

The Jays



Day Care Nursery
Pre-School
and Forest School

Working together to make a difference

PROSPECTUS

Moorhaven Village
Ivybridge
Devon
PL21 0TZ
Tel: 01752 894437
E-mail: jacqui@thejaysnursery.entadsl.com
www.thejaysdaycarenursery.co.uk

Index

Page

| | |
|----|--|
| 3 | Opening Letter |
| 4 | About Us |
| 5 | Mission Statement, Aims and Objectives |
| 6 | Safety |
| 8 | Regulations |
| 10 | General Information |
| 12 | Parents/Carers |
| 13 | Activities and Curriculum |
| 15 | Early Years Foundation Stage |
| 16 | Meal Times/Snack Times |
| 17 | Sample Menu |
| 18 | What To Do Now |
| 19 | Early Years Entitlement/term time |
| 20 | Safeguarding children policy |
| 30 | Complaints Procedure |
| 32 | Policy List |



Dear Parent/Guardian,

Thank you for enquiring about **The Jays Day Care Nursery and Pre-School**. We have been open since September 1995.

We cater for children aged 3 months to school age and also hold a Holiday Club for the main holidays (for up to and including 8 year olds). In April 2012 we started holding Forest School sessions for our pre-school children and also during the holidays for our holiday club children.

We are open all year round excluding Bank Holidays.

We hope that you will find this Prospectus answers most of your questions but if you have any additional questions or would to make an appointment to view the Nursery, please telephone or e-mail and we will do our best to help you. Please also take a look at our website which includes thousands of pages of parenting information, news, health pages, ideas for activities, product recalls and much more. We also update all of the Nursery information on a regular basis, enabling you to stay in touch with the latest nursery news and activities.

If you decide to register your child with the Nursery, please complete the 'Booking Form' and sign the 'Terms and Conditions Form' and return along with the registration fee.

Yours Faithfully

Jacqui Aldridge (Principal)



About Us

The Jays Day Care Nursery has been open since September 1995. Originally, the building was part

of the Moorhaven Hospital and was used as the nurse's Sports and Social Club. It was closed for several years before current owner and Principal Jacqui Aldridge helped to convert it into a Nursery School in 1995. The building is set in 65 acres of magnificent grounds giving plenty of opportunity for walks and outside play. There is also ample parking for parents and visitors.



We cater for children from aged 3 months to school age. The children are grouped in to Babies (3 months to approx. 2 years), Toddlers (approx. 2 years to 3 years) and Pre-School Room (3 years - school). We also have an 'Out of School Club' during school holidays. Each group has its own room and room leader who co-ordinates activities in line with the Early Years Foundation Stage Curriculum. All staff are encouraged to attend regular training and most are qualified Nursery Nurses and Nursery Assistants who have vast experience in childcare. The Principal is a qualified teacher. We are a friendly group who are totally committed to offering the very best of care and education as well as a safe, warm and caring environment for your child.

The Jays Day Care Nursery and Pre-School is open 8 a.m. - 6 p.m. Monday to Friday, all year round, excluding Bank Holidays, and offers a flexible hourly rate. We also take part in the Government funding scheme for 3 and 4 year olds.

We are OFSTED registered and are affiliated PLA (Pre-School Learning Alliance) and NDNA (National Day Nurseries Association) members and also have close links with the Early Years and Childcare Service.

HOW TO FIND US - From Plymouth - follow the A38 and take the slip road off to Ivybridge, at the first roundabout take the 3rd exit (Ivybridge) at the 2nd, 3rd, 4th & 5th roundabouts take the 2nd exits (B3213) and at the 6th roundabout take the 1st and continue along the B3213 until you reach Bittaford. Take the 3rd exit on the left towards Moorhaven, go up the hill and you will find us on 2nd exit on the left hand side through the playing fields. **From Exeter** follow the A38, take the slip road signposted Wrangaton, Bittaford, Ivybridge and turn Rt at T Junction. Turn left on to B3213 and follow for approx 1 mile. At Bittaford turn Rt immediately past Horse and Groom Pub and go up the hill towards Moorhaven. You will find us on 2nd exit through the playing fields. Walk up to top of path to left of car park and right in to our entrance.



MISSION STATEMENT

The Jays Day Care Nursery and Pre-School is committed to providing the best care and education for children in a warm, safe, welcoming and caring environment. With experienced and qualified staff we provide quality care and achieve stimulated, happy and confident children who are ready to face the new challenges ahead of them.

AIMS AND OBJECTIVES

Our nursery aims to:

- Provide a happy, safe, warm and stimulating environment for all children to play, learn and develop freely.
- Help children to develop responsibility for themselves and their actions and to become competent, confident, independent and co-operative individuals.
- Encourage children to have a positive attitude and respect for both themselves and other people.
- Promote a positive relationship with parents/carers and work in partnership with them to provide high quality play and care for their children.
- Offer inclusive services that are accessible to all children in the wider community.
- Undergo regular monitoring and evaluation of our services to ensure that the nursery continues to meet the needs of children and parents/carers.

Our nursery is committed to meeting the needs of parents and carers by:

- Listening and responding to their views and concerns.
- Keeping them informed of our policies and procedures, including opening times, fees and charges, and programmes of activities.
- Sharing and discussing their child's achievements, experiences, progress and friendships, along with any difficulties that may arise.
-

Our nursery is committed to providing:

- Care and activities that put the needs and safety of children first.
- A programme of activities that is interesting, educational, stimulating and fun.
- Activities that promote each child's social, physical, moral and intellectual development.
- Access to a variety of facilities and equipment under safe and supervised conditions.
- A staff team that is experienced, well trained and properly supported.
- Services that meet the conditions of the children's act 1989 and all other relevant childcare legislation, wherever they apply.
- An environment where no child is bullied or suffers discrimination in any form.

