

The **co-operative** childcare

Values you can trust

Welcome Book



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Dear

A very warm welcome to The Co-operative Childcare, my team and I are looking forward to your child starting at our nursery shortly.

I am sure you will be reassured to know that we have many policies and procedures to ensure that our children are safe, secure, happy and develop as an individual whilst in our care. In this welcome booklet you will find some important policies and procedures that I would appreciate you taking the time to read and familiarise yourself with. This booklet only contains some of the more important policies we would like to bring to your attention however if you wish to view our full policies and procedures pack, this is available in the nursery reception at all times.

Please feel free to contact me at any time if you have any questions, queries or concerns. Together with my team, I aim to provide a partnership approach to caring for your child and encourage your involvement and feedback at all times.

Once again I would like to thank you for choosing The Co-operative Childcare; I look forward to seeing you soon.

Yours Sincerely

Manager
The Co-operative Childcare Nursery



Index

| | |
|---|---------|
| Admissions and Waiting List | Page 3 |
| Settling In - your child's Key Person | Page 4 |
| Partnership with Parents | Page 5 |
| Staffing | Page 6 |
| Safeguarding Children | Page 7 |
| Equality, Diversity and Inclusion | Page 9 |
| Special Educational Needs | Page 11 |
| Promoting Positive Behaviour Management | Page 12 |
| Illness and Exclusion | Page 14 |
| Medicine | Page 15 |
| Early Years Foundation Stage | Page 18 |
| Arrivals and Departures | Page 21 |
| Lost and Uncollected Children | Page 22 |
| Compliments and Complaints | Page 23 |



Admissions Policy

ADMISSIONS

The Co-operative Childcare aims to provide an enabling environment to enhance learning and development, in a welcoming, caring and safe environment for all children.

All nursery places are allocated on a first come first served basis and in accordance with the Equality, Diversity and Inclusion Policy. In the event the nursery is fully occupied, any future vacancies will be offered to the applicant at the top of the waiting list.

Other matters taken into account in deciding which child can be offered a place in the nursery are:

- Children who have siblings who are already with us
- When the application is received (extra weight is given to those who have been on the waiting list the longest)
- The nursery's ability to provide the facilities for the welfare of the child, including appropriate staffing arrangements
- A child requiring a full-time place may have preference over one requiring a part-time place. This is dependent upon work commitments, occupancy and room availability
- Extenuating circumstances affecting the child's welfare or the welfare of his/her family.

Prior to a child attending nursery, parents must complete and sign a contract and registration form, the nursery will require sight of the child's birth certificate. These forms ask parent/carers to provide the nursery with personal details relating to the child. For example, name, date of birth, address, emergency contact details, parental responsibilities, dietary requirements, collection arrangements, fees and sessions, contact details for parents, doctor's contact details, health visitor contact details, allergies, parental consent and vaccinations.

WAITING LIST

As the waiting list is updated every time a new registration is made, it can be printed out at any time. As soon as places are available, the Manager will check the waiting list to find the first person whose requirements match the available sessions. If they no longer require the place, it passes to the next on the list.

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Settling In - your child's Key Person

SETTLING IN

The Co-operative Childcare aim for all children to feel safe and secure, and happy with their key person and all practitioners in the nursery. We want parents/carers to feel comfortable in the nursery and to ensure that the key person and nursery team are friendly, approachable and attentive to their requirements and the needs of their children having confidence in both their children's well-being and their role as active partners.

The Co-operative Childcare will work in partnership with parents/carers to help their children settle quickly and easily by giving consideration to the individual needs and circumstances of each child and their families.

Before a child even starts at the nursery they are allocated a key person and buddy key person and we create a welcoming environment to ensure everything is prepared for the child and their parent /carer before they attend their first settling in session.

KEY PERSON APPROACH

When a child joins The cooperative childcare they are assigned a named key person and buddy. The key person is responsible for helping the child to become familiar with their surroundings and to feel safe and secure. The key person is at the forefront of promoting a positive ethos and to build a positive relationship with the child and parents/carers helping to ensure that their child is being cared for appropriately. They are generally the first to offer support, a listening ear, a word of caution or congratulations.

