



Welcoming | Involving | Evolving

Oxhey Early Years Centre

IMPORTANT POLICIES

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SOME OF OUR IMPORTANT POLICIES

Please find below summaries of our important policies that you need to know. Full versions and other policies are available on our website www.oeyc.herts.sch.uk or on request.

We expect all parents, carers and users of the Centre to abide by and respect our policies. If you need any further advice or guidance about this, please speak to the Head of Centre.

The rules, policies and procedures at OEYC are to ensure children at our Centre are kept safe and stay healthy and able to enjoy learning and achieving.

Relevant policies and rules include our Child Protection Policy and others such as: Safer Recruitment, Professional Code of Conduct, E-Safety, Mobile Phones, Car Park Rules, Visitors, Health & Safety Policy, Emergency Planning Policy, Fire Safety, First Aid and Medicines Policies.

Policies are on our website or available on request.

ADMISSIONS POLICY

We have clear guidelines regarding the allocation of places. Please refer to our full policy on our website for more details.

SAFEGUARDING CHILDREN

Promoting the welfare of children and protecting them from harm is everyone's responsibility. It is:

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

We believe that for children who need additional help, every day matters.

The two key principles are

1. Safeguarding is everyone's responsibility: for services to be effective each professional and organisation should play their full part
2. A child-centred approach: for services to be effective they should be based on a clear understanding of the needs and views of children.

Everyone has the right to feel safe and to be able to talk to anyone at any time.

We may ask to speak to you if we have concerns. This is part of our Child Protection Policy. We may advise or ask you to work with us to ensure your child becomes or stays safe.

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/419595/Working_Together_to_Safeguard_Children.pdf

CHILD PROTECTION

We have a legal responsibility to ensure that we work together with other agencies to safeguard and promote the welfare of all children. **We follow Hertfordshire's Safeguarding Children's Board procedures and have a DUTY to protect all children following these procedures.**

All our staff are trained in child protection procedures. They receive initial training at induction and HCC child protection training regularly.

Practitioners will report on a *Cause for Concern Form* any concern they may have about a child. **This may be about a mark they have seen on the child, something the child said or a change in a child's behaviour or wellbeing.**

The Designated Senior Person (DSP) will decide what to do with this information in line with the Policy.

The Designated Senior Person (DSP) for the Centre is the Acting Head, Rachel Fagan. There are deputy DSPs in the Head's absence.

Please note, if a record or cause for concern is logged, depending on the nature of the concern, the DSP will either speak to parents/carers or make an immediate referral to CHILDREN'S SERVICES via HERTFORDSHIRE'S CHILDREN, SCHOOLS & FAMILIES service.

The DSP will not investigate - this is the role of other professionals who may take on the referral and investigate further. At all times we will work to ensure the complete safety of the child concerned.

Please do expect us to ask about any changes or things we have noticed about your child. It is ALWAYS advisable and preferable to keep us informed of accidents, marks, changes or any concerns you may have.

Please note the flow chart at the end of this booklet. It is Centre procedure, in line with Hertfordshire Children's Safeguarding Board to refer all cases of bruising seen on non-mobile babies as detailed in the chart.

EQUALITY & DIVERSITY

OEYC Promotes Equality & Celebrates Diversity

Under the Equalities Act 2010, it is unlawful for a school to discriminate against a pupil by treating them less favourably because of their sex, race, disability, religion or belief, gender reassignment, sexual orientation, pregnancy or maternity. The Act lists 'protected characteristics' which include ethnicity and race, gender, disability, religion and belief, sexual orientation, pregnancy and maternity, and gender identity and reassignment.

Our 'Welcoming' ethos at the Centre ensures that all children and their families are embraced, welcomed and valued regardless of any 'protected characteristic' or any other attribute that they might possess (for example, their cultural and linguistic heritage). We treat our children and families, and all at our centre, with respect and fairness. We are proud to celebrate diversity and promote equality. In order to achieve this, we need your help in providing information about any aspect that applies to your children and yourselves. We invite all parents, carers and families to give us whatever information they can to help us to include and meet their needs on their CPR and other forms.

Our Centre vision is detailed on our website.

