



# Llantrisant

## 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 Llantrisant

#### 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 four childcare settings consisting of day nurseries and holiday schemes. Llantrisant was the first setting established in 2003. This setting is an award-winning setting and is registered with CIW to provide care for children via a full day nursery and holiday scheme care. The setting is large self-contained building set on one level suitable for wheelchair access. The setting is made up of the following play rooms; Baby room, toddler room, pre-school room. All the play rooms have access to a large secure garden that contains soft landing area, grass, patio, natural area and outside class room.

#### Registration body

Care Inspectorate for Wales (CIW). 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 up to the age of 12 years as set out by 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.

### 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 104 children under the age of eight. Children are assessed on stage ability rather than age ability.

### Language

Little Inspirations provides care through the medium of English with incidental Welsh used throughout the setting. Little inspirations employ staff who speak Welsh and provide Welsh language training. The company has a Welsh Language policy and has signed up to the Welsh scheme.

### 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 Inspiration 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, i.e. we close at 1p.m on Christmas Eve and return back 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 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 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
- 5 – 8 years: 1 member of staff to 8 children

### **Facilities:**

Little Inspirations Llantrisant comprises of a number of rooms which are designed specifically for the needs of the varying ages of children as follows:

#### **Baby department:**

This is divided into two areas. The first section is wet flooring for the children to have the opportunity for messy play and contains a dining area. The second section is a carpeted play area with a selection of equipment and toys suitable for age, stage and development. This department also has a self-contained milk kitchen, changing room and a cot room. The room has access to the large outdoor area.

#### **Toddler room**

This has a large carpeted area which is divided into play areas such as book corner, home corner, construction and free play. This room has a side room which is a sensory room. The toddler has access to the large outdoor area. The toddler group also makes use of the large dining area for meals and snack time.

#### **Pre-school room**

This department has two large playrooms that are set up within the guidelines of Foundation Phase Curriculum. The rooms are made up of mixture of carpet and wet flooring areas. This allows the continuous provision to be consistent throughout both play rooms. The children have access to the large garden area and outside classroom. This is used in all weather and is a reflection of indoor activities. This room is registered with Estyn and has visits from advisory teacher once a month.

#### **Additional facilities that the setting offers are:**

- Separate nappy changing area,
- Separate toilet facilities for the children,
- Outdoor play area equipped for outdoor activities in any weather,
- Large, safe onsite car parking area for dropping off and collecting children.

#### **Activities Offered:**

The staff designs 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 – gross motor and fine motor.

#### **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. Parent 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 -8.30 am	Meet and greet children, self-registration
8.30-9am	breakfast
9am-9.30	Register and information sharing time
9.30am-10.15	Activity time
10.15-10.45	Snack time/ brushing teeth
10.30-10.45	Toilet time
10.45-11.30	Activity time
11.30am-12pm	Lunch time
12.00pm-12.30pm	Sleep or quiet time
12.30pm 1pm	free play
1pm-1.30pm	Welcome afternoon children /register
1.30 pm	Activity time
2pm-2.15pm	First snack
2.15-3.30pm	Activity time
3.30-4.00pm	Tea time
4.30-5.00pm	Toilet time
5.00pm -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 for 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 Llantrisant setting currently has score of 5 on the door with the food safety agency. The company is part of the healthy sustainable pre-school schemes. 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 seasonally menus that run over a three-week period. All menus are displayed in the parent's 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 carer 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.

### 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 are accepted with a small charge of 30p per transaction and credit cards at 50p per transaction. We also accept all childcare vouchers

### 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; 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 in the parent's 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 outcome.

## 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 hand book.

## 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 four 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.

## Contact Information:

Gina Davies - Nursery Manager or  
Rachel Williams - Deputy Nursery Manager  
Telephone: 01443 222660 or  
Email [littleinspirations@hotmail.co.uk](mailto:littleinspirations@hotmail.co.uk)

## Registration and collection

- Parents will only gain access to the nursery by using the internal intercom. They will speak to a member of staff who will check their identity.
- Each section will have its own registration form. A member of staff will book your child in immediately; you may leave straight away or stay and settle your child for a while. We ask you to inform a member of staff that you are leaving so that we can ensure the building is secure.
- We ask parents not to drop their child off before their agreed session time in order to ensure that our staff ratios are correct. Staff will have the right to refuse entry until it is your session time. Parents are also asked to respect the collection time.
- A parent being late, or a child being dropped off early may take the nursery over the staff: children ratio which will affect the nursery insurance and compromise our registration with CIW.
- 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 nursery.
- Parents must complete the enrolment form before their child can start. The enrolment form will ask you to provide a list of named people who are allowed to collect your child. We may ask you

to provide passport photographs and passwords for all the people who may bring or collect your child. Please inform staff daily of any change to your arrangements. If someone comes to collect your child and you have not informed the nursery then that person would not gain access to the nursery until we have contacted, you for your permission.

