of the nursery that can view your child’s profile and you will access it with a unique and secure log in. The staff have no access to the internet from the tablets, this feature has been disabled and password protected by the nursery owner.

**Getting Access**

You can download Parent Zone from the Google Play Store & the Apple App Store. If you do not have a smart phone, you can log in at www.parentzone. We will send you out a secure email to invite you to activate your account and set up a unique Parent Zone log in. Please make sure you have provided us with an up-to-date email address.

We sometimes will include your child in group photos or group videos. This will show you how your child’s social skills are developing and how they participate in group activities such as dancing and singing. Before your child starts the setting, we will ask your permission for them to be in group photos or videos.

**Twinkle Cottage Day Nursery do not give permission for parents to copy / reproduce any photos or Media from our parent zone app and do not give permission for any images/media to be used on any social networking site.**

**Play Policy**

Twinkle Day Cottage Day Nursery are strong believers that children learn through play and follow a child led curriculum:

* Twinkle Day Cottage Day Nursery follow a mainly child led curriculum offering a range of adult led learning experiences throughout the day.
* All adult led learning is playful and planned around children's interests to engage them.
* Adult led learning experiences are incorporated into the daily routine and children can access these if they wish.
* Groups are arranged to encourage free flow play and children always have access to all seven areas of learning.
* Twinkle Day Cottage Day Nursery understands that sometimes children play together and sometimes play alone.
* Practitioners will sensitively engage with children throughout their play to extend learning through open ending questioning, providing extra resources and observing to understand interests.
* Practitioners understand that children sometimes do not want to play with them.
* The practitioner’s role in play is to provide resources, observe children and extend learning.
* Practitioner's respect and accept all forms of play including gun, weapon, war, and superhero play, regardless of the practitioner’s own views.
* Play that scares, threatens or hurts another child or damages any property will be quickly discouraged and children will be requested to cease this play and an explanation of why it is unacceptable will be given.
* Twinkle Day Cottage Day Nursery continues to purchase new toys and equipment according to the needs of the children. However, we recognise that sensitive, enthusiastic practitioners are the best resource that we could provide for young children.

**Premises and Equipment**

**Premises:**  The Cottage Day Nursery have a legal requirement to ensure the property is safe and suitable for the purpose. It is a legal requirement to inform Ofsted of any proposed changes to the premises 14 days before the event occurs. This could be any changes that might affect the space to the children and quality of childcare available to them.

 The nursery ensures that the premises and equipment are organised in a way that meets the needs of children.

• All children under the age of two years are provided with 3.5m2 per child.

• All children two years old are provided with 2.5m2 per child

• All children aged three to five years are provided with 2.3m2

The nursery has a specific legal requirement to ensure the safety of the children, staff, and others on the premises in case of fire and we have a clearly defined procedure for the emergency evacuation of the premises. Fire drills will be carried out so that both staff and children become familiar with the evacuation process. All fire exits will be clearly identifiable and fire doors will be kept free from obstructions. The Cottage Day Nursery are fitted with a Fire System which is certificated and is checked every 12 months.

To the rear of both nursery premises is the dedicated entrance with a ramp to assist with anybody with a disability and we also have a designated disabled toilet and wash area on the ground floor. The Cottage Day Nursery premises will be cleaned on a regularly basis, rooms are kept at a temperature which ensures comfort of the children and staff, ventilated and well lit.

 if we need contractors who are not able to work out of hours then the children will be moved to another part of the property so that the work can be carried out.

The Cottage Day Nursery have Public Liability Insurance which is displayed in the Entrance Lobby.

The Cottage Day Nursery premises will only be used solely by the Cottage Day Nursery during the hours of operation. The Cottage Day Nursery premises have an equipped kitchen to provide healthy breakfast, snacks, drinks, and high tea for the children.

The Cottage Day Nursery premises provide a separate sleeping area for children aged 0 – 1 and designated arrangements for children aged 1-2 All children requiring sleep will be provided with their own bed linen.

The Cottage Day Nursery provide facilities for the preparation of baby’s feeds with suitable sterilisation equipment used for feeding equipment and dummies.

The Cottage Day Nursery provide at least one toilet and one basin for every ten children over the aged of two, and the Cottage Day Nursery have a designated area for nappy changing.

 The premises provide a separate Staff Room for staff breaks, and an Office where confidential information and records are held. The nursery premises provide for separate area for cleaning and laundry provisions.