Its keywords are: WELCOMING INVOLVING EVOLVING. In summary, this means that we welcome all, involve everyone and evolve - making changes and adapting to meet the needs of our children and community. We listen and respond to feedback and evolve because we value what you tell us.

Our policies on our website show how we go about this in much more detail.

INCLUSION

MEETING INDIVIDUAL NEEDS BECAUSE EVERY CHILD IS UNIQUE

We believe that all children are entitled to a creative, rich, broad and balanced curriculum which takes account of both individual and special educational needs. We believe that every child is unique and will have different needs and learning styles.

We work hard to understand, find out about and learn more about what your child needs. Sometimes we might notice that a child has needs that require more support. We will talk to you about this and think about ways to help your child.

Early intervention is always best because we can help children make good progress in their learning earlier.

Please talk to your key person and a senior member of staff if you have any concerns about your child's development. If we have any concerns we will share them with you and discuss the way forward. **IT IS VITAL THAT WE SHARE AND LEARN TOGETHER IN PARTNERSHIP TO SUPPORT YOUR CHILD IN THE BEST WAYS WE CAN - TOGETHER.** This is why we promote partnership working with you and other professionals and sign a partnership agreement with you when your child starts.

Specialist Speech & Language Support Practitioners work across the Centre with children who may benefit from extra support with their communication and language development. Language activities are provided in small groups or one to one and are adapted to the individual needs of the children.

We are committed to equal opportunities and to developing the potential of all our children. We work in partnership with parents to identify individual needs that may need extra support at certain times and may engage with other agencies as appropriate.

Specialist Wellbeing Support Practitioners work with the children to support transitions, emotions, behaviours and play. The Practitioners have been trained to work with children 1:1 or in small groups and they support children and their families to achieve the best outcomes for all. Great emphasis is placed on achieving high levels of wellbeing of your children as this in turn ensures your children

achieve well in the Early Years Foundation Stage and that their involvement in learning here at OEYC is the best it can be.

Additional help will usually involve writing a support plan to ensure a coordinated and consistent approach. If further outside support would be beneficial we can then make a referral to professionals like an Educational Psychologist, Speech & Language Therapist, Behaviour Support Practitioner, Health Visitor and Children's Centre Family Support Worker. Throughout, we will continue to support and work with you and your child through this process.

Occasionally a child may find starting nursery unsettling or there may be external factors that are unsettling them, so that they cannot learn to their best.

Our teams can provide additional input, nurture and support for your child. Working closely with other practitioners they develop the best possible ways to support the individual needs of your child.

Specialist Practitioners can work with your child, either one to one, or in a small group. They will help to support your child to become settled, happy and fully involved with their learning. This gives them the best chance to make as much learning and progress as possible while they are here and into their future learning journey.

SPECIAL EDUCATIONAL NEEDS & DISABILITY

How can we help?

- If there are identified concerns your child's key person, in conjunction with a senior staff member may complete an Individual Assessment of Early Learning and Development (IAELD) to give a clear assessment of your child's learning and development.
- A support plan will be written which will identify appropriate activities and targets to promote your child's development. You will be asked to contribute your comments and sign your agreement, this plan will be reviewed with you on a termly basis and new targets may then be set.
- We may liaise with other professionals involved with your child e.g. speech therapist, paediatricians.
- We may involve other professionals e.g. Area SENCo, (Special Educational Needs Coordinator) or educational psychologists. We may use a '**Family Support**' package or '**Common Assessment Form**' and '**Team Around the Child / Family**' meetings to meet your child's needs fully.

- You will be kept informed of your child's progress on an informal basis and at planned meetings.

Support Funding:

It may be possible for us to access funding to support children with particular needs. The Head of Centre or Daycare Manager will be able to advise you on this.

CONFIDENTIALITY

To meet the needs of all the children in our care it is important to share information with parents/carers and with one another in order to support the child's development.

It may also be necessary in some circumstances for the Centre to seek help and advice from outside professionals. If this action is taken the parent's/carer's permission will first be sought, except in the case of a child protection cause for concern where a child might be deemed at risk of harm. In this instance, a referral is directly made to Children's Services without parental permission or knowledge.

Any information and knowledge will be on a need-to-know basis and will be kept confidential. Those that 'need to know' will be informed.

All members of staff agree to respect the Centre's Confidentiality policy and sign a copy of this document to indicate their agreement.

