

Bumble Bees



Flying Start

Statement of Purpose and Parent handbook.

Mission statement

‘To provide a first class service based on a reputation of trust, honesty and commitment to excellence’



Statement of Purpose for Bumble Bees run by Little Inspirations Ltd

Introduction:

Welcome to Bumble Bees (flying start) run by Little Inspirations Ltd. Little Inspirations Ltd was established in November 2003 and has been providing quality child care over several settings. The company currently runs five child care settings consisting of day nurseries, holiday schemes and Flying Start setting.

The Bumble Bees site joined the company in September 2015.

This setting is in partnership with the Vale of Glamorgan Early Years department and provides care as part of the Flying Start scheme. The setting is registered with CSSIW to provide care for children via sessional, holiday scheme and wrap around (after school club). The setting has a large open plan playroom that is divided into sections to provide areas of play and learning for children over the age of two and up. The children have access to a large garden that contains a patio, soft landing and a grassed area. There is a large canopy which allows play to continue in all weathers. The site is a purpose built premises that is set on one level suitable for wheelchair access.

Registration body

The setting will be registered with the Care and Social Services Inspectorate for Wales (CSSIW). The Company will comply with the Child minding and Day Care (Wales) Regulations 2010 in line with the Children Act 1989 and, wherever possible, will exceed the minimum standards for regulated child care as set out by Welsh Government (2012).

Company Mission statement

‘To provide a first class service based on a reputation of trust, honesty and commitment to excellence’

Aims and objectives

- To create a happy, safe, secure environment.
- To provide for the all round development of the child primarily through play.
- To provide a loving atmosphere where children feel safe and secure.
- To work in partnership with parents at all times in order to enhance the child’s development.
- To liaise with other professionals in the best interests of the child.
- To cater for each child’s individual needs and growth.
- To provide a homely and happy environment where children learn through child led activities that are both fun and educational.
- We will ensure that the individual’s rights to equal opportunities are met regardless of race, religion, gender and ability.
- To encourage independence and a sense of responsibility.
- To provide the children with a highly trained team of staff.
- To encourage and provide staff with the latest training at all times in order to ensure that the children are receiving the highest standard of care.

Numbers, ages and sex of children whom care is provided

Here at Bumble Bees site we welcome all families and children from all Nationalities regardless of gender, culture, religion and special need. The setting is registered to provide care for 24 children over the age of two that is divided into the following areas:

16 places will be Flying Start funded place that will need a referral from the Flying Start team

8 places will be available to the general public for a small fee.

Language

Bumble Bees provides care through medium of English with incidental Welsh used throughout the setting. Bumble Bees employs staff who speak Welsh and provide welsh training. The company has a Welsh Language policy and is signed up to the welsh scheme.

Range of needs to relevant children to be met

Bumble Bees is fully aware that children all have individual needs and we tailor our service to the children's requirements. We welcome children with additional needs, and when needed, we will seek to train staff to ensure the standard of care required is met.

Our aim is to offer the highest possible standard of care and security for all the children in our setting; we have to ensure that we are the best placement for each child and that we can provide the best possible care that each child requires, an assessment will be completed through pre-visits and enrolment forms. Promoting the health and well – being of the children we look after is our top priority.

As a Flying Start setting we will be working closely with the Flying Start team including Health Visitors

Opening Hours

Flying start sessions run from 9 a.m. to 11.30 a.m. Monday to Friday through term time only. Additional sessions for non flying start children are available for a fee and run from 8am-12pm.

Staffing

Bumble Bees implements and adheres to strict recruitment and suitable person policies and procedures for all new staff it engages. All staff have an Enhanced DBS and two current references are obtained prior to employment.

All senior staff are qualified to level three in child care and education and have or are working towards level five in child care and education.

All nursery nurses are qualified to level three in child care and education.

All nursery assistants are qualified to level two in childcare and education and working towards level three in child care.

Students and volunteers are a valuable asset to the setting but they will never be left unsupervised or counted into staff ratio.

Domestic and office staff have also undertaken an enhanced DBS check and may have daily contact with children but will not be left with children.

The company has a training policy in place to ensure that staff have the current training for; First Aid, Food and Hygiene, Safe Guarding child protection and health and safety whilst ongoing developmental training is in place to keep up with the ever-changing legislation and procedures relevant to the childcare industry.

Staff Ratio – Bumble Bees will always work to exceed the recommended ratio

2 – 3 years: 1 member of staff to 4 children ·

3 – 5 years: 1 member of staff to 8 children

5 – 8 years: 1 member of staff to 8 children

Facilities

Bumble Bees comprises of two areas which are designed specifically for the needs of the varying plays of children as follows:

Reception area

This has an electric door which is pad controlled from the inside. It has a large non slip area which is perfect for outdoor clothing. This area will contain hooks for children to independently hang coats, bags etc.

Office

The office will be a carpeted area with the appropriate office furniture such as desk, chairs, book cupboards, filing cabinets and computers. This will be used by staff mainly but will be a place for parents to hold confidential conversations.

Kitchen

This is a large fitted kitchen with a cooker, fridge and washing facilities. This is where snack will be prepared and cooking activities will take place. When not in use for the children this could be used for a staff room for short breaks.

Adult/disabled toilet

The site has one adult toilet that is suitable for wheelchair access with an alarm system, safety bars, non slip flooring and low sink basin and hand dryer.

Playroom

This has a large carpeted area which is divided into play areas such as language area, home corner, construction and free play. It also has an area designated for messy play where there are facilities such as sand, water, painting and many more messy activities. This area has a separate dining area with low cupboard and sinks to encourage the children to self serve and increase independent skills. This area is set up under the guidelines for foundation phase curriculum and the Flying start requirement.

Children's toilets

The setting has three children toilets in private cubicles, non slip flooring and a large low sink tray with several taps.

Nappy changing area

This is leading out from the toilet area and has built in unit with changing facilities and a nappy bin.

Outdoor play

The site has access to a secure garden straight from the playroom. This has a large covered area. There is a patio, soft landing and grass area to extend learning. The outside equipment will be a reflection of indoor areas. Play outside will take place in all weathers.

Restricted areas

In order for the children to gain independence but ultimately be safe and secure the following areas/rooms will be locked and only accessible to staff-

- Storage cupboard situated in the setting foyer.
- Managers office.
- Kitchen – The children will have access to the kitchen during cooking activities that are fully supervised.
- Disabled toilet/staff toilet.

Child Development files

Bumble Bees supplies each child with a development/progress file. The child's key worker will submit and update information on the child's development and achievements. This is done by a collection of photographs, written observations and individual work. The development file gives the family and the key worker an insight and record of the child's time spent in the setting. This allows us to share valuable moments.

