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**Parent Handbook**

*Laugh, Learn, Play*

*Our setting*

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Dear (Parent/s Name),

This is handbook is designed to help your child settle into the nursery, with you (the parent) showing them pictures of our staff members, so they become comfortable with all of our faces.

You can also use this book as a reference guide for yourself. If you have any questions or feel something is unclear, please don’t hesitate to speak to any member of staff. We are always happy to help.

All of us at Bluebell Nursery would love to thank you for choosing to become a part of our family. We are very excited to guide your child through this fun journey of their development.

Best Wishes,

Bluebell Nursery

**Our setting**

Bluebell Nursery opened in April 2018, by Maria. An Early Years Practitioner with over 14 years’ experience of providing care for children aged 0-5years. After studying in early years and gaining extensive practical experience, she was inspired to create her own nursery to provide a high quality, play based nursery for all children to access and learn through having fun.

Bluebell Nursery’s name formulated to show support for our football club. Chertsey Town has blue kits and are nicked named the ‘curfews’. The Bell of the curfew bell represents Chertsey Town history.

Bluebell Nursery aims to see all children flourish into school ready children, who have respect for their environment, and to feel a part of their community. Children should learn how to explore and investigate and know how to enjoy their earliest years through play and socialisation with their peers, our staff and their community.



**Staff**



**Maria Mazidi**

Nursery Manager and Designated Safeguarding Lead.

BA hons



Lauren,

**Behzad Mazidi**

Finance Manager (HR)

Data officer.

0-2’s

Acting Deputy Manager and Special Educational Needs Co-Ordinator, ddsl, behaviour officer

Ciara Heavey

early years educator 2-3 years

EYFS/display lead

**Sharron**

Early Years Educator, 3-5years

Fire Marshall

Level 3



Helen

Trainee level 2

Early years educator

**Hollie**

Early years educator, health and safety

Level 3

Petra K

Early years educator

Daisy Hope

Trainee level 2

Early years educator

playworker

Debra otter

Early years educator

Cover staff

Settling In Visits

Before your child starts at Bluebell Nursery we offer settling in sessions. This helps him/her to familiarise themselves with our routine, the environment and our staff. This is also a great time for your child to start building a positive relationship with their keyworker, so they feel safe or secure when you leave them.

Every child is different. The setting in period can vary for each child, some child will settle quickly and other may take longer. We will adapt this to suit the child’s needs.

Stages:

1. appointment made to meet keyperson
2. child attends 30mins (alone)
3. child attends 1 hour (alone)
4. child attends 2 hours (alone)
5. child starts.

Moving Groups

When your child reaches the appropriate age and we feel they are ready they will transition into the next group. Your child should already be acquainted with the other staff members as we work very close together, but we will arrange transition sessions within their new group.

Transition to School

At Bluebell Nursery we will always do our best to support your child to the best of our ability when it is time for them to move to school. We will liaise with the school and allow them to visit your child within our setting and send them the appropriate paperwork. We will make sure the move to school goes as smoothly as possible.



Our groups

Bluebells (0-2 Years)

We have sectioned off an area that is safe and secure for the babies to develop. This area is consistently being changed to meet the needs of the children and staff follow individual children’s routines. Although this area is sectioned and has a gate, the children are provided with opportunities to play within the whole of the setting and engage with the older children.

Daisies (2-3 Years)

Children of this age begin to explore a wide range of resources. Both within the whole setting or just the Buttercups area, dependant on their abilities. Their time within the Daisies group allows the children to get prepared for their move to the pre-school group, when they turn 3.

Sunflowers (3-5 Years)

Within this group the children begin to get prepared for school. We encourage independence by asking children to carry out tasks on their own; such as putting on their own shoes and coat and serving themselves food and drink. We also ask local schools if there is anything we need to do to prepare them more for school.

Communication

*Daily Feedback –* Please use online parent app to record information we may need At the beginning of each day staff will ask you for any information you feel we need to know regarding your child. e.g. if he/she has had any accidents or is on medication. In addition to this, at the end of each day staff will feedback to you about his/her day.

*Online Journal–* At the end of your child’s session, you shall receive a notification from our online journal detailing your child’s day.