The key person will meet the individual needs of their key children and respond sensitively and attend to the child's primary care routines. This includes mealtimes, nappy changing, supporting children with toileting, changing clothes where required, first aid treatment and specialist medical support.

Secure attachment

Our key people help our babies and children become familiar with their settings, and to feel confident and safe within them. They build a genuine bond with their children and offer a settled, close relationship. We understand that when children feel happy and secure in this way, they are confident to explore and try out new things.

Shared care

Our key people talk to the parents/carers about their children to make sure that their child is being cared for appropriately whilst in our care. Although they have a close relationship with their key children, our key people ensure that this never undermines children's ties with their own parents/carers.

The key person is the first point of contact with parents/carers, working in partnership to support their child to reach their full potential. The key person will keep careful records of each child's development and progress and share these with their children and parents/carers.

Independence

We understand that children need adults to depend upon for reassurance and comfort and this in turn allows them to become independent themselves. The key person recognises when children are likely to be less independent such as in new situations, feeling unwell or anxious. The key person's close relationship with their children encourages them to be confident and self-assured.

We are committed to making a key person available for each child, parent/carers and that means providing a buddy key person so that when their main key person is away, they always have a trusted, familiar person available to them.

Our Co-operative values of trust, honesty, and openness are important to the key person role and for our parents; they know they are values they can trust.



Partnership with Parents and Carers

The Co-operative Childcare recognises that parents and carers are the first educators of their young children. The aim of the nursery is to support and assist parents and carers ensuring that they are provided with the opportunity to participate in all aspects of the nursery.

We believe that in order for children to receive quality care and early learning that suits their individual needs, parents/carers and practitioners need to work together in a close partnership. The two-way sharing of information is key to this. The nursery team welcomes parents/carers as partners and this relationship requires trust and understanding. It is important that we, as practitioners, are able to support parents/carers in an open and sensitive manner.

At the nursery we provide a welcoming atmosphere and understand that all families are important and should be made to feel welcome and valued at all times. We respect the diversity of families and the contribution they bring to a child's learning and development.

The sharing of information between the nursery and the child's parents/carers is vital for the identification of the children's individual learning needs. If a child has a difficulty in any area, together we can respond quickly to support the child's individual learning and development.

We employ approachable practitioners who endeavour to guide parents/carers when they ask for suggestions in caring for their child and offer support to continue their child's learning at home. Effective communication between parents/carers and practitioners ensures there is a two-way flow of information, knowledge and expertise. Parents/carers are highly valued and respected and without them children's needs could not be wholly met.

What should my child wear to nursery?

There is no right or wrong way to dress your child for nursery, however, we recommend that pre-school children wear clothes and shoes that they can fasten and unfasten themselves to help promote their independence. Children that are potty training should wear clothing that they can quickly undo, to enable independence and be successful. The youngest children should wear clothes that they can easily move in, enabling them to crawl and pull to standing. The Nursery does provide aprons for creative activities such as baking, painting and gluing but nevertheless new or expensive clothing is not recommended as accidents do happen! The Co-operative Childcare is not responsible for damage or wear and tear to clothing. We encourage all children to take part in activities. There are very few weather conditions that prevent children from enjoying Outdoor Play, just inappropriate clothing. To enable children attending our nurseries to take a safe and active part in Outdoor Play (due to our changeable weather conditions), we request your support in providing the following for your child:

- Suitable clothing for wet days > raincoats/all in ones and Wellies
- Suitable clothes for cold days > coats, hats, gloves and scarves
- Suitable clothing for sunny days > sun hats (preferably with a flap to cover the backs of their necks)

We will always endeavour to have a supply of spare clothing and Wellies (donations welcome) so if any of the above are forgotten on occasion, your child will not miss out.

For all children's safety, we advise against children wearing jewellery to nursery and small clips and hair slides that could be a choke hazard.