**Equipment:** All equipment used is considered when calculating floor space for children. The Cottage Day Nursery will ensure that all children have identified storage for records, toys, and personal belongings. When setting up each room the space provided for each child will be used to ensure that all children have scope for free movement and well-spread activities.

Equipment will be cleaned on a regular basis. The Cottage Day Nursery will provide equipment and toys appropriate for the ages of children. Toys are cleaned on a weekly basis to sustain cleanliness; however, if toys become contaminated then they are cleaned immediately.

It made clear to all staff that it is their responsibility to maintain safe equipment and report to manager if any defaults occur. Action will be taken for repair or replacement. Managers are responsible for purchasing and ensuring that there is enough equipment appropriate to the various stages of development.

We have a wide range of equipment, including manufactured and natural materials to ensure positive images are reflected and to promote equal opportunities for learning, avoiding racial and gender stereotyping. Toys and equipment are stored at the children’s level to promote independence.

**The Prevent Duty**

Prevent is about safeguarding people and communities from the threat of terrorism. Prevent is part of CONTEST, the Government’s counter-terrorism strategy. It aims to stop people becoming terrorists or supporting terrorism.

For Twinkle Cottage Day Nursery to fulfil the Prevent Duty it is essential that staff can identify children who may be vulnerable to radicalisation and know what to do when they are identified. Protecting children from radicalisation is seen as Twinkle Cottage Day Nursery wider safeguarding duty.

Twinkle Nursery builds children’s resilience to radicalisation by promoting fundamental British values (see British values policy).

Twinkle Cottage Day Nursery understand that there is no single way of identifying an individual who is likely to be susceptible to a terrorist ideology. As with managing other safeguarding risks, staff are alert to changes in children’s behaviour which could indicate that they may need help or protection.

Attentional training – Management and room leaders have all completed an E – learning course which is a programme provided by Channel. It focuses on providing support at an early stage to people who are identified as being vulnerable to being drawn into terrorism. This e-learning course includes information on how Channel links to the government's counter-terrorism strategy (CONTEST) through the Prevent strategy. It also provides guidelines on how to identify people who may be vulnerable to radicalisation and how to refer them to the Channel programme.

Twinkle Cottage Day Nursery understand that further advice found:

* DfE – The Prevent Duty
* HM Government – Revised Prevent Duty Guidance for England and Wales
* [www.saferportsmouth.org.uk](http://www.saferportsmouth.org.uk)
* Charlie.pericleous@portsmouthcc.gov.uk - Prevent coordinator at Portsmouth City Council.

**QUALIFICATIONS, TRAINING, SKILLS AND KNOWLEDGE POLICY**

 Staff are trained and experienced in the childcare field and hold relevant qualifications such as: NNEB, BTec or NVQ. Non-qualified staff will be training towards their NVQ’s with a reputable training agency and under the guidance of qualified staff.

The Cottage Day Nursery provide employment opportunities and offers apprenticeship. The Cottage Day Nursery are working towards all members of staff holding a relevant childcare qualification.

All staff at the nursery have access to training such as: Basic Safeguarding Awareness, First Aid, and all other relevant training. Staff personal development is monitored through termly supervision. Staff are provided with their own individual Progress File which ensures that all health and wellbeing needs are being met by the Cottage Day Nursery.

We also accept students training for the childcare qualification however they are closely monitored by qualified staff and given a full induction.

**RECORD KEEPING POLICY**

The Cottage Day Nursery hold personal information on children and is therefore required to inform the Information Commissioners Office.

**COTTAGE DAY NURSERY RECORDS**

* Only Management have access to staff files. All staff has access to the information kept on the children. Parents can see these records on request.
* Under the Data Protection Act information and records will be stored with regards to the “Pre-School Learning Alliance Retention Periods for Records.”
* The manager will keep Ofsted informed of any changes in staff, premises, management, illnesses, or any other important information.
* The manager is responsible for all Staff CRB/DBS checks and recording the numbers and forms.
* The Cottage Day Nursery will display Certificate of Registration.
* The Cottage Day Nursery will keep a record of all risk assessment carried out and any action taken.
* All records will be kept within the premises of the Cottage Day Nursery in a locked filing cabinet.
* The Cottage Day Nursery will inform all parents / carers of any notified Ofsted inspections.
* The Cottage Day Nursery will provide all parents / carers with a copy of the Ofsted Inspection Report.

