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# LITTLE INSPIRATIONS

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DAY NURSERY

## **Newport**

**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 Newport**

**Introduction:**

Welcome to Little Inspirations Day Nursery Ltd.

Little Inspirations Ltd was established in November 2003 and has been providing quality child care for over ten years. The company currently runs five childcare settings consisting of day nurseries, holiday schemes and wrap around.

This setting is registered with CSSIW to provide care for children via a full day nursery.

The Newport site joined the company at the end of 2017.

This building is a two storey detached property, which was the original Gaer School. The main entrance opens to a spacious foyer/reception and cloakroom area. The site has large fully equipped kitchen which is registered with Food Safety agency currently rated at five on the score on the door. The kitchen also has an allocated staff room area.

There safety gates at both ends of the stairs.

### **Registration body**

Care Social Services Inspectorate for Wales (CSSIW). The Company will comply with Child minding and Day Care (Wales) Regulations 2010 in line with the children and Families Wales measure (2010) and, wherever possible, will exceed the National Minimum Standards for Regulated Childcare for Children up to the age of 12 years as set out by the Care and Social Services Inspectorate Wales.

### **Company Mission statement**

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

### **Aims and objectives of Little Inspirations Day nursery**

- 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.

### **Guiding principles of Little Inspirations Day Nursery**

- **Inclusive** - We will ensure that all needs are respected and supported regardless of race, religion, gender & ability for all our children, families and staff.
- **Community** - We develop meaningful relationships to maintain our visibility and position at the centre of the communities we serve.
- **Partnership** - We work together with parents at all times to enhance and stimulate the child's development. As an organization we will collaborate and develop partnerships to remain a market leader in our industry.
- **Growth** - Our staff, children & families should feel valued and empowered to develop their knowledge and skills together. Together we will grow and develop as an organization.
- **Environment** - Provide a safe and secure environment that enables all children to have fun and be happy in stimulating surroundings. To work in a positive atmosphere that considers staff welfare and well being at all times.
- **Creative** - Our staff and children should be encouraged to be creative in everything that they do to push the boundaries of possibility.

### **Numbers, ages and sex of children whom care is provided**

Here at Little Inspiration's day nursery 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 59 children under the age of 8, this divided into the following areas:

6 weeks to 2 years: 29 children

2 years to 5 years: 30 children

During holidays the nursery may take children up to the age of 8 years of age if deemed enough space and the child's needs can be met. The manager will meet with the parents and child and make a decision based on the age and stage of the child and the staffing and facilities available.

The children are split into key groups depending on their age and stage of development. Ratios are followed daily and all children are allocated a key worker.

### **Language**

Little Inspirations provides care through the medium of English with incidental Welsh used throughout the setting. Little inspirations employs staff who speak Welsh and provide Welsh language training. The company has a Welsh Language policy and has signed up to the Welsh scheme. Staff have attended 'un, dau, tri training' funded by the Welsh government. The training taught phrases, songs and covered themes to use in the planning of activities to enhance learning through the medium of Welsh. Activities such as circle time, stories and action songs/rhymes are carried out in Welsh on a daily basis. The children will be taught colours and counting in both English and Welsh.

### **Range of needs to relevant children to be met**

Little Inspirations day nursery are fully aware that children all have individual needs and we tailor our service to the children's requirements. We welcome children with special needs and additional needs, if needed we will seek to train staff to ensure the standard

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.

### **Opening Hours:**

Little Inspirations is open from 7.00 a.m. to 6.00 p.m. Monday to Friday. We are closed at weekends, Statutory Bank Holidays, including a one week period over the Christmas Holidays. We close at 1p.m on Christmas Eve and return back after the New Year bank holiday.