Safety

Safety is of paramount importance to The Jays Day Care Nursery and we have taken many steps to safeguard your child: -

COLLECTION OF CHILDREN - please also refer to regulations

PHOTOGRAPHS You will be asked, on the registration form, to provide photographs in order for us to identify the main collectors of your child. However, children will not be permitted to leave the Nursery premises with anyone not authorised before hand to collect them even if the Nursery recognises them.

PASSWORDS You will also be asked for a password so that in the event of the usual collector being unable to collect, the collector will be asked for the password.

SIGNING IN/ OUT You will be asked to sign your child in to and out of Nursery each day/session they attend together with the time of arrival and departure.

It is important that you inform us if a different person from usual is to collect your child. If we are ever in doubt of a person's suitability we **WILL NOT** release the child in to their care until we have notified the Parent/Guardian. A child will only be released in to the care of a responsible adult.

FIRE/FIRST AID

Regular fire drills are carried out and evaluations take place after each. Most staff are first aid trained. A first aid box is located on the premises.

OUTSIDE

To ensure the children's safety, the outside play areas have secure gates and high fences and are always checked prior to use. Children are supervised at all times.

CRB/DBS CHECKS (Police Checks)

DBS checks are carried out for all staff working at The Jays Day Care Nursery.

SUN PROTECTION

Sun lotion is provided by the Nursery, for a small annual charge, and is applied and re-applied as necessary. Should your child require special sun protection then we would ask that you send this in clearly labelled with your child's name.

PHOTOGRAPHS

Photographs are often used within the Nursery for children's development records, displays etc. It is also sometimes necessary for Nursery Nurses to photograph your child for their files. If you have no objection to this, please sign the section on the registration form.

We may also use photographs on our website as they participate in various activities. Naturally we will abide by common sense guidelines as described below:

- If we show a child's face, we will not name the child.
- If a child is named anywhere on the site, only first names will be used and no photographs will be included.
- Children will always be shown in a suitable standard of dress and participating in everyday activities.
- Each image is a photograph and not a live picture of the nursery.

Our website has been exclusively designed for the childcare industry and includes some important security features. We have the ability to password protect any pages that may contain photographs. The password is only available to parents with children at the nursery.

If you are happy for your child to be included in our website, subject to the criteria above, please sign the section on the registration form.

ACCESS TO INFORMATION

All OFSTED inspection reports and our policies and procedures are available to you in our 'Operation Plan' at the Nursery. Parent/Carers may have ready access to the files and records held on their own children but will not have access to information about any other child.

Regulations

To ensure the smooth running of the Nursery it is necessary to have these regulations. Please read them as you will be asked to sign a declaration on your child's 'Terms and Conditions' form saying that you agree to adhere to them once your child enters the Nursery.

ANNUAL HOLIDAYS

The Nursery is open all year round excluding Bank Holidays

FEES

We offer an hourly rate for flexibility and offer different contracts to suit your needs:-

General all year round childcare

You will be invoiced for 52 weeks of the year. We will not charge for Bank Holidays or official closures. We offer 1 week free per annum pro rata.

Fees are calculated on a monthly basis and should be paid on or by the 17th of the month. We accept payment by cheque, direct debit, cash or voucher scheme.

Term Time childcare

Term time only contracts will be calculated according to our term dates in line with Devon County Council and will be billed on a monthly basis and should be paid on or by the 17th of the month.

We accept payment by cheque, direct debit, cash or voucher scheme.

Fees are payable at all times whether you child attends nursery or not.

For children receiving government funding (3 and 4 year olds) the funded hours will be deducted from your invoice.

There is a 5% reduction in 1 child's fees for 2 or more siblings attending nursery.

The Jays Day Care Nursery reserves the right to review fees at their discretion, although this would not normally be expected to be more often than once a year.

ABSENCES

Please inform us if your child will not be attending on a particular day as it helps us to plan staffing, meals and activities etc. Written confirmation of absence is required for children in receipt of Government Funding. Please note, should your child not attend for the required number of sessions, funding is repaid to Devon County Council and these charges are then passed on to yourselves.

COLLECTION OF CHILDREN

As set out in this Prospectus, children will not be permitted to leave the Nursery with anyone not authorised beforehand to collect them. Therefore, please inform us if a different person from usual is to collect your child. To avoid penalty payment (see 'Terms and Conditions'), prompt collection of your child is required.

A child will only be released in to the care of a responsible adult.

SICKNESS

To prevent the spread of infection, sick children will NOT be admitted into the Nursery. Children suffering from a doubtful rash, sore throat, sickness (vomiting), diarrhoea or any infectious illness should be kept at home until a doctor has certified that they are well enough to attend Nursery or 48 hours after the last bout.

Should a child fall ill during the day, the parent/carer will be contacted and the child will be cared for away from the other children until their parent/carer arrives. Please keep us informed of any changes in your daytime contact numbers.

Qualified staff at Nursery can administer only prescribed medicine for which you will be required to sign a consent form. Calpol can be given in an emergency only if permission is given on the registration form.

The Nursery Principal reserves the right to remove a child to hospital in an emergency.

