

Introduction

Please take a few moments to read our policies and procedures. They will answer many of your questions regarding our setting and include some of the most important details regarding our facilities and outlines the means by which you as parents/guardians may gain the most trouble free and happy experience for your child/ren. It is important that we can work closely together so that your child/ren is happy within our setting and that you are comfortable with the development that we will undertake with your child/ren. Our policies and procedures will outline all of this in a lot more detail for you.

We aim to provide a high standard of care for your child/ren. Our main aim is to assist their development physically, emotionally and socially through the various activities we undertake each day. We will encourage your child/ren to participate in all kinds of indoor and outdoor activities such as messy play. Please expect that on some occasions your child/ren may return home looking as if they have enjoyed themselves! We will however provide aprons when required. We will include the children in all decision making in terms of any activities we will undertake and find out from them what they enjoy doing to ensure that we keep them engaged. We will share with you in advance any activities or outings that we will be taking so that you can discuss these with your child/ren before and after to ensure that they are engaged as well as sharing their experiences with them. As well as sharing with you in advance, we will also keep a day sheet for each child within our care, this will include information of their activities, any achievements they have made, practical information such as how many times they went to the toilet, if they ate all their lunch and where possible we will include a small print out of your child undertaking certain activities so that you can see their progress. This will be given to you at the end of each day for you to keep and a copy will be held in your child's file. We will also produce termly reports on your child's development which will be shared with you on a term by term basis.

For the comfort of your child/ren please ensure you provide us with:

- A complete change of clothes
 - Outdoor clothing suitable for the weather conditions of that day
 - Appropriate footwear (including slippers)
 - Any necessary toiletry items such as a flannel, hand towel and sun cream.
- If your child is not toilet trained then please provide us with a good supply of nappies, wipes and nappy cream

We recommend a period of at least 2 weeks for settling in from the start of enrolment. We also recommend some short stays prior to enrolment as your child/ren may need some time to adjust to their new surroundings. Please let your child/ren bring a special toy or comforter, as this will provide a valuable link between home and the Nursery setting.

Ahead of your child/ren starting with us we will require the following information:

- Any specific needs they may have
- Any cultural practices you follow within your home setting (although all religious calendar events will be acknowledged through various activities such as arts and crafts)
- Their routine – rest, sleep, meal times etc
- Any dietary requirements, food and drink preferences as well as any food allergies
- Any specific health requirements

This information will help us to ensure that your child/ren has a happy and fulfilled time whilst in our care while still having familiarity to his/her daily routine.

We require a contract to be signed before enrolment. This contract will be reviewed regularly and will also be amended when circumstances change. This will give us the opportunity to check that the agreement is working for us both. The contract remains in force until a new contract is signed or until notice of termination is satisfactorily completed. We will require 4 weeks written notice if you intend to withdraw your child/ren from our setting. This should not include a period of holiday or temporary absence. We are obliged to charge the full 4 weeks if this courtesy is ignored. If your child/ren's behaviour becomes such that the safety and well being of other children in our care is threatened, we may terminate the contract without notice.

It is important for us to put all the child/ren's needs first and therefore we have a 0 tolerance policy on bad / aggressive behaviour (please see our behaviour policy).

Parent(s) name	
Parent(s) signature	
Date	

Admissions Policy

As an Ofsted registered Nursery we are restricted to the number and ages of children that we can care for at any one time.

We are registered to care for 45 children ranging from the ages of 0 to 8.

We are happy to take on any baby/child within our registered numbers and will not discriminate against any child or their families for reasons such as race, religion, sex or ability. However we would like to make the following statements:

We can drop off and collect children from any local pre school.

We are happy to take on any children with special needs providing we feel we can provide them with the care they need. If your child has additional needs please discuss them with us first as we would not want to raise your expectations.

All children will be welcomed into the Nursery and we will encourage the other children in our care to support us with this. We will request a 2 week settling in period in our contract so if we or your child are not happy with the arrangement it can be terminated easily.