### **Staffing:**

Little Inspirations implements and adheres to a strict recruitment and suitable person policies and procedures for all new staff it engages. All staff will have an Enhanced CRB/DBS and two current references. 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 toward level three in childcare. Students and volunteers are a valuable asset to the setting but they will never be left unsupervised or counting into staff ratio. Domestic and office staff also undertakes an enhanced CRB/DBS checks and may have daily contact with children but will not be left with the 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**

Little Inspirations will always work to exceed the recommended ratio

- 0 – 2 years: 1 member of staff to 3 children
- 2 – 3 years: 1 member of staff to 4 children
- 3 – 5 years: 1 member of staff to 8 children

### **Under 3's area**

The second floor consists of several rooms, the baby room, toddler room and tweenie room. All these rooms are fully equipment to reflect the stage and ability of the children in those areas. Around the staircase is an area communally used for messy activities such as sand, painting, water play etc. This floor also consists of a milk kitchen, toddler toilets, nappy changing room and a sleep room.

### **Pre-school area**

On the ground floor there are two large playrooms that provide care for Pre-school children. This room has been designed to meet the Foundation phase curriculum. Off the side the pre-school room is access to a small outdoor area where the Foundation phase learning continues. The children's toilets are easily accessible on the ground floor ensuring independence skills are encouraged. The ground floor also has access to a large patio area that is suitable for all weather conditions allowing large physical play to continue.

### **School drop off/collection:**

The setting offers a drop off/collection service to a small selection of local primary school nurseries. This setting will only be able to offer this service to parents if the times don't coincide with other schools that we may be dropping off at/picking up from. There is limited availability for this service. The children will be transported via walking if the school is within walking distance or taken in a vehicle. The vehicle used is checked regularly and kept up to date with MOT's and services. The vehicle has business insurance in place and parents give written consent for children to travel in the car. The following procedures are in place:-

- A school collection policy will be in place
- Staff:child ratio's will be maintained at all times
- Staff will have 2 years driving experience
- Daily checks will be conducted prior to using the vehicle to transport children
- Appropriate car seats will used and fitted following the manufacturer instructions
- A company mobile phone will be taken on every journey
- A folder containing vehicle details, MOT certificates, insurance policies and any maintenance carried out will be kept up to date and kept on the premises
- Children will be accompanied by a level 3 qualified staff member of staff and first aid trained

### **Activities Offered:**

The staff plan activities that follow the Foundation Phase principals. Children will be encouraged to join in activities that are suitable for their age, stage and ability. Whilst at the setting children will learn from hands on experience 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 under two's will have access to activities that enhance the areas of development using SPLICE for guidance.

The over two's 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

### **Outings**

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

### **Daily Routines**

Here at Little Inspirations we firmly believe that young children feel happier and benefit from a simple and flexible routine.

Time	Activity
7.00 -8 am	Meet and greet children, self registration
8-9am	Free choice activity time
9-9.30am	Breakfast
9.30am	Register and information sharing time
9.30-10.15am	Activity time, free choice indoors or outdoors
10.15-10.45am	Snack time/ brushing teeth
10.45-12pm	Activity time, free choice indoors or outdoors
12pm	Lunch time
12.30pm- 1.30pm	Sleep or quiet time
1.30pm	Welcome afternoon children /register
1.45-2.30pm	Activity time, free choice indoors or outdoors
2.30-2.45pm	Snack time
2.45-4pm	Activity time
4.00-4.30pm	Tea time
4.30-6.00pm	Free play

The routine above is only a guideline. Due to the nature of the work, events may occur that force us to review the timetable. Where applicable, staff will follow children individual routines.

### **Admissions Policy**

Little Inspirations welcomes all families and children regardless of gender, cultural and religious background. Parents or children do not have to meet with any requirements to attend the setting however, Priority will be given to parents/ guardians who have paid a retainer fee to be placed on the waiting list. Priority will be given to the children already attending and to siblings of those children. Families and children with special needs are

welcomed and the company will accommodate where necessary and will work with the necessary agencies.

Thereafter it will be taken on a first come, first served basis. The age of the child and the days required might affect how quickly the place can be offered. Parents will be offered the chance of attending any one of our other settings if there is availability in them.

Under exceptional circumstances the setting may not be able to offer a space, if we are unable to meet the child's needs and requirements. The decision will only be made after all avenues have been exhausted and the setting will provide a reason for the decision of non admission.

The waiting list will be reviewed on a regular basis. If someone has been on the waiting list longer than three months a member of staff will either write or telephone or e-mail you to ensure that the place is still required.