**CHILDREN DOCUMENTATION**

* It is the parent’s responsibility to keep the Cottage Day Nursery informed of any change of details after the initial induction has been completed. The Cottage Day Nursery will review the records annually and provide forms to be updated if necessary. Staff are also responsible for the informing the management of any changes to their details.
* The Cottage Day Nursery maintain all records, policies and procedures required for safe and efficient management of the setting and to meet the needs of the children.
* The Cottage Day Nursery record and keep confidential files on each child attending.
* The Cottage Day Nursery provide personal information to the Local Authority about children attending that receive NEG funding as part of the Early Years Census.
* The Cottage Day Nursery record information about the Ethnicity of all children attending, however only if a parent or carer chose to disclose this information.
* The Cottage Day Nursery record any child’s learning difficulties and disabilities status.
* Staff will keep a chronology records of any involvement with a child.

**Registering Your Place at Twinkle Cottage Day Nursery**

If you wish to register for a place at the Cottage Day Nursery you must have had a show around and complete an Enquiry Form.

Once a place is available then you will complete 3 settling in sessions and you must provide original copies of documentation to confirm that your child has reached eligible age for all early education funded places. For example, birth certificate or passport.

You must provide original copies of documentation to confirm that your child eligible for funding (code) or three and four-year-old extended funding (eligibility code).

Twinkle Cottage Day Nursery will retain paper or digital copies of documentation to enable the local authority to carry our audits and fraud investigations.

**Waiting List**

If there are not enough places available for all applicants, we will allocate places in the following priority order:

* Children who already attend the nursery waiting for extra sessions
* Children who have a sibling at the setting.
* Children who will have their fourth birthday during the academic year for which they are applying to school can only benefit from three terms of nursery education.
* Looked After Children (children in public care and as deemed under Section of the Children Act 1989).
* In order of enquiry

The waiting list will be maintained by the Managers.

**Shared Care**

If we are unable to offer you a place for all your entitled funded hours you may wish to share your early education funding with another local provider. We work in partnership with all other providers to enable eligible children to access their full entitlement with planned transitions.

**Deposit**

There is a deposit of £50.00 for part time and £100.00 for a full-time place which is refundable when a full months' notice is given. No deposit is charged to secure your child’s place where you are only using funded hours. Should you choose to access additional paid hours, we may charge a deposit of £50.00 to secure your child’s place.

**Notice Period**

Parents are required to give a 4-week notice period for any funded and paid hours when deciding to withdraw their child from Twinkle Cottage Day Nursery and will be invoiced for this period in the usual way.

**Top-up Fee**

Twinkle Cottage Day Nursery will not charge parents ‘top-up’ fees (the difference between our usual fee and the funding we receive from the local authority to deliver funded places) or require parents to pay a registration fee as a condition of taking up their child’s funded place.

 **Contribution**

A Monthly contribution is asked of all parents to assist with snacks, wipes, nappy bags, trips out, Nursery tea and extra resources at the nursery.

**Optional Additional Hours**

If you require any additional hours these may be purchased in line with our Nursery Fees pricing where hours are available.

**Invoices**

Twinkle Cottage Day Nursery will ensure that invoices are clear, transparent, and itemised allowing parents to see that they have received their funded entitlement complete free of charge and understand fees paid for additional hours.

**Complaints**

If you feel that the admissions criteria stated above have not been fairly applied to your child, then you may register a complaint with Anna Reilly Manager/ Director using the normal complaints procedure.

We will endeavour to make welcome fathers and mothers, other carers and relations and people from all ethnic, religious, and social groups, with and without disabilities.

 We will endeavour to be flexible when trying to accommodate the needs of individual children and their families.

The Cottage Day Nursery recommend that each child attends for a minimum of two sessions per week.

The Cottage Day Nursery reserve the right to refuse admission with just cause.

**RISK ASSESSMENT POLICY**

The following 5 steps illustrate the risk assessment process at the Cottage Day Nursery:

1. Identify the risk within my environment, equipment, or practice.

2. Decide who might be harmed and how.

3. Evaluate the risks and decide on precautions.

4. Record my findings and implement them.

5. Review my assessment and update if necessary.

The Owner and Manager review the annual premises risk assessment yearly to ensure that the premises are safe and maintained. The Cottage Day Nursery carry out risk assessments daily:

* Daily room risk assessments
* Garden risk assessments
* Opening and Closing checklist

 An individual risk assessment may be required if a child or staff member has a specific care requirement.

The Cottage Day Nursery have a Health and Safety Policy which includes procedures for identifying, reporting, and dealing with accidents, hazards, and faulty equipment.