If you have any concerns regarding our admissions policy, please do not hesitate to contact us.

I have read and understood and agree with the above policy

Parent(s) name	
Parent(s) signature	
Date	

Holidays and Time Off

If you wish to take your child/ren on holiday and they will not be attending their childcare sessions, we will require 2 weeks written notice. Full fees will apply during this time, as your child/ren's place will not be available to anyone else. If your child/ren is away due to illness then normal fees will apply.

If you wish to take a holiday but your child/ren will remain in childcare then normal fees apply. We would ask that you inform us as early as possible who will be dropping off and collecting your child/ren. If during this time you need to increase your childcare need then the normal hourly rate will apply. Fees for the extra hours will be due in advance and will be subject to availability.

The Nursery will close on Bank Holidays and from 23rd December until 2nd January. Normal fees will still be applied during this time. Fees that you pay to any other childcare provider while we are closed will not be reimbursed.

If your child attends preschool you will be responsible for paying the fees direct to the setting. Normal childminding fees will apply whilst your child/ren is at preschool.

I have read and understood and agree with the above policy

Parent(s) name	
Parent(s) signature	
Date	

Sickness Policy

It is important that you inform us of any symptoms of ill health shown by your child/ren in the last 24 hours. It will be at the Managers discretion if we should undertake the care of your sick child/ren. If your child/ren becomes unwell whilst in our care we will contact you and will ask you to take your child/ren home. Normal fees will still be charged, though depending on the length of time, a different arrangement can be negotiated to cover that period.

We are required to obtain written permission to administer any prescribed medication / treatment. If your child/ren requires it, we will administer non prescribed medicine such as Calpol, teething gel and plasters. If you have administered any medicine, prescribed or not, you must inform us and supply us with the information as below.

The following details must be entered into our Accident, Incident and Medication Record book:

- The DATE and TIME the medicine or treatment was last administered and sign in order that all doses of medicine given to the child/ren are recorded.
- The NAME of the medication or a FULL DESCRIPTION of the treatment.
- The DOSE to be give or the DURATION of treatment.
- The TIME at which the medicine or treatment should be administered.

The record should be completed by you for every instance of medication / treatment. This must be done daily until the course has been completed. You must sign each time to give permission for the medicine / treatment to be administered. We will then sign each time to indicate that the medicine / treatment has been carried out according to your instructions. A carbon copy will be given to you for your records.

If your child/ren are diagnosed with an infectious disease, it is our duty as a registered childcare provider to notify OFSTED and the local authority under the Public Health (Infectious Diseases) Regulations 1988. We will need confirmation from your child/ren's GP that they are clinically well enough to come back into our care.

I have read and understood and agree with the above policy

Parent(s) name	
Parent(s) signature	
Date	

Smoking Policy

It is against the law in England to smoke in places of work. Smoking is NOT permitted anywhere within the Nursery or on our outdoor premises. If anyone wishes to smoke they must do so off the premises. Smoking is NOT permitted while children are present. We will NOT let children witness smoking whilst in our care.

I have read and understood and agree with the above policy

Parent(s) name	
Parent(s) signature	
Date	

Accidents, illness and emergencies

It is our statutory duty to safeguard the children in our care.

Our premises have been checked by Ofsted and they meet the requirements of the Early Years Foundation Stage in England. We also regularly review, update and practise fire evacuation procedures. We record dates and times of fire drills as well as accidents to all children and staff.

We are legally required to be first-aid trained and have a valid first-aid certificate before registration. It is not currently law for all members of staff to hold this qualification, however, we endeavour to train all staff in first aid to ensure the safety of all children.

Our first-aid box is clearly labelled and easily accessible for all staff. It is kept out of reach of children. Parent contact numbers are kept securely with the first-aid box.

We require and hold written permission from parents to seek emergency treatment for their child if it is needed. Your signature at the end of this policy will indicate that you will allow us to do this.

It is important that you inform us of any symptoms of ill health shown by your child in the last 24 hours. It will be at the Managers discretion if we should undertake the care of your sick child. If your child becomes unwell whilst in our care we will contact you and will ask you to take your child home. Normal fees will still be charged.