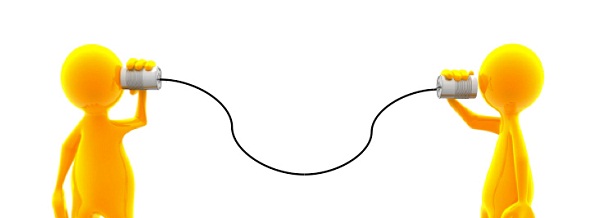
*Email –* We frequently use email as a method of communication, this is because it is simple and quick.

*Telephone –* If your child is having a bit of a weary morning we will phone you after them attending for 30 minutes, to let you know of their progress. We will also phone if we require any information or your child becomes ill whilst in our care. Likewise, please don’t hesitate to call if you need anything.

*Newsletter –* We send out a 2-weekly newsletter detailing anything you need to be aware of.

*Facebook & Instagram –* We use this to post Nursery updates and reminders of upcoming events.

*Suggestions & Feedback –* We welcome all feedback and suggestions from parents.



Care Catering

All our food is made and delivered by an outside company called Care Catering.

They are based in Surrey and have are passionate about providing children with healthy, delicious food.

A little note from Care Catering;

We’re also keen to go the extra mile, to really deliver a service that exceeds your expectations. That’s why:

* We cater to individual requirements, offering parental choice.
* We take allergy requirements very seriously.
* We use fresh organic cream in our custard.
* If a child has special food requirements, we try to make their food look as much like the other children’s food as possible so that they don’t feel left out.
* We make our own meat paste for the sandwiches, including fresh whole meat and vegetables.
* We supply generous portions, based on a trusting relationship with our customers.
* We take full responsibility for the food we send you.
* We train our staff not just in catering but specifically in catering for children and the unique skills that catering to the under-fives demands.
* We quarter every single grape in our fruit cocktails.
* We serve a cheese cube after lunch and tea to reduce the acidity in the children’s mouths.

For any more information visit: <http://www.carecatering.co.uk>



*policies and procedures*

The Early Years Foundation Stage (EYFS)

The EYFS Framework exists to support all professionals working in the EYFS to help your child and was developed with a number of early years experts and parents.

This is a very important stage as it helps your child get ready for school as well as preparing them for their future learning and successes. From when your child is born up until the age of 5, their early years’ experience should be happy, active, exciting, fun and secure; and support their development, care and learning needs.

It sets out:

* The legal welfare requirements that everyone registered to look after children must follow to keep your child safe and promote their welfare
* The 7 areas of learning and development which guide professionals’ engagement with your child’s play and activities as they learn new skills and knowledge
* Assessments that will tell you about your child’s progress through the EYFS
* Expected levels that your child should reach at age 5, usually the end of the reception year; these expectations are called the “Early Years Learning Goals”

There is also guidance for the professionals supporting your child on planning the learning activities and observing and assessing what and how your child is learning and developing.

If you would like more information visit;

<https://www.foundationyears.org.uk/files/2014/08/EYFS_Parents_Guide-amended.pdf>

Planning

Staff plan activities weekly for your child around their interests and the chosen themes. This planning helps staff to assess your child’s learning and development and extend his/her learning as well as identify where support is needed.

Recording Learning and Development

At Bluebell Nursery we use an app, This is an online journal that collects all of his/her daily observations of what your child has done as well as photos and videos. The app is specifically designed to be used within a Day Care setting and links to the EYFS. Staff use this to plan next steps for your child.

Two Year Check

This will be completed when your child is 30 months, although if you need it once they turn two, please don’t hesitate to ask. This will detail the three prime areas of the EYFS. Communication and Language, Personal, Social and Emotional and Physical Development.

Toileting Needs

All children develop at their own pace. This means that each child’s toileting needs will vary. We cater for all children within Bluebell Nursery and will work very closely with the parents to cater for their child.

Sleeping

Many children sleep throughout the day. We have specific areas within the setting that staff transform into a sleeping area that is soothing and comfy for a child to fall asleep. Babies have a separate room, so that they are undisturbed. Older children are provided with a mat and own blankets.

Outside Play

Outdoor play is highly encouraged in all bluebell nursery sessions unless the weather is unsafe to do so, children shall explore their natural environment, planting, looking for bugs, building, water and sand play.