Activities Offered:

The staff plan activities that follow the Foundation Phase curriculum. Children will be encouraged to join in activities that are suitable for their age, stage and ability. Whilst attending the setting the children will learn from hands on experiences, independent learning and experimenting. Children will be able to lead and choose activities. The setting will supply continuous, enhanced and focused provision that will encourage the children to become independent learners. The children will have activities designed around the seven learning outcomes;

- Knowledge and Understanding of the World.
- Personal and Social Development, Well Being and Culture Diversity
- Language, Literacy and Communication skills
- Welsh development
- Mathematics Development
- Creative Development
- Physical Development

Routine (General guide):

The children will have the opportunity to choose what and where they would like to play. The garden will be accessible throughout the session, regardless of the weather. Below is a loose guide to the session routine.

Flying start session

9am	Meet and greet, self registration
9.30am	Activity time, free choice indoors or outdoors (paint, sand and water accessible at all times)
10.30am	Snack time – Rolling snack
11am	Activity time, free choice indoors or outdoors (paint, sand and water accessible at all times)
11.30am	Evaluation time with children, group discussions, story and song time.
11.30am	Home time

Non Flying start session

8am	Meet and greet, self registration
8.30am	Breakfast
9am	Activity time, free choice indoors or outdoors (paint, sand and water accessible at all times)
10.30am	Snack time – Rolling snack
11am	Activity time, free choice indoors or outdoors (paint, sand and water accessible at all times)
11.30am	Evaluation time with children, group discussions, story and song time.
12pm	Home time

Outings

The setting takes children on short outings and trips; if trips are planned we will follow our outings policy and adhere to staff:child ratio. Parents consent will be obtained before any trip or outing.

Admissions Policy

Bumble Bees welcomes all families and children regardless of nationalities, gender, cultural and religious background. Parents or children do not have to meet with any requirements to attend the setting however,

16 morning places are allocated to children living in the Flying start area.

Families and children with additional needs are welcomed and the company will accommodate and will work closely with the Health Visitor, Flying Start advisory teacher and with the necessary agencies.

The parents and the setting will receive a letter from Flying Start confirming the child's place before starting.

Parents will also need to provide proof of address and the child's birth certificate.

Registration:

In order to register your child with the setting, a registration form and an enrolment form will need to be completed. The forms will include all information about your child such as medical history, vaccinations, special dietary requirements, next of kin etc. Proof of address and the child's birth certificate will need to be seen before starting. Each child will need to have a settling-in period in order to ensure they are happy and settled before attending the full sessions.

Meals, snacks and drinks

The Bumble Bees setting will register the food standards agency. The setting is part of the healthy sustainable pre-school scheme. All our meals, snacks and drinks are selected to ensure that children are having a healthily start to life. Staff is trained in food and hygiene. Snacks are prepared by trained staff and with the children to promote independence. All dietary requirements are catered for. All menus are displayed on notice boards in the settings, and whenever renewed they are sent out through email to parents. Snack and the amount eaten are recorded on the child daily diary so that parents are fully informed of their child's food and drink intake for that day.

We also comply with the Food Information for consumers Regulation, this means that we provide and display correct allergen information about the ingredients that is in the food we provide. This is displayed on the parents notice board and staff ensure that correct information regarding allergies is obtained via the enrolment form and food and intolerance procedure/form.

Complaints

The Company has a comprehensive complaints procedure that refers to informal, formal and concurrent complaints. This is available in the parents hand book, parents notice board and staff induction book. The company welcomes all information/comments good or bad. It is important to us that you communicate any concerns or issues immediately. This can be reported to any member staff that will log the information and report to the person in charge. This will then be investigated and appropriate action will be taken. All parties will be kept informed of action taken and the end out come.

Policies and Procedures:

Bumble Bees Policies and Procedures are kept in a folder located in the office and the parents' handbook, for you to read through at your convenience. The person in charge will email any policy or procedures on request.

Emergency care

If your child becomes unwell whilst at the setting he or she will be made comfortable and will have one to one care. The site manager will contact the named parent to collect the child. In the event of not being able to contact the named parents the site manager will contact the emergency numbers that are provided on the enrolment form. It is up to the parents to ensure that contact numbers are kept up to date.

If your child is in need of urgent medical attention a member of staff will accompany your child to the nearest accident and emergency department via ambulance. The parents will be contacted and told which hospital the child has been taken to; your child's enrolment form will be given to the medical staff.

Pet or animals at the setting

The company has a pet tortoise called Percy who visits all our settings. Percy stays in each setting for a length of time to allow the children to develop essential skills of caring and taking responsibility for a living creature. From time to time the settings may have a gold fish to look after. On pre arranged days the company will organize for companies like zoo lab or city farm to bring animals in. Individual consent will be signed for each event and every pet to ensure that children are allowed to come into contact with the animal/pet.

Reviewing of statement purpose.

The statement of purpose will be reviewed annually, when new legislation or a change of circumstances by Jenine Gill and person in charge of the setting.

Contact Information:

Rebecca Goacher - Nursery Manager or
Trisha Hooson - Deputy Nursery Manager

Telephone: 01446 732393
Email [bumble bees@little-inspirations.co.uk](mailto:bumblebees@little-inspirations.co.uk)

Registration and collection

Arrival and collection of children

The arrangements for bringing children in to the setting are:

- On arrival parents will sign and confirm collection information on their child on the list in the play room.
- Staff will greet, welcome and assist the parent to settle and leave the child
- This is the time where key workers will take note of any hand over information needed for the child care for that day or future care.
- We do not allow any child to be left in the setting without a member of staff being made aware of his/her arrival.

The procedures for collecting children are:

- Children are handed over to parents or named person at the end of the session by their key worker and parents are then required to sign their child out.
- Staff will give verbal information about the child's day and well being, an email diary will be sent after the session, stating the child's eating, well being and activities for the day.
- We only permit the authorised adult to collect a child from the setting unless we have already received written permission for another named adult to do so. Proof of identity will be required if that person is not known to the member of staff and passwords will be asked. We only release children into the care of an adult. (a person over eighteen unless it is the child's parent)

In an emergency situation, where the authorised adult cannot collect the child, the setting will seek authorisation from parents/carers by telephone. A child will not be released until authorisation is given. The child's safety will be the paramount at all times.

Reporting Absences

We would appreciate it if parents/carers could call to let us know why their child is not in to allow staff to put the correct information onto registers and to make the setting aware of any illnesses etc.

Illness, Sickness and Accidents

Parents should be aware that once young children begin to mix in small groups, as they do in nursery, they become vulnerable to coughs and colds particularly but also to other types of viral infections such as sickness/diarrhoea. The nursery will provide parents with a copy of common ailments that occur in a nursery environment. On this leaflet will be information and recommendation on how long your child should be away from nursery, this leaflet will also be displayed on the parent's notice board.