- In the event of you having to make last minute changes to your arrangements please telephone the nursery and we will be happy to put a password into practice for you. When collecting your child please ensure that you inform a member of staff when you are ready to leave the building, we will need to book your child out and ensure that the building is secure.
- To help us to ensure your child's safety we ask parents not to open secured doors to anyone. Security is of the utmost importance when dealing with children and we ask that parents cooperate.

## Fees

**Opening hours;** Monday – Friday 7am – 6p.m

Sessions	Time	New fees from 1/3/2018
Full day	8am-6pm / 7am-5pm	£46.00
Full day long session	7am-6pm	£50.00
Full morning	8am-1pm	£33.00
Full afternoon	1pm-6pm	£33.00
Extra hour	Hourly rate	£9.00
Holiday Scheme Full day (Over 5's)	8am-6pm	£30.00
Holiday Scheme Morning (Over 5's)	8am-1pm	£16.00
Holiday Scheme Afternoon (Over 5's)	1pm-6pm	£16.00
School Drop Off/Collection		£5.00 + session cost

### Discounts Available:

Sibling Discount – 15% for second child - Full Week Discount – 10% - Onsite Factory Discount – 10% We know that a number of parents are eligible to claim support with the cost of their child care from a range of funding/voucher schemes. If you haven't previously reviewed your entitlement to the various schemes available, here are online links for you to research:

Working Tax Credits - <https://www.gov.uk/working-tax-credit>

Childcare Vouchers - <https://www.gov.uk/childcare-vouchers-better-off-calculator>

Lone Parents back to Work - <https://www.gov.uk/moving-from-benefits-to-work/help-for-parents-and-carers>

### 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 have to be paid for.** If your child is not attending because they are unwell or have appointments, then we ask you to report this to the nursery as soon as possible.

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.

### Late collection

If a child is collected late a standard charge of £15.00 for every 15 minutes is accrued or part of it and is 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. Parents should 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 parents will be contacted and told which hospital the child has been taken to along with your child's enrolment form.

### Medication

Nursery staff are only able to administer medication when parents provide written consent. 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. No medication or personal belongings should be left in their child's bag, as the bags are in a public area.

### Guidance on infection control in schools and other childcare settings

The document provides guidance for schools and other childcare settings, such as nurseries, on infection control issues.

It is an updated version of guidance that was produced in 2010.

Prevent the spread of infections by ensuring:

- routine immunisation
- high standards of personal hygiene and practice, particularly hand washing
- maintaining a clean environment

For further information and advice visit [www.gov.uk/phe](http://www.gov.uk/phe) or contact your local health PHE centre.

### Rashes and skin infections

Children with rashes should be considered infectious and assessed by their doctor.

Infection or complaint	Recommended period to be kept away from school, nursery or childminders	Comments
Athlete's foot	None	Athlete's foot is not a serious condition. Treatment is recommended
Chickenpox	Until all vesicles have crusted over	<i>See: Vulnerable Children and Female Staff – Pregnancy</i>
Cold sores, (Herpes simplex)	None	Avoid kissing and contact with the sores. Cold sores are generally mild and self-limiting
German measles (rubella)*	Four days from onset of rash (as per "Green Book")	Preventable by immunisation (MMR x2 doses). <i>See: Female Staff – Pregnancy</i>
Hand, foot and mouth	None	Contact your local HPT if a large number of children are affected. Exclusion may be considered in some circumstances
Impetigo	Until lesions are crusted and healed, or 48 hours after starting antibiotic treatment	Antibiotic treatment speeds healing and reduces the infectious period
Measles*	Four days from onset of rash	Preventable by vaccination (MMR x2). <i>See: Vulnerable Children and Female Staff – Pregnancy</i>
Molluscum contagiosum	None	A self-limiting condition
Ringworm	Exclusion not usually required	Treatment is required
Roseola (infantum)	None	None
Scabies	Child can return after first treatment	Household and close contacts require treatment
Scarlet fever*	Child can return 24 hours after starting appropriate antibiotic treatment	Antibiotic treatment is recommended for the affected child
Slapped cheek/fifth disease. Parvovirus B19	None (once rash has developed)	<i>See: Vulnerable Children and Female Staff – Pregnancy</i>
Shingles	Exclude only if rash is weeping and cannot be covered	Can cause chickenpox in those who are not immune, ie have not had chickenpox. It is spread by very close contact and touch. If further information is required, contact your local PHE centre. <i>See: Vulnerable Children and Female Staff – Pregnancy</i>
Warts and verrucae	None	Verrucae should be covered in swimming pools, gymnasiums and changing rooms