The Cottage Day Nursery have a Fire Risk Assessment which is reviewed annually or if there are any significant findings.

**SAFGUARDING POLICY**

In line with L.S.C.B

Child protection takes priority over confidentiality and relationship with the family.

 Anna Reilly (Twinkle Cottage) are the child protection officers and Early Help Assessment leads.

The Cottage Day Nursery work within the regulations set out by the 1989 Children’s Act and will implement the fundamental principles of the Act. Every child has a right to protection from all forms of physical or mental violence, injury or abuse, neglect or negligent treatment, maltreatment, or sexual exploitation, including sexual abuse, being at risk of trafficking while in the care of Parent (s), legal guardian(s), or any other person who has the care of the child. Staff will be aware of all children with disabilities and have extra consideration for their individual needs. Staff should be alert to the potential need for early help for a child who is disabled and has specific additional needs

Abuse can be defined as the following:

Emotional Abuse

Physical Abuse

Neglect

Sexual Abuse

Staff are made aware of the definitions of these types of abuse and how to react to any by means of reading the “what to do if you’re worried a child is being abused” and who to talk to if they have suspicions of abuse on inductions. We seek out training opportunities for all staff involved in the Cottage Day Nursery to ensure that they can recognise the symptoms of any sort of abuse, and act appropriately and efficiently if a case were to occur.

All physical existing injuries that are seen by a member of staff or disclosed by a parent/ are documented down on an existing injury form to explain how the injury occurred outside the Cottage Day Nursery. Practitioners who work with non-mobile babies will be aware/have use of the bruising protocol for the management of actual or suspected bruising in infants. All staff are made aware of how to access the reporting protocol for any suspected FGM (Female Genital Mutilation). All existing injury forms are reviewed regularly by Anna Reilly (Twinkle Cottage).

If a child verbally discloses any form of abuse this will be carefully recorded using the child’s exact words and signed by a witness if possible. If any practitioner has any concerns about a child’s welfare, then they will pass these concerns over to the Child Protection Officer Mrs Anna Reilly (Twinkle Cottage). If Anna Reilly is not available to contact, then please see the deputy manager or acting deputy manager.

Any information such as observations and body maps will also be passed over in case they are needed for any investigations. The Cottage Day Nursery will then inform social care according to the 2014 government non-statutory guidance “What to do if you’re worried a child is being abused. (DfES, 2014)”.

If staff are not satisfied with the outcome of any internal procedure, then they are fully aware of their duty to the child to take their concerns directly to social care 023 92 839111.

The Cottage Day Nursery will share information regarding child protection with other professionals only if it is important to the child’s welfare. The Cottage Day Nursery will take every step in its power to build up a trusting and supportive relationship between families and staff in the group. The Cottage Day Nursery will inform parents of all investigation unless sharing the information puts the child at risk of serious harm. If abuse at home is suspected the Cottage Day Nursery will continue to welcome the child and family while any necessary investigations proceed. The care and safety of the child is paramount, and the Cottage Day Nursery will do all that they can to support and work with the family.

On registration to the Cottage Day Nursery, parents/carers are requested to detail any involvement with other professionals. If, however, parents/carers do not state this information the child protection co-ordinators are able to contact the Multi Agency Safeguarding Hub (M.A.S.H) -0845 6710271 to request information regarding any agencies working with the family. If the parent/carer does provide information regarding other professionals working with them, then the Cottage Day Nursery will strive to work co-operatively with them. Twinkle Day Cottage Day Nursery will work closely with appropriate professionals and provide information relevant to keeping the child safe. Information requested may include Private fostering agreements, attendance patterns, arrival times and existing injury documents. All this information is recorded for every child to safeguard more effectively.

Support for staff:

Management recognises that any staff members who happen to be involved in any child protection issues may find it upsetting and distressing. Management will offer support accordingly during regular supervisions.

Supervisions are given on a regular occurrence

Professional Boundaries

Staff are made aware during their induction the importance of professional conduct whilst working with children at the setting. Children are encouraged to be independent therefore prolonged periods of cuddling and sitting on practitioners’ laps is discouraged. Kissing of children on the lips is discouraged and a discussion on professional boundaries with the manager will take place if this is reported. Twinkle Day Cottage Day Nursery does however understand the importance of loving close relationships fostered between children and their key person and the positive effects of these relationships on early learning. We aim to provide a balance of professionalism within a home from home environment.