Parents/carers need to be aware that children will pass on infectious diseases. What may seem harmless to an older child may be life threatening to young babies or to pregnant ladies, due to this we request that parents inform us soon as possible about their child being ill no matter how minor the illness may seem.

Children who have coughs and colds are welcome to attend nursery as long their key worker feels that they are coping with the day to day routine.

Children's Temperature Policy

Any child with a temperature over 37.5c is considered to be unwell. The child must be excluded for 24 hours after the temperature has subsided. If your child has a temperature whilst in our care their key worker would make your child comfortable and take the following steps to reduce your child's temperature.

- Remove some of the child's clothes.
- Take and record the child's temp every five minutes or sooner if necessary.
- Offer the child a drink
- Keep the room cool
- Use cool pack or a tepid flannel on the child's head.

Whilst the above was being implemented a member of staff would contact the child's parent to come and collect the child. If we are unable to contact parents, or other emergency contact, within half an hour of the temperature being detected we will implement our emergency care policy. Under no circumstances will the nursery administer paracetamol to a child.

Head lice

The nature of the closeness of young children's play means that they can also be more vulnerable in contracting head lice. We ask for the co-operation from all parents in regular checking of their child's hair, early treatment and informing the nursery if your child is affected. If head lice are noticed in your child's hair whilst at nursery we will contact you so that you can obtain any necessary treatment ASAP.

Accidents in Nursery or at Home

All accidents that happen in the nursery will be recorded on an accident report that parents will be asked to read and sign. Parents will be provided with a copy of the report. Copies of accident reports will be stored for forty years. In the event of a serious accident our emergency care policy will be implemented and CSSIW will be informed.

If your child has an accident at home you will need to complete a home accident report. This will be read and signed by the company's child protection officer.

Emergency care

If your child becomes unwell whilst at nursery he or she will be made comfortable and will have one to one care. The nursery manager will contact the named parent to collect the child. In the event of not being able to contact the named parents the nursery manager will contact the emergency numbers that are provided on the enrolment form. It is up to the parents to ensure that contact numbers are kept up to date.

If your child is in need of urgent medical attention a member of staff will accompany your child to the nearest accident and emergency department. The parents will be contacted and told which hospital the child has been taken to; your child's enrolment form will be given to the medical staff.

Medication

Nursery staff is only able to administer medication when parents provide written consent; the nursery will provide you with a form. Please hand over any medication to a member of staff who will ensure that the medicine is kept in a secured cupboard or fridge. Please inform staff of dates, times and quantity of any medicine your child has received in the last 24 hours before coming into nursery. All medication whether prescribed or purchased must have the child's name clearly written on the label.

We have to inform parents that no medication or personal belongings should be left in their child's bag, as the bags are in a public area.

Minimum periods of exclusion from Bumble Bees

Rashes and skin infections	Recommended period to be kept away from school/nursery	Comments
Athletes foot	None	Athlete's foot is not a serious condition, however treatment is recommended.
Antibiotics	First 2 days at home	
Temperature (anything over 37.5)	24 hours after temperature subsides	
Chickenpox	Until vesicles have crusted over	Vulnerable children – some medical conditions make children more vulnerable to infections that would rarely be serious to most children the nursery will be made aware of children who are vulnerable .We need to be informed immediately of medical conditions such as chickenpox or measles from parents/carers. Female staff – pregnancy - chickenpox can affect the pregnancy if a woman has not already had the infection. Please report any suspicion of chickenpox, measles or German measles to the setting so that they can contact their midwife or doctor.
Cold sores (herpes simplex)	None	Avoid kissing and contact with sores. Cold sores are generally mild.
German measles (rubella)	Four days from onset of rash	Preventable by immunisation Vulnerable children – some medical conditions make children more vulnerable to infections that would rarely be serious to most children the nursery will be made aware of children who are vulnerable .We need to be informed immediately of medical conditions such as chickenpox ,German measles or measles from parents/carers. Female staff – pregnancy - chickenpox can affect the pregnancy if a woman has not already had the infection. Please report any suspicion of chickenpox, German measles or measles to the setting so that they can contact their midwife or doctor.
Hand, foot and mouth	none	Contact local Health protection unit if a large amount of children are affected.
Impetigo	Until lesions have crusted and healed or 48 hours after starting antibiotics	Antibiotic treatment speeds healing and reduces the infectious period.
Measles	4 days from onset of rash	Preventable by vaccination

Molluscum contagiosum	None	A self limiting condition
Rashes and skin infections	Recommended period to be kept away from school/nursery	Comments
Ringworm	Exclusion not usually required	Treatment is required
Roseola (infantum)	None	
Scabies	Child can return after first treatment	Household and close contacts require treatment.
Scarlet fever	Child can return 48 hours after starting antibiotic treatment	Antibiotic treatment is recommended, this is a notifiable infection
Slapped cheek /fifth disease , Parvovirus B19	None (once rash has developed)	Vulnerable children – some medical conditions make children more vulnerable to infections that would rarely be serious to most children. The nursery will be made aware of children who are vulnerable. We need to be informed immediately of medical conditions such as chickenpox, German measles, measles or slapped cheek from parents/carers. Female staff – pregnancy - chickenpox can affect the pregnancy if a woman has not already had the infection. Please report any suspicion of chickenpox, slapped cheek, German measles or measles to the setting so that they can contact their midwife or doctor.
Shingles	Exclusion will apply if rash is weeping	Can cause chickenpox in those who are not immune i.e. have not had chickenpox. It is spread by very close contact and touch.
Warts and verrucae	None	Verrucae should be covered in swimming pools, gyms and changing rooms.

Diarrhoea and vomiting illness

Diarrhoea and vomiting	Recommended period to be kept away from school/nursery	Comments
Diarrhoea and or vomiting	48 hours from last episode of diarrhoea or vomiting	
E. coli 0157 VTEC	Excluded for 48 hours from last episode of diarrhoea	Further exclusion may be required for very young children under fives and those who have difficulty in adhering to hygiene practises.

Typhoid fever	Excluded for 48 hours	Further exclusion may be required for very young children under fives and those who have difficulty in adhering to hygiene practises.
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Respiratory infections

Diarrhoea and vomiting	Recommended period to be kept away from school/nursery	Comments
Flu (influenza)	Until recovered	
Tuberculosis	Until declared fit by the doctor	Contact your local health protection unit.
Whooping cough	5 days from the starting of antibiotics or 21 days of onset of illness if no antibiotics are given.	Preventable by vaccination. After treatment non infectious cough may continue for several weeks.