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Staffing

At The Co-operative Childcare we will meet the requirements for adult to child ratios, as set out in the Statutory Framework for the Early Years Foundation Stage, meeting the needs of all children and ensuring their safety.

All nurseries will have a supernumerary Manager, who must hold a full and relevant level 3 qualification, as defined by the Teaching agency. The Manager must also have at least 2 years experience of working in an early years setting, or have at least two years' other suitable experience. There is also a named Deputy Manager at each nursery, who is capable and qualified to take charge of the nursery in the absence of the Manager. We will adhere to the ratios set out below.

Children aged 0-2 years

There will be at least 1 practitioner to 3 children. At least 1 practitioner will hold a full and relevant level 3 qualification and have suitable experience of working with children under two. The room leader for the under twos room must have suitable experience of working with under twos. At least half of all the other practitioners in the room will hold a full and relevant level 2 qualification and will have received induction training on the care of babies.

Children aged 2-3 years

There will be at least 1 practitioner to 4 children. At least 1 practitioner will hold a full and relevant level 3 qualification. At least half of all the other practitioners in the room will hold a full and relevant level 2 qualification.

Children aged 3 and over

There will be at least 1 practitioner to 8 children. At least 1 practitioner will hold a full and relevant level 3 qualification. At least half of all the other practitioners in the room will hold a full and relevant level 2 qualification.

Suitable people

The Co-operative Childcare will endeavour to ensure that all practitioners looking after children are suitable to fulfil the requirements of their role. The Co-operative Childcare has a comprehensive safer recruitment and selection process and ensures that all practitioners working within the nursery hold a Disqualification and Barring Service (DBS) Certificate prior to commencement of employment.



Safeguarding Children

The Co-operative Childcare is committed to safeguarding and promoting the welfare of children and expects all colleagues and volunteers to share this commitment.

Safeguarding and promoting the welfare of children, for the sake of 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. (Working Together to Safeguard Children 'A guide to inter-agency working to safeguard and promote the welfare of children 2013')

We support the children within our care, protect them from maltreatment and have robust procedures in place to prevent the impairment of children's health and development. Safeguarding is a much wider subject than the elements covered within this single safeguarding policy:

1. protecting children from maltreatment;
2. preventing impairment of children's health or development;
3. ensuring that children grow up in circumstances consistent with the provision of safe and effective care; and
4. taking action to enable all children to have the best outcomes

Therefore this document should be used in conjunction with the other nursery policies and procedures.

The Co-operative Childcare will 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 and to be safe from any abuse in whatever form. To this end we will:

- Create an environment to encourage children to develop a positive self-image
- Encourage children to develop a sense of independence and autonomy in a way that is appropriate to their age and stage of development
- Provide a safe and secure environment for all children
- Always listen to children.

The Co-operative Childcare has a clear commitment to protecting children and promoting welfare. Should anyone believe that this policy is not being upheld, it is their duty to report the matter to the attention of The Nursery Manager / Area Manager, Head of Quality and Early Education or The Co-operative Childcare Group Manager at the earliest opportunity.

The legal framework for this policy is based on:

- Safeguarding Vulnerable Groups Act (2006)

Colleagues have a duty to protect and promote the welfare of children. 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. The nursery has a duty to be aware that abuse does occur in our society.

In addition to this policy all nurseries must:

- have regard to the Government's statutory guidance 'Working Together to Safeguard Children.' A guide to inter-agency working to safeguard and promote the welfare of children 2013; <http://www.education.gov.uk/aboutdfe/statutory/g00213160/working-together-to-safeguard-children>
- inform Ofsted of any allegations of serious harm or abuse by any person living, working, or looking after children at the premises (whether the allegations relate to harm or abuse committed on the premises or elsewhere);

- must also notify Ofsted of the action taken in respect of the allegations.

Nurseries should have a copy of “What to Do If You’re Worried a Child Is Being Abused summary” as a point of reference. It can be downloaded from: <https://www.education.gov.uk/publications/standard/publicationdetail/page1/DFES-04319-2006>

Our prime responsibility is the welfare and well-being of all children in our care. As such we believe we have a duty to the children, parents and staff to act quickly and responsibly in any instance that may come to our attention. All staff will work as part of a multi-agency team where needed in the best interests of the child.