### **Registration:**

In order to register your child with the setting, a Registration Form needs to be completed which includes all information about your child such as medical history, vaccinations, special dietary requirements, next of kin etc. We always recommend that each newly registered child is given a settling-in period in order to ensure that he/she will be happy to attend the setting. A registration fee or deposit needs to be paid to secure the child's place.

### **Meals, snacks and drinks**

The Newport setting currently has score of 5 on the door with the food safety agency. The company is part of the healthy and sustainable pre-school scheme. All our meals, snacks and drinks are selected to ensure that children are having a healthily start to life. All food is prepared freshly on site by the company's domestic staff, who are trained in enhance food and hygiene. All dietary requirements can be catered for. The company produces seasonal menus that run over a three week period. All menus are displayed in the parents hand book and notice boards in the settings. Meals and the amount eaten are recorded on the child daily diary so that parents are fully informed of their child eating for that day.

### **Terms of Payment: Fees**

Every parent or career is given a copy of their contracted hours and fees; this is signed by both the parent and staff. This contract will be updated every time a child's days or fees are changed. All bookings are taken in advance and the childcare package that you have registered for your child must be paid for even though your child may be absent during any of the booked sessions. All payments must be made in advance of your registered sessions and if for any reason you need to make a change to your booking, we do require 4 weeks' notice. Regular Invoices are issued in advance covering your contracted sessions as per the Registration Form and should additional extra hours or days to be taken; this must be paid for on the day or in advance.

### **Retainer fee**

To secure your child's place on our waiting list more than four weeks in advance a retainer fee of £50 is required. This will only be refunded from your deposit if your child takes up their place at the agreed time.

### **Deposit**

A deposit of £75.00 is required before your child starts with us. This deposit is refundable only when four weeks written notice of leaving is given. When four weeks written notice has been given the deposit will be deducted from your child's final invoice. Deposits will not be refunded if a child's place is cancelled before they start.

### **Invoices**

Invoices are issued between the 20<sup>th</sup> and 23<sup>rd</sup> of the month and all fees are to be paid by the last day of the month in which the invoices are issued. You will be charged in advance for the month you will be receiving, this will be calculated by the number of days and sessions pre-booked in that month. Additional sessions must be paid for in advance or, at the latest, on the day of the required session. Fees will not be charged on bank holidays or over the Christmas closure. Any reduction in your child's sessions will be charged for unless four weeks written notice is received.

### **Contracts**

Please be aware that your signed contract states that we require four weeks written notice of you withdrawing your child from the nursery so that we can pay your deposit back to you. We also require 4 weeks written notice if you require to change your session.

### **Late payment**

In the event of fees not being paid on time there will be an initial charge of £25 followed by further charges of £25 for every week that the fees are late. You will receive a letter notifying you of the late fees and stating additional charges. If fees still remain outstanding four weeks after their due date your details will be referred to Assured Credit Services Ltd – a debt recovery company who are assisting us with our credit control.

### **Methods of payment**

We accept the following forms of payment including; cash, standing order, card payment or Debit cards. We also accept all childcare vouchers and are register for Tax Free Childcare.

### **Absences**

Fees are still charged when a child is absent as overheads have to be paid and to ensure that your child's place is secured. No fees are charged when the nursery is closed, this includes bank holidays and one week at Christmas.



### **Fee Increase**

The fees will be subject to annual review every January; in the event of fees increasing you will be given 28 days written notice of change.

### **Late collection of a child**

If a child is collected later than their contracted time a standard charge of £15.00 for every 15 minutes or part of it will be added to your monthly bill.

### **Collection of Children:**

Under no circumstances will the Nursery staff allow your child to be collected from the Nursery by any unauthorised person and it is important that details of all persons authorised to collect your child are provided on the Registration Form. If, however, none of the authorised persons are available to collect your child on any occasion, then prior notice must be given to us. We request that all children are dropped off and collected within the Nursery opening times.

### **Complaints**

The Company has a comprehensive complaints procedure that refers to informal, formal and concurrent complaints. This is available to 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 inform of action taken and the end outcome. CSSIW will be informed of any serious complaint and will be informed of the outcome. CSSIW can be contacted directly by service users to express views and inform them about a complaint (Telephone:-0300 7900 126)

### **Policies and Procedures:**

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

### **Arrangements for Dealing with any Emergency:**

The Company has a comprehensive exclusion policy which can be found in the parent's Handbook.