Other infections	Recommended period to be kept away from school/nursery	Comments
Bacterial Conjunctivitis	If prescribed with antibiotics follow the exclusion for antibiotics	If an outbreak or cluster occurs contact the local Health protection unit
Viral conjunctivitis	If prescribed with antibiotics follow the exclusion for antibiotics	If prescribed antibiotics, exclusion for antibiotics is to be followed.
Diphtheria	Exclusion is essential, always consult with your local HPU	Family contacts must be excluded until cleared to return by local HPU. Preventable by vaccine.
Glandular fever	None	
Hepatitis A	Exclude 7 days after onset of jaundice (or 7 days after symptoms onset if no jaundice)	If an outbreak of Hepatitis A the local HPU will advise on control measures.
Meningococcal meningitis / septicaemia	Until recovered	Meningitis C is preventable by vaccination there is no reason to exclude siblings or others in close contact of the case. Your local HPU will advise of any action needed.
Meningitis viral	Until recovered	Hib and pneumococcal meningitis are preventable by vaccination. There is no need to exclude siblings or other close contacts of the case.
MRSA	None	Good hygiene, in particular hand washing and environmental cleaning are important to minimise any danger of spread. If any further information is required contact your local HPU.
Mumps	Exclusion for 5 days after onset of swelling	Preventable by vaccination.
Threadworms	None	Treatment is recommended for the child and those in the household.
Tonsillitis	None	There are many causes, but most cases are due to viruses and do not need antibiotics.

This information has been taken from the Guidance on infection control in schools and other childcare settings by the health protection agency.

Please remember that ensuring that your child's vaccinations are up to date can prevent illnesses/infection.

Snacks/Drinks

The company is registered with the food standards agency and prepares all food and drink by following the company HCAPP. Our score is displayed on the front door.

The company is part of the Healthy sustainable pre-school scheme, snacks, meals and drinks are to promote a healthy and well being lifestyle for children following Welsh government guidelines. All snacks and drinks served will be low in fat, sugar and salt free.

Menus are displayed in the setting, on the notice board and parents/carers are provided with regular updated copies.

Ingredients in food that are allergens are also displayed on the notice board and on the menus too. All dietary requirements will be catered for.

Snack time will be a social time for staff and children. Children will be encouraged to prepare, serve and eat independently, allowing them to develop essential life skills.

Milk

Children over age two will be given semi skimmed milk. Company will provide alternative milk for children who have an intolerances or allergies.

Additional Information

Gift policy

Due to the vulnerable nature of our job we feel it is inappropriate for key workers or any individuals to receive gifts.

We would like to stress that we do not expect gifts at any time of the year, however, we understand that some parents do wish to express their appreciation and thanks for the staffs' hard work and commitment, this can be achieved by a simple card or letter of thanks often speaks volumes and can boost confidence and morale.

We urge all parents to honor our policy as we would not wish to cause embarrassment to either parents or staff by having to return individual gifts.

Photograph policy/social media site policy

Due to data protection and the vulnerability of the children we look after we have to protect each individual's right to confidentiality, with this in mind we will always seek permission from parents for photographs or videos to be taken during special events. Bumble has development Facebook and twitter accounts and the setting will take responsibility for posting comments, pictures, and video's that we gain consent for. We ask parents not to post photographs, comments or video that involved other children than their own, as this may be breach confidentiality.

In the event that the company finds inappropriate posts on any social media site we will have no hesitation in removing and reporting the post to the appropriate bodies.

Continues breach of this policy could lead to no photographs being taken in the future.

Personal belongings/lost property

The nursery asks parents to provide a cloth bag with a full change of clothes. We ask you to label all belongings. The nursery endeavours to take care of personal belongings, however, we cannot be held responsible for lost or broken property. Due to lack of storage lost property will only be held for one month. Any items that have been left unclaimed will be donated to the local charity shop. Please do not leave any personal belongings in your child's bag. Due to health and safety we are unable to keep car seats or prams on the premises.

Smoking Policy

Bumble Bees is a no smoking company and this applies to image of smoking including any form of e cigarettes. This policy stands for the surrounding areas, car park, garden and buildings. This also includes the disposal of cigarettes. We would ask all stakeholders to respect this policy.

Mobile phone/devices

For the protection and security of all children Bumble Bees have a mobile phone policy. We ask all parents/ visitors to turn off all mobile devices before entering our premises. Anyone using a mobile device will be asked to end the call or to leave the site.

Bumble Bees inclement weather policy

Every attempt is made to ensure continuity of care however there may be extreme conditions when it is not possible to keep the setting open or to even open the nursery for health and safety reasons. Deteriorating weather conditions may enforce a decision to close the setting early.

In such circumstances the following procedures will be followed: -

Forecast or occurrence of extreme weather

In the event of the forecasts of extreme weather conditions such as heavy snow or flooding which will lead to road closures and transport disruption staff and students will be put onto 'weather alert'. This will involve informing parents, staff and students of the steps that will be taken in the event of a closure being unavoidable. If the setting decides to close **before** the designated opening time parents will be informed by telephone. If the setting is open during inclement weather when you are dropping your child off you may be asked to stay with your child in the setting until sufficient staff has arrived.

The setting will remain open as long as there is sufficient staff: child ratio to operate the smooth running of the nursery.

Each setting is responsible for the decision to close individual settings due to the weather conditions.

Please do not assume that if one of our settings closes that they will all close, as the circumstances vary from setting to setting.

If the setting has opened and the weather conditions deteriorate during the day management will make the decision based on health and safety grounds for the children and staff whether to stay open or close, if management decides to close the setting during the day you will still be charged for your child's contracted session.

**Thank you for taking the time to read this information booklet.
If you need further information do not hesitate to contact any of the
management team.**

We will be happy to help and listen to any comment that you may have.

Appendix

For company policies and procedures.

**Please ensure you read all policies and
procedures as they are part of the terms and
conditions of the setting.**

Guiding children's behavior

Policy Statement

At Bumble Bees we will provide a healthy, safe and stimulating environment that facilitates the development of respect for others and surroundings whilst supporting individuals self-esteem.

Through respecting others, the young people will appreciate diversity within the community and society in general. At Little Inspirations a supporting caring structure will exist so the children and their families will gain an understanding for each other's beliefs and values.

Considerations:

- Philosophy - to promote respect for others and surrounds
- Legislation - adhere to state regulations
- Childs needs - to have their feelings acknowledged and accepted and be able to express their emotions appropriately
- To be valued and respected as an individual.

Consistent expectations

Clear guidelines about acceptable behavior.

- Parent needs - involvement in determining appropriate strategies for dealing with poor behavior
- Avenues of support for parenting skills; through staff communication in a non-judge mental manner
- Provision of training to deal appropriately with children's behavior issues, and to ensure that programs are providing for the children's daily needs.
- Staff needs - support from parents and management in dealing with children displaying difficult behavior
- Appropriately trained staff with an adequate budget to sustain these considerations.
- Management needs - support from relevant agencies and professionals to make appropriate decisions in the best interests of the individual child and other children at Bumble Bees.