The Co-operative Childcare aims to:

- Ensure that children are never placed at risk while in the charge of nursery staff (see Safer Recruitment Policy)
- Ensure that confidentiality is maintained at all times (see Confidentiality and Information Sharing Policies)
- Ensure that all staff are alert to the signs of abuse, understand what is meant by child protection and are aware of the different ways in which children can be harmed including:
 - » the use of mobile phones and cameras in the setting (see E-Safety Policy)
 - » by other children i.e. bullying, discriminatory behaviour
- Ensure that all staff are familiar and updated regularly with child protection issues and procedures
- Ensure parents are fully aware of child protection policies and procedures when they register with the nursery and are kept informed of all updates when they occur
- Ensure that any Visitors or Contractors sign in to the log and procedures are adhered to
- Keep the child at the centre of all we do
- Regularly review and update this policy with staff and parents where appropriate.

Training

The nursery manager in each nursery is designated to take lead responsibility for safeguarding children in the nursery; they are the Designated Safeguarding Officer. The Designated Safeguarding Officer is responsible for liaison with local authority children’s social care and any relevant agencies, and with the LSCB/LADO. They provide support, advice and guidance to other colleagues on an on-going basis, and on any specific safeguarding issue as required.

Bullying

Bullying will not be tolerated in The Child Co-operative Childcare please see Behaviour Policy.

Informing parents

Parents are normally the first point of contact. If a suspicion of abuse is recorded, parents are informed at the same time as the report is made, except where the guidance of the Local Safeguarding Children’s Board (LSCB) does not allow this. This will usually be the case where the parent or family member is the likely abuser, or where a child may be endangered by this disclosure. In these cases the investigating officers will inform parents.

Confidentiality

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 (See The Co-operative Childcare Confidentiality and Information Sharing Policies).

Support for families

- The nursery takes every step in its power to build up trusting and supportive relations among families, colleagues and volunteers within the nursery
- The nursery continues to welcome the child and the family whilst enquiries are being made in relation to abuse in the home situation. Parents and families will be treated with respect in a non-judgmental manner whilst any external investigations are carried out in the best interests of the child
- Confidential records kept on a child are shared with the child’s parents or those who have parental responsibility for the child, only if appropriate under the guidance of the LSCB with the proviso that the care and safety of the child is paramount. We will do all in our power to support and work with the child’s family.

Support for Children

- Children will be supported by offering reassurance, comfort and sensitive interactions. Activities will be devised according to individual circumstances to enable children to develop confidence within their peer group.

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Equality, Diversity and Inclusion

Introduction

The Midcounties Co-operative has a positive equal opportunities policy as an employer and service provider, the aim of which is to ensure that no person receives less favourable treatment and to provide equal opportunities to all in employment, irrespective of their gender, race, ethnic origin, disability, age, nationality, national origin, sexuality, religion, beliefs or marital status. The society opposes all forms of unlawful and unfair discrimination and seeks to value all colleagues, members, suppliers and customers irrespective of perceived differences and backgrounds.

Our Values

Co-operative values and principals are part of the unique relationship that unites The Co-operative movement around the world. Our colleagues and members believe in the ethical values of honesty, openness, social responsibility and caring for others. These values are even more important in childcare, they are closely linked to the four principals of the Early Years Foundation Stage and our parents/carers and colleagues believe that this is what makes us different:

- **D - Democracy:** the children's views are reflected in the way we run our nurseries
- **O - Openness:** we encourage children to be open, honest and fair with each other and the key people who care for them
- **E - Equality:** we recognise the contribution that the children can make to develop the nursery
- **S - Social responsibility:** we help children to understand their responsibilities to one another, for the environment and their community.