Physical Contact

There may be times that staff have to use physical contact of force to protect a child or other persons from harm. Physical contact or force will only be used if the child or adult is in immediate danger causing danger to others. On these rare occasions an incident form will be completed and signed by a witness if possible. If a child has had to be subjected to any physical contact or force, then the child’s parents/carer will be contacted immediately and requested to sign the incident form on collection of the child.

Camera, Mobile phone and recording devices

Twinkle Day Cottage Day Nursery operate a camera, mobile phone and recording device policy to protect children, protect staff from allegations and to maintain high standards of care within the setting

Online Security

No devices are allowed in the nursery that have access to the website. All tablets used in the Nursery have been set to a restricted user mode where access to the internet has been disabled.

**Early Help Assessment ( EHA)**

Twinkle Day Cottage Day Nursery Ltd have procedures in place to discuss the EHA (Early Help Assessment). All families using the Cottage Day Nursery will undergo a pre-assessment questions on induction during their paperwork session; this is only undertaken with the parent’s permission.

If the pre-assessment highlights any areas of need, the EHA Manager Anna Reilly will identify whether the Cottage Day Nursery can support the family by putting additional services into place or whether the needs fall outside of tier one. In this instance a full EHA will be used as an assessment tool to understand the tiers of need as detailed below. If during the assessment process the child is believed to be in significant harm, then the Safeguarding Policy/ Procedure should be followed immediately.



If the child or family’s needs fall into the tier two or above categories, then the HV will be contacted to complete the EHA process and access the relevant professionals. Families falling into tier three level of need will again be referred to relevant agencies. In some circumstances more than one agency will be required and this will be highlighted on the EHA

The individual initiating the EHA will normally be the Health Visitor (HV) The parent in some instances will be encouraged to select a professional who they trust.

Before the EHA is undertaken, the champion should contact the M.A.S.H team 0845671 0271 as there may already be a EHA in place. At this point the Cottage Day Nursery can make themselves known and describe their involvement with the family.

The EHA is used as a method of assessment and is used alongside the safeguarding policy. If anyone has serious concerns about the wellbeing or safety of a child, they should follow the Safeguarding Policy/ Procedure without delay.

**SAFE RECRUITMENT POLICY**

The Cottage Day Nursery has an effective system in place to ensure that all practitioners and other people aged 16 or over likely to have regular contact with children are suitable to do so. Anna Reilly and the deputy manager have undertaken safer recruitment training with Portsmouth City Council.

The Cottage Day Nursery expect all people connected with their provision who work directly with children to declare to them all convictions, cautions, court orders, reprimands and warning which may affect their suitability to work with children.

 To achieve Safe Recruitment:

* Members of staff paid / unpaid will be CRB/DBS checked (Criminal Records Bureau) and will not be able to work within the Cottage Day Nursery unsupervised until completed.
* 2 References will be requested. These will be followed up with a phone call
* Full employment history will be requested and any gaps within their history will be investigated and explanations required.
* Evidence of relevant Qualifications and identification will be requested.
* Applicant will be interviewed by management and a senior practitioner.
* When a candidate is offered a position within the Cottage Day Nursery, they will be placed on a period of probation for 6months.
* The new member of staff will undertake a 1-week induction period to ensure that all relevant information, policies, procedures, and good practice are provided

The new member of staff will receive a copy of all Policies and Procedures and Management will complete a Staff Progress File which will include all Supervision, Training, and yearly appraisals.

All agency / students / volunteers will receive the Cottage Day Nursery induction process and will abide by the Cottage Day Nursery policies and procedures. All non-permanent staff will never be left unsupervised at any time.

**STAFFING ARRANGEMENTS POLICY**

The Cottage Day Nursery will ensure that the ratio for adults: children are always adhered to. To meet these requirements:

* Babies from Birth to 2 years1 adult: 3 children
* 2 years to 3years 1 adult: 5 children
* 3years to 8years 1 adult: 8 children

volunteers/students under the age of 17 years cannot count towards the ratio and will always be supervised. Apprentices aged 16 on long term placements may be included in the ratios if deemed competent and responsible. The only exception is when children are sleeping an adult does not need to be present in the room, however, should be available nearby within earshot should they be needed. Sleeping children are checked every 10mins.

If for any reason it is found that the above ratios will not be met by the Cottage Day Nursery, then the Contingency Plan will come into practice.

Contingency Plan:

* Regrouping of Children
* Re-organising of rooms and activities
* Re-deploying of other suitable staff.
* Contact other members of staff paid and unpaid not working to request their employment.
* Contact Agency Recruitment to request paid workers.