How the Policy will be implemented (Specific Policies and Procedures):

- Clear guidelines about acceptable behaviour will be developed with input from children, parents, staff and management. Parents/guardians will be made aware of expected child behavior at the setting during pre-visits and the information pack.
- Limits to behavior will be clearly expressed in positive terms and reinforced consistently in a developmentally appropriate way.
- The physical environment and material possessions will also be acknowledged as areas that deserve respect.
- Consistency of the above behaviour guidance technique will be promoted across the entire service as well as to families.
- Children will be encouraged to settle their differences in a peaceful manner.
- Role modeling is considered an influential tool in facilitating learning of young people, thus the team will maintain interactions honestly and positively.
- All staff will use voice intonations, facial expressions and explanations as methods of discipline used to encourage desired behaviour. Shouting at children unless for emergency situations should be avoided. Positive behavior will be encouraged by diverting children to more appropriate activities, showing

appreciation for appropriate behavior and building on each child's strengths and achievements.

- No child will receive any form of corporal humiliating or frightening punishment. This includes punishment such as a smack, being placed in a room alone, being made immobile, being frightened, humiliated or intimidated in any way.
- Parents who wish to discipline their own child/children whilst at setting will not at any time use any form of corporal punishment or use unacceptable language.
- Parent/guardians will not be permitted to discipline any other children in the setting.
- If children consistently display unacceptable behavior, the staff at the setting will ensure:
 1. The expectations of the child's behaviour are realistic and appropriate to their developmental level.
 2. The child understands the limits.
 3. There is no conflict between setting and home expectations.
 4. The child's needs are being provided for.
 5. The child has no impediments that may cause the unacceptable behaviour.
 6. The child isn't copying observed behaviour.
 7. Events at the setting have not encouraged the behaviour.
 8. Consequences of the behavior do not encourage it to persist.
 9. Strategies are consistently followed by all staff.
- The SENCO/ Behaviour management officer is available to discuss and assist with any concern a parent/guardian or play leader may have in respect of a child's behaviour or participation in the program.
- A play plan will be designed with the family of the child.
- If the unacceptable behaviour persists, the manager of the setting and with the parent/guardian will seek advice from an appropriate agency or professionals

Behaviour Policy

Purpose of policy

This policy is to ensure all stakeholders are confident to support and guide children behaviour in way that builds the child self esteem and creates a positive environment that facilitates the development of respect for others and the community.

Statement of policy

The company will operate a positive behaviour policy, attention will be given to good behaviour; any other behaviour will be dealt with appropriately. Good behaviour will be praised, rewarded and recognized. Children will be encouraged to respect other people and the environment around them. The company will ensure that the staff will provide guidance and be good role models with positive behaviour.

Parents will be informed of good behaviour by verbal feedback, daily dairies and stars charts. Inappropriate behaviour will be shared to the parent by private conversation and recorded on incident form. This information will be shared with the companies SENCO/ Behaviour Management officer who may observe the child for behaviour patterns.

It is the companies policy that no staff will use the word naughty when addressing the child's behaviour, staff will use emotions to express themselves e.g. that has made me sad or that is really good, that has made me happy.

Discipline Policy

When discipline needs to take place it will be done immediately and age appropriate. With younger children simple distraction will be used. With older children they will be encouraged to think about their behaviour, they may need to take time away from the situation but will be encouraged to return to the activities. When dealing with inappropriate behaviour the adult in charge will stay calm at all times and will remember that it is the behaviour that is inappropriate and not the child, it is the behaviour that we do not like, not the child.

Staff will never

- Intimidate, shout or shame a child.
- Under no circumstances will a child ever receive a physical punishment.
- A child will never be smacked or shouted at by any member of staff.
- A child will only be restrained when they are in danger of hurting themselves or another person.
- Parents will be informed of any situations that may arise regarding their child's behaviour.

The setting welcomes parents informing us of situations that have happened, they may speak to their key worker or senior member of staff, the setting can only act on situations that we aware of. If there is another child involved then, for reasons of confidentiality, we are unable pass on names, we ask parents to respect this and not to press staff for offender's names.

Bullying Policy

Bullying is a form of anti-social behaviour which will not be accepted in the setting, this includes staff and children.

If the setting becomes aware of a problem they will discuss it with the child's parents, the setting will expect full co-operation from the child's parents. Any incidents will be recorded and parents will be informed that day. From the record of events staff may find a pattern forming, this could help staff to decide what action can be taken to avoid the situation. We must remember that the child committing the bullying also has needs that have to be assessed and catered for. The child's place will only be withdrawn when every avenue has been explored and exhausted and we feel that the situation is not improving, this action will only take place if the staff believe it is in the best interests of the whole setting, the decision will not be taken lightly and will only happen if we feel that the child's behaviour is affecting the welfare of other children.

Strategies for dealing with anti-social behaviour

- Remain calm at all times.
- Remove the child from the situation.
- Speak in a firm but not aggressive tone of voice.
- Only tell the child once in a short sentence that their behaviour is not accepted e.g. "no smacking".
- Time out situations may be used but we never refer to a "naughty area".
- The action taken should not be drawn out and the child should be encouraged back into the nursery routine as soon as possible.
- Find a reason to praise the child in order to bring their self esteem back up.
- If the incident involves two children then it may be necessary to complete an accident/incident report and inform both sets of parents.
- Adults will only use physical restraint when it is necessary to prevent personal injury to the child or to other children, an adult or serious damage to property.
- The physical restraint we use is the bear hug strategy.

All staff are given internal training on behaviour management and also offered external training.

Jenine Gill is the behavior management officer for whole company and Lucinda is the site behavior management.

Contact information

The company operates an open door policy to existing parents; we hope that parents will feel confident in approaching any member of staff about any issue. If parents prefer they may speak to the senior leader of their child's group (name will be displayed on the staff board) or they can speak to the site manager who will endeavour to help in any way she can. Parents are encouraged to telephone the setting as often as they need to.

We welcome parental involvement and will encourage parents to actively take part in the setting. The child's key worker will have daily interaction with parents and will relay any information that they feel is important to the rest of the staff or parents. . The key worker will write and email a daily diary of the child well being and activities for the day.

The parents will be invited to a progress meeting twice a year where the key worker will be available to discuss all areas and will give a written report. The child progress/development book is available to the parents at anytime.

Parents are kept up to date with the setting event via parent notice board, email newsletters and media social sites

Any official documents will be displayed on the parent notice board and useful contact numbers will also be available.

Concerns or issues will be overseen by Jenine Gill company director whilst being dealt with in the first instance by the site manager at:

Site address Bumble Bees
Colcot Primary School,
Florence Avenue,
Barry CF62 9XH
01446 732393

Email: bumblebees@little-inspirations.co.uk

Head office address Little Inspirations day nursery ltd
Unit c
Llantrisant Business Park
Llantrisant
CF72 8YW
01443222660

Email: info@little-inspirations.co.uk

Equal opportunities policy

Racial and Equal opportunity statement

At Bumble Bees, all children, parents and staff are treated as individuals. We offer equal opportunities to both genders. We respect and demonstrate awareness to all cultures and religion, race, colour, creed, marital status, ethnic or national origin, or political belief. We expect anyone who is using this service to uphold and respect our equal opportunity policy.