Our Aim

The Co-operative Childcare takes great care to treat each individual as a person in their own right, with equal rights and responsibilities to any other individual, whether they are an adult or a child. We are committed to giving all of our children every opportunity to achieve the highest of standards. We do this by taking account of children's varied life experiences and needs. We offer a broad and balanced learning environment and have high expectations for all children. The achievements, attitudes and well-being of all our children matter. This policy helps to ensure that this nursery promotes the individuality of all our children, irrespective of ethnicity, attainment, age, disability, gender or background.

The Co-operative Childcare aims to:

- Be an inclusive childcare provider. We actively seek to remove the barriers to learning and participation that can hinder or exclude individual children, or groups of children. This means that equality of opportunity must be a reality for our children. We make this a reality through the attention we pay to the different groups of children within our nurseries:
 - a) girls and boys;
 - b) minority ethnic and faith groups;
 - c) children who need support to learn English as an Additional Language;
 - d) children with Special Educational Needs;
 - e) gifted and talented children;
 - f) children who are at risk of disaffection or exclusion;
 - g) travellers and asylum seekers.

- The Early Years Foundation Stage is our starting point for planning a learning environment that meets the specific needs of individuals and groups of children. We meet these needs through:
 - a) setting suitable learning challenges;
 - b) responding to children's diverse learning needs;
 - c) overcoming potential barriers to learning and assessment for individuals and groups of children;
 - d) providing other learning opportunities outside the Early Years Foundation Stage to meet the needs of individuals or groups of children.

- At The Co-operative Childcare we achieve educational inclusion by continually reviewing what we do, through asking ourselves these key questions:
 - a) do all our children achieve their best?
 - b) are there differences in the achievement of different groups of children?
 - c) what are we doing for those children who we know are not achieving their best?
 - d) are our actions effective?
 - e) are we successful in promoting racial harmony and preparing children to live in a diverse society?

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Special Educational Needs

The Co-operative Childcare is committed to the inclusion of all children. All children have the right to be cared for and educated to develop to their full potential alongside each other through positive experiences, to enable them to share opportunities and experiences and develop and learn together. We provide a positive and welcoming environment where children are supported according to their individual needs.

The Co-operative Childcare believes that all children have a right to experience and develop alongside their peers no matter what their individual needs. Each child's needs are unique, therefore any attempt to categorise children is inappropriate.

The Co-operative Childcare is committed to working alongside parents/carers in the provision for their child's individual needs to enable us to help the child to develop to their full potential. The nursery is committed to working with any child who has a specific need and/or disability and making reasonable adjustments to enable every child to make full use of the nursery's facilities. All children have a right to a broad and well-balanced early learning environment.

We feel it is paramount to find out as much as possible about a child's requirements and the way that they may affect his/her early learning or care needs by:

- Liaising with the child's parents/carers
- Liaising with any professional agencies
- Reading any reports that have been prepared
- Attending any review meetings with the local authority/professionals
- Regularly monitoring observations carried out on the child's development
- Attending relevant training.

Our aim

The Co-operative Childcare aims to:

- Recognise each child's individual needs and ensure all practitioners are aware of, and have regard for, the Special Educational Needs Code of Practice.
- Include all children and their families in our provision.
- Provide well informed and suitably trained practitioners to help support parents/carers and children with learning difficulties and/or disabilities.
- Develop and maintain a core team of practitioners who are experienced in the care of children with additional needs and employ a Special Educational Needs Co-ordinator (SENCO) who is experienced in the care and assessment of children with additional needs. Practitioners will be provided with specific training relating to Special Educational Needs (SEN) and the SEN Code of Practice.
- Identify the specific needs of children with learning difficulties and/or disabilities and meet those needs through a range of strategies.
- Ensure that children who learn quicker (gifted and talented) are supported.
- Work in partnership with parents/carers and other agencies in order to meet individual children's needs, including the health and education authorities, and seek advice, support and training where required.
- Monitor and review our practice and provision and, if necessary, make adjustments, and seek specialist equipment and services if needed.
- Ensure that all children are treated as equals and are encouraged to take part in every aspect of the nursery day according to their individual needs and abilities.
- Promote positive images and role models during play experiences of those with additional needs wherever possible.
- Celebrate diversity in all aspects of play and learning.