Routine

Bluebell nursery shall have a structured but flexible routine to each session for children to fully embraces themselves children shall have opportunities to take part in welcome time, free play, snack time outdoor play and key group time. We understand younger children have their own routine, so we change ours to suit their needs.

**Arrivals and Departures**

At Bluebell Nursery we give a warm welcome to every child and family on their arrival.

All parents are asked as soon as the child is settled with staff to do handovers in reception to prevent any, unnecessary entrance to the nursery supporting more timid or unsettled children, parents are asked to attend on time so that your child benefits from the full routines and staff are not interrupted while attending children to answer the door, staff will be at the door 8am to 8:20am and 1pm to 1:15pm, we ask parents to allow leaving children out first.

We do suggest handing your child over to a specific member of staff who will ensure his/her safety. (This is usually a child’s Key Person). The staff member who receives the child will then immediately record the child’s attendance onto the register. This is a great time to make the staff member aware of anything they need to know about your child. E.g. bad night sleep, is on medication, going home earlier than the session end time etc..

If someone who is not the child’s legal guardian is going to be collecting the child at the end of the session, they must bring photo identification and state their password. This password will be decided by the legal guardian and must be passed on to the child’s key person or nominated staff member.

Bluebell nursery will not release a child to anyone other than the known parent, unless an agreement has been made at the time of arrival, as stated above.

Upon departure, the staff member releasing the child, must then mark the child off in the register to show the child has left the premises.

**As a result of current covid-19 arrivals shall be as follows**

Arrivals and Departures

|  |
| --- |
| EYFS:3.7, 3.62 |

At **Bluebell Nursery Chertsey Limited** we give a warm welcome to every child and family on their arrival.

Parents are requested to pass the care of their child to a specific member of staff who will ensure his/her safety (this is usually a child’s key person). The staff member receiving the child immediately records his/her arrival in the daily attendance register. The staff member also records any specific information provided by the parents, including the child’s interests, experiences and observations from home.

If the parent requests the child is given medicine during the day the staff member must ensure that the medication procedure is followed.

If the child is to be collected by someone who is not the parent at the end of the session, there is an agreed procedure that must be followed to identify the designated person. Photo identification \*and/\*or a password are also required where possible for the designated adult (\*delete as appropriate). Parents are informed about these arrangements and reminded about them regularly.

The child’s key person or other nominated staff member must plan the departure of the child. This should include opportunities to discuss the child’s day with the parent, e.g. meals, sleep time, activities, interests, progress and friendships. The parent should be told about any accidents or incidents and the appropriate records must be signed by the parent before departure. Where applicable, all medicines should be recovered from the medicine box/fridge after the parent has arrived and handed to him/her personally. The medication policy is to be followed regarding parental signature.

The nursery will not release a child to anyone other than the known parent unless an agreement has been made at the time of arrival. In the case of any emergency such as a parent being delayed and arranging for a designated adult to collect a child, the parent should inform the designated person of the agreed procedure and contact the nursery about the arrangements as soon as possible. If in any doubt the nursery will check the person’s identity by ringing the child’s parent or their emergency contact number (please refer to the late collection policy).

On departure, the staff member releasing the child must mark the child register immediately marked to show that the child has left the premises.

Adults arriving under the influence of alcohol or drugs

Please refer to the alcohol and substance misuse policy.

Arrivals and departures of visitors

For arrivals and departures of visitors the nursery requires appropriate records to be completed on entry and exit e.g. in the visitors’ book. Please refer to supervision of visitors policy for further information.

**Biting**

At Bluebell Nursery we promote positive behaviour at all times. However, we understand that children may use certain behaviours such as biting as a part of their development. Biting is common amongst young children and can be triggered when they do not have the words to communicate their anger, frustration or need.