Procedure

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

Children

The company will always promote equality and racial equality; we will operate an anti-discriminatory practice for all children. This will be achieved by example, through the way in which we talk and interact with them. Little Inspirations day nursery will 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.

Parents/ visitors

The setting will encourage the involvement of parents/carers/visitors by making them welcome by respecting diversities in families, their language, and culture and by encouraging them to contribute whatever way they can.

The company will make every effort to overcome any communication barriers to ensure that all parents/carers receive the required information.

The company encourages parents to inform us of any special needs e.g. parking close to the building, the company will endeavour to assist all parents to access the facilities.

All parents/carers/ visitors will be encouraged to understand the effect of stereo typing and discrimination and any discriminatory remarks towards children, staff or any other person will be challenged

Resources

The children will be surrounded by positive approaches to vary cultures and religion, which staff and children will research together. Little Inspirations has compiled a calendar of festivals which will be celebrated with in the nursery. Our toys and art work will reflect the multicultural society that we live in. The toys will be non gender and non stereo typical. All activities will be adapted and designed, so everyone can be involved. Little Inspirations will do its best through staff and resources to reflect a balanced view of all people, regardless of gender, religion, ethnicity, culture or disability. Little Inspirations has no boundaries. Children and staff from all areas and all backgrounds are welcomed in Bumble Bees.

Staff

The Bumble Bees will always demonstrate the equal opportunities policy in its day to day running. The equal opportunities policy will be in operation when employing new staff, when undergoing training, during admissions and in the facilities that we provide.

In cases where staff have a disability, but are able to work in the childcare field, we will make it feasible for them to take employment. The setting has disabled toilet. Bumble Bees is set on one level. All other requirements will be assessed individual through the individual risk assessments for work this will allow us to cater and assist staff into work place.

The company provides training and up to date literature for all staff. All staff, when signing their contracts of employment is agreeing to up holds the equal opportunities policy. Anyone seen as not respecting and upholding the equal opportunities policy will be disciplined accordingly.

Employment

The group will appoint the best person for the job. Commitment to implementing the Company equal opportunity policy will form part of the job description for all workers.

Advertisements will be in language appropriate to the community. Advertisements will be placed externally in the job centre and internally on the notice board.

Only questions relevant to the job will be asked. Each candidate will be asked the same questions. A welcome and professional approach to each interview will be ensured.

Summary

Bumble Bees will challenge any racist and discriminatory remarks, attitudes and behaviour from all stakeholders. This policy will lead from the director and senior managers, all stakeholders are expected to up hold the principle of the policy. Failing to respect and up hold the policy will lead to disciplinary action being taken or a place being withdrawn.

Complaints and Protection

Reporting a concern or issue informally

The setting always welcomes your comments good or bad. It is important to us that you communicate any concerns or issues that you may have immediately.

Here at Bumble Bees we have an open door policy where you may approach any member of staff who will try to help. In some circumstances you may want to deal with the person in charge that will endeavor to resolve the concern or issue to the best of their ability. Most concerns or issues will be resolved informally at this stage and within 14 days of the first report.

All staff has a duty to report all concerns or issues to their team manager who will decide which action to follow.

Formal Complaints

If the concern or issue is not resolved within 14 days or if the complaint is of a serious nature then the following procedure should be invoked:

- You may request to speak to the manager immediately in person or by telephone.
- All complaints must be in writing or completed on the company's complaints form.
- An email will kept as a written complaint but the company will only acknowledge the receipt of the complaint by email.
- A meeting will be arranged at the convenience of both parties. If a client refuses to have a meeting the complaint will still be investigated but this effect the information and process of the findings.
- The company will have two managers at meetings.
- Minutes of the meeting and agreed action points will be recorded and signed by both parties.
- Once a complaint has been made we will carry out a full investigation to try and resolve the complaint.
- A second meeting will be arranged to give a brief account of the investigation findings.
- If the parent/carer declines any meetings then the above will still take place. The company will then respond to parents in writing.
- We would aim to resolve the complaint within 14 days in the event that the complaint is not resolved within the first 14 days the company with the complainant's agreement will extend the period for resolutions by a further 14 days.
- All recorded complaints are kept on file for CSSIW to view at any time.

We may ask you to put your complaint in writing; any responses given in reply to the complaint will be documented, all parties will be given copies of these. All issues brought to the staff at Little Inspirations will be kept confidential and will be recorded on the companies complaint form. Any action taken will be logged and recorded.

Complaint made by a child

Bumble Bees respect that all children have a voice that should be heard and valued. If a child indicates a concern or an issue then the following procedure will be followed.

- Staff should listen to and write an account of the child's conversation but not prompt the child.
- Staff need be aware that young children will spontaneously express themselves. Staff must allow the child to express their concerns in the environment they are

comfortable in. There is no need for a child to be taken to an office to express their concerns.

- Staff must not make a child repeat themselves or ask questions but just allow the child to talk.
- If possible get another member of staff to listen but be aware not to overpower the child.
- Inform the person in charge/senior staff and provide the written account immediately.
- The person in charge will inform the child's parents/carers as soon as possible.
- The person in charge will notify the person responsible and keep them up to date with any events or action.
- With the parents consent, meetings will be arranged for the child and parents to discuss their concerns.
- The child will be encouraged to be involved in any action points that may resolve their complaint.
- In the event of the complaint being a legal issue then the company will inform the CSSIW and the police, we will then take our lead from their instructions.
- This policy works both with the policy allegations made against staff and the complaints procedures.

A complaint that is linked to accident

In the event of any person having a serious accident whilst at the setting the following procedure will take place

- Accident forms will be completed and signed. All staff who witnessed the accident will write an account of the accident.
- The person in charge will carry out an investigation as soon as possible.
- In the event of serious injury the person in charge will notify RIDDOR and CSSIW.
- The company's insurance company will be informed and a copy of all paperwork will be sent to them.
- The company will work with all the agencies that may be involved.
- In the event of the case being taken to court then the company will follow the instructions from the insurance company.
- Most cases that go to court cannot be completed within the recommended 35 days.
- This policy is to be linked with the complaints procedure and accident procedures.
- The other party will have access to copies of all the records and paperwork.
- All paperwork and records linked to the complaint and accident will be kept for forty years.
- The company's insurance certificate is displayed on a notice board within the setting.