The nursery has a Special Education Needs Co-ordinator (SENCO) please ask who they are if you wish to. She/he works closely with all parents and practitioners to make sure there are systems in place to plan, implement, monitor, review and evaluate the special educational needs policy of the nursery, always making sure plans and records are shared with parents/carers.



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Promoting Positive Behaviour

Introduction

The Co-operative Childcare believes that children grow and develop best when they know how they are expected to behave. Children gain respect through interaction with caring adults who show them respect and value their individual personalities. Positive, caring and polite behaviour will be encouraged and praised at all times in an environment where children learn to respect themselves, other people and their surroundings.

Children need to have set boundaries of behaviour for their own safety and the safety of their peers. Within the nursery we aim to set these boundaries in a way, which helps the child to develop a sense of the significance of their own. Restrictions on the child's natural desire to explore and develop their own ideas and concepts are kept to a minimum.

Our Values

Co-operative values and principles are part of the unique relationship that unites The Co-operative Movement around the world. Our colleagues and members believe in the ethical values of honesty, openness, social responsibility and caring for others. These values are even more important in childcare, they are closely linked to the four principles of the Early Years Foundation Stage and our parents and colleagues believe that this is what makes us different: **Democracy**; **Openness**; **Equality**; and **Social Responsibility**.

Our Aim

The Co-operative Childcare aims to:

- Recognise the individuality of all our children and that some behaviours are normal in young children e.g. biting
- Encourage self-discipline, consideration for each other, our surroundings and property
- Encourage children to participate in a wide range of group activities to enable them to develop their social skills
- Ensure that all colleagues act as positive role models for children
- Work in partnership with parents by communicating openly
- Praise children and acknowledge their positive actions and attitudes, therefore ensuring that children see that we value and respect them
- Encourage all colleagues working with children to accept their responsibility for implementing the goals in this policy and are consistent
- Promote non-violence and encourage children to deal with conflict peacefully
- Provide a key person approach enabling colleagues to build a strong and positive relationship with children and their families
- Have a named person who has overall responsibility for issues concerning behaviour.

Behaviours

By positively promoting good behaviour, valuing co-operation and a caring attitude we hope to ensure that children will develop as responsible members of society.

The Co-operative Childcare wants everyone to be treated with dignity and respect, in an environment free from harassment and bullying. Our Respect in the Workplace policy aims to draw attention to all forms of harassment and bullying, to stamp them out and ensure that all colleagues and the children they care for are treated with dignity and respect (see Respect in the Workplace Policy).

Anti-bullying

Children need their own time and space. It is not always appropriate to expect a child to share and it is important to acknowledge children's feelings and to help them understand how others might be feeling. Children must be encouraged to recognise that bullying, fighting, hurting and discriminatory comments are not acceptable behaviour.

We want children to recognise that certain actions are right and that others are wrong. Bullying takes many forms. It can be physical, verbal or emotional, but it is always a repeated behaviour that makes other people feel uncomfortable or threatened.

Corporal punishment

Colleagues must not give corporal punishment to a child. Any colleague who fails to meet these requirements commits an offence. A colleague will not be taken to have used corporal punishment (and therefore will not have committed an offence), where physical intervention was taken for the purposes of averting immediate danger of personal injury to any person (including the child) or to manage a child's behaviour if absolutely necessary.

Support for children

Children will be supported by offering reassurance, comfort and sensitive interactions. Activities will be devised according to individual circumstances to enable children to develop confidence within their peer group.

Support for colleagues

There is a named colleague in the nursery for promoting positive behaviour management who will advise other colleagues on behaviour issues and along with each room leader will keep up-to-date with legislation and research and support changes to policies and procedures in the nursery; access relevant sources of expertise where required and act as a central information source for all involved.