### **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 key worker will contact the named parent to collect the child. In the event of not being able to contact the named parents the key worker 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

**Pets or animals at the setting**

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

**Cancellation of Contract:**

Should you wish to remove your child from the Nursery, one month's notice in writing is required.

**Reviewing of statement purpose:**

The statement of purpose will be reviewed annually, when new legislation changes or a change circumstances the review will be carried out by Jenine Gill and the person in charge of the setting. CSSIW will be informed of any changes and wherever practicable at least 28 days before the change is due to take place.

**Contact Information:**

Emma Smith - Nursery Manager  
Jenine Gill – Company director 01443 222660  
Head Office – 01443 222660

Telephone: 01633 666418  
Email: [newport@little-inspirations.co.uk](mailto:newport@little-inspirations.co.uk)  
Head Office email [info@little-inspirations.co.uk](mailto:info@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 a member of staff 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 before six o'clock confirming the child's eating, sleeping, 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. 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 primary concern at all times.

### Fees

**Opening hours: Monday – Friday 7.30am – 6pm**

Session	Times	Prices
Full day	8am–6pm	£42.00
Morning session	8 am – 1.30 pm	£28
Afternoon session	1.30 pm - 6 pm	£28

Sibling discount 15% for the second child  
10 % discount for a full week

## Holidays

Little Inspirations is open for 51 weeks of the year.

The nursery is closed on all bank holidays, half day Christmas Eve and one week over the Christmas holiday. No fees will be charged for these closures.

## Reporting Absences or Requesting Extra Sessions

The nursery would appreciate parents giving as much notice as possible for holidays as this helps in the planning of Rota's and the smooth running of the nursery.

## All absences must be paid for.

The nursery is aware that sometimes you may need to take extra sessions for short term, wherever possible the nursery will endeavor to help you with your request. Parents need to be aware that if the nursery is full, or due to the age of the child, we may not always be able to assist. Once an extra session is confirmed it is treated as a booked day and has to be paid for in full even if the child is then absent. If your child is not attending because they are unwell or have appointments, we ask you to report this to the nursery as soon as possible.

## Late collection

If a child is collected late a standard charge of £15 pounds for every 15 minutes, or part of, will be added to your monthly bill. This is to cover any cost to the company

## 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 are 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 Little Inspirations

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	7 days from appearance of rash (spots must be dry)	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)	Six days from onset of rash	Preventable by immunisation <b>Vulnerable children</b> – 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. <b>Female staff – pregnancy</b> - 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	Until blisters have healed	Contact local Health protection unit if a large amount of children are affected.

Impetigo	Until lesions have crusted and healed or 48 hours after commencing antibiotics	Antibiotic treatment speeds healing and reduces the infectious period.
Measles	7 days from onset of rash	Preventable by vaccination
Molluscum contagiosum	None	A self limiting condition
<b>Rashes and skin infections</b>	<b>Recommended period to be kept away from school/nursery</b>	<b>Comments</b>
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 commencing antibiotic treatment	Antibiotic treatment is required, <b>this is a notifiable disease</b>
Slapped cheek /fifth disease , Parvovirus B19	None	<b>Vulnerable children</b> – 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. <b>Female staff – pregnancy</b> - 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

<b>Diarrhoea and vomiting</b>	<b>Recommended period to be kept away from school/nursery</b>	<b>Comments</b>
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	Until declared fit by the doctor	

### Respiratory infections

<b>Diarrhoea and vomiting</b>	<b>Recommended period to be kept away from school/nursery</b>	<b>Comments</b>
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.

<b>Other infections</b>	<b>Recommended period to be kept away from school/nursery</b>	<b>Comments</b>
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	14 days from the start of symptoms.	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	Until swelling has subsided, not before 7 days of 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.*

### **Meals**

The company is registered with the food safety 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 Pre-school Healthy sustainable scheme, so snacks, meals and drinks are to promote a healthy and well being life style for the children. All food and drink served will be low in fat, sugar and salt free.