PERSONAL PROPERTY/CLOTHING AND BELONGINGS

The children at the Jays are very busy throughout the day with various activities and we also encourage daily outdoor play therefore, it is advisable to dress your child in comfortable clothes, preferable in layers so that a jumper can be removed if a child becomes warm.

Every child should have a full change of clothing (spare) every day as well as indoor/outdoor/wellington boots and a waterproof coat. In the summer, children should also bring a sun hat that covers their neck and a T-shirt/clothing that covers their shoulders. **All property must be clearly labelled with your child's name.**

Some of the following items may also be required: Nappies, wet wipes, nappy sacks, creams and lotions as appropriate - from 2 years old only. These are provided by the Nursery until your child is 2 years old.

We would also advise that money, sweets, toys and jewellery are **NOT** brought in to the Nursery as losing such personal items or the sharing of them can be quite distressing for your child. We appreciate that many babies/children have comforters. We treat these as an exception and would therefore encourage these items to be brought in to Nursery. It is also the policy of the Jays Nursery not to allow juice on a daily basis, in line with Department of Health guidelines regarding Healthy Eating.

PLEASE NOTE: The nursery accepts no responsibility for belongings left on the premises.

SETTLING YOUR CHILD

We offer pre start visits to help your child settle in to Nursery. We will arrange these with you and discuss with you the best way of settling your child in to the Nursery.

RIGHT OF REMOVAL

The Nursery Principal reserves the right to remove a child from the Nursery for any breach of these regulations.

General Information

MEALS (see sample menu)

All meals are freshly prepared daily by an experienced cook and are nutritional and well balanced. Special diets can normally be catered for (please see registration form).

MEAL BREAKS are as follows:

| | | |
|---------------|------------|---|
| Morning Break | 9 - 9.30 | Toast, fruit, milk/water |
| Lunch | 12 - 12.30 | Two Courses (cooked) Water |
| Mid Afternoon | 2 - 2.30 | Sweet/savoury snack, milk/water |
| High Tea | 4 - 4.30 | Choice of sandwiches, cake & fruit, water |

Water is available for children as required throughout the day. In the pre-school room, we do ask that you bring a sports type bottle labelled with your child's name and filled with **water only** that your child can access as required throughout the day, outside of mealtimes where drinks will be provided.

REST/SLEEP

A rest period for younger children is available after lunch. Babies individual sleep patterns are naturally accommodated.

SPECIAL EDUCATIONAL NEEDS and DISABILITIES (SEND)

Through our system of observation and record keeping we are able to monitor children's individual progress. Should we have any concern regarding your child, any issues will be discussed with you and a way forward agreed. We follow the Department for Education and Skills (DfES) Special Educational Needs and Disabilities Code of Practice for the identification and assessment of Special Educational needs and disabilities.

PROCEDURE FOR POOR BEHAVIOUR/DISCIPLINE

At the Jays Nursery we focus on positive behaviour and give lots of praise i.e. 'Well done for sitting nicely', 'good boy for using lovely manners'. In the pre-school room, if a child is being disruptive or doing something wrong we explain why they shouldn't be doing it and refer to the 'Golden Rules', if appropriate. Our 'Golden Rules' are a set of simple rules that were set by the Nursery School teacher with a group of the older children. We ask the children to try to abide by these, particularly whilst inside the Nursery School. If a child hurts another child, they will always be encouraged to apologise. On **no account** will corporal punishment be acceptable.

For older children, the thinking chair may be used but for no longer than a minute for each year of the child's age. For younger children and babies, they will be moved away from the situation within the same room.

TRIPS, OUTINGS AND VISITORS

Local Outings

We have the use of the extensive grounds surrounding the Nursery and like to go for walks or play outside in our garden on a daily basis. In order to ensure you child takes part in these activities, please ensure you tick the 'Local Outings' box on the registration form.

Trips Out

Trips out to places such as Pennywell Farm, Paignton Zoo, a working farm etc. are organised on a regular basis. Ratio's are kept to 1 adult to 2 children for these outings. You will be asked to sign a consent form prior to any trip of this sort.

VISITORS

Visitors such as Vets, Nurses, Fire Service, Police Service, Ambulance Service, etc. are invited to the Nursery in order to enhance your child's learning. We usually fit these in to our termly theme and the children have a chance to have a close up look at equipment used, vehicles etc.



We currently have music man 'Musik Garten' who holds weekly sessions, for the pre-school and toddler children, during term time.



We encourage parents to take part in their children's Nursery life and should you have any skills that you feel the children may be interested in and wish to share, we would happily arrange for you to visit the Nursery in a 'professional' capacity.

EQUAL OPPORTUNITIES

All children have equal opportunities within the Nursery. No child will be discriminated against for any reason. Boys and girls will have access to the same range of experiences and will be treated equally. We encourage children's cultural awareness and encourage them to find out about a range of cultures through activities, meals, resources and by celebrating various festivals.

CHILD PROTECTION/SAFEGUARDING CHILDREN

All the staff at the Nursery take Child Protection very seriously. We have a safeguarding children Policy and procedure in use that is enclosed with this prospectus. We will ensure that children are never placed at risk while in the charge of the Nursery Staff and confidentiality will be maintained at all times. Should your child come in to the Nursery with an injury we will ask you to complete an 'Injuries at home' form as required by OFSTED.

Parents/Carers

It is important that the children in our care feel happy and secure with us.