Bluebell Nursery use the following strategies to help prevent biting; sensory activities, biting rings, adequate resources and staff who recognise when children need more stimulation or quiet times. However, in the event of a child being bitten we use the following procedures. The most relevant staff member will;

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* Comfort any child who has been bitten and check for any visual injury. Administer any first aid where necessary. Complete an accident form and inform the parents via telephone if deemed appropriate. Continue to observe the bitten area for signs of infection. For confidentiality purposes and possible conflict, we do not disclose the name of the child who has caused the bite to the parents
* Tell the child who has caused the bite in terms that they understand that biting (the behaviour and not the child) is unkind and show the child that it makes staff and the child who has been bitten sad. The child will be asked to say sorry if developmentally appropriate or helped to develop their empathy skills by giving the child who has been bitten a favourite book or comforter. Complete an incident form to share with the parents at the end of the child’s session
* If a child continues to bite, carry out observations to try to distinguish a cause, e.g. tiredness or frustration
* Arrange for a meeting with the child’s parents to develop strategies to prevent the biting behaviour. Parents will be reassured that it is part of a child’s development and not made to feel that it is their fault
* In the event of a bite breaking the skin and to reduce the risk of infection from bacteria, give prompt treatment to both the child who has bitten and the child who has been bitten.

**Complaints and Compliments**

At Bluebell nurserywe believe that parents are entitled to expect courtesy and prompt, careful attention to their individual needs and wishes. We hope that at all times parents are happy with the service provided and we encourage parents to voice their appreciation to the staff concerned.

We record all compliments and share these with staff.

We welcome any suggestions from parents on how we can improve our services and will give prompt and serious attention to any concerns that parents may have. Any concerns will be dealt with professionally and promptly to ensure that any issues arising from them are handled effectively and to ensure the welfare of all children, enable ongoing cooperative partnership with parents and to continually improve the quality of the nursery.

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A record of complaints will be kept in the nursery. The record will include the name of the complainant, the nature of the complaint, date and time complaint received, action(s) taken, result of any investigations and any information given to the complainant including a dated response.

Parents will be able to access this record if they wish to; however, all personal details relating to any complaint will be stored confidentially and will be only accessible by the parties involved. Ofsted inspectors will have access to this record at any time during visits to ensure actions have been met appropriately.

**Contact details for Ofsted:**

Email: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

Telephone: **0300 123 1231**

By post:

Ofsted  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

Parents will also be informed if the nursery becomes aware that they are going to be inspected and after inspection the nursery will provide a copy of the report to parents and/or carers of children attending on a regular basis.

**Confidentiality**

At Bluebell nursery we recognise that we hold sensitive/confidential information about children and their families and the staff we employ. This information is used to meet children’s needs, for registers, invoices and emergency contacts. We store all records in a locked cabinet or on the office computer with files that are password protected in line with data protection principles. Any information shared with the staff team is done on a ‘need to know’ basis and treated in confidence.

It is our intention to respect the privacy of children and their families and we do so by:

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* Storing confidential records in a locked filing cabinet or on the office computer with files that are password protected
* Ensuring staff, student and volunteer inductions include an awareness of the importance of confidentiality and that information about the child and family is not shared outside of the nursery other than with relevant professionals who need to know that information. It is not shared with friends and family, discussions on the bus or at the local bar. If staff breach any confidentiality provisions, this may result in disciplinary action and, in serious cases, dismissal. Students on placement in the nursery are advised of our confidentiality policy and required to respect it
* Ensuring that all staff, volunteers and students are aware that this information is confidential and only for use within the nursery and to support the child’s best interests with parental permission
* Ensuring that parents have access to files and records of their own children but not to those of any other child, other than where relevant professionals such as the police or local authority children’s social care team decide this is not in the child’s best interest
* Ensuring all staff are aware that this information is confidential and only for use within the nursery setting. If any of this information is requested for whatever reason, the parent’s permission will always be sought other than in the circumstances above
* Ensuring staff do not discuss personal information given by parents with other members of staff, except where it affects planning for the child's needs
* Ensuring staff, students and volunteers are aware of and follow our social networking policy in relation to confidentiality
* Ensuring issues concerning the employment of staff remain confidential to the people directly involved with making personnel decisions
* Ensuring any concerns/evidence relating to a child's personal safety are kept in a secure, confidential file and are shared with as few people as possible on a ‘need-to-know’ basis. If, however, a child is considered at risk, our safeguarding/child protection policy will override confidentiality.

All the undertakings above are subject to the paramount commitment of the nursery, which is to the safety and well-being of the child.