This setting has lunch freshly prepared daily on site by a member of staff in the onsite kitchen. The menu provides a wide and nutritious, balanced diet. It reflects the multi cultural society in which we live. A copy of the menu is available on parent's notice board.

All dietary requirements will be catered for.

Meals 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 and children under two will be given full milk. Company will provide alternative milk for children who have a intolerance or allergy. All formula milk must be provided by the parents. The formula milk must arrive in its original sealed packaging. The setting has a policy that any formula milk that is not used within four weeks of the package being open will be disposed of.

### **Babies**

Children under the age of one will be given fresh food that will be gluten free. Food will be suitable mashed or pureed to child's development. Children of six months and over will be given suitable finger foods that are essential to promote language skills. Staff will follow individual feeding programmes and will prepare formula milk just before each feed.

Children will be offered regular drinks and snacks throughout the day; water will be available at all times.

## **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, also, there are many staff who contribute to the care of the children in many different ways throughout the nursery that often go unrecognised for their input.

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 through team gifts that can be shared such as chocolates or biscuits but 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 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. Little Inspirations 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 on the premises.

### **Smoking Policy**

Little Inspirations is 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 Little Inspirations have a mobile phone policy. We ask all parents/ visitors to turn off all mobile devices before entering our preemies. Anyone using a mobile device will be asked to end the call or to leave the site.

### **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 and no charge will be made to the parents. 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 their own individual setting 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.**

Head Office 01443 222660

Finance office 01443 222660 ext 0

Newport office 01633 66418

## **Appendix**

### **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 behaviour

### **Policy Statement**

At Little Inspirations we will provide a healthy, safe and stimulating environment that facilitates the development of respect for others and surrounds whilst supporting individual 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 behaviour.

Parent needs - involvement in determining appropriate strategies for dealing with poor behaviour

Avenues of support for parenting skills; through staff communication in a non-judge mental manner

Provision of training to deal appropriately with children's behaviour 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 behaviour

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 Little Inspirations.

### **How 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 behaviour at the setting during pre-visit and information pack. Limits to behaviour 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. These at no time will be promoted above people. 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 modelling 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 behaviour will be encouraged by diverting children to more appropriate activities, showing appreciation for appropriate behaviour 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 behaviour, the staff at the setting will ensure:**

The expectations of the child's behaviour are realistic and appropriate to their developmental level

- the child understands the limits
- there is no conflict between setting and home expectations
- the child's needs are being provided for
- the child has no impediments that may cause the unacceptable behaviour
- the child isn't copying observed behaviour
- events at the setting have not encouraged the behaviour
- consequences of the behaviour do not encourage it to persist
- 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 professional.

This policy will be reviewed annually by the setting manager. CSSIW will be informed of any changes within 28 days of changes being made.

## **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 company's 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 are aware of. If there is another child involved then, for reasons of confidentiality, we are unable to 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 non 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. If a child were to be physically restrained an incident form would be filled in and the parents informed the same day. This incident form would be signed by the parents and would be stored confidentially with the child's enrolment form.

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



Jenine Gill is the behaviour management officer for whole company and each setting will have a named person for behaviour management.

This policy will be reviewed annually by the setting manager. CSSIW will be informed of any changes within 28 days of changes being made.

### **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: Little Inspirations Ltd  
Gaer Park Hall, Gaer Park Road  
Newport, NP20 3NU

Email: [newport@little-inspirations.co.uk](mailto:newport@little-inspirations.co.uk)

Head Office address: Little Inspirations Ltd  
Unit C  
Llantrisant Business Park  
Llantrisant, CF72 8YW

Email: [llantrisant@little-inspirations.co.uk](mailto:llantrisant@little-inspirations.co.uk)

## **Equal Opportunities Policy**

### **Racial and Equal opportunity statement**

At Little Inspirations Day Nursery, 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**

Little Inspirations Day Nursery 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 practise 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 Little Inspirations.

