



Prospectus

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Welcome to Wind in the Willows

- Thank you for your recent enquiry/visit to our web site regarding childcare provision. We know that your priority is to find a nursery that offers the right setting for your child & one that also understands the importance of earning the trust & confidence of you, the parent.
- We are a privately owned, purposed built day care nursery, which is registered for 54 children aged between 3months -5yrs.
- So whether you are returning to work and leaving your child for the first time or simply wishing to expend your child's social skills and development you can be sure that your child will receive the very best in nursery care.
- We have a very welcoming & vibrant team of staff, carefully chosen and vetted for their understanding and experience in caring for children. They will very quickly become familiar with the individual needs of each, child, both those who attend on a regular basis and those who attend Nursery Education Funded



Starting at Wind in the Willows

- We care for children aged 3 months – 5 years; the Nursery is open between to hours of 7.30am-6.30pm Mon-Fri. all year round except Bank Holidays.
- We offer a variety of session, as we aim to be as flexible as possible to suit our parent's needs. Our fees include nappies, wipes, breakfast, lunch, light tea & snacks in between.
- In order to meet the needs not only of individual children but also their parents/career & families we believe that an effective settling in period is crucial. It is during this period that children & parents can ask questions, raise concerns, get to know staff & be sure that the nursery meets their needs. At settling in period, you will also meet with the nursery manager/deputy/team leader to complete & discuss the contents of the enrolment forms, term & conditions and various permission forms. During your next visit you will be introduced to your child's key person. The key person will gather all information we can from you about your child to make sure his/her time at nursery is happy & comfortable. We ask that on your first day you provide your child with a change of clothes for them, so we can change them if needed.
- The Nursery also offers Free Educational Funding for children aged 3-5years, these sessions are for 12 ½ hours per week term time only. The hours for these session are 9.00-11.30am or 1.00-3.30pm. We provide you with a parent's declaration form to be filled in on your child's first day, this enables us to claim your funding.



Our Healthy Eating Program

- The food our children eat affects every aspect of their lives; their mood, behaviour, growth, even their ability to concentrate. Good nutrition is vital to a child's health from building strong bones & teeth to the healthy development of internal organs & general growth.
- All meals are prepared on site by our qualified cook. We will ensure that all staff have a good understanding of all children's dietary & religious requirements & of the need to meet these appropriately to promote children's healthy growth & development. We also believe that staff should be made aware of the importance of providing a positive influence on children's knowledge, attitudes & behaviour towards food & healthy lifestyle

What if my baby is on formula /breast milk?

You will need to provide this already made up or expressed in your own bottles. These will be labelled up with your child's name and stored in the milk fridge & given to the child when required. We will inform you at the end of the day as to the amount their have taken that day. When it is time for your baby to move onto more solid foods they will embark on the new experiences of liquidized fruit & vegetable & build up to introduce meats & fish. We believe in working alongside parents/careers as to when this change will take place.



Learning, development & care for children from birth to five.

- Throughout your child's stay with us the following six areas of learning will be experienced through aged/individual needs related play & activities that we will provide.
- The following page will give you a brief explanation of these areas & what they might mean to your child's development.

What Personal, Social and Emotional Development means for children

- For children, being special to someone and well cared for is vital for their physical, social and emotional health and well-being.
- Being acknowledged and affirmed by important people in their lives leads to children gaining confidence and inner strength through secure attachments with these people.
- Exploration within close relationships leads to the growth of self-assurance, promoting a sense of belonging which allows children to explore the world from a secure base.
- Children need adults to set a good example and to give them opportunities for interaction with others so that they can develop positive ideas about themselves and others.
- Children who are encouraged to feel free to express their ideas and their feelings, such as joy, sadness, frustration and fear, can develop strategies to cope with new, challenging or stressful situations.