Working together with parents

We recognise that codes for interacting with other people vary between cultures and colleagues are required to be aware of this and respect those used by members of the nursery. Through partnership with parents and formal observations, the key person will make every effort to identify any behavioural concerns and the causes of that behaviour. From these observations and discussions an individual support for positive behaviour action plan will be drawn up with parents and implemented. In some cases we may request additional advice and support from other professionals, such as an educational psychologist or child guidance counsellors

Training

During colleague induction, we ensure that all colleagues understand the importance of their own behaviour and we emphasise that colleagues must act as a positive role model for the children. During induction we ensure that all colleagues understand the Promoting Positive Behaviour Management Policy and Procedures. The Nursery Manager will source relevant in-house or external training for behaviour management to support colleagues to identify behaviours that may require additional support for children.

The Co-operative Childcare provides training for all colleagues to understand the safeguarding policy and procedures, and ensures that all colleagues have up to date knowledge of safeguarding issues. Cause for concern in regard to a child's well-being may be in response to significant changes in a child's behaviour (See Safeguarding Policy and Procedures).



Illness and Exclusion

At The Co-operative Childcare we aim to ensure the safety and well-being of all children and colleagues within the nursery setting. Many illnesses can be infectious before a full diagnosis can be made. Health guidelines indicate that it is not necessary to operate a policy of exclusion for all child illnesses but it is important that colleagues and parents/carers understand when exclusion is appropriate and necessary.

Children should remain at home if they are unwell. If a child is unwell then they will prefer to be at home with their parent(s) rather than at nursery with their peers.

The nursery manager/senior colleague has the right to refuse admission in the best interest of the child and other children in the nursery this is non-negotiable. It is exceedingly unfair to expose other children to the risk of an infection.

If a contagious infection is identified in the nursery, parents/carers will be informed of their child's exposure to the infection within 24 hours or the next working day to enable them to spot the early signs of illness.

The illness and exclusion policy seeks to:

- Maintain a healthy and safe environment through minimising or preventing the risk of the spread of a communicable disease/illness.
- Ensure colleagues and parents/carers are aware of their responsibilities.
- Establish a system and process for responding to the diagnosis of a communicable disease including making all nursery users aware of the diagnosis.

For guidance on exclusion periods we will make reference to the Health Protection Agency's Guidance on Infection Control in Schools and other Childcare Settings

http://www.hpa.org.uk/webc/HPAwebFile/HPAweb_C/1194947358374 (It is the responsibility of the Manager to ensure an up to date copy of current guidance on communicable diseases is available at the nursery for parents/carers)

Immunisations

We recognise, where possible, that children are vaccinated in accordance with their age. If children are not vaccinated, it is the responsibility of the parents/carers to inform the nursery to ensure that children/colleagues/parents/carers are not exposed to any unnecessary risks. The nursery manager must be aware of any children who are not vaccinated within the nursery in accordance with their age.

Parents/carers should be aware that some children will not be vaccinated in the nursery. This may be due to their age, medical reasons or parental choice. Our nurseries do not discriminate against children who have not received their immunisations and will not disclose individual details to other parents/carers.



Medicine Policy

The Co-operative Childcare promotes the good health of children and colleagues and will take positive steps to prevent the spread of infection (see illness and exclusion policy).

We request that parents/carers administer the first dose of newly prescribed medicines so as to ensure that there are no immediate side effects or allergic reactions. If prescribed medicines are required during the nursery day then the nursery procedures for administering medication must be followed at all times.

Children who are taking medication may attend nursery provided they are not suffering from an infectious illness disease that could impact the health and wellbeing of other children in our care, are not displaying any signs or symptoms of illness and they are well enough to fully participate in nursery activities; this is at the manager's discretion. For information on infectious illness please refer to The Health Protection agency's Guidance on Infection Control in Schools and other Childcare Settings:

http://www.hpa.org.uk/webc/HPAwebFile/HPAweb_C/1194947358374

Medication will only be administered if it has been prescribed by a doctor, dentist, nurse or pharmacist and can only be administered according to their directions (with the exception of Calpol, Nappy Cream and Teething Gel).

Medication (including Calpol, Nappy Cream and Teething Gel) will only be given with prior parental permission, and if there is an accepted health reason to do so. No medicine/cream/lotion can be administered unless a medicine consent form is completed and signed by the parent/carer in advance.