**SECURITY AND GARDEN SUPERVISION POLICY**

The Cottage Day Nursery have a requirement to ensure the property is secure therefore the following security has been implemented:

 **Door Security**

* The entrance door will always be locked by an internal locking device.
* The entrance door will have a second security lock at the top of the door to ensure that children are unable to open the door by themselves.
* Member of staff must be responsible for opening the entrance door to allow parents/carers entry or exit.
* Rooms not accessible to the children will have a gate.

**Window Security**

* All windows will have window security locks to ensure windows cannot be opened fully.

**Garden Supervision**

* While the children are playing in the garden they will be supervised by the appropriate number of staff. Staff will spread out over the area so that they can see all parts of the play area.
* The garden is checked for debris before the children are taken out and a form is filled in to ensure this is done.

**Property**

The Cottage Day Nursery ensure the property is safe and suitable for their purposes. Legally we must inform Ofsted of any proposed changes to the premises 14 days before the event occurs. This could be any changes that might affect the space to the children and quality of childcare available to them.

 **Fire**

The Cottage Day Nursery have a specific legal requirement to ensure the safety of the children, staff, and others on the premises in case of fire and we have a clearly defined procedure for the emergency evacuation of the premises. Fire drills will be carried out so that both staff and children become familiar with the evacuation process. All fire exits will be clearly identifiable and fire doors will be kept free from obstructions.

**SPECIAL EDUCATIONAL NEEDS POLICY**

 The INCO Coordinator for the Cottage Day Nursery is Manager Anna Reilly (Twinkle Cottage)

**Statement of intent**

We provide an environment in which all children are supported and encouraged to reach their full potential no matter what their Special educational needs are.

Aims:

* We have regard for the DCSF special educational needs code of practice and the disabilities discrimination act 1995 and the equality act 2010 and the children and families act 2014.
* We aim to include all children in our provision
* We provide help and support to all parents including those with children with special educational needs (SEN/ disabilities)
* We are committed to working in partnership with parents and other agencies on meeting individual needs.
* We monitor and review our policy and practice and provision and, if necessary, adjust as required.
* We aim to meet the needs of all the children.
* We designate a member of staff to be our special needs co-ordinator (INCO) and give her/his name to parents.
* We provide a statement showing how we provide for children with SEN/disabilities.
* We ensure that the provision for children with SEN/disabilities is the responsibility of all staff members in the setting.
* We ensure that our inclusive admission practice ensures equality of access and opportunity.
* We ensure that our physical environment is as far as possible suitable for children with SEN/disabilities.
* We work closely with parents of children with SEN/disabilities to create and maintain a positive partnership.
* We ensure that parents are informed at all stages of assessment, and review of their child’s education
* We provide parents with information on sources of independent advice and support.
* We liaise with other professionals involved with the children with SEN/disabilities and their families, including transfers, arrangements to other settings and schools.
* We provide a broad, balanced and differentiated curriculum to meet individual needs and abilities. Through our use of sensitive systems of observing and planning, implementing, monitoring, and evaluating for all children, we also use this system for reviewing individual educational plans (IEP’S) for children with SEN/disabilities.
* We aim to ensure that children with SEN/disabilities are appropriately involved at all stages of the graduated response, considering their levels of abilities.
* We use a system for keeping records of all the children within the setting, including children with SEN/disabilities which are passed onto schools or other settings.
* We provide and are willing to access further resources (human and financial) to implement our SEN policy.
* We ensure the privacy of children with SEN/disabilities when providing intimate care is being provided.
* We provide in service training for practitioners and volunteers where necessary.
* We raise awareness of any specialist training the setting has to offer, e.g., pelican training, Makaton.
* •We ensure the effectiveness of our SEN/disabilities provision by collecting information from a range of sources: IEP’S reviews, staff and management meetings, parental and external agencies views inspections and complaints. This information is collated evaluated and reviewed on a regular basis.
* We provide a complaints procedure.
* We monitor our policy annually.
* We recognise children constantly working beyond their next step of learning and IEP’S are written accordingly to support them.
* We use a system of planning, implementing, monitoring and evaluating and reviewing individual educational plans (IEP’S) for children with SEN/disabilities
* We are only able to offer a maximum of **3 children with complex needs** as we need to take into consideration extra equipment, staff requirements and fire regulations. The needs of children must be discussed with the Manager on initial contact so that we can establish when a space is available to offer.
* If a child starts and is then identified as requiring one to one support and the Nursery is already supporting 3 children with complex needs, then alternative arrangements will have to be arranged to find an alternative setting that will be able to meet the child’s needs.