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**Inclusion and Equality**

At Bluebell nursery we take great care to treat each individual as a person in their own right, with equal rights and responsibilities to any other individual, whether they are an adult or a child. We are committed to providing equality of opportunity and anti-discriminatory practice for all children and families according to their individual needs. Discrimination on the grounds of gender, age, race, religion or belief, marriage or civil partnership, disability, sexual orientation, gender reassignment, pregnancy or maternity, ethnic or national origin, or political belief has no place within our nursery.

*The nursery and staff are committed to:*

* Recruiting, selecting, training and promoting individuals on the basis of occupational skills requirements. In this respect, the nursery will ensure that no job applicant or employee will receive less favourable treatment because of age, sex, gender reassignment, disability, marriage or civil partnership, race, religion or belief, sexual orientation, pregnancy or maternity/paternity
* Providing a childcare place, wherever possible, for children who may have learning difficulties and/or disabilities or are deemed disadvantaged according to their individual circumstances, and the nursery’s ability to provide the necessary standard of care
* Making reasonable adjustments for children with special educational needs and disabilities
* Striving to promote equal access to services and projects by taking practical steps (wherever possible and reasonable), such as ensuring access to people with additional needs and by producing materials in relevant languages and media for all children and their families
* Providing a secure environment in which all our children can flourish and all contributions are valued
* Including and valuing the contribution of all families to our understanding of equality, inclusion and diversity
* Providing positive non-stereotypical information
* Continually improving our knowledge and understanding of issues of equality, inclusion and diversity
* Regularly reviewing, monitoring and evaluating the effectiveness of inclusive practices to ensure they promote and value diversity and difference and that the policy is effective and practices are non-discriminatory

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* Making inclusion a thread which runs through the entirety of the nursery, for example, by encouraging positive role models through the use of toys, imaginary play and activities, promoting non-stereotypical images and language and challenging all discriminatory behaviour (see dealing with discriminatory behaviour policy).

*Admissions/service provision*

The nursery is accessible to all children and families in the local community and further afield through a comprehensive and inclusive admissions policy.

The nursery will strive to ensure that all services and projects are accessible and relevant to all groups and individuals in the community within targeted age groups.

**Immunisation/Medication**

At Bluebell nursery we expect that children are vaccinated in accordance with the government’s health policy and their age. We ask that parents inform us if their children are not vaccinated so that we can manage any risks to their own child or other children/staff/parents in the best way possible. The nursery manager must be aware of any children who are not vaccinated within the nursery in accordance with their age.

We make all parents aware that some children in the nursery may not be vaccinated, due to their age, medical reasons or parental choice. Our nursery does not discriminate against children who have not received their immunisations and will not disclose individual details to other parents. However, we will share the risks of infection if children have not had immunisations and ask parents to sign a disclaimer.

We record, or encourage parents to record, information about immunisations on children’s registration documents and we update this information as and when necessary, including when the child reaches the age for the appropriate immunisations.

At Bluebell nursery we promote the good health of children attending nursery and take necessary steps to prevent the spread of infection

If a child requires medicine, we will obtain information about the child’s needs for this and will ensure this information is kept up to date.

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We follow strict guidelines when dealing with medication of any kind in the nursery and these are set out below.

*Prescribed Medication;*

* Prescription medicine will only be given when prescribed by the above and for the person named on the bottle for the dosage stated
* Medicines must be in their original containers with their instructions printed in English.
* Those with parental responsibility for any child requiring prescription medication should hand over the medication to the most appropriate member of staff who will then note the details of the administration on the appropriate form and another member of staff will check these details
* At the time of administering the medicine, a senior member of staff will ask the child to take the medicine, or offer it in a manner acceptable to the child at the prescribed time and in the prescribed form. (It is important to note that staff working with children are not legally obliged to administer medication)
* If the child refuses to take the appropriate medication, then a note will be made on the form

*Non – Prescribed Medication;*

* The nursery will not administer any non-prescription medication containing aspirin
* The nursery will only administer non-prescription medication for a short initial period, dependant on the medication or the condition of the child. After this time medical attention should be sought
* If the nursery feels the child would benefit from medical attention rather than non-prescription medication, we reserve the right to refuse nursery care until the child is seen by a medical practitioner.
* On registration, parents will be asked if they would like to fill out a medication form to consent to their child being given a specific type of liquid paracetamol or anti-histamine in particular circumstances such as an increase in the child’s temperature or a wasp or bee sting. This form will state the dose to be given, the circumstances in which this can be given e.g. the temperature increase of their child, the specific brand name or type of non-prescription medication and a signed statement to say that this may be administered in an emergency if the nursery CANNOT contact the parent