HELPING WITH OTHER NEEDS

If your child and your family have other needs or difficulties we may be able to help. A Common Assessment Framework (CAF) or Family Support Plan are ways of bringing together many services which will work together to help your child and your family. Please let us know if you think we can help in this way.

We may signpost you to your local children's centre. This may be Sunshine Children's Centre which is part of the Oxhey group and operates from our building, or another local children's centre.

BEHAVIOUR POLICY

Our Behaviour Policy and Procedure is available on our website.

Children have the right to be treated with kindness and respect and to feel happy and safe. We want children to learn that they are always valued but sometimes their behaviour is unacceptable.

Our aim is to promote positive behaviour and good relationships and to reduce the likelihood of inappropriate behaviour. We are committed to creating a welcoming, caring nursery, which promotes respect for all, develops positive self-esteem and fosters a respectful attitude to the environment.

Our **Rainbow Rules** help children to know what is expected of them and your key person will stick a copy of the rules into your child's learning journey so that you can support your child's understanding of the rules.

Rainbow Rules:

- We are kind to each other and say kind words
- We take care of our toys and books
- We listen using our eyes and our ears when someone is talking to us
- We talk quietly to our friends and we don't shout
- We share our toys
- We walk when we are inside
- We remember to hang our coats up

If you would like any help with behaviour strategies, please let your key person know. If we have any concerns about your child's behaviour we will work with you on a behaviour plan or put other strategies in place, possibly involving or discussing with other professionals. It is important that we work together to help your child. The Children's Centre can offer further support to families or courses in this area.

PHOTOGRAPHS

OEYC is a magical learning and enabling environment that loves to celebrate children's learning by using photos and video. The staff and Head regularly take photos using OEYC cameras and ipads; they also use video for monitoring and recording purposes.

Photo and video is strong evidence of the outstanding practice and children's learning that happens here.

Please tell us on the Photograph Permission section on your form if you wish to limit the use of your child's photograph or image.

Using Images Safely and Responsibly – information for parents:

We all enjoy and treasure images of our family and friends. Our new born baby, first steps, family events, holidays and school events are moments we all like to capture in photos or on video. We then have the added and exciting dimension of adding our images and video to our social network, such as Facebook, YouTube and many other online websites. This means that we can easily share our photos and video with family and friends.

Whilst this is naturally useful, in schools and educational settings we do need to protect and safeguard all children and staff in our Centre, including those who do not want to have their images stored online.

Online Images and Video:

What should we think about before adding online any images or video? Are there any risks?

Facts:

- Once online any image or video can be copied and stay online forever.
- Some children are at risk and **MUST NOT** have their image put online. Not all members of the school community will know who they are.
- Some people do not want their images online for personal or religious reasons.
- Some children and staff may have a complex family background which means that image sharing online can have unforeseen consequences.

If we have an event that parents are invited to e.g. Christmas Singing we will advise you on whether you can take photographs. As a general rule please only include your own child in the photograph.

If we cannot allow you to take photos a member of staff will be taking images to go into your child's learning journey.

Further information on the Use of Images and video can be found:

Be Safe Online

<http://tinyurl.com/ye24kxe>

Information Commissioner's Office

<http://tinyurl.com/yc7nmnv>

ThinkUknow

<http://www.thinkuknow.co.uk/parents/safeuse/>

HOT WEATHER & SUN AWARENESS

- During sunny weather, all parents **MUST** apply a waterproof, UVA/high protection (SPF) sun cream to their child prior to coming to nursery
- Activities planned in the garden will be provided with appropriate sun shade cover as far as possible.
- Staff will encourage children to have water regularly. Drinking stations will be provided outdoors and every child has access to a water cooler indoors.
- If your child attends longer day care sessions you are also asked to supply NAMED sun cream which can be applied at mid-day.
- **During hot sunny weather** your child should wear clothes which cover the skin yet help your child to keep cool. Shoulders should be covered.
- **Your child will need a NAMED sun hat**, preferably with a wide brim or legionnaire neck cover.