### **Staff**

The Little Inspirations Day Nursery 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 parking facilities and disabled toilets. Little Inspirations 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 upto 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**

Little Inspirations 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 Little Inspirations 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, this can be done in either English or Welsh.
- A meeting will be arranged at the convenience of both parties.
- 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; this can be done in either English or Welsh. 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**

Little Inspirations 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. The child will be encouraged to use their home language so he/she is more comfortable.
- 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 over power 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/careers 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 complainant
- Date and time of the complaint
- Action taken in response of compliant
- 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 organisation best placed to help you. You can contact CSSIW on 03007900126.

**Contact details**

<p><b>Child Care Director/Registered/Responsible Person</b>          Jenine Gill          Little Inspirations Day Nursery          Unit C          Llantrisant Business Park, Llantrisant          Pontyclun</p>	<p><b>Person in Charge</b>          Emma Smith          Little Inspirations Day Nursery          Gaer Park Hall          Gaer Park Road          Newport</p>
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CF72 8YW  
01443 222660

NP20 3NU  
0163366418

**Complaints co-ordinator  
(Person to contact if complaint is regarding  
responsible person)**

Annette Brewer  
Little Inspirations Day Nursery  
Unit C  
Llantrisant Business Park,  
Llantrisant  
Pontyclun  
CF72 8YW  
01443 222660

## **Child Protection Policy and Safeguarding Policy**

### **Introduction**

- A child is defined as a person under the age of 18 (The Children's Act 1989).
- This policy has been devised to meet the minimum standards set out CSSIW and to incorporate the All Wales Child Protection procedure 2008.
- This policy applies to all staff including nursery nurses, nursery assistants, office, domestic, regional, students, volunteers and anyone working on behalf of the company.
- The children's welfare is paramount.
- Under the Child Protection Act the setting 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.

### **The Aim of the Policy**

The aim of this policy is to define the meaning of abuse or neglect, identify the possible signs and indicators inform all users of the nursery what the procedure is when dealing with a suspected case. As a childcare provider we have a responsibility to ensure that all persons caring for the children in our setting are able to confidently put the procedures into practice. To confirm that the setting has an appointed Child Protection Officer who will take any responsibility for decisions made regarding a suspected case.

### **Working in partnership with parents**

We endeavor to build and maintain positive relationships with parents and in order to achieve this the sharing of information is vital. We ask all parents to fill in a home incident form to log any existing injuries that they child may have. This form will be signed by the keyworker, parent and manager and stored confidentially. The parents will be made aware if we need to pass the information onto children's services unless this could cause the child to be in danger, then the manager would phone children's services without the parents knowledge.

### **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



### **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 carer 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 cooperating 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.

### **When to be concerned**

Staff should be concerned about a child if he or she-

- Has an injury which is not typical of the age or stage of the child development or associated with children's activities
- Has regular unexplained injuries;
- Frequently has injuries that can be explained
- Confused or conflicting explanation are given on how injuries were sustained
- Exhibits significant change in behavior, performance or attitude;
- Indulges in sexual behaviour or conversation that is inappropriate to his or her age and development.
- When child discloses information or experience in which he or she may have been significantly harmed.

### **Dealing with a Disclosure**

If a child discloses that he or she has been harmed, abused or put at risk in some way, the person should-

- Listen to what is being said without displaying shock or disbelief

- Accept what is being said
- Allow the child to talk freely
- Reassure the child but to not make promises to keep secrets or might not be possible to keep
- Not promise confidentiality- you will need to pass this information on
- Offer reassurances to him or her.
- Listen, rather than ask questions
- If questions are needed ensure that are open ended questions
- Do not criticize the perpetrator;
- Explain what has to be done next if appropriate
- Write a record of the conversation as soon as possible.
- Report the conversation to a manager and child protection officer immediately
- Follow the company policy on report child protection issues.

### **Reporting and recording concerns**

Anyone who has concerns about a child should complete 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 **setting manager** and to the allocated child protection officer which is **Jenine Gill (company 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 setting 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 make a referral. 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. Little Inspirations will endeavor to train its staff in this area to ensure that they feel confident to deal with this situation.

Staff will be informed that the failure to report concerns are grounds for disciplinary proceedings.

### **Concerns**

Any concerns will be made to the Children's Services Department telephone no. : 01633 656656. 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 telephone call 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
- All concerns reported should be backed up by using Multi agency referral form child in need or child protection in guidelines of Local Safeguarding children Board. This form is available in the manager office with the All Wales Child Protection File. This must be completed immediately and sent with 48 hours of any referral being made.