Accidents and emergencies:

It is vital that we hold at least 2 contact numbers for you for use in the event of an emergency. Therefore it is important that you inform us of any changes to your contact details immediately to ensure that the information we hold is continually up to date and relevant.

In the event of an emergency which involves your child, we will initially administer the necessary first aid and then if required contact the emergency services. It will be at this point that we will contact you. If your child is taken to the hospital we will accompany them and stay with them until you arrive. We cannot give permission for any medical treatment to be given to your child. In the event of a life or death situation then the medical staff will give the necessary treatment and every effort will be made to contact you.

All records of any accidents will be recorded in our accident and incident record and you will be required to sign this to signal that you were made aware of the accident. You will be given a copy of this information for your own records. This information is kept secure to be used as part of any Ofsted visits.

The details which we will record are:

- Date and time of accident / incident
- A full description of what happened and who was involved
- Details of any injury sustained
- How the injury was treated and by whom
- The condition of the child after the accident / incident
- Details of any witnesses

If your child has any injuries when not in our care, please inform us as soon as your child arrives so that we can record them in the incident log.

We are required to have written permission to administer any prescribed medication or treatment to your child. We will administer any non prescribed medicines such as Calpol or teething gel with your permission. If you have administered any medication to your child before their arrival you must let us know when you drop them off. We are also required to be made aware of any regular medication your child needs so that we can factor this need into their care.

We will enter the details of any medication administered into our medication record book and will enter the following:

- Date and time the medicine or treatment was given
- The dose and name of medication administered

You will be required to sign this record to indicate that you were made aware of this and that your permission was granted. You will be given a copy of this.

All medicines will be stored in an appropriate storage facility which is out of reach of all children whether these be stored at room temperature or in the fridge, they will have their separate place.

Should your child require regular medication such as insulin or may need an epi pen, we will undertake the relevant training to be able me to administer these.

If your child becomes ill with an infectious disease we will require confirmation from your GP that they are well enough to return to our care. It is also our duty to notify Ofsted and the local authority of this disease under the Public Health (Infectious Diseases) Act 1988.

In the event of a fire, your child's safety will be our first priority. We will evacuate the Nursery immediately and move to a safer place. Once we are within a safe place we will then call 999 followed by calling you to notify you that this has occurred and asking you to collect your child as soon as possible. There will not be time for us to collect any of your child's personal things and we will not return to the Nursery until we have been advised by the authorities that it is safe to do so.

We will practice the fire evacuation procedure with your child on a regular basis and details of our fire drill can be found on our fire drill chart which is located on our notice board.

I have read, understood and agree with the Accidents, illness and emergency policy. I give my permission for my child to be taken to hospital and given emergency treatment providing every effort has been made to contact me.

I have read and understood and agree with the above policy

Parent(s) name	
Parent(s) signature	
Date	

Behaviour Policy

We aim to provide a safe, secure and caring environment where the children we care for will learn to respect each other. We believe that part of a child's education is to learn appropriate behaviour in a social setting that will ultimately lead to self-discipline.

We like to reward good behaviour as we feel it promotes self esteem and encourages children to behave well. We do not have a naughty step. If a child's behaviour is unacceptable they are removed from the group or situation and given quiet time for a few minutes in order for them to reflect on their behaviour, calm down and gain control. We will then talk to the child and explain why their behaviour or actions were inappropriate. We will ask them to say sorry and they will then be allowed to return to the group or the activity that they were involved in. We do not use any form of physical punishment, nor do we threaten to use any. We do not raise our voices to the children and we ensure that we always speak to them in a way that is easy for them to understand. Disapproval is always focused on the behaviour and not the individual and we will help your child/ren to develop a sense of right and wrong. This involves praising acceptable behaviour and encouraging positive interaction as well as intervening to deter disruptive or anti social behaviour.