Complaint about a member of staff

- We would ask parents if they have a complaint that involves a member of staff not to approach that member of staff but to approach a senior member of staff. This allows the company to carry out a clear investigation.
- In the event of a complaint about a member of staff the company would implement the complaints procedure.
- If a serious allegation was made against a member of staff the company would follow the allegations policy.
- If a parent/carer wishes to report a complaint about a manager they may contact the responsible and registered person who would follow the company complaints procedures.

- As the company has two registered/ responsible persons then you may contact either one if the complaint is regarding one of them. They will then implement the company's complaint procedure. In the case of our company the directors are the registered/responsible person.
- If a member of staff needs to make a complaint about a colleague or any personnel of the company they would need to follow the whistle blowing policy and may be the grievance as well as the complaint procedure.

A concurrent complaint

In the event of a complex complaint that needs to go to court the company will seek legal advice and will work with the CSSIW and all information will be made available. In some cases the company may have concurrent investigations that may involve the police, other local authorities and agencies. These cases are not likely to be resolved within the recommended time scales. As a company, in the event of a complex case that needed outside agencies, we would take our lead from the agencies involved. Such cases have to be of legal nature e.g. the company had put a child at risk or harm.

Information recording will be the following

- Name of the complainant
- Nature of the complaint
- Date and time of the complaint
- Action taken in response of complaint
- Result of complaint investigation
- Information given to the complainant, including the date of response.

CSSIW

We are keen to hear from users of services about their experiences and any concerns about the services we regulate.

When we receive a concern or complaint about a provider we look to see whether they are providing a safe service or if they are failing to meet the requirements and conditions of their registration. If we think they are not doing these things, we will arrange to carry out an inspection or ensure this aspect is checked at the next scheduled inspection.

CSSIW is not a complaints agency, and cannot deal with complaints linked to individual circumstances. If we are not able to deal with your particular complaint, we can direct you to the organization best placed to help you.

Contact details

<p>Child Care Director/Registered/Responsible Person Jenine Gill Little Inspirations Day Nursery Unit C Llantrisant Business Park, Llantrisant Pontyclun CF72 8YW 01443 222660</p>	<p>Person in Charge Rebecca Goacher Nursery Manger Bumble Bees Colcot Primary School, Florence Avenue, Barry CF62 9XH 01446 732393</p>
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Child Protection and safeguarding policy

The children's welfare is paramount. Under the child protection act the nursery has a duty by law to report any concerns or issues that arise over the health and welfare of any child in our care. There may, on rare occasions, be issues that require us to contact Children's Services for advice or investigation. Where possible the staff will be open and honest to you about the action taken. There may be occasions where we would undertake action without parental knowledge because we believe it to be in the child's best interest. This policy extends to all parents who may have concerns about any child's welfare. The staff will offer support and follow a strict code of practice and confidentiality.

Definitions of abuse

Somebody may abuse or neglect a child by inflicting harm or by failing to act to prevent harm. This may take place within family or in an institutional setting, by those who know the child or by a stranger. A child or young person up to the age of 18 years can suffer abuse or neglect. All children have the right to be protected by inter-agency.

Abuse has the following headings:

- Physical abuse
- Emotional abuse
- Sexual abuse
- Neglect
- Significant harm

All staff has to read and digest the definitions on child abuse in the All Wales Child Protection file.

Duty to all children

- Treat the child's welfare as paramount;
- Be alert to and aware of the risks which individual abusers, or potential abusers, may pose to children;
- Recognize when a parent or caregiver has compromised parenting capacity, that is, problems which may affect their capacity to provide effective and appropriate care, or which may mean they pose a risk of harm to a child.
- Be aware of the impact and effects of abuse and neglect on children;
- Have an understanding of the Framework for Assessment of Children in Need and their Families, which underpins the processes of assessing needs, planning services and reviewing the effectiveness of service provision at all stages of work with children and families;
- Share and help to analyse information so that an informed assessment can be made of the child's needs and circumstances;
- Contribute as required to provide help or a specific service to the child or a member of their family as part of an agreed plan and contribute to the reviewing of a child's progress.
- Contribute as necessary at all stages of the child protection progress.
- Contribute to regularly reviewing the outcomes for the child against specific shared objectives.
- Work co-operatively with the parents, unless this is inconsistent with the need to ensure the child's safety.
- Be committed to fully co-operating with all other agencies in the interests of safeguarding children.

The partner agencies listed in the Children Act 2004 share statutory responsibility for safeguarding and promoting the welfare of children and there is a duty placed on all professionals working for those agencies to report concerns.

Reporting concerns

Anyone who has concerns about a child should fill in a concern form. This may not need or lead to investigation but will help to gather information.

All staff must report any concerns to the nursery manager Lucinda and to the allocated child protection officer which is Jenine Gill (nursery director). All staff will be made aware of whom to report their concerns to. Staff are to understand that they do not have the right to make a report anonymously. It will be the decision of the nursery manager and whomever she has decided to discuss the concern with. Concerns will only be discussed to aid protection not to delay protection. All concerns will be taken seriously and staff will be given full support to report a concern. The decision to make a referral will not be taken lightly but at the same time staff must not be afraid to make referral in case their concerns are wrong. Bumble Bees will endeavor to train its staff in this area to ensure that they feel confident to deal with this situation.

Referrals

Referrals will be made to the Children's Services Department telephone no 01446 725202. This will then be followed up in writing; they can be contacted 24 hours a day. Nothing should be delayed when a child is at risk. The duty social worker taking the referral should be given the following information;

- The reason for the concern
- the full names, address and date of birth of the child
- The names, addresses and dates of birth of family members along with any other names which they use or are known by
- The names of all those with parental responsibility
- The names of other professionals involved with the family including the name of the child's school and GP
- Any information affecting the safety to the staff

Staff training

Staff will be offered to attend a training course that covers the Child Protection Act. Staff will also have to read and sign sections of the Child Protection Act file. Management will check signatures to ensure that staff are reading the file. Also staff meetings will be held where sections of the file will be discussed to ensure that every one is aware of their responsibility.

Allegations of abuse against a member of staff

All allegations will be taken seriously and treated in accordance with the All Wales Child Protection Procedures. All allegations and suspicions will be reported to Children's Services. The nursery will then take instructions from Children's Services and they will decide if the allegation merits a disciplinary or whether a criminal procedure should take place. If the incident is not found to be a criminal offence but fails to comply with our company procedures we will hold our own investigation and a possible disciplinary will be conducted. The accused will not be approached until advised by the authorities to do so. They will then receive a written report of the allegation and be suspended for further investigation to take place. The investigation will be led by the police and Children's Services. The nursery will not be able to discuss the allegation with the accused or any other staff. It will be treated with the strictest confidentiality. If anyone has information about the allegation they must disclose the information immediately to the professional bodies. If any of the staff

have concerns about another member staff they have a duty to report their concerns to the nursery manager or the allocated member of staff. They must not discuss their concern with anyone else. If they are found to be discussing their concerns with other staff they could be facing disciplinary action and also potentially damage any case that there may be. All concerns have to be recorded in writing. At the end of the child protection investigation the member of staff will be given a written statement of the allegation together with the conclusion of the investigation. Staff will only be reinstated if the investigation was found to be untrue. The nursery will take their lead from Children's Services.