Your needs as a parent/carer are important too and therefore we encourage you to be involved in your child's nursery life. In order to make you feel welcome and a part of the Nursery we:-

- Have a parent/carer notice board located in the Nursery that has the Nursery policies, Operational plan and other relevant information to keep you up to date with life and The Jays.
- Have a daily activity board detailing what your child has been doing that day
- Regularly send out letters and newsletters
- Plan for your child's interests and next steps in their developments in-line with the Early Years Foundation Stage curriculum. This is via our on-line Tapestry system which is a shared experience between home and nursery. It has photo's, observations and other information which you can comment on or add to at any time.
- Ask you to sign your child in and deliver them to a member of staff to ensure they are accounted for on the register and to talk to staff about any relevant issues that we may need to be aware of i.e. bad night so may be tired etc.
- Ask you to sign your child out and talk to staff about how your child has been during the course of the day.
- Encourage new parents to help settle their child into the Nursery. Usually by your child attending for 2 two hour sessions prior to starting, however, we suggest that you discuss this with senior staff who will be able to help you decide how to manage this best.
- May ask if you wish to take part in a relevant activity session if you have any skills or interests that could be shared with the children.
- Have a parents evening for all children.
- Have a suggestion box in the main children's cloakroom for any ideas, suggestions or concerns you may have should you feel unable to speak to someone.

STAFF AT THE JAYS DAY CARE

We have a mix of experienced and qualified staff including a Nursery School Teacher all dedicated to providing the best care and education for your child. We encourage staff to attend relevant training and hold regular staff meetings to discuss new ideas and to keep up with current regulations.

Activities and Curriculum

At the Jays Day Care Nursery we use the Early Years Foundation Stage curriculum that became mandatory, in September of 2012, for all schools and early years providers in Ofsted registered settings. This is used throughout the Nursery for all age groups.

The Early Years Foundation Stage is broken down in to 4 themes underpinning the three prime and four specific areas of learning. Each of these expresses important principles underpinning effective practice in the care, development and learning of young children. (see chart)

It is our aim to meet the above criteria through carefully planned activities and the Nursery environment as a whole.



We have themed weeks, particularly for the pre-school room and organise activities, outings/visitors in line with this. Each child is treated as an individual and as such is given the opportunity to participate in activities of their own choice as well as those organised by the staff. These activities include numerous craft activities, P.E., role play/home corner, cookery, construction, sand and water play, musical instruments, games, singing, story telling, jigsaw puzzles, music and movement, sorting/estimating/number work plus many, many more. Pre-School children also have the opportunity to attend Forest School every week.

We also have the advantage of a large outdoor play area and the use of the vast surrounding grounds, which we make daily use of, rain or shine. So please make sure appropriate clothing and a change of clothes is brought to Nursery. All in one waterproofs are recommended, if at all possible, and may help to save on wet and muddy clothes going home!

Your child will be assigned a key person who will take responsibility for you and your child settling into nursery life. The key person will also be responsible for observing and recording your child's development on our on-line Tapestry system. Term targets/home links are also sent home to help



you support your child. We find that this system ensures that all areas of the curriculum are covered and that every child in our care has the opportunity to reach their full potential irrespective of their age/stage of development.

Your child's key person will also be your first point of contact for any day to day issues regarding your child, however, we hope that you will feel free to speak to any member of staff.

The Jays Day Care Nursery and Pre-School

Themes
 A Unique Child
 +
 Positive Relationships
 +
 Enabling Environments
 =
 Learning and Development

| | | | | |
|-------------------|--|--|---|--|
| Principles | Every child is a unique child who is constantly learning and can be resilient, capable, confident and self-assured. | Children learn to be strong and independent through positive relationships | Children learn and develop well in enabling environments, in which their experiences respond to their individual needs and there is a strong partnership between practitioners and parents carers | Children develop and learn in different ways. The framework covers the education and care of all children in early years provision, including children with special educational needs and disabilities. |
| Practice | <p>Practitioners</p> <ul style="list-style-type: none"> • Understand and observe each child's development and learning, assess progress, plan for next steps • Support babies and children to develop a positive sense of their own identity and culture • Identify and need for additional support • Keep children safe • Value and respect all children and families equally | <p>Positive relationships are:</p> <ul style="list-style-type: none"> ▪ Warm and loving, and foster a sense of belonging ▪ Sensitive and responsive to the child's needs feelings and interests ▪ Supportive of the child's own efforts and independence ▪ Consistent in setting clear boundaries ▪ Stimulating ▪ Built on key person relationships in early years settings | <p>Enabling Environments</p> <ul style="list-style-type: none"> • Value all people • Value learning <p>They offer</p> <ul style="list-style-type: none"> • Stimulating resources, relevant to all the children's cultures and communities • Rich learning opportunities through play and playful teaching • Support for children to take risks and explore | <p>Practitioners teach children by ensuring challenging, playful opportunities across the prime and specific areas of learning and development.</p> <p>They foster the characteristics of effective early learning</p> <ul style="list-style-type: none"> • Playing and exploring • Active learning • Creating and thinking critically |

MEAL TIMES/SNACK TIMES

To promote health and hygiene, children wash hands prior to all meals. All meals are freshly prepared daily by an experienced cook and are nutritional and well balanced. Special diets can normally be catered for (please see registration form). We encourage meal times to be a social occasion with children sitting together in small groups.



In the pre-school room, meals are served in bowls on the table and children are able to serve themselves and have 'seconds' if they wish. This helps to teach them to be independent and learn good social skills.

Help is on hand and encouragement given especially in trying new things. Children have a choice of drinks at meal times and are able to access drinks independently at all times.



Children are encouraged to use age appropriate cutlery and cups/beakers. Drinks are regularly offered to younger children. Good behaviour and good manners are promoted at all times.

Example of Daily Routine (Pre-School Room)

| | | | |
|-------|--------------------------------------|-------|--|
| 8am | Children start to arrive / free play | 12.30 | Quiet Time / Television Time |
| 9am | Toast Time (Toast, fruit and milk) | 1pm | Free Play |
| 9.30 | Circle Time | 1.45 | Circle Time |
| 10am | Outside play | 2pm | Activity Time (See Plans) and snack time |
| 10.45 | Activity Time (See Plans) | 3pm | Outside Play |
| 11.40 | Story Time | 3.45 | Television Time |
| 12md | Dinner Time (A two course meal) | 4pm | Tea Time |
| | | 4.30 | Children start going home / free play |

Each room has its own daily routine dependent upon age and stage of development

Sample Menu

| Breakfast | Lunch | Tea |
|---------------------------------------|---|---|
| | Monday | |
| Toast with Jam or Marmite Fruit | Casserole, sauté potatoes And Vegetables Rice Pudding | Cream crackers with various toppings Cake and fresh fruit |
| | Tuesday | |
| Toast with Jam or Marmite Fruit | Roast Chicken Potatoes and Vegetables Fruit and Ice cream | Brown Bread Sandwiches With Cheese or Ham Cake and fresh fruit |
| | Wednesday | |
| Toast with Jam or Marmite Fruit | Sweet and Sour Chicken, Rice and Prawn Crackers Apple Crumble | Selection of Brown Bread Sandwiches Cake and fresh fruit |
| | Thursday | |
| Toast with Jam or Marmite Fruit | Cheesy Wheels and Baked Beans Fruit Salad | Pizzas, Brown Bread and butter, cheese sticks. Cake and fresh fruit |
| | Friday | |
| Toast with Jam or Marmite Fruit | Cottage Pie Yoghurt | Brown Bread and Butter, Sausages Rolls, Cheese Sticks Cake and Fresh Fruit |

What to do now



If you haven't already done so, please come and visit and have a look around. We would prefer you to arrange this with us purely for security reasons and because there are times of the day when there wouldn't be so much to see i.e. when children are sleeping.

Have a chat to us about what days/sessions you require and whether or not they are available.

To secure your place, please complete the 'Booking Form' and sign the 'Terms and Conditions' and return them to us along with your registration fee (cheques made payable to 'The Jays Nursery'). Address:

**The Jays Nursery,
Moorhaven Village
Nr Ivybridge
Devon
PL21 0TZ**

We will then write and confirm all the details. As it gets closer to the time your child is due to start, we will again write to you to arrange settling in sessions.

We hope you like what you have seen and look forward to hearing from you.



Early Years Entitlement (Funding)

Early Years Entitlement is a Government Scheme which pays towards 3 and 4 year olds to have Early learning and care. Children become eligible the term following their 3rd Birthday.

We claim the entitlement on your behalf from the Local Council and the government in turn reimburses them.

The entitlement consists of 570 hours per academic year. From the summer term 2013 this can now be used more flexibly over the year and not just in term time. This can be split over 5 days using a minimum of 2.5 hours and a maximum of 10 hours per day. You can use your entitlement with no more than 2 providers. Please ring for further details.

You can use your entitlement here at The Jays Day Care Nursery and Pre-School. You can do this by either having your 'entitled' hours deducted from the overall hours your child attends or by only attending for 'entitled' hours. Please do not hesitate to contact us should you wish for any further information.

Term time contracts

With the introduction of the flexible early years entitlement, we have reviewed our whole structure and can now offer a term time contract.

Payments

We accept most payment methods including payment by voucher from all employer voucher schemes, cheque, cash , direct in to bank.

SAFEGUARDING CHILDREN POLICY

EYFS: 3.4-3.18

Due to the many hours of care we are providing, staff will often be the first people to sense that there is a problem. They may well be the first people in whom children confide about abuse. At The Jays Nursery, we work with children, parents, external agencies and the community to ensure the welfare and safety of children and to give them the very best start in life. Children have the right to be treated with respect, be helped to thrive and to be safe from any abuse in whatever form. This statement lays out the procedure that will be followed if we have any reason to believe that a child in our care is subject to any kind of abuse.

The Jays Nursery's Safeguarding Children's Policy arises from the following principles:

- The child's welfare is first consideration
- All children, regardless of age, disability, gender or ethnic origin have a right to be protected from all forms of harm, abuse, neglect and exploitation

As such, the nursery has a duty to report any suspicions of abuse to the Local Authority, which has a duty to investigate such matters. The nursery will follow the procedures set out in the Local Authority Child Protection Documents and will seek their advice on all steps taken subsequently.

It is **NOT** your responsibility as members of The Jays Day Care Nursery to decide whether or not child abuse is occurring, but **IT IS YOUR RESPONSIBILITY** to act on those concerns and do something about it.

Types of Abuse

The term 'Child Abuse' is used to describe various ways in which children are harmed or mistreated. There are many different ways in which children can be harmed, all with a common factor that the child feels under-valued and worthless.

Abuse can happen anywhere but abusers are likely to be known and trusted by the child.

- **Physical Abuse**
May involve hitting, shaking, throwing, poisoning, burning, scalding, drowning, suffocating or any other physical harm.

- **Fabricated Illness**

This is also a type of physical abuse. This is when a parent fabricates the symptoms or deliberately induces illness in a child. The carer may seek out unnecessary medical treatment or investigation, exaggerate a real illness or symptoms or induce physical illness e.g. through poisoning, starvation, inappropriate diet. This may also be presented through false allegation of abuse or encouraging the child to appear disabled or ill to obtain unnecessary treatment or specialist support.

- **Sexual Abuse**

Involves forcing or enticing a child or young person to take part in sexual activities whether or not the child is aware of what is happening. The activities can involve physical contact or non physical contact i.e. involving children looking at or in the production of pornographic materials.

- **Emotional Abuse**

The persistent emotional ill treatment of a child causing severe and persistent adverse effects. It may involve:

- Telling a child they are worthless, unloved or inadequate
- Age or developmentally inappropriate expectations being imposed
- Overprotection and limitation of exploration and learning
- A child seeing or hearing the ill treatment of another
- Serious bullying
- Causing a child to frequently feel frightened or in danger
- Exploitation or corruption of a child

- **Neglect**

Persistent failure to meet a child's basic physical or psychological needs, likely to result in the serious impairment of the child's health and development. Neglect may occur:

- During pregnancy as a result of substance abuse
- Failure to provide adequate food and clothing
- Failing to provide shelter including exclusion from home or abandonment
- Failing to protect a child from physical harm or danger
- Failure to ensure adequate supervision (including the use of inadequate care givers)
- Failure to ensure access to appropriate medical care or treatment

In the case of neglect, it may be that early help may be required. The Safeguarding Children Co-Ordinator can contact the Multi Agency Safe Guarding Hub and ask for the Early Help Team for advice.

- **Discriminatory Abuse**

Includes racist, religious and sexist abuse, plus abuse based on a persons disability.

Effects and indications of abuse

Indications that a child may be being abused include:

- Unexplained or suspicious injuries such as bruising, cuts or burns, particularly if situated on a part of the body not normally prone to such injuries
- An injury for which the explanation seems inconsistent
- A child indicates what appears to be an abusive act through words, play or drawing
- Unexplained changes in behaviour or emotions such as becoming very quiet, withdrawn, introverted or displaying sudden outbursts of temper or uncharacteristic eating habits
- Engaging in sexually explicit talk or has an excessive pre-occupation with sexual matters or has inappropriate knowledge of sexual behaviour.
- Distrusts adults, particularly those with whom a close relationship would normally be expected
- Difficulty in making friends
- Failure to thrive
- inappropriate behaviour displayed by other members of staff, or any other person working with the children. For example, inappropriate sexual comments; excessive one-to-one attention beyond the requirements of their usual role and responsibilities; or inappropriate sharing of images.

What should you do if you suspect abuse is taking place or in the case of disclosure?

Should any member of staff have concerns for the welfare of any child they will immediately inform their senior. A Nursery Nurse's responsibilities do not include investigating the suspected abuse. However, the staff will keep accurate records of their observations and of anything said to them about the child or others in connection with the suspected abuse. It is always important to listen to children. Strict confidentiality will be observed at all times. The following steps should be taken if you have any concerns about a child:

- Log any sign of a mark/injury to a child when they come in to nursery on the 'injuries sustained outside of nursery' form
- Log any concerns regarding a child's welfare and report to your team leader or Safe Guarding Children Co-Ordinator who will decide on further courses of action and if necessary inform the Child Protection Unit in the Local Authority.
- Discuss initial concerns with the parent/carer providing it is considered this would not put the child at further risk. With regard to concerns regarding sexual abuse or you feel a child's life may be at risk, this should immediately be referred to the Safeguarding Children Co-Ordinator who will decide on the next course of action.
- Such discussions will be recorded and the parent/carer will have access to such records.

DO'S AND DON'T'S

- **Do** realise that your concerns could be significant and should be passed on.
- **Don't** examine the child
- **Don't** ask leading questions - allow the child to tell their own story.

If a child tells you something has happened:

- **Do** allow the child to do the talking.
- **Do** listen - take the child seriously.
- **Do** remain calm and caring.
- **Do** allow the child to finish.

The Jays Day Care Nursery and Pre-School

LOGGING CONCERNS ABOUT A CHILD'S SAFETY AND WELFARE

| | |
|--|---------------------|
| Name of Child | Date of Birth |
| Date form completed | Time form completed |
| Your name (please print) | Signature |
| Details of concern – include who, what, where, when, any known facts and details of any injuries (use diagrams if relevant) and anything a child may have said (exact words) any other witnesses | |
| Details of any discussions with parent/carer | |
| Action taken including names of anyone to whom information was passed | |

All reports relating to safeguarding children should be completed in ink and stored



INJURIES SUSTAINED OUT OF NURSERY

I(Parent/Carer) wish to inform the Nursery that my child
.....(Full name) has come to Nursery having sustained an injury.

Date and time of incident/injury:

Details of injury:

Any special care required:

Reported to(Staff Member)

Date:

Signed:(Parent/Carer)

The Jays Day Care Nursery and Pre-School

SAFEGUARDING CHILDREN PROCEDURE

1. There is a named person for safeguarding children who is responsible for dealing with any concerns about the safeguarding of children. This person is currently **Jacqui Aldridge**.
2. All staff will be carefully selected and vetted to try to ensure they do not pose a risk to children. Any persons having contact with children will be checked through the Criminal Records Bureau at the appropriate level. Any persons i.e. students/visitors who have contact with the Children will be supervised.
3. All staff will receive training on Safeguarding Children and will be made aware of the Safeguarding Children Policy and Procedure.
4. All suspicions, enquiries and external investigations are kept confidential and shared only with those who need to know. Any information is shared under the guidance of the LSCB.
5. It is our aim to provide a secure and safe environment for all children, ensuring that children are never placed at risk, by having a code of conduct for all staff and students.
6. Parents/Carers will be provided with the Safeguarding Children Policy and Procedure.
7. This policy will be regularly reviewed and updated.

DESIGNATED SAFEGUARDING CHILDREN CO-ORDINATOR

1. The Jays Day Care Nursery will have a dedicated person to take responsibility for safeguarding children matters. This person is **Jacqui Aldridge. Available Monday Wednesday Thursday and Friday**
2. Because of their key role, enhanced CRB checks will be undertaken.
3. Their role is to;
 - Ensure the Safeguarding Children Policy and Procedures are followed
 - Ensure they know how to make contact with social care and police staff responsible for dealing with safeguarding children concerns both during and after office hours.
 - Report any concerns to social care or the police (NB Urgent concerns should be reported immediately by those aware of them even if the designated person is not available, and it is the role of the Safeguarding Co-Ordinator to ensure all staff know how to do this)
 - Act as a source of advice on all safeguarding children matters and seek further advice and guidance from Devon LSCB when necessary
 - Ensure that a record is kept of any concerns about a child and of any conversations or referrals
 - Ensure that any records are kept safely and securely

CODE OF CONDUCT FOR ALL STAFF AND VOLUNTEERS

While you are caring for other people's children you are in a position of trust and your responsibilities to them must be uppermost in your mind at all times.

DO NOT:

- Use any kind of physical punishment or chastisement such as smacking or hitting
- Smoke in front of any child
- Be under the influence of alcohol or drugs
- Behave in a way that frightens or demeans any child
- Use any racist, sexist, discriminatory or offensive language
- Invite a child to your home or arrange to see them outside of the Nursery
- Engage in any sexual activity, take inappropriate photographs, use any sexualized language or photographs
- Let allegations a child makes go unchallenged, unrecorded or not acted upon
- Rely upon good nature to protect you or believe "it could never happen to me"
- Give children presents or personal items (exceptions could be birthday/leaving /Christmas presents which should come from the organisation, in a professional capacity and be agreed with the named person for safeguarding children/manager and the child's parent/carer. Similarly, do not accept gifts yourself other than small tokens for appropriate celebrations which again should be mentioned to the safeguarding children Co-Ordinator/manager)
- Take photographs for personal use – see mobile phone/social networking/photograph policy

Do

- Work in partnership with parents/carers
- Exercise caution about being alone with a child. Where this is unavoidable, ensure another worker knows what you are doing and where you are
- Ensure that any physical contact is open and initiated by the child's needs. Always encourage children to carry out personal care themselves and if they cannot manage ask if they would like help
- Talk to children about their right to be kept safe from harm
- Listen to children and take every opportunity to raise their self-esteem
- Work as a team with your co-workers. Agree with them what behaviour you expect from children and be consistent in enforcing it
- If you have to speak to a child about their behaviour, remember you are challenging what they did not who they are
- Make sure you have read the Safeguarding Children Policy and Procedure and that you feel confident that you know how to recognise when a child may be suffering harm, how to handle any disclosure and how to report any concerns
- Follow all policies and procedures and ensure all accidents are recorded and any injuries seen on arrival at nursery are recorded on the 'injuries sustained outside of nursery' form
- Seek advice and support from your colleagues and your designated Co-Ordinator for safeguarding children
- Be clear with anyone disclosing any matter that could concern the safety and well being of a child that you cannot guarantee to keep this information to yourself
- Seek opportunities for training

STAFF SELECTION PROCEDURE

1. A selection process and interview will take place before any staff commences their duties.
2. Job descriptions and person specifications will be prepared and given to anyone interested, making clear what personal qualities are required specific to the role.
3. If possible at least 2 people will be on the interview panel.
4. All staff will be required to fill in an application form or provide a CV with relevant application details. They will be required to provide two referees who can vouch for their character and suitability to be in a position of responsibility for children. They will also be required to complete a declaration of any criminal offences or matters of concern, a disqualification requirements self declaration part 1 and, if necessary a disqualification requirements self declaration part 2.
5. The interview panel will check the application and if the applicant is to be invited for interview references will be taken up.
6. The applicant will then be interviewed.
7. If the person is thought to be suitable for the role they will be asked to complete a DBS application form and their identity will be checked. All new staff will be required to sign up to the update register.
8. Whilst DBS clearance is being obtained, the member of staff will not be left unsupervised with children
9. As part of the induction process, they will be given a copy of the Safeguarding Children Policy and Procedure and the Code of Conduct and will be asked to sign for them.
10. Should a DBS disclosure reveal any offence, this will be discussed with the member of staff concerned and action taken accordingly.
11. All staff will serve a probationary period. There will be a two way meeting part way through this period with a chance to discuss areas for development.

VOLUNTEERS, VISITORS AND STUDENTS

Visitors, short term students and volunteers will not be left unsupervised with children in any circumstances. In the case of long term students or long term volunteers, references will be taken up and CRB checks will be undertaken in line with the staff selection procedure. Visitors will be asked for proof of ID and will sign the visitor book.

COLLECTION OF CHILDREN

No child will be allowed to leave the premises with an adult who is not the normal collector of the child unless prior permission is obtained. The 'Arrivals and Departures' procedure will be followed at all times.