We believe in using positive discipline as a more effective way of managing behaviour. This is as follows:

- Reward good behaviour
- Praise and give attention to avoid it being sought
- Be consistent in saying NO and explaining the reason for it
- Ensure an apology is given to others
- Set a good example ourselves

We emphasise the importance of good manners. Our expectations are flexible and realistic and are adjusted to the age, level of understanding, maturity and stage of development of the child.

We do have certain rules in place, which, as children get old enough to understand we expect to be followed. These rules are displayed on the notice board in each room which we also ask you to familiarise yourself with. This is for the safety and well-being of everyone within our setting.

At meal and snack times, children must sit at the table. We have suitable tables and chairs for children of all ages. By asking the children to sit at a table for all meals and snacks promotes good table manners, eating skills and helps to teach communication skills. All staff will be joining the children at the table.

We do not tolerate aggressive behaviour such as hitting, kicking, punching, spitting, throwing toys, smacking, biting, pushing or any other unkind and aggressive acts. We expect children to respect one another as well as all staff, and toys. We work together with all the parents to make sure there is consistency in the way the children are cared for. A consistent approach benefits the child's welfare and makes sure that the child is not confused.

I have read and understood and agree with the above Behaviour Policy

Parent(s) name	
Parent(s) signature	
Date	

Physical Contact Policy

We like to inform parents in advance of the nature and type of physical contact that their child/ren will encounter whilst in our care. No physical punishment is given to any child whilst in our care as we believe that discipline should be taught through reason and affection.

The 3 main types of contact are:

Nurturing:

- This includes hugs, non intimate kisses i.e. on the head or cheek, hand holding, gentle tickling and carry cuddling. This type of contact is never given unless the child feels comfortable or they request it.

Safety & Guidance:

- This includes restraining children from harmful situations, separating children who are in physical conflict, directing children by gently leading or guiding them and administering first aid to injuries. We will only physically intervene, and possibly restrain a child to prevent an accident such as a child running into the road, or to prevent injury or damage.

Hygiene:

- This includes washing of hands and faces, assisting with bathroom duties, nappy changing, examining rashes and unusual marks, nose blowing and any necessary clothing changes.

I have read and understood and agree with the above policy

Parent(s) name	
Parent(s) signature	
Date	

Days Out, Lost and Uncollected Child Policy

On a regular basis we will take the children on outings in the local area. You will be informed about all trips beforehand. From time to time we may plan a trip to a farm or other local interest for the older children. Any admission fees will be payable by you and we will require these in advance. We will safely supervise children when we on outings or trips. We will teach the children about safety when we are out and about. Your approval will be sought before using public transport except in the case of an emergency. A mobile telephone and first aid kit is carried at all times. Essential toiletries and drinks will also be taken. In the unlikely event of your child/ren becoming lost the following procedure will be carried out:

On the premises:

1. Search the premises and garden
2. Inform you, police and Ofsted

On outings / visits:

1. Search the visited area
2. Notify appropriate officials of the visited area
3. Inform you, police and Ofsted

In the event of a serious medical emergency, the emergency services, then you and then the child/ren's doctor are immediately contacted and we will administer the necessary first aid while waiting for an ambulance.

Please collect your child at the agreed time otherwise you will be charged a late pick up fee. Charges will be made half hourly at the beginning of each half hour period. You are welcome to collect your child early, however please arrive and leave promptly to avoid disturbing other children. You will still be charged your normal hours. At no time will your child/ren be allowed to leave the Nursery in the care of another adult without previous consent from you. Please do not ask us to allow anyone under 16 years of age to take this responsibility. Your child/ren's arrival and departure times are recorded in an attendance register which you will need to sign at the end of each week.

If your child has not been collected within 30 minutes of the normal collection time we will try to establish contact with you and other named persons on your child/ren's Child Record Form via the emergency numbers. If there is no response after 90 minutes from the agreed collection time, we will contact Social Services to inform and seek advice.