Bumble Bees Working in Partnership with Parents and Carers Policy

Rationale

In Bumble Bees we believe that we can best meet the needs of individual children by working closely with parents/carers. We aim to develop partnerships between parents/carers and staff which are based on mutual trust and respect and which promote the sharing of information and knowledge for the benefit of the children in our care.

Implementation of the policy in Bumble Bees

The senior management team must:

- Ensure that there is a system of communication between the setting and parents/carers.
- Make every effort to ensure that information for parents/carers is made accessible to them.
- Arrange a briefing meeting with parents/carers before their child's admission, to inform them about policies and procedures.
- Ensure that any consent forms/agreements are completed.
- Ensure that the required contact information is kept up to date.
- Establish, where appropriate, the name of a child's legal guardian.
- Keep an up-to-date record of any particular needs of children. These records must be kept securely.
- Ensure that arrangements for the children's arrival and collection are clear, and understood by all staff and parents/carers.
- Establish a system in which only authorised adults can collect children, and create a plan that can be used in an emergency when a child cannot be collected by the recognised adult.
- Ensure that information about children is treated as confidential, is held securely and is only shared with parents/carers and relevant personnel.
- Ensure that all staff, volunteers and students understand that information held on children and their families is confidential.
- Ensure that all employed staff, volunteers and students are aware of this policy and the procedures followed in all settings.

Sharing information

- We invite parents/carers to an induction meeting before their child's admission to discuss policies and procedures and to complete the required contact forms.
- We ask parents/carers for information about their children, their individual needs and requirements in order to ensure the best possible care for them.
- We display daily routines and details of the Early Years Foundation Stage organisation:
- We provide information about themes/topics through regular newsletters electrical through email and mail chimp. (as part of commitment to reduce paper use)
- Parents are advised about visits/outings by letter and are informed about the purpose of the visit.
- Parents/carers are welcomed into the setting to discuss their child's progress and welfare with the staff and are urged to share any relevant information about changes to their child's normal family life or routine.

- We pass any changes to details held about a child's circumstances to the person in charge of records so that these can be updated, where appropriate.
- We encourage parents/carers to first discuss any concerns or issues about their children with the staff. The staff must discuss any issues that cannot be resolved with the site nursery manager.

Learning and having fun together.

- The parents will be encouraged to have input with activities for planning.
- Parents will take part in our Scheme Design Smile where we will work together to ensure that children have good healthy dental hygiene practices.
- Settings will sign post parents to service such as the Toy library Scheme
- Parents will be invited in to share skills and experience with children e.g. cooking or talking about their jobs, etc.
- In some settings parents will be able to take part in the joint reading scheme by borrowing the child favorite book for the week.
- Staff will inform parent daily what their child has enjoyed playing with that session and given tips on learning values and they can extend the learning at home.
- Parents may attend market research workshops and ensure they have input on how the setting develops its services for the future.
- Home task will be set with all resources being provided so that learning continues.
- Child will take home one of the care animals (cuddle toy) for the whole family to take care for a week end or a holiday.
- The company also undertakes a large amount of local charity and community work such as fetes and concerts where parent will be asked to attend and help.

Dealing with complaints

- The person in charge deals initially with any general concerns/issues about the setting.
- Any complaint is dealt with promptly by staff. We keep a written record of the nature of the complaint, the action taken, the person responsible for investigating and taking action, the timescale and the outcome. We keep secure copies of this record.
- We provide parents with details of how to contact CSSIW, should the need arise.
- Please see our Protection and complaints procedure which is on all notice boards, parent hand book and staff induction.

Privacy and confidentiality

- Any personal data on children and their parents/carers is held securely.
- We treat information about children and their families as confidential. We only disclose this to staff on a 'need to know basis' and only with the agreement of the parent/carer.
- All staff is responsible for sharing information about the progress and welfare of a child with his/her parents/carers. This information is also shared with other staff, to ensure that the best interests and needs of the child are met.
 - Some information exchange about children occurs informally on a daily basis; other opportunities for a more detailed report are offered through (parent meetings/regular written reports to parents/appointments by arrangement to discuss specific concerns).
 - Nursery staff keeps individual records on children's achievements and progress. These are kept securely.

- We allow parents access to their own children's records on request.
- We do not allow parents access to the records of other children.

Arrival and collection of children

The arrangements for bringing children in to the setting are:

- On arrival parents will sign and confirm collection information on their child on the list in the play room.
- Staff will greet, welcome and assist the parent to settle and leave the child
- This is the time where key workers will take note of any hand over information needed for the child care for that day or future care.
- We do not allow any child to be left in the setting without a member of staff being made aware of his/her arrival.
- The procedures for collecting children are:
- Children are handed over to parents or named person at the end of the session by a member of staff and parents are then required to sign their child out.
- Staff will give verbal information about the child day and well being, a email dairy will be sent before six o'clock confirming the child eating, sleeping, well being and activities for the day.
- We only permit the authorized adult to collect a child from the setting unless we have already received written permission for another named adult to do so. Proof of identity will be required if that person is not known to the member of staff. We only release children into the care of an adult. (a person over eighteen unless it is the child's parent)

In an emergency situation, where the authorised adult cannot collect the child. The setting will seek authorisation from parents/carers by telephone. A child will not be release until authorisation is given. The child's safety will be the primary concern at all times.

Children with an identified need

- When a child is identified as having a particular need by either the parents/carers or a member of staff, the concern will be discussed with the parents/carers, as well as the person in charge.
- We will consult the child's health visitor and other professional bodies for advice on providing for the child's needs.
- We will follow the procedures set out in the Policy for Special Needs.
- We will consult parents/carers about all decisions that are made regarding the provision for their child.

List of useful numbers and web links:

Little Inspirations head office	01443 222660 ext 0
Little Inspirations Rhydyfelin	01443 406097
Little Inspirations Barry	01446 722622
Flying Start/Early years	01443 744000
Working Tax credits	0345 300 3900
Healthy and sustainable Pre-school Scheme	01685 351437
For information of childhood immunisations please visit	http://www.nhs.uk/Planners/vaccinations/Pages/childvaccines.aspx
For information on the design to smile scheme please visit-	www.designtosmile.co.uk
For more information on dentists in your area please visit-	www.nhsdirect.wales.nhs.uk
For information on change for life initiative Wales please visit	www.nhs.uk/change4life
For information on the foundation phase please visit	www.wales.gov.uk and search for 'Foundation phase'.

If you require a hard copy the setting has information booklets available on childhood immunisations for children who are under 5 years of age.