### Diarrhoea and vomiting illness

Infection or complaint	Recommended period to be kept away from school, nursery or childminders	Comments
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Diarrhoea and or vomiting	48 hours from last episode of diarrhoea or vomiting	
<i>E. coli</i> O157 VTEC Typhoid* [and paratyphoid*] (enteric fever) Shigella (dysentery)	Should be excluded for 48 hours from the last episode of diarrhoea. Further exclusion may be required for some children until they are no longer excreting	Further exclusion is required for children aged five years or younger and those who have difficulty in adhering to hygiene practices. Children in these categories should be excluded until there is evidence of microbiological clearance. This guidance may also apply to some contacts who may also require microbiological clearance. Please consult your local PHE centre for further advice
Cryptosporidiosis	Exclude for 48 hours from the last episode of diarrhoea	Exclusion from swimming is advisable for two weeks after the diarrhoea has settled

#### Respiratory infections

Infection or complaint	Recommended period to be kept away from school, nursery or childminders	Comments
Flu (influenza)	Until recovered	<i>See: Vulnerable Children</i>
Tuberculosis*	Always consult your local PHE centre	Requires prolonged close contact for spread
Whooping cough* (pertussis)	Five days from starting antibiotic treatment, or 21 days from onset of illness if no antibiotic treatment	Preventable by vaccination. After treatment, non-infectious coughing may continue for many weeks. Your local PHE centre will organise any contact tracing necessary

#### Other infections

Infection or complaint	Recommended period to be kept away from school, nursery or childminders	Comments
Conjunctivitis	None unless antibiotics given.	If an outbreak/cluster occurs, consult your local PHE centre
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 HPT	Family contacts must be excluded until cleared to return by your local PHE centre. Preventable by vaccination. Your local PHE centre will organise any contact tracing necessary
Glandular fever	None	
Head lice	None	Treatment is recommended only in cases where live lice have been seen
Hepatitis A*	Exclude until seven days after onset of jaundice (or seven days after symptom onset if no jaundice)	In an outbreak of hepatitis A, your local PHE centre will advise on control measures
Hepatitis B*, C*, HIV/AIDS	None	Hepatitis B and C and HIV are blood borne viruses that are not infectious through casual contact. For cleaning of body fluid spills see:

		Good Hygiene Practice
Meningococcal meningitis*/ septicaemia*	Until recovered	Meningitis C is preventable by vaccination There is no reason to exclude siblings or other close contacts of a case. In case of an outbreak, it may be necessary to provide antibiotics with or without meningococcal vaccination to close school contacts. Your local PHE centre will advise on any action is needed
Meningitis* due to other bacteria	Until recovered	Hib and pneumococcal meningitis are preventable by vaccination. There is no reason to exclude siblings or other close contacts of a case. Your local PHE centre will give advice on any action needed
Meningitis viral*	None	Milder illness. There is no reason to exclude siblings and other close contacts of a case. Contact tracing is not required
Threadworms	None	Treatment is recommended for the child and household contacts
Tonsillitis	None	There are many causes, but most cases are due to viruses and do not need an antibiotic
MRSA	None	Good hygiene, in particular handwashing and environmental cleaning, are important to minimise any danger of spread. If further information is required, contact your local PHE centre
Mumps*	Exclude child for five days after onset of swelling	Preventable by vaccination (MMR x2 doses)

\* denotes a notifiable disease. It is a statutory requirement that doctors report a notifiable disease to the proper officer of the local authority (usually a consultant in communicable disease control). In addition, organisations may be required via locally agreed arrangements to inform their local PHE centre. Regulating bodies (for example, Office for Standards in Education (OFSTED)/Commission for Social Care Inspection (CSCI)) may wish to be informed – please refer to local policy.

Outbreaks: if an outbreak of infectious disease is suspected, please contact your local PHE centre.

## Good hygiene practice

### Handwashing

Handwashing is one of the most important ways of controlling the spread of infections, especially those that cause diarrhoea and vomiting, and respiratory disease. The recommended method is the use of liquid soap, warm water and paper towels. Always wash hands after using the toilet, before eating or handling food, and after handling animals. Cover all cuts and abrasions with waterproof dressings.