I have read and understood and agree with the above policy

Parent(s) name	
Parent(s) signature	
Date	

Threatening Behaviour

We provide a safe, warm and loving environment for all children. If anyone enters the Nursery and uses any form of threatening / intimidating behaviour towards the staff or the children in our care, they will be reported to the Police and asked to leave immediately. Where we feel that someone who has come to collect a child is in this state of mind, we will not allow the child to leave the premises until another responsible adult arrives to collect the child. We have every child's safety and best interests at heart.

I have read and understood and agree with the above policy

Parent(s) name	
Parent(s) signature	
Date	

Health & Safety Policy

We like to promote good health, safety and hygiene in children. The children and staff regularly wash our hands, for example before meals, after using the toilet / potty, after outdoor play, after touching animals, after messy and creative play. We carry a hand hygiene gel on outings for when the use of hand washing facilities are unavailable.

Each child has their own flannel and towel should they need to be washed. Paper towels are kept by all wash basins for everyone's use and all children will have their own clean bedding for nap times.

We have a complete First Aid kit in our office for emergencies, and one is also taken out for all excursions. We also carry emergency contact numbers for each child while on outings.

A box of tissues will always be at hand and children will be encouraged to blow and wipe their noses where necessary. Soiled tissues will be disposed of hygienically. Children will be encouraged to cover their mouths when coughing. Any spills of blood, vomit or excrement will be wiped up with antibacterial wipes and flushed down the toilet. Disposable gloves will always be worn when clearing up any spills of body fluid. Floors and other infected areas will be disinfected using an antibacterial cleaner. Soiled clothing will be rinsed and placed in a bag to be taken home. All surfaces will be wiped daily with an antibacterial cleaning agent.

Raw food and cooked food will be prepared in separate places. Any food or drink that needs heating will be heated immediately prior to serving and not left standing. No food or drink will be reheated. Children will not be offered leftovers.

We have sufficient smoke alarms throughout the Nursery which are tested weekly. The children will practice our fire evacuation procedure regularly.

We regularly carry out risk assessments on each area within the Nursery to ensure that the quality and safety of our provision is of a high standard. Any broken toys are repaired or discarded.

Nappies are changed regularly using a changing mat which is disinfected after each use.

Fresh drinking water will be available at all times.

We will at times bake with the children as well as undertaking food tasting, therefore if your child/ren has any specific dietary requirements then please let us know.

Children will have the opportunity to play in the fresh air throughout the day. Any suncream you have provided will be applied as necessary. Outdoor play equipment will be regularly checked and cleaned. We will check for hazards before the children play outside to make sure the outdoor areas are safe and secure. All gates are locked at all times.

I have read and understood and agree with the above policy

Parent(s) name	
Parent(s) signature	
Date	

Safeguarding Policy

Our first responsibility and priority is towards the children in our care. If we have any cause for concern we will report it, following the local Safeguarding Children Board procedures in England. We understand that child abuse can be physical, sexual, emotional, neglect or a mixture of these. It is our duty to notify Ofsted in England of any allegations of abuse, which are alleged to have taken place while the child is in our care.

We keep up to date with child protection issues and relevant legislation by taking regular training courses and by reading relevant publications. This helps us to be aware of the signs of abuse or neglect and what to do if we have any concerns.

If we are concerned about a child's welfare we will act immediately and follow the guidance set out within the EYFS 2014 guidelines. These will include recording all information, and notifying the local Children's Services Department.

Child protection concerns that could identify a particular child are kept confidential and only shared with people who need to know this information.

To avoid unnecessary concern, it is important that you inform us of any injury to your child/ren that has happened whilst not in our care. This will be recorded in our Accident, Incident and Medication Book and a carbon copy will be given to you. This measure is in place to safeguard you, your child/ren and all Nursery staff.

We work together with parents to make sure the care of their child/ren is consistent and to safeguard them. Please see our Working with Parents policy.