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* An emergency nursery supply of fever relief (e.g. Calpol) and anti-histamines (e.g. Piriton) will be stored on site. This will be checked at regular intervals by the designated trained first aider to make sure that it complies with any instructions for storage and is still in date
* If a child does exhibit the symptoms for which consent has been given to give non-prescription medication during the day, the nursery will make every attempt to contact the child’s parents. Where parents cannot be contacted then the nursery manager will take the decision as to whether the child is safe to have this medication based on the time the child has been in the nursery, the circumstances surrounding the need for this medication and the medical history of the child on their registration form. Giving non-prescription medication will be a last resort and the nursery staff will use other methods first to try and alleviate the symptoms, e.g. for an increase in temperature the nursery will remove clothing, use fanning, tepid cooling with a wet flannel. The child will be closely monitored until the parents collect the child
* For any non-prescription cream for skin conditions e.g. Sudocrem, prior written permission must be obtained from the parent and the onus is on the parent to provide the cream which should be clearly labelled with the child’s name

*Injections, Pessaries, Suppositories*

As the administration of injections, pessaries and suppositories represents intrusive nursing, we will not administer these without appropriate medical training for every member of staff caring for this child. This training is specific for every child and not generic. The nursery will do all it can to make any reasonable adjustments including working with parents and other professionals to arrange for appropriate health officials to train staff in administering the medication.

**Late Collection/Non-Collection**

At Bluebell nursery we expect all parents to agree an approximate time to collect their child from the nursery. We give parents information about the procedures to follow if they expect to be late. These include:

* Agreeing a safety password with the nursery in advance to be used by anyone collecting a child who is not the parent (designated adult)

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* Calling the nursery as soon as possible to advise of their situation
* Asking a designated adult to collect their child wherever possible
* Informing the nursery of this person’s identity so the nursery can talk to the child if appropriate. This will help to reduce or eliminate any distress caused by this situation
* If the designated person is not known to the nursery staff, the parent must provide a detailed description of this person, including their date of birth where known. This designated person must know the individual child’s safety password in order for the nursery to release the child into their care. This is the responsibility of the parent.

If a child has not been collected from the nursery after a reasonable amount of time *½ hour* has been allowed for lateness, we initiate the following procedure:

* The nursery manager will be informed that a child has not been collected
* The manager will check for any information regarding changes to normal routines, parents’ work patterns or general information. If there is no information recorded, the manager will try to contact the parents on the telephone numbers provided for their mobile, home or work. If this fails the manager will try the emergency contacts shown on the child’s records
* The manager/staff member in charge and one other member of staff must stay behind with the child (if outside normal operating hours). During normal operating times, the nursery will plan to meet required staff ratios. If the parents have still not collected the child, the manager will telephone all contact numbers available every 10 minutes until contact is made. These calls will be logged on a full incident record
* In the event of no contact being made after one hour has lapsed, the person in charge will ring the local authority children’s social services emergency duty team
* The nursery will inform Ofsted as soon as convenient
* The two members of staff will remain in the building until suitable arrangements have been made for the collection of the child
* The child’s welfare and needs will be met at all times and to minimise distress staff will distract, comfort and reassure the child during the process
* In order to provide this additional care a late fee of £20.00 will be charged to parents. This will pay for any additional operational costs that caring for a child outside their normal nursery hours may incur.

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**Safeguarding**

At Bluebell nursery we work with children, parents, external agencies and the community to ensure the welfare and safety of children and to give them the very best start in life. Children have the right to be treated with respect, be helped to thrive and to be safe from any abuse in whatever form.

We support the children within our care, protect them from maltreatment and have robust procedures in place to prevent the impairment of children’s health and development. In our setting we strive to protect children from the risk of radicalisation and we promote acceptance and tolerance of other beliefs and cultures (please refer to our inclusion and equality policy for further information). Safeguarding is a much wider subject than the elements covered within this single policy, therefore this document should be used in conjunction with the nursery’s other policies and procedures.