When dealing with medication of any kind in the Co-operative Childcare Nursery, strict guidelines will be followed.

Non Prescribed Medication

At nursery the only non-prescribed medications that we will administer are Calpol, nappy cream and teething gel.

Calpol

The parent/carer must complete the parental/carer permission form – non-prescribed Calpol when their child's starts nursery, if they wish the nursery to give Calpol if their child becomes ill during the day.

In the event that a child has a temperature of 37.5°C or over, The Co-operative Childcare keeps sachets of Calpol at the nursery and will administer according to the manufacturer's instructions and only if prior written consent for the administration in case of emergency has been obtained.

If a child develops a high temperature (normal temperature usually ranges between 36.5 to 37.5 degrees Celsius) they will be monitored and their temperature recorded every 10 minutes (see temperature record check Appendix H). To record a temperature the average of three temperature readings will be taken. During this period of initial monitoring the key person* will attempt to cool the child by:-

- Giving the child a cool drink of water
- Removing all clothing except for the child's vest/T-shirt and undergarments.
- Cover them with a sheet if necessary.
- Keep the room well aired and at a comfortable temperature (about 18°C (65°F)) by adjusting the heating or opening a window.
- Using a warm flannel to sponge bath the child
- Refrain from cuddling the child too closely

If the child has recently woken from sleep and appears feverish their temperature monitoring will commence 15 minutes after the child has been fully awake.

If after 20 minutes the child has maintained a high temperature of 38 degrees Celsius or above and the parent/carer did not sign in any notification of fever relief given in the past four hours the key person* or buddy key person*, will contact the child's parent/carer and :-

- Inform the parent/carer of their child's temperature

- Ask the parent/carer if they have administered any fever relief prior to the child arriving in nursery that day.

If the child has been in nursery for over four hours we will ask the parent/carer for verbal consent to administer Calpol from the emergency nursery supply. The fever relief will be administered as directed on the manufacturer's instructions.

If the child has been in nursery for less than four hours and the parent/carer informs that they have not administered any fever relief before nursery then ask the parent/carer for written consent via email or text to administer Calpol from the emergency nursery supply. The fever relief will be administered as directed on the manufacturer's instructions.

If the parents/carers are not contactable and the child has been in nursery for four hours or more and there is prior written consent for the administration in case of emergency, then the key person* or buddy key person*, can administer fever relief. The fever relief should be administered as directed on the manufacturer's instructions. The nursery manager or their deputy should continue to contact the parents and inform them that their child is unwell.

The parent/carer will be asked to collect their child. We will not administer a second dose of Calpol.

The child's temperature will be continued to be monitored every 10 minutes after the emergency dose.

If a child's temperature rises above the following thresholds:

- 3-6 month old baby: 39 degrees

- Baby/child over 6 months old: 40 degrees

The parent/carer will be informed immediately. If they are close to the nursery they MUST collect their child immediately, if they are not contactable or not able to collect their child within a maximum of 15 minutes then an Ambulance will be called.

When administering Calpol we will give the correct dosage as consented by the parent/carer on the parental/carer permission form – Non-prescribed Calpol and as recommended in the manufacturer's instructions.

When we cannot give Calpol

If your child has not been at the nursery for **4** hours or we do not have written permission to administer Calpol and we are unable to contact you we will be unable to give Calpol. We will make every effort to reduce the child's temperature (as described above) we will monitor their temperature every 10 minutes. If your child's temperature rises above the following thresholds

- 3-6 month old baby: 39 degrees

- Baby/child over 6 months old: 40 degrees

The key person* or buddy key person* will call an ambulance and accompany the child to hospital. The manager will continue to try and contact the parent/carer.

Nappy Creams

The nursery will provide each child with an individual pot if required of Sudocrem or Vaseline cream. Any other nappy cream must be provided by the child's parents/carers and must be filled in on the Cream Consent Form.

Teething Gel

Teething gel, if required parents/carers are asked to provide teething gel for their child/ren, and must complete the Medication Consent Form. The Cooperative childcare Nursery