If we notice:

- Significant changes in behaviour
- Deterioration in children's well-being
- Unexpected bruising or marks or sign of possible abuse or neglect
- Any comments made which give me cause for concern
- Any reasons to suspect neglect or abuse outside the setting, for example in the child's home
- Inappropriate behaviour displayed by any members of staff we may have or any other person working with children. For example, inappropriate sexual comments, excessive one to one attention beyond requirements of their usual role and responsibilities or inappropriate sharing of images

We will implement the local Safeguarding Children Board procedures in England without delay to minimise any risk to the child. We will keep a factual record of the concern and will ask the parents for an explanation, providing it would not put the child at risk.

We are required to let Ofsted know of any concerns that we have reported without delay.

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

- Show that we have heard what they are saying and that we take their allegations seriously
- Encourage the child to talk, but we will not prompt them or ask them leading questions. We will not interrupt when a child is recalling significant events and will not make a child repeat their account
- Explain what actions we must take, in a way that is appropriate to the age and understanding of the child
- Write down what we have been told using exact words where possible
- Make a note of the date, time, place and people who were present at the discussion
- Then report our concerns immediately to the local Children's services department

If an allegation is made against a member of staff, the Manager will report it to Ofsted and the local Children's Services Department following the Safeguarding Children Board procedures in England.

In all instances we will record:

- The child's full name and address
- The date and time of the record
- Factual details of the concern for example bruising, what the child said, who was present
- Details of any previous concerns
- Details of any explanations from the parents
- Any action taken such as speaking to parents

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

On occasion we will take pictures of your child/ren, these pictures will not be shared (either electronically or hard copy) with anyone but yourself. This is so that we can capture your child's development for you and share this with you. If we notice anyone other than our staff taking pictures of your child/ren we will ask them to be deleted immediately.

We will support children within our setting to avoid radicalisation by promoting British Values in everything that we do.

Useful telephone numbers:

Local police station	0845 045 4545
Ofsted	0300 123 1231
Local Children's Services Department	0300 555 1384

I have read and understood and agree with the above Safeguarding Policy

Parent(s) name	
Parent(s) signature	
Date	

Complaints Policy

As a registered childcare provider we aim to work in close partnership with all parents to meet the needs of their children. If there is any aspect of our service you are not happy with please bring it to our attention. This would probably be verbally and every effort will be made to resolve the issue through frank and open discussion. If you prefer, you can put the complaint formally in writing or by email to the Nursery.

We have a mandatory duty to investigate all complaints and this will be carried out by the Owners.

Depending on the nature of the complaint, we will either investigate it ourselves or pass it on to Ofsted to investigate. Complaints will be treated sensitively and remain confidential.

We will keep a written record of all complaints. It will remain confidential unless an Ofsted inspector asks to see it. We will record the following information:

- Name of person making the complaint
- Nature of the complaint
- Date and time of the complaint
- Action taken in response to the complaint
- The outcome of the complaint investigation
- Details of the information and findings that were given to the person making the complaint including any action taken

We will also keep a summary of the complaint to provide on request to any parent of a child for whom we care for and for Ofsted. This summary will not include the name of the person making the complaint.

If the complaint cannot be resolved or if the complaint is of a serious nature and you feel you cannot discuss it with us then you should contact Ofsted (details below).

We offer regular review meetings with parents to discuss their child's care and education as well as any issues or concerns.

We work together with parents to make sure that the care of their child/ren is consistent. A consistent approach benefits the child's welfare and ensures the child is not confused.

Ofsted Address:

Picadilly Gate
Store Street
Manchester
M1 2WD

Tel: 0300 123 1231

I have read and understood and agree with the above policy

Parent(s) name	
Parent(s) signature	
Date	

Confidentiality Policy

All information on children, families and anyone working with us is kept securely and treated in confidence. Currently, information regarding children and families is only accessible by the Management team or Ofsted. Information will only be shared if the parents / carers give their permission or there appears to be a child protection issue.

All parents will receive a copy of my policies which detail how we run our setting which are to be signed by the parent / carer.

We maintain a record of parents details as well as emergency contact details. We will also maintain a record of the child's GP and appropriate permission to give any relevant information to referring agencies should the need arise

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

All information shared will be kept confidential and will not be disclosed without the parent's consent; except as required by law; there appears to be a child protection issue.