### Coughing and sneezing

Coughing and sneezing easily spread infections. Children and adults should be encouraged to cover their mouth and nose with a tissue. Wash hands after using or disposing of tissues. Spitting should be discouraged.

### Vulnerable children

Some medical conditions make children vulnerable to infections that would rarely be serious in most children, these include those being treated for leukaemia or other cancers, on high doses of steroids and with conditions that seriously reduce immunity. Schools and nurseries and childminders will normally have been made aware of such children. These children are particularly vulnerable to chickenpox, measles or parvovirus B19 and, if exposed to either of these, the parent/carer should be informed promptly, and further medical advice sought. It may be advisable for these children to have additional immunisations, for example pneumococcal and influenza.

### Female staff – pregnancy

If a pregnant woman develops a rash or is in direct contact with someone with a potentially infectious rash, this should be investigated according to PHE guidelines by a doctor. The greatest risk to pregnant women from such infections comes from their own child/children, rather than the workplace. Some specific risks are:

chickenpox can affect the pregnancy if a woman has not already had the infection. Report exposure to midwife and GP at any stage of exposure. The GP and antenatal carer will arrange a blood test to check for immunity. Shingles is caused by the same virus as chickenpox, so anyone who has not had chickenpox is potentially vulnerable to the infection if they have close contact with a case of shingles

German measles (rubella). If a pregnant woman comes into contact with German measles she should inform her GP and antenatal carer immediately to ensure investigation. The infection may affect the developing baby if the woman is not immune and is exposed in early pregnancy

slapped cheek disease (parvovirus B19) can occasionally affect an unborn child. If exposed early in pregnancy (before 20 weeks), inform whoever is giving antenatal care as this must be investigated promptly

measles during pregnancy can result in early delivery or even loss of the baby. If a pregnant woman is exposed she should immediately inform whoever is giving antenatal care to ensure investigation

This advice also applies to pregnant students.

## Immunisations

Immunisation status should always be checked at school entry and at the time of any vaccination. Parents should be encouraged to have their child immunised and any immunisation missed, or further catch-up doses organised through the child's GP. For the most up-to-date immunisation advice see the NHS Choices website at [www.nhs.uk](http://www.nhs.uk) or the school health service can advise on the latest national immunisation schedule.

Immunisation schedule Two months old	Diphtheria, tetanus, pertussis, polio and Hib (DTaP/IPV/Hib) Pneumococcal (PCV13) Rotavirus vaccine	One injection One injection Given orally
Three months old	Diphtheria, tetanus, pertussis, polio and Hib (DTaP/IPV/Hib) Meningitis C (Men C) Rotavirus vaccine	One injection One injection Given orally
Four months old	Diphtheria, tetanus, pertussis, polio and Hib (DTaP/IPV/Hib) Pneumococcal (PCV13)	One injection One injection
Between 12-13 months old	Hib/meningitis C Measles, mumps and rubella (MMR) Pneumococcal (PCV13)	One injection One injection One injection
Two, three and four years old	Influenza (from September)	Nasal spray or one injection
Three years and four months old or soon after	Diphtheria, tetanus, pertussis, polio (DTaP/IPV or dTaP/IPV) Measles, mumps and rubella (MMR)	One injection One injection
Girls aged 12 to 13 years	Cervical cancer caused by human papilloma virus types 16 and 18. HPV vaccine	Two injections given 6-24 months apart
Around 14 years old	Tetanus, diphtheria, and polio (Td/IPV)	One injection
Meningococcal C (Men C)		One injection

## Meals

The nursery prides itself on providing fresh homemade meals; we are part of the Pre-school- healthy and sustainable scheme. Our menu provides a wide and nutritious, balanced diet. It will reflect the multi cultural society in which we live. The nursery will supply you with a copy of a monthly menu which will change seasonally; this will also be found on the 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 eat but never forced, if a child does not like a meal then an alternative will be offered. Dessert will be as important and as healthy as the main meal. All food is prepared under the recommended health and safety laws. Parents are to be assured that all meals are prepared with no added salt or sugar. If you would like a copy of our menu, please ask a member of staff.

## Babies

Children under one are catered for with fresh puréed food. The nursery will supply you with different menus which will be suitable to the child's age.