Legislation link: DDA 1995, EQULITY ACT 2010, EYFS 2012. CHILDREN AND FAMILIES ACT 2014

**SETTLING IN POLICY**

The Cottage Day Nursery appreciate that it may be difficult to leave your child for the first time. Therefore, we highly recommend that you complete the settling in sessions before your child’s start date to enable yourself and your child to be familiar with the surroundings.

 **SETTLING IN SESSIONS**

 Key Person identified

 1 x 1 hour visit with parent/carer.

 1 x 2 hour visit – Manager to complete paperwork via telephone call.

 1 x 2 hour visit. A baseline assessment is completed by your child’s key person to gather their starting point.

When your child first attends the Cottage Day Nursery extra special consideration will be given. All children are individual, and it may take different amounts of time to settle into the nursery environment. In this period, we ensure that care is taken to make sure that your child feels safe and secure. We aim to do this by providing a named key person, allowing them their comfort blankets and teddies along with soothers if required. As the settling in period continues, we will encourage your child to leave their comforts in their named drawer, so they are safe and accessible for whenever they are needed.

We aim to provide a structured day so that your baby, toddler, or child becomes familiar with the environment therefore over time they will come to understand the day within the nursery making them feel safe and secure.

If you have any concerns at any time when your baby, toddler or child starts at the nursery then please come and discuss it with us. An unhappy baby, toddler or child creates an unhappy parent/carer.

**SLEEPING CHILDREN POLICY**

When children are asleep while in the care of the nursery a member of staff will check on them every 10 minutes. These checks will be recorded to prove that the checks have taken place. The staff member checking will write their initials next to the time of the check.

All attention will be given to ensure the child is both comfortable and safe in appropriate accommodation. Cots are available for the children to sleep in, and these will be of a safe and secure standard with high sides.

No children will be put down to sleep with a bottle unsupervised to prevent the possibility of choking therefore the bottle is removed when the child has fallen asleep. Parents may provide the child’s usual security aids. Babies will be placed on their backs to sleep. We aim to be flexible and consistent with home routines with regards to sleep, especially for the under twos. We do, however, urge you to be aware that the nursery environment will differ from home and therefore sleep times may differ slightly.

**SMOKING, DRINKING AND DRUGS POLICY**

Twinkle Day Cottage Day Nursery has a policy that smoking is prohibited in all areas of the nursery unless otherwise designated. The Nursery are a no smoking area. The Cottage Day Nursery staff will support this policy and will ensure that it is always observed. This will apply to all staff, parents/carers, visitors, and contractors entering the nursery building. Staff must thoroughly wash their hands with the antibacterial soap provided after smoking before returning from their breaks.

Staff will not be permitted to work in the Cottage Day Nursery under the influence of drink or drugs. Staff will have to inform the Cottage Day Nursery management if they believe any medication may affect their ability to care for children and if this is the case, they should seek medical advice and only work directly with children if that advice is that the medication is unlikely to impair their ability to look after children.

If any member of staff is found to be under the influence of alcohol, drugs or have not disclaimed prescribed medication that may affect their ability to care for children they will be sent home immediately and investigations will proceed into their suitability for employment.

If any members of staff are found to be smoking inside the building, garden, parking area or forecourt then they will be reprimanded immediately, and investigations will proceed into their suitability for employment.

**SOCIAL NETWORKING POLICY**

This policy has been put in place to protect staff and the reputation of Twinkle Day Cottage Day Nursery Ltd and applies to staff, students, and volunteers.

When using social networking sites such Facebook you must:

* Staff should always remember that they are a representative of the Cottage Day Nursery, even out of work hours. Therefore, the staff are responsible for showing the Cottage Day Nursery in good light.
* Never talk about or display photos of children without their permission and it must be regarded in a positive manner.
* Children and families must NEVER be discussed on these sites or on personal social networking accounts even with colleagues or the parents and their information must never be used.
* If you are a member of the Cottage Day Nursery Facebook site, you must adjust your settings so that your personal information cannot be accessed through the page.
* Remember that the relationship between Staff and parents should always remain professional. Staff would not become friends with a GP or primary school teacher on Facebook and these expectations remain the same for Cottage Day Nursery. If parent tries to add a staff as a friend, staff should sensitively decline the offer.
* NEVER put photographs of the children attending the setting on social networking sites.
* Staff should publish pictures or information showing or stating drunken behaviour, drug using or explicit content. Remember, staff are a representative of the nursery. Staff should ensure that your profile is completely private and families attending the Cottage Day Nursery have no access to the account. Staff should not publish where you work on your Facebook
* Staff should not post that you have had a ‘difficult day’ or any similar comment as it reflects badly to the Nursery and to parents who trust you with the care of their child, should they be able to see it. This can cause hostility and is detrimental to team moral