LOST CHILDREN

Should a child become lost, the following action will be taken:-

- All members of staff will be alerted. The Head of Centre will make enquiries of relevant members of staff as to when the child was last seen and where.
- We will look in all the obvious places inside, e.g. child's playroom, toilets, storeroom, etc. and outside in the play area.
- We will call the children together and check numbers again.
- We will ensure the remaining children are sufficiently supervised and secure.
- Two members of staff will search the building, garden and immediate vicinity.
- If the child cannot be found within 20 minutes then the Police and parents will be informed.
- We will continue to search, opening up the area, keeping in touch by mobile phone.

UNCOLLECTED CHILDREN & LATE PICK UPS

Should a child not be collected from the Centre, staff will in the first instance, call the parents/carers. If there is no response they will call the family's emergency numbers. In the last resort, if no contact can be made, after a reasonable period of time, **Children's Services** will be informed that the child has been uncollected.

NB: Late pick ups are charged at all times.

COMPLAINTS

We believe that in the interests of the children and community of the Centre, it is of the utmost importance, for staff and parents/carers to work openly and co-operatively. In the event of complaints or concerns:-

- If a parent/carer feels that s/he has cause for complaint they should speak to the Head of Centre or a senior member of staff.
- If a complaint is made to a senior member of staff, the Head of Centre should be informed as soon as possible.
- The member of staff or Head of Centre will respond to any complaint as quickly as possible. They will talk with staff and parents to overcome the problem.
- Complaints will be recorded and dated in the confidential internal Complaints File.
- After a complaint has been resolved the final outcome will be written in the Complaints File. Any recommendations for changes in procedure will be made and noted.
- It is clearly understood that parents/carers have the right to contact Ofsted after talking to the Centre staff if they feel that they have not received a satisfactory response to their complaint.
- Complaints by a member of staff will be dealt with by the Head of Centre immediately.

HEALTH AND SAFETY

The Centre takes every possible precaution to ensure the safety of your child.

Risk Assessment:

The Head of Centre and staff will carry out risk assessments on premises and activities and these will regularly be reviewed. Health and Safety issues are on the agenda for all team meetings and governors' meetings. Parents will be advised on procedures to follow to keep their children safe.

Termly premises inspections and yearly Health & Safety audits are undertaken in line with regulations and HCC guidelines.

Visiting contractors on site are approved by HCC and have their own Risk Assessments.

Security & Safety:

- Please shut the pedestrian gate and all doors behind you to keep children safe.
- The front door has a security lock which will be kept locked during sessions.
- The door between the reception area and the remainder of the building is only accessible with a security device.
- Visitors have to ring the doorbell to gain admittance to the Centre, and sign a visitors' book in Reception.
- You will be asked to complete an **Authorised Adult** form listing the adults able to collect the child. You will need to give a password which all people collecting the child must know. Please let us know if anyone who is not on the form is going to collect your child and make sure they know the password. The Authorised Adult file is kept in your child's room.
- Parents who stay in the Centre are required to sign in and wear a Visitor's badge / ID
- **All parents/carers are expected to stay with their children and supervise them fully until the start of their session. THIS INCLUDES WHEN WAITING OUTSIDE.**
- There is CCTV which monitors the premises to prevent trespass and damage to the nursery premises.

Accidents:

Every room has at least one practitioner with the 12 hour paediatric first aid as required by Ofsted. Most practitioners have had emergency first aid training. A list of staff with first aid is displayed in each room.

All accidents will be recorded on individual accident forms in each room and you will be asked to **sign the form when you collect your child**. On day care registers your child's name will be highlighted in green if they have an accident form for that day. More serious accidents will be alerted to a senior member of staff who will decide upon further action which is usually to call 999.

Should the staff agree that your child requires urgent medical treatment you or your emergency contact will be informed immediately. However in the interests of your child it may be necessary to take/approve medical advice in your absence. This could involve a member of staff accompanying your child to see a medical practitioner and your child's registration form gives us this permission.

Sickness & Illnesses:

Children who are unwell can become increasingly distressed and need comfort and reassurance beyond that available in our Centre.

Where children are considered unwell you will be called. If you are not contactable the emergency contacts will be called to collect the child.

Until you arrive to collect your child he or she will be appropriately looked after by a member of staff in a quiet area of the room, or supervised in a separate room depending on the child's needs.