What Communication, Language and Literacy means for children

- Communicating and being with others helps children to build social relationships which provide opportunities for friendship, empathy and sharing emotions. The ability to communicate helps children to participate more fully in society.
- To become skilful communicators, babies and children need to be with people who have meaning for them and with whom they have warm and loving relationships, such as their family or carers and, in a group situation, a key person whom they know and trust.
- Babies respond differently to different sounds and from an early age are able to distinguish sound patterns. They learn to talk by being talked to.
- Babies and children use their voices to make contact and to let people know what they need and how they feel, establishing their own identities and personalities.
- Parents and immediate family members most easily understand their babies' and children's communications and can often interpret for others.
- All children learn best through activities and experiences that engage all the senses. For example, music, dance, rhymes and songs play a key role in language development.

- As children develop speaking and listening skills they build the foundations for literacy, for making sense of visual and verbal signs and ultimately for reading and writing.
- Children need lots of opportunities to interact with others as they develop these skills, and to use a wide variety of resources for expressing their understanding, including mark making, drawing, modelling, reading and writing.

What Problem Solving, Reasoning and Numeracy means for children

- Babies' and children's mathematical development occurs as they seek patterns, make connections and recognise relationships through finding out about and working with numbers and counting, with sorting and matching and with shape, space and measures.
- Children use their knowledge and skills in these areas to solve problems, generate new questions and make connections across other areas of Learning and Development.

What Knowledge and Understanding of the World means for children

- Babies and children find out about the world through exploration and from a variety of sources, including their families and friends, the media, and through what they see and hear.
- Babies and children need regular opportunities to learn about different ways of life, to be given accurate information and to develop positive and caring attitudes towards others.
- Children should be helped to learn to respect and value all people and learn to avoid misapprehensions and negative attitudes towards others when they develop their Knowledge and Understanding of the World.
- Children should be involved in the practical applications of their knowledge and skills which will promote self-esteem through allowing them to make decisions about what to investigate and how to do it.

What Physical Development means for children

- Babies and children learn by being active and Physical Development takes place across all areas of Learning and Development.
- Physical Development helps children gain confidence in what they can do.
- Physical Development enables children to feel the positive benefits of being healthy and active.
- Physical Development helps children to develop a positive sense of well-being.
- Good health in the early years helps to safeguard health and well-being throughout life. It is important that children develop healthy habits when they first learn about food and activity. Growing with appropriate weight gain in the first years of life helps to guard against obesity in later life.

What Creative Development means for children

- Creativity is about taking risks and making connections and is strongly linked to play.
- Creativity emerges as children become absorbed in action and explorations of their own ideas, expressing them through movement, making and transforming things using media and materials such as crayons, paints, scissors, words, sounds, movement, props and make-believe.
- Creativity involves children in initiating their own learning and making choices and decisions.
- Children's responses to what they see, hear and experience through their senses are individual and the way they represent their experiences is unique and valuable.
- Being creative enables babies and children to explore many processes, media and materials and to make new things emerge as a result.



Our Policies & Procedures

- Our nursery has many policies & procedures in place. Some of these will be covered verbally during your settling in period by a member of staff.
- Many of the policies and procedure are lengthy documents. As a result, we have only provided you with a sample of the policies that we feel will be of the most important to you.
- All policies are available in full for you to see these can be found in our Policies & Procedure Manual in the nursery.
- The following pages provide information on:

BEHAVIOUR POLICY

We aim to provide a warm caring environment where each individual, child and adult, feels valued and respected and encourages others to feel the same way. Good behaviour for children is actively promoted through the use of consistent and positive re-enforcements, enabling them to develop a sense of appropriate behaviour, responsibility, concern for others, and a positive self image.

We believe that all children and adults respond most effectively to each other and learn best in an environment that promotes a supportive and positive atmosphere. This can only be achieved where age appropriate boundaries and expectations of behaviour are clearly set and challenged as necessary.

A two way flow of information, knowledge and expertise will be maintained between the home and nursery to ensure that there is a consistent approach to each child's behaviour and his/her development.

Where a child's behaviour is so destructive or aggressive that a danger is presented to other children or staff within the nursery, every effort will be made to source additional support from other professionals, with parental permission and/or make alternative arrangements to safeguard those at risk. In exceptional circumstances, it may be necessary to exclude a child from the nursery.