These guidelines have been put in place to protect staff. Becoming ‘friends’ with parents is unprofessional and can in a worst-case scenario damage practitioners’ professional reputation. In some instances, becoming friends with customers can lead to individuals feeling pressurised into divulging confidential information regarding other children, families, staff, and management. Any breach of confidentiality can and will lead to disciplinary action and dismissal from the company.

**WHISTLE BLOWING POLICY**

Twinkle Day Cottage Day Nursery expect the highest standard of conduct from all employees and will treat any concern that an employee may have about illegal or improper conduct. Employees will be expected through agreed procedures and without fear of recrimination, to bring to the attention of the manager any serious impropriety or beach procedure.

If a member of staff is not happy to approach the Manager, then they can always contact the Owner via her mobile for further discussions.

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**ZERO TOLERANCE POLICY**

At the Twinkle Cottage Day Nursery, we operate a zero-tolerance policy to violent, threatening, racial, rude, and abusive behaviour. Parents failing to comply with this policy will be banned from the nursery premises and alternative arrangements will have to be made for dropping off and collection of their children.

**Intruder Alert Policy**

At Twinkle Cottage Day Nursery we believe that the safety of our children and staff is of paramount importance. We make every effort to keep our setting secure.

Aim:

The aim of this policy is to inform staff and parents/carers of the procedures to take in the event of an intruder being identified on the premises or is at risk of trying to enter the nursery. All staff are aware that it is their priority to maintain the safety of any children in their care as well as their own safety.

* An intruder is an individual in the Nursery who has not followed our established visitor procedures and may or may not be a safety hazard to the Nursery.
* Members of staff who observe an individual in the Nursery or outside who appears suspicious or out of-place should either approach the individual (if safe to do so) ask the name and purpose of being in / near the Nursery or should alert the Manager/Deputy for assistance.
* The person approaching the suspicious individual must determine if the person poses a safety hazard or just needs to be aware of the Cottage Day Nursery procedures for visitors.
* While determining the status of a visitor, every effort must be made to ensure children in our care are safe, feeling secure and where possible continuing to be engaged in their current activities. If necessary, children must be given reassurances as to their own and others safety and wellbeing.

Procedure for visitors

* Only confident qualified members of staff must answer the door to visitors.
* If you do not recognise the person then you must ask who they are coming to collect and seek a member of staff that can identify the person as a parent to allow them access.
* If staff are unable to identify the person then ask the person to sign in as a visitor whilst you go seek management to see if they have been contacted to be informed that this person has been nominated to pick the child up.
* If it is not a parent and is on a business appointment, then the person must sign in and the Manager alerted to them being in the premises. Manager to ascertain the needs of the visit.

Intruder who may pose a safety hazard:

* Identify yourself and ask the purpose of their visit to the Nursery.
* Ask a colleague to observe your approach.
* Explain that all visitors must sign in and then escort the person to the Manager.
* Depending on the circumstances and the demeanour of the intruder the Manager will make every effort to call the police to report the incident. If the intruder appears agitated, irrational, or refused to leave the building in a peaceful manner, keep the person calm by talking in a reassuring voice whilst trying to gain the attention of another member of staff.

**If the Intruder becomes aggressive, armed, or otherwise passes as a safety hazard:**

* Alert all staff by using the code word.
* When confronting an intruder take another staff member with you. Ask a third member who is not involved to alert the Manager/Deputy. Determine who will initiate contact with the intruder and who will be the backup person. Attempt to direct intruder away from areas occupied by children. Use casual conversation or body language to calmly direct the situation. If the intruder refused to cooperate and shows a weapon, assure them, it is not necessary to use the weapon
* Children to be taken to their allocated safe rooms from the intruder in a calm and organised way.
* Contact the police as soon as possible.
* Remain on the line to the operator and advise the operator what is happening and what we are doing to keep the children and staff members safe.
* If police are called and the intruder attempts to leave prior to police arriving do not attempt to physically detain or restrain the person.