Ofsted may require seeing our records at any time, which as a childcare provider, we are obliged to share with them.

Parents have a right to inspect all records about their child/ren at any time.

All accidents are recorded in an accident book. All accidents and injuries will be reported to the company who provide our public liability insurance, however trivial, to enable a claim number to be allocated.

All significant incidents are recorded in an incident book and will be shared and discussed with parents so that together we can work to resolve any issues.

I have read and understood and agree with the above policy

Parent(s) name	
Parent(s) signature	
Date	

Equal Opportunities Policy

We try to actively promote equal opportunities for all children and families. We will take positive action to eliminate discrimination in all areas of our work. Your child/ren will be respected and their individuality and potential recognised, valued and nurtured.

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

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

We provide and make sure that all children have access to a range of books, puzzle and other toys which provide positive image and examples of the diversity of life in our society.

We challenge racial and discriminatory remarks, attitudes and behaviour from the children in our care.

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

I have read and understood and agree with the above Equal Opportunities Policy

Parent(s) name	
Parent(s) signature	
Date	

Working in Partnership with Parents

We aim to work in partnership with parents to meet the needs of the children. We sign a written contract with parents before the placement starts which details the expectations of the care to be provided, activities and business arrangements.

As part of our duty as a childcare provider, we are required to make and record observations of the children in our care which assesses their development. These may be in the form of written statements, photographs or videos.

The contract is signed by a member of the Management team and the parent / carer and dated. A copy is given to all parties involved. The contract is reviewed regularly, or when circumstances change.

Wherever possible we try to meet parents' requests for the care of their child/ren according to their values and practices, preferences and attitudes. Family culture and beliefs about dietary requirements, dress code, hair and skin care, help required with toilet and washing are all respected as detailed in our equal opportunities policy.

Records of all these requirements are kept attached to the child record forms. These records are revisited and updated during regular reviews with parents.

We will notify all parents in advance when we are to be inspected by Ofsted so that parents can contribute their views to the inspector if they want to do so. We will supply parents with a copy of the Ofsted report within 5 working days of receiving the report.

We keep parents regularly informed about our daily routines and childcare practices and share information about the children with parents using a day sheet. This includes information such as rest periods, meals and any other information relevant to the progress of your child/ren which you will be able to take home.

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

We offer regular review meetings with parents to discuss their child's care and education and any issues or concerns, preferably when the child is not present.

We work together with parents to make sure that the care of their child is consistent. A consistent approach benefits the child's welfare and ensures the child is not confused.

I have read and understood and agree with the above policy

Parent(s) name	
Parent(s) signature	
Date	

Risk Assessment Policy

The Early Years Foundation Stage requires childcare providers to conduct risk assessments and review them regularly.

We check the Nursery and outdoor areas every morning before the children arrive to ensure that it is a safe and secure environment for the children to play in. We also risk assess any environment that we bring the children into, for example walking to the local playing fields. If we are planning to take the children into environments which are unknown to us we will complete a risk assessment in advance so that we are aware of any potential hazards.

We record our assessments on paper and these are stored in a file. These documents are available for any parent to see on request as well as Ofsted.

I have read and understood and agree with the above policy

Parent(s) name	
Parent(s) signature	
Date	

Visitors in the Nursery

As a childcare provider it is our role in keeping your child safe. Whilst children need to mix with other children and adults it is our responsibility to ensure the suitability of those that they come into contact with whilst in our care.

We will not leave a child unattended in a room or unattended with a visitor.

We will not allow any visitors to take any children to the toilet or to change their nappies.

We will request identification from all visitors not known to us and will refuse entry if we are unsure of them.

We will endeavour, when possible, to arrange for any maintenance work to the property to be carried out at weekends and during non-opening hours.

We will maintain a visitors book which is available for you to look at.

I have read and understood and agree with the above policy

Parent(s) name	
Parent(s) signature	
Date	