### **After a concern has been made**

Staff has to be aware that they may have to attend a case conference and prepare written records to back up their report. The management team will give full support to all staff in this situation. We will endeavor to counsel and help our staff through the conference.

### **Staff training**

Staff will be offered to attend a training course that covers the Child Protection Act and safeguarding. Staff will also have to read and sign sections of the Child Protection Act file. Management will check signatures to ensure that staff is 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 setting 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 still 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 setting will not be able to discuss the allegation with the accused or any other staff; it will be treated with the strictest of 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 re-instated if the investigation was found to be untrue.
- The setting will take their lead from Children's Services.
- All the above stands even when the allegations may not be directly connected to company or setting.
- Staff should be aware that their conduct with child protection issues outside of work will have impact on their suitability for post and job role.

- Any staff found to be guilty of any child protection charges will have their employment terminated.

### **Use of Photographic / filming equipment/recording devices and mobile phones**

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 have reviewed our photograph/video policy/recording devices and mobile phones.

- Parents and staff/students/visitors are not permitted to use mobile phones or any recording devices on any of our sites.
- On enrolment parents will be asked for permission for the staff to photographs of children that will be used in the child development book to demonstrate progress.
- On enrolment parents will be asked to give consent for using photographs and videos in the company's advertising and public relationship work. This could take form in newspapers, media social sites, power point presentations and company branding products.
- Parents will not be allowed to photographs or video any of the children and events unless 100% consent has been given.
- We would ask parents not to post photograph or videos of children on media sites as the consent is only for company use.
- Mobile phones will never be used for taking photographs or for videos of children.
- All staff have to comply with the company policies on mobile phones, company photographs and media social site.

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.

### **Information for parent/career From the NSPCC.**

#### **Talk Pants to Your children**

The under wear rule is a simple way to help keep the children safe from abuse. It teaches children that their bodies belong to them, they have the right to say no and that they should tell an adult if they're upset or worried.

**P is for privates are private**

**A is for always remember your body belongs to you**

**N is for no means no**

**T is for Talk about secrets that upset you**

**S is for speak up, someone can help.**

If you ever have concern about any child or what more information on the **underwear rule** contact [nspcc.org.uk/underwear](http://nspcc.org.uk/underwear) or NSPCC 08088005000 [nspcc.org.uk/help](http://nspcc.org.uk/help) Childline 0800111111 [childline.org.uk](http://childline.org.uk)

## **Little Inspirations Working in Partnership with Parents and Carers Policy**

### **Rationale**

At Little Inspirations 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 Little Inspirations**

#### **The senior management team must:**

- Ensure that there is a system of communication between the school 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 a 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 practises.
- 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 favourite 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 it 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 under takes a large about 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/Head of Foundation Stage. 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:

Little Inspirations Head Office	01443 222660
Little Inspirations Newport	01633 666418
Little Inspirations Rhydyfelin	01443 406097
Little Inspirations Barry	01446 722622
Working Tax credits	0345 300 3900
Healthy Sustainable Pre-school Scheme	01685 351437
For information of childhood immunisations	<a href="http://www.nhs.uk/Planners/vaccinations/Pages/childvaccines.aspx">http://www.nhs.uk/Planners/vaccinations/Pages/childvaccines.aspx</a>
For information on the Design to Smile scheme visit	<a href="http://www.designtosmile.co.uk">www.designtosmile.co.uk</a>
For more information on dentists in your area visit	<a href="http://www.nhsdirect.wales.nhs.uk">www.nhsdirect.wales.nhs.uk</a>
For information on Change for Life Initiative Wales visit	<a href="http://www.nhs.uk/change4life">www.nhs.uk/change4life</a>



For information on the Foundation Phase visit	<a href="http://www.wales.gov.uk">www.wales.gov.uk</a> and search for 'Foundation phase'.
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If you require a hard copy the nursery has information booklets available on childhood immunisations for children who are under 5 years of age, leaflets about healthy eating and can access a range of useful information through the Health promotion for Wales Library. Please speak to a member of staff for further details.