## Milk

Children over the age of two will be given semi skimmed milk and children under the age of two will be given full milk. The company will provide alternative milk for children with allergies or intolerance the nursery asks parents to provide their own formula milk. The nursery has trained staff to make up feeds, in the milk kitchen. Parents may provide their own bottles, or they may use the nursery facilities.

Please note that, due to food hygiene and health and safety policies, the nursery cannot accept formula dispenser tubs which are pre-filled at home as we do not have traceable proof of how much powder is in the dispenser or whether or not it is in date. We can only accept a sealed tin of formula milk or sealed cartons of readymade milk. Sealed tins of formula milk are dated by staff with the date

of opening and the use by date. Children will be offered regular drinks and snacks throughout the day; water will be available at all time.

## Additional information

### 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.

### 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 unrecognized 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/ 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, we will always seek permission from parents for photographs or videos to be taken during special events. Little inspirations have developed a face book and twitter account and the setting will take the responsibility of posting comments, photographs and videos that we have gained consent for. We ask parents not to post photographs, comments or videos that involve other children than their own as this may breach confidentiality. In the event of the company finding inappropriate posts on any social networking sites we will have no hesitation in removing and reporting the post to the appropriate bodies. Continuous breach of this policy could lead to no photographs being taken in the future.

### Smoking policy

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

### Mobile phone devices

For the protection and security of all our children little inspirations have a strict no mobile phone policy. We ask all parents/ visitors to turn off all mobile devices before entering our premises. Anyone found using a mobile device will be asked to end their call immediately.

### Little Inspirations 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 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 us or any of the management team.  
We are happy to help and listen to any comment that you may have.**

**Llantrisant setting manager's office – 01443222660 ext 4  
Head office – 01443222660 ext 0**

## **Appendix to Little Inspirations policies and procedures**

Please read the following policies and procedures as they form part of the terms and conditions of the setting, we have a fully comprehensive set of policies kept in the office

### **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 up hold 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.

## 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 uphold the equal opportunities policy. Anyone seen as not respecting and upholding the equal opportunities policy will be disciplined accordingly.

## Employment

The company 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 a 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 and 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 uphold the principle of the policy. Failing to respect and uphold the policy will lead to disciplinary action being taken or a place being withdrawn.

## Guiding children's behaviour/ behaviour policy

### Policy Statement

At Little Inspirations we will provide a healthy, safe and stimulating environment that facilitates the development of respect for others and surroundings whilst supporting individual's 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 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 behaviour at the setting during pre-visits and the 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.
- 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 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:
  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 behaviour 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 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 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 Gina Davies is the site behavior management.

## Working in Partnership with Parents and Carers Policy

### Rationale

In 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 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/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 CIW, 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's day and well being, a email diary will be sent before six o'clock confirming the information.
- 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.

## 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. Little Inspirations has 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.
- 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; 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 company's 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.
- 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/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 parent's 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 CIW 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 complaint
- Result of complaint investigation
- Information given to the complainant, including the date of response.

### CIW

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 complaint 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

Child Care Director/Registered/Responsible Person Jenine Gill Little Inspirations Day Nursery Unit C Llantrisant Business Park, Llantrisant Pontyclun CF72 8YW 01443 222660	Person in Charge Gina Davies Nursery Manger Unit C Llantrisant business park Pontyclun, CF728YW
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## Contact information

The nursery 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 tree) or they can speak to the nursery manager who will endeavour to help in any way she can. Parents are encouraged to telephone the nursery as often as they need to.

We welcome parental involvement and will encourage parents to actively take part in the nursery. 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 nursery will also organise more formal parents' meetings every four months. Children under the age of two will be given a daily diary to keep parents informed. The nursery will also produce a regular newsletter so that parents are informed of forthcoming events.

The parents will have their own notice board where any current issues will be displayed. 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 the Company Director but are dealt with in the first instance by the setting manager at:

Gina Davies  
Little Inspirations Day Nursery Ltd  
Llantrisant Business Park  
Unit C  
Llantrisant  
CF72 8YW  
01443 222660

If the setting manager is unavailable, then please feel free to leave a message and she will contact you as soon as possible

### List of useful numbers

Llantrisant head office finance	01443222660 option 0
Working tax credits –	03453003900
Healthy and sustainable pre school scheme	01685351437
Information on childhood immunisations	<a href="http://www.nhs/planners/vaccination/pages/childvaccines.aspx">http://www.nhs/planners/vaccination/pages/childvaccines.aspx</a>
Designed to smile	<a href="http://www.designtosmile.co.uk">www.designtosmile.co.uk</a>
Early years funding	01443744000