The Jays Day Care Nursery and Pre-School

CONTACTS AND USEFUL INFORMATION

CONTACTS:

Should a member of staff feel that a child might be at risk, in the absence of the Safe Guarding Children Co-Ordinator, please contact:

Multi-agency Safeguarding Hub (MASH) to make a referral:
9 a.m. – 5 p.m. Mon – Thu and 9 a.m. – 4 p.m. Fri 03451551071
Out of hours: 08456000388

Also see MASH section for further information

General Enquiries

Devon County Council Children and Family Line (and Local Safeguarding Children Board):

8 a.m. – 8 p.m. Mon – Fri and 9 a.m. – 1 p.m. Sat: 0845155 1013

OFSTED: 0300 1231231

OFSTED Whistle blowing hotline (Mon – Fri 8 a.m. – 6 p.m.) 0300 1233155

Email: whistleblowing@ofsted.gov.uk

Local Area Designated Officer (LADO) & General Enquiries 01392 386000

INFORMATION

Devon Safeguarding Children Board: www.dscb.info/

South West Child Protection Procedures: www.swcpp.org.uk

Devon Early Years and Childcare Service: www.devon.cov.uk/eyps

Child Exploitation and Online Protection Agency www.ceop.org.uk

NSPCC Safe (Safe Activities for Everyone) Network www.safenetwork.org.uk

Legal framework and definition of safeguarding

Safeguarding Vulnerable Groups Act 2006

The Statutory Framework for the Early Years Foundation Stage (EYFS) 2014

Working together to safeguard children, 2013

Childcare Act 2006

Children Act 2004

Safeguarding and promoting the welfare of children, in relation to this policy is defined as:

- Protecting children from maltreatment
- Preventing the impairment of children's health or development
- Ensuring that children are growing up in circumstances consistent with the provision of safe and effective care
- Taking action to enable all children to have the best outcomes.

(Definition taken from the HM Government document 'Working together to safeguard children 2013').

Reviewed September 2015

Moorhaven Village, Ivybridge, Devon PL21 0TZ Tel:01752 894437

E-mail jacqui@thejaysnursery.entadsl.com

www.thejaysdaycarenursery.co.uk

COMPLAINTS PROCEDURE

We aim to provide the highest quality care and education for all our children. We aim to offer a welcome to each individual child and family and to provide a warm and caring environment within which all children can learn and develop as they play.

We believe children, parents and staff are entitled to expect courtesy and prompt, careful attention to their needs and wishes. Our intention is to work in partnership with parents, staff and the community generally and we welcome suggestions on how to improve our setting at any time.

MAKING CONCERNS KNOWN

- A parent or member of staff who is uneasy about any aspect of the groups provision should first of all talk over their worries and anxieties with the Nursery Principal. This will result in a record of the meeting being written on the Issues/suggestion form, you will be asked to sign to say you agree with what has been written and what action is going to take place.
- If this does not have a satisfactory outcome within a couple of weeks, or if the problem recurs, the parent/staff should put the concerns or complaint in writing and request a meeting with the Nursery Principal. Both parents/staff and the principal should have a friend or partner present if required and an agreed written record of the discussion should be made.

MOST COMPLAINTS SHOULD BE RESOLVED INFORMALLY AT THIS STAGE

- If parent/staff and The Jays cannot reach an agreement, it might be helpful to invite an external mediator, one who is acceptable to both parties, to listen to both sides and offer advise. A mediator has no legal powers but can help to clarify the situation.
- The mediator will help define the problem, review the action so far and suggest further ways in which it might be resolved. The mediator will keep all discussions confidential. She/he will keep an agreed written record of any meetings that are held or any advice she/he has given.

THE ROLE OF THE REGISTERING AUTHORITY

- In some circumstances it may be necessary to bring in the OFSTED Inspection Unit, who will have a duty to ensure laid down requirements are adhered to and encourage high standards. The registering authority would be involved if a child appeared to be at risk or where there seemed to be a possible breach of registration requirements. In these cases both parent and nursery would be informed and would work with OFSTED to ensure a proper investigation of the complaint followed by appropriate action. The department to contact is:

OFSTED Early Years
National Business Unit
Piccadilly Gate
Store Street
Manchester
M1 2WD
Main Line: Tel: 0300 1231231
Ref No: 106144

We believe that most complaints are made constructively and can be sorted out at an early stage. We also believe that it is in the best interests of the nursery and parents/staff that complaints should be taken seriously and dealt with fairly and in a way that respects confidentiality.

This policy was reviewed Sept 2015

Policy List

The following policies are available for you to read along with our operational plan. These are displayed on the Parent/Staff Information Notice board located in the Pre-School cloakroom:

| | |
|--|--------------------------------|
| Access to Information | Complaints Procedure |
| Equal Opportunities | Staff Development and Training |
| Fire Drill | Personnel |
| Safeguarding Children | Health and Safety |
| Settling In | Food Management |
| Behaviour and Sanctions | Support for Abused Child |
| Students | Opening Up Premises Procedure |
| Arrivals and Departures | Healthy Food |
| Confidentiality | Equipment and Resources |
| Medication | Health/Illness and Emergency |
| Special Consideration for Employees | Good Handling Techniques |
| Office Policy | Risk Assessment |
| Late Collection | Lost Child Procedure |
| Lost Child Procedure (Outings) | Visits and Outings |
| No Smoking | Supervision of Staff |
| Inclusion | Whistleblowing |
| Bullying | |
| Recruitment and Selection Policy | |
| Locking Up Premises Procedure | |
| Mobile Phone/Social Networking/Photographs | |
| Support of Parent/Carer of Abused Child | |
| Children with English as an additional Language | |
| Procedure for Dealing with Racial Harassment | |
| Exclusion Procedure for Illness/Communicable Disease | |