There are many different types of abuse including; Physical abuse, female genital mutilation, fabricated illness, sexual abuse, emotional abuse, neglect,

Policy intention

To safeguard children and promote their welfare we will:

* Create an environment to encourage children to develop a positive self-image
* Provide positive role models and develop a safe culture where staff are confident to raise concerns about professional conduct
* Support staff to notice the softer signs of abuse and know what action to take
* Encourage children to develop a sense of independence and autonomy in a way that is appropriate to their age and stage of development
* Provide a safe and secure environment for all children
* Promote tolerance and acceptance of different beliefs, cultures and communities
* Help children to understand how they can influence and participate in decision-making and how to promote British values through play, discussion and role modelling
* Always listen to children

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* Provide an environment where practitioners are confident to identify where children and families may need intervention and seek the help they need
* Share information with other agencies as appropriate.

The nursery is aware that abuse does occur in our society and we are vigilant in identifying signs of abuse and reporting concerns. Our practitioners have a duty to protect and promote the welfare of children. Due to the many hours of care we are providing, staff may often be the first people to identify that there may be a problem. They may well be the first people in whom children confide information that may suggest abuse or to spot changes in a child’s behaviour which may indicate abuse.

Our prime responsibility is the welfare and well-being of each child in our care. As such we believe we have a duty to the children, parents and staff to act quickly and responsibly in any instance that may come to our attention. This includes sharing information with any relevant agencies such as local authority services for children’s social care, health professionals or the police. All staff will work with other agencies in the best interest of the child, including as part of a multi-agency team, where needed.

We will support children by offering reassurance, comfort and sensitive interactions. We will devise activities according to individual circumstances to enable children to develop confidence and self-esteem within their peer group and support them to learn how to keep themselves safe.

Contact telephone numbers

Local authority children’s social care team 9am-5pm 03004709100/ out of hours: 01483517898

Local authority Designated Officer (LADO)03001231650 or LADO@surreycc.gov.uk

Local Safeguarding Children Board (LSCB) Runnymede 03001231630

Non-emergency police 101

Government helpline for extremism concerns 020 7340 7264

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**Special Educational Needs**

At Bluebell nursery we are committed to the inclusion of all children. All children have the right to be cared for and educated to develop to their full potential alongside each other through positive experiences, to enable them to share opportunities and experiences and develop and learn from each other. We provide a positive and welcoming environment where children are supported according to their individual needs and we work hard to ensure no children are discriminated against or put at a disadvantage as a consequence of their needs.

We believe that all children have a right to experience and develop alongside their peers no matter what their individual needs. Each child’s needs are unique, therefore any attempt to categorise children is inappropriate.

We are committed to working alongside parents in the provision for their child’s individual needs to enable us to help the child to develop to their full potential. We are committed to working with any child who has a specific need and/or disability and making reasonable adjustments to enable every child to make full use of the nursery’s facilities. All children have a right to a broad and well-balanced early learning environment.

Where we believe a child may have additional needs that have previously been unacknowledged, we will work closely with the child’s parents and any relevant professionals to establish if any additional action is required.

Where a child has additional needs, we feel it is paramount to find out as much as possible about those needs; any way that this may affect his/her early learning or care needs and any additional help he/she may need by:

* Liaising with the child’s parents and, where appropriate, the child
* Liaising with any professional agencies
* Reading any reports that have been prepared
* Attending any review meetings with the local authority/professionals
* Observing each child’s development and monitoring such observations regularly.

All children will be given a full settling in period when joining the nursery according to their individual needs.

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Our nursery Special Education Needs and Disabilities Co-ordinator (SENCO) is Maria.

The role of the SENCO is to take the lead in further assessment of the child’s particular strengths and weaknesses; in planning future support for the child in discussion with colleagues; and in monitoring and subsequently reviewing the action taken. The SENCO should also ensure that appropriate records are kept including a record of children’s SEN support and those with Education, Health and Care plans. The practitioner usually responsible for the child should remain responsible for working with the child on a daily basis and for planning and delivering an individualised programme. Parents should always be consulted and kept informed of the action taken to help the child, and of the outcome of this action (code of practice 2015).