- **We do not provide care for children who are unwell, have a temperature, or sickness and diarrhoea, or who have an infectious disease. This ensures that we reduce the risk of infection and the spread of infection to other vulnerable young children and their families. You will be asked to collect your child or take your child home if they are unwell.**
- **Children with sickness or diarrhoea are excluded until they have had no symptoms for 48 hours. THIS IS STANDARD HCC POLICY FOR ALL SCHOOLS.**
- Children with head lice are not excluded, but must be treated by the parent or carer as soon as possible to remedy the condition.

- Parents are notified if there is a case of head lice in the setting.
- Parents are notified if there is an infectious disease, such as chicken pox.
- HIV (Human Immunodeficiency Virus) may affect children or families attending the setting. Staff may or may not be informed about it. Children or families are not excluded because of HIV.
- Good hygiene practice concerning the clearing of any spilled bodily fluids is carried out at all times.
- Staff has the same exclusion times as children if they are suffering with sickness or diarrhoea.
- It is strongly advised that children and all personnel on site follow medical advice and have had appropriate vaccinations for MMR.

Administration of Medicine:

- Children taking prescribed medication must be well enough to attend the setting.
- Children's prescribed drugs must be stored in their original containers, clearly labeled and kept inaccessible to the children. Please do not leave any medication in your child's bag.
- Antibiotics are stored in a medicine fridge in the locked kitchen.
- Please make sure you have given any medicine to a member of staff and complete an *Administration of Medication form* with the name of the medication and prescribing doctor, the dose and times, how and when the medication is to be administered and the number of days the treatment is to be continued.
- The member of staff will write instructions on the notice board and inform the key person.
- If the medicine is to be administered over a number of days you will need to make sure that you give the medicine each day to a member of staff and that instructions are noted on the notice board.

- The administration is recorded accurately each time it is given and the form is signed by 2 members of staff. **You will be asked to sign it when your child is collected.**
- If the administration of prescribed medication requires medical knowledge, individual training is provided for the relevant member of staff by a health professional.

If your child becomes unwell with a high temperature we will contact you by telephone to ask if you would like your child to be given the normal dose of paracetamol based Calpol (no aspirin is ever given) to keep the temperature down. We can only do this if you have already signed the "Calpol" permission form. A child who has been given Calpol must then be collected as soon as you are able.

- Infectious Disease Control:

- Information on illnesses/infectious diseases is displayed in the Centre (see also below). This gives guidelines for incubation and recommended quarantine periods.
- If we suspect that your child has an infectious disease we will tell you immediately.
- Ofsted and HSE are notified of any notifiable infectious disease

ATTACHED NEXT IS A CHART TO SHOW RECOMMENDED TREATMENTS AND ABSENCE FOR INFECTION CONTROL / ILLNESS.

YOU CAN TEAR THIS OUT AND PUT ON YOUR FRIDGE IF YOU LIKE - FOR EASY REFERENCE!

Children's Illnesses and Authorised Non-Attendance:

Condition	Return to nursery
Temperature over 37.5	If rash present then follow GP advice When condition has resolved
Diarrhoea and vomiting	After 48 hours from the last episode
Rash/spots	Dependent on GP's advice
Chicken pox	5 days from onset of rash or until spots have dried or crusted, whichever sooner, provided child is well
Measles	5 days from onset of rash providing child is well
Rubella (German Measles)	5 days from onset of rash providing child is well
Conjunctivitis / sticky eyes	Until cessation of symptoms / if treatment is taking effect / as advised by GP
Ear infection	Discharge: 24 hours of either being symptom free or on antibiotics Until child is not distressed
Slapped cheek syndrome (parvovirus)	Can be contagious - parents advised to follow GP advice
Head lice	Eggs only: combing recommended; no exclusion necessary Live lice: treatment required; return once treated
Mumps	5 days from onset of swollen glands, providing child is well
Hand, foot and mouth	Consult GP; no exclusion necessary unless child is unwell
Ringworm	24 hours after first treatment from GP
Scabies	24 hours after first treatment
Impetigo	Until lesions have crusted or healed
Threadworm	Until treatment given
Hepatitis A	Health Protection Unit (HPU) guidance necessary - exclusion may be necessary
Molluscum contagiosum	As required - follow GP advice
Whooping cough (Pertussis)	5 days from commencing antibiotic treatment or 21 days from onset of illness if no antibiotic treatment