Physical punishments, or the threat of them, are never used.

Procedure

At the nursery we have a **named person who is responsible for behaviour management**. This person will be identified to the staff, parents and visitors by displaying their name and itemising this on the parent/ staff notice boards.

The person with designated responsibility for Behaviour at this nursery is:

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This person will be required to:

- Keep up to date with legislation, research and good practice as regards the management of behaviour;
- Access relevant sources of expertise such as the area SENCO/Early Years Team and health visitor, working within a multi-agency approach.
- Seek relevant training courses for themselves and for all staff, volunteers and students and, if appropriate, to include parents/carers;
- Ensure that all nursery staff are kept up to date on the behaviour management at staff meetings or training events;
- Ensure that all staff are supported in the management of children's behaviour on a day to day basis as well as in dealing with specific issues.

Dealing with Behaviour

- Provide a positive role model by treating all children, parents and one another with respect and courtesy,
- Promote positive behaviour shown by children, such as care for others and their belongings, kindness and willingness to share, through the appropriate use of praise, and thank you for tasks undertaken.
- Provide children with non-aggressive strategies to enable them to deal with their own frustrations and those of others and to stand up for themselves so that adults and children listen to them.
- Make use of appropriate strategies in dealing with behaviour issues and "bullying" as per the child's age and stage of development.
- Give thought to the following and how they can be used most effectively in the promotion of positive behaviour:

(1) Environment (2) Routines (3) Planned Activities (4) Free Choice Times (5) Circle Times.

- Be aware of the safety considerations and the rights of all children in the nursery to protection from any degree of physical harm. In some circumstances nursery staff may be required to intervene where:

(1) A child engages in unacceptable behaviour in the nursery such as hitting, kicking, and biting.

(2) A child engages in disruptive, dangerous or destructive behaviour.

(3) A child exhibits bullying behaviour (physical or emotional)

- Intervention may take the form of distraction, diversion, reprimand, time out or, in extreme cases, restraint. Physical restraint may be appropriate in order to prevent injury or damage.
- Record any incidents which result in an injury or require physical restraint, or those which constitute physical or emotional bullying. Parents of all parties will be advised of how the situation was dealt with.
- Under no circumstances will a child be subjected to any form of physical punishment.
- Will work closely in partnership with parents, and other agencies if required, where a child has a specific behaviour difficulty

Working in Partnership with Parents and Carers

- All parents will be informed about the contents of our behaviour policy during the settling in period. Parents will be asked to sign to say they understand and agree to this policy and procedure.
- Each parent will be given a prospectus which includes a copy of the policy and procedure.
- Each parent will be kept informed about their child's behaviour through the use of the key person system (or by another designated person). Where there is a particular issue we will work with the parents (and other agencies, with parental permission) in order to ensure that information is shared and strategies agreed for controlling the situation and that it is dealt with in a holistic way. An Individual Education Plan may be developed.
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EXCLUSION/SICK CHILDREN POLICY

In order to ensure the health, safety & well-being of all children & staff we believe that it is important to set out our guidelines for dealing with any child who may be feeling unwell or who may have a communicable disease.

When a child becomes unwell whilst in our care, it is our belief that timely & effective steps need to be taken to identify the cause. Therefore anyone suspected or confirmed to be suffering from a communicable disease or considered too ill to participate in normal nursery activities will be sent home or not admitted to nursery.

It is the manager/deputy decision as to the seriousness of the child's condition, every effort will be made to accommodate the requirements of children with special or medical needs.

If a child has been prescribed a course of medication/antibiotics then they are unable to attend nursery for the first 24 hours, this is to ensure that any adverse reaction is monitored by the parent.

Procedure:

Where a child is unwell the following steps should be taken

- Where a parent reports that their child is unwell with a specific ailment, we need to refer to the exclusion chart as to the exclusion period
- If the child becomes unwell during the course of the day the nursery manager/deputy must be informed immediately.
- The exclusion chart & policy will be shared with the parent on enrolment and can be download on our website
- A member of staff should care for the child who is unwell, and the parent should be informed, if a contagious/communicable disease is suspected the child should be kept away from the other children.
- Where possible the child should be collected as soon as is practicably possible. If the parent cannot be reached attempts should be taken to get in touch with the emergency contacts.
- The member of staff or the child's parent will be ask to contact the nursery if a doctor confirms they have a communicable disease. Where this is confirmed the manager/ deputy will ensure that all staff & parents are notified

Exclusions

A list of communicable disease and minimum periods of exclusion is given on the following pages.

Communicable disease table including minimum exclusion period.

Disease/ Illness	Minimum exclusion period
Prescribed Anti - Biotic	First 24 hours at home in case of any reaction.
High Temperature	Exclusion until temperature is normal.
Conjunctivitis	24 hours minimum, with medication applied if recommended by GP. Hygiene advice essential.
Chicken Pox (Shingles / Herpes)	5 Days from appearance of rash and the rash has dried over. Contact (parents or staff) that may be pregnant should be advised to contact their GP as there is a small risk to the unborn child in the first three months of pregnancy.
Diarrhoea and Vomiting	48 hours after last loose movement or bout of sickness.
Diphtheria	Until recovered and after liaison with health authority.
Slapped Cheek, Firth Disease	No need for exclusion unless unwell. Presence of rash does not indicate infection.
Gastro – enteritis, Salmonellas / Food Poisoning and Dysentery	Until unwell. 48 hours after diarrhoea and / or vomiting has stopped or, if relevant, under authorisation by the general practitioner or district community physician. Negative stool samples may be required in some case.
Glandular Fever	Until acute symptoms have subsided and well enough to return to nursery.
Hand, foot and mouth disease	No exclusion necessary but good hygiene practices needed to prevent spread.
Head lice	Exclusion unnecessary but affected individuals and household contacts should be treated as possible, preferably that evening. Advice on treatment should be sought from Doctor, pharmacist or health visit.

Hepatitis A (infectious Jaundice)	5 days from onset of jaundice
Impetigo	Until dry and healing or 48 hours after antibiotics treatment started, unless can be covered to avoid child picking at them. Hygiene advice essential.

Measles	5 days from appearance rash.
Meningococcal infection.	Until recovered from illness
Mumps	Until the swelling has subsided and in no case less than 5 days from onset of illness.
Pertussis (Whooping cough)	Five after commencing antibiotics.
Pediculosis (Lice)	Until appropriate treatment has been given.
Plantar warts	No exclusion. Exclusion from swimming and other barefoot exercises unnecessary provided the warts remain covered with occlusive plaster.
Poliomyelitis	Until declared free from infection by district community physician.
Ringworm (Scalp)	No exclusion but needs treatment with oral antifungal.
Ringworm (Body)	Seldom necessary to exclude provided treatment given.
Rubella (German Measles)	5 Days from the appearance of rash. Contact (parents or staff) that may be pregnant should be advised to contact their GP
Scabies	Seldom necessary to exclude provided treatment given.
Scarlet fever and Streptococcal infection of the throat.	Until appropriate medical treatment has been given and in no case less than 5 days from the start of treatment.
Threadworms	No need for exclusion but should be treated promptly. Hygiene advice needed.
Tuberculosis	Until declared free from infection by district community physician.
Typhoid fever	Until recovered. Negative stool samples may be required in some case.

Safe Guarding Children Policy

We believe that the safety and protection of children in our care is paramount and as such we have a duty to safeguard and promote the welfare of the children. In order to meet this conviction, we will work in accordance with the booklet, "***What To Do If You're Worried a Child Is Being Abused***", the local authority and Local Safeguarding Children Board's guidelines – and any publications which override these documents. Copies of this information will be displayed in the nursery.

We will ensure that all managers, seniors and staff in the nursery are aware of their responsibilities towards each individual child by ensuring that each are provided with appropriate induction, training and support as necessary. This will enable them to be pro-active in supporting the child's development as well as vigilant over the identification of any

possible threats to a child's welfare and safety such as signs of abuse or neglect and be familiar with what to do if any concerns are raised.

Parents and carers and those with parental responsibility will be made aware of our policy and will be kept informed, as necessary, on their child's development and well being.

We intend to create a safe, secure and caring environment for all children by working closely and appropriately with, parents/carers, other interested adults/agencies and the local community.

We will record any "incoming injuries" when a child arrives at the nursery. The parents/carers will be informed of this and will be asked about the circumstance that the injury was received. We recognise that in the main such injuries are liable to have appropriate explanation.

We endeavour to be sensitive to all involved in any safeguarding children issues and to discuss concerns on a need to know basis in order to maintain confidentiality. When making decisions on whether to share information about the safety and welfare of a child, the child's safety and welfare will be the overriding consideration.

Procedure

The nursery has a designated staff member **responsible for Safeguarding Children**. This person will be identified to the staff, parents and visitors by displaying their name and itemising this on the parent/staff notice board.

The person with designated responsibility for Safeguarding Children/Child Protection at the nursery is:

The designated person will:

- undertake appropriate training;
- ensure that all staff are aware of the reporting process and their responsibilities in reporting any concerns they may have;
- be responsible for liaising with local agencies as per "What to do if you're worried a child is being abused" document;
- ensure that other staff are aware of safeguarding and the welfare of children issues and are able to implement the policies and procedures in their absence;
- ensure that staff knowledge in this area is reviewed and updated regularly;
- seek training opportunities for all adults involved in the setting to ensure they have up to date knowledge and a greater understanding of how to safeguard and promote the welfare of children;
- ensure that the nursery manager is kept fully updated on any concerns raised;
- ensure that all concerns, discussions, decisions made and the reasons for those decisions are recorded in writing and kept in chronological order and include detail of the lead worker in the relevant agency if appropriate, for example, a social worker or health visitor.

Nursery Manager, Staff, Volunteers, Students and Visitors

- All job applicants whether voluntary or paid will be interviewed to establish their suitability to work with children. If successful they will be offered the post pending a satisfactory enhanced disclosure and suitable references, one of these must be from their last employer and one must be from a childcare point of view.
- • All applicants will be informed that all positions in the nursery are exempt from the Rehabilitation of Offenders Act 1974.
- • All references will be followed up, gaps in employment will be questioned and an explanation sought
- Staff should not begin employment unless the appropriate checks and references are in place. Where there is a delay in receiving this information the owner may authorise for staff to begin their role whilst waiting for the relevant checks. However, un-vetted staff, students and volunteers must not be left alone with children at any time. Staff who find themselves without an appropriate check will be informed in writing that they must not allow themselves to be left unaccompanied with any child. They will sign to say that they are aware of this situation and their responsibility in ensuring it occurs in practice. This procedure is identified in our Recruitment Policy.
- All staff will be made aware of the Safeguarding Children Policy during their induction in the first week of employment.
- All appointments both paid and voluntary will be subject to a probationary period. The appointment will not be confirmed unless the person in charge is confident that the applicant is suitable for the role
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- No staff will be left alone for long periods with individual children or with small groups.
- All staff should avoid placing themselves in situations that may lead to allegations being made against them
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- If an accusation or allegation is made against a member of staff, volunteer or student with reference to the safety and welfare of a child, the individual may be suspended pending further investigation or, based on the judgement of the manager, have a temporary change of duties. Children's social care services, Ofsted and the police will be informed. Where intervention is taken by the authorities our own investigation will run in parallel with this but without jeopardising any official enquiries. This may result in disciplinary action independently of any official outcome.
- If an accusation or allegation is made against a nursery manager, the owner must be informed immediately.
- Any incoming injuries noted when a child comes to nursery will be recorded on an "Incoming Injury Record", which must then be signed with an explanation from the parent. This form should then be stored in each child's confidential file.
- Where any concerns are raised about a child, the designated person must record these on a "Child Incident Record" with as much information as possible, which then must be stored in each child's confidential file.
- All staff will ensure that any confidential information they are party to as part of their employment is kept in the strictest confidence.

Security

- We have a system in place for the recording of all visitors, including visiting children.
- Where the visitors' toilet is located via the playroom, visitors will be escorted to and from the toilet by a member of staff.
- All visitors or contractors will be accompanied at all times whilst on the premises.
- We have security doors with vision panels and coded, to ensure no unauthorised person has contact with the children.
 - No child will be allowed to leave the nursery premises with adults unless they have been clearly identified as authorised to do so.
 - We have a password system that all allows us to identify the authorised adult able to collect the child.
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Parents/Carers and Families

All parents/carers, those with parental responsibility and interested adults will be made aware of our policy on Safeguarding Children during their initial enrolment.

- Parents will be informed that we are obliged by law to report any concern over a child's welfare. What and how information will, or could be shared and why, will also be explained to parents and their agreement to this sought. Where possible we will respect parents/families wishes that do not consent to share confidential information with other bodies. However, we will still share information if, in our judgment, there is sufficient need in the public interest to override that lack of consent.
- Confidential records kept on a child will be shared with the child's parents or those who have parental Responsibility for the child.
- Parents will normally be informed if a record of concern, abuse or suspicion occurs. The exception to this is where to do so would **put that child or others at increased risk of significant harm or if it would undermine the prevention, detection or prosecution of a serious crime including where seeking consent might lead to interference with any potential investigation.**
- Under these circumstances the nursery will contact the relevant body such as the children's social care services, police, health care and/or education.
- Where records are kept the information will only be shared with those people who need to see it and be shared securely. Any decisions made on the sharing of records will be noted and the reasons for the decision made recorded.
- The nursery will take every step to build trusting and supportive relationships with families. They will
- Endeavour to ensure they are made a part of any safeguarding procedure. The nursery will continue to welcome families from the point where concerns are raised and throughout the process of the procedure.

Procedure

If you suspect a child has been abused:

- If an allegation is made against a member of staff or volunteer by another individual the designated person or relevant manager will record this on a nursery complaint form (**Complaint Form 12.4a**)
- And will decide on the appropriate action to be taken.

In all cases where an allegation is made against a member of staff or volunteer, the nursery manager or, in the manager's absence the named individual who is responsible for the nursery, must inform Ofsted and the local Safeguarding Team immediately by telephone.

- The manager or, the named individual who is responsible for the nursery, will then make further decisions on:
 - who else should be informed, for example parents/carers;
 - what action should be taken with regard to the member of staff;
 - how any investigation will be conducted and by whom (bearing in mind the importance of not interfering in any investigation by other agencies such as the police, Ofsted and the Safeguarding Team);
 - how confidentiality will be managed;
 - The relevant line manager who should be informed.
- If an allegation is made against a nursery manager, the regional manager must be informed who will complete the complaint form and decide on the appropriate action to be taken.
- Whenever worrying changes are observed in a child's behaviour, physical appearance, or condition the
- Designated person or nursery manager of the nursery must be notified immediately so that appropriate action can be taken.
- The key person or any member of staff will inform the designated person about any concerns they may have about a child. The designated person will be responsible for deciding appropriate action to take. Where relevant the designated person will complete the Child Incident Record and will store this in the child's confidential file.

The Incident Record will include:

- the child's name, address, and date of birth;
- the parent's contact address and telephone numbers (or those with parental responsibility);
- the date and time of the concern raised;
- details of the concern;
- any record of conversation that the child has made with adults or children
- the name of the person raising the concern;
- the name of any other persons who share the concern;
- any decisions made and the reasons for these judgments;
- Signatures and counter signature.

Parents will be informed of the situation and made clear to them that we are duty bound to inform other partners/bodies of this matter where it is appropriate to do so. Sensitivity will be used when informing parents

Of such issues and consideration given where they do not wish to give consent to share confidential information.

If the designated person feels that the child is in immediate danger of significant harm they will inform the relevant body. This can be done without firstly speaking to the parents but an incident record should be completed. Where necessary, advice will be sought from the children's social care services.

EQUAL OPPORTUNITIES POLICY

We wholeheartedly support the principle of equal opportunity in employment, education and training. We believe in the need to work in a positive way to prevent any form of unlawful and unfair discrimination on the grounds of race, gender, family

circumstances, employment status, unrelated criminal convictions, HIV status, nationality, ethnic or national origin, sex, sexual orientation, marital status, disability, age or any minority interests.

We will endeavour to ensure that all individuals, whether employed by us or taking advantage of our services, are treated fairly and have appropriate access to our provision. We will ensure that our policies and procedures on recruitment, selection, training, promotion and career management are solely based on objective and job related criteria.

We will promote and share good practice with all our customers and take positive steps to change inappropriate attitudes or actions where these may arise.

We will take every effort to treat each individual as a person in their own right, with equal rights and responsibilities to any other individual of a similar age, whether they are adult or child.

Procedure

The nursery has a **named person who is responsible for equal opportunities and anti-discrimination practice**. This person will be identified to the staff, parents and visitors by displaying their name/s on parents/staff notice board

This person will be required to:

- keep up to date with legislation and research as regards equal opportunities and anti-discriminatory good practice;
- access relevant sources of expertise where required;
- seek relevant training courses in the local area for themselves and for all staff, volunteers and students and, if appropriate, to include parents/carers;
- ensure that all nursery staff are kept up to date at staff meetings or training events;
- ensure that all staff are supported in the positive promotion of equal opportunities and anti-discriminatory good practice on a day to day basis as well as in dealing with specific issues;

Children

We aim to meet the individual needs of all children. In order to do so we will take steps to aid us in identifying and meeting these specific needs by:

- identifying children's initial needs when completing the enrolment form with parents;
- clarifying any additional information about each child's needs during the settling in period and the completion of the care plan;
- ensuring that such information is updated appropriately
- meeting, where appropriate and with parental consent, with other agencies involved in the child's care;
- undertaking the cycle of child observation, assessment and planning of activities and the environment to ensure that we move individual children on from what they already know and can do;
- providing opportunities for children to explore and acknowledge differences between themselves and others;

- developing an environment and atmosphere where it is considered acceptable for all children to be independent, have free access to resources, make choices and mistakes;
- Celebrate different festivals and ensure that multi cultural diversity is reflected in all that we do in an ongoing way.
- providing resources and play equipment that reflects positive images and represent all sections of our society;
- developing menus that meet individual needs and are reflective of all sections of our society
- Provide additional support & resources, if necessary, for all children to have access to the provision.

In order to undertake their roles effectively all staff will be provided with appropriate induction and ongoing training opportunities. This will also enable them to improve their understanding of the equal opportunities policies and procedures within the nursery;

Complaints procedure.

We believe that it is important to have an open & honest relationship with all our parents & staff. We value any contributions they make. We take any concerns, issues or complaints that may be raised very seriously, any item brought to our attention will be dealt with confidentially & resolved as quick as possible. All individuals will be fully informed throughout the process.

Where possible any complaints will be dealt with through informal means, however, where this is not possible a more formal approach will be taken.

We would hope to be able to resolve any complaints made to us at the nursery. All parents will be made aware of their entitlement to contact Ofsted directly should they be unhappy with how their concerns have been dealt with.

Procedure;

- Information about our complaints procedure & contact details for Ofsted will be displayed on the parent's notice board.
- Parents will be given a copy of the complaints procedure when enrolling.
- This information can also be found in our prospectus.

Informal

In the first instance any complaint should be raised informally with the nursery manager/deputy/ team leader. The matter should be discussed immediately & a resolution found. Where this is not possible the nursery manager/deputy will inform the parent that she will investigate the matter further to allow her to determine the action that needs to be taken.

The nursery manager/deputy will log the complaint on the Complaint Form, she will investigate the complaint & decide on the appropriate course of action. This will be shared with the parent within the given timescale.

Formally

Where an informal method has not been successful a more formal route should be followed.

If the complaint is still not resolved the matter should be treated as a formal complaint & addressed to the owner. The owner will then contact the parent & agree a course of action and a timescale set. The owner will review & where necessary investigate the situation further. This will all be recorded on complaint form & fed back to the parents with the set timescale.