She works closely with all staff to make sure there are systems in place to plan, implement, monitor, review and evaluate the special educational needs practice and policy of the nursery, always making sure plans and records are shared with parents.

**Terms and conditions**

* Bluebell Nursery is open Monday to Friday. 8am to 6pm. 50 weeks of the year. Closed for two weeks between Christmas and New Year’s.
* Children cannot be accepted earlier or collected later than their agreed times, in order to maintain the staff to child ratios. Unless prior agreements have been made.
* Invoices are sent out on the last week of the month. Fees must be paid by the 1st of each month. There is a late payment charge of 5% daily ontop of the fees that have not been paid.
* Fees are charged as normal during absence from the setting. (Sickness and holidays)
* No fees will be charged for when the setting is closed during Bank Holidays.
* When the setting is closed for the holidays, we are unable to arrange alternative childcare.
* We require you to provide the following items for your child (if applicable); spare clothing, indoor and outdoor shoes, nappy cream, teething gel, sun cream, formula milk, dummy. Please provide in clear box or bag.
* For children who receive FEET funding we offer Friday and Monday sessions.
* Children who receive other funding such as 3-5 year old funding, we require they attend a minimum of 4 session. (4 half days or 2 full days)
* We ask to see your child’s birth certificate and red book upon registration for safeguarding purposes.
* To secure your child’s place at Bluebell Nursery we ask for a registration fee of £50.00 It is very important we keep your child’s records up to date, please let us know if any of your details change.
* Bluebell Nursery is under obligation to report to OFSTED Safeguarding Children Team, any incident where we consider a child may have been put at significant risk. (Physical or Emotional) This may be done without informing the parent/guardian.



OFSTED

Tel: 0300 123 1231

Email: enquiries@ofsted.gov.uk

Post: Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD

Web: https://www.gov.uk/government/organisations/ofsted



Help paying for childcare:

<https://www.gov.uk/help-with-childcare-costs>

**Covid-1**9

As we are only a small setting we are able to keep contact minimal we will have two groups 10 children who are 0-2.5years and 12 children who are 2.5 to 5years these groups will have their own space within the setting the two routines.

within each group there will be staff allocated for even smaller groups within the 0-2.5years this would be 1staff for 3 babies, and overs 1 staff for 4 children, the member of staff will greet you and your child on arrival and departure at the main entrance to the setting, timed slots maybe available to support this transition.

As handover of children will be brief based on the gov advice that if unavoidable contact the contact should be minimised and no more than 15mins, we use a online journal for parent communication which shall give you information about your child and you can communicate back to your key person via the app we setup.

Furthermore each child shall have their own allocated equipment i.e. cups, bedding, any items you may want to send into us for your child to use i.e. change of clothing, spare comforter we recommend you placing them in a small clear sealed tub and letting us store them at least two days before we shall need them.

We shall ensure your child is frequently washing their hands with their keypersons support, we will use hand cream to protect children’s hands from becoming dry.

we shall have more cleaning in place and risk assess all we do, we will not be social distancing the children and adults within their group this is unfair on the children their emotional support and the need for support means we can not distance ourselves from your children and we will not be able to keep the small group of children from interacting with each other, we believe this is the right step for the children to ensure they learn key social interactions, ie sharing and communication.

we shall always keep alert to protect your child, we expect any parents who have symptoms or their child is showing signs of being ill must exclude themselves, any child developing symptoms shall be sent home immediately we are aware that some babies develop fever when teething however at these uncertain times we would still send them home if they have a fever.

Kind Regards

Maria Sadeghi Mazidi

Manager/owner

Bluebell nursery

**Details to keep**

Your child’s keyperson is:……………………………………………………………………

About your childs keyperson:

Manager: Maria Deputy: Lauren

SENCO: Maria trainee: Lauren

Safeguarding lead: Maria. Deputy safeguarding lead: Lauren

Behaviour manager: Maria health and safety: Hollie

Fire Marshal: Sharron main first aider: Hollie

Planning manager: Lauren House keeping/check sheets lead: Hollie

…………………………………………………………………………………………………………………………………………….

online journal

You will receive an email when your child signs up to Bluebell Nursery, with your log in details.

Store your details so you don’t forget them.

Username:…………………………………………………………….

Password:……………………………………………………………..

**Bluebell Nursery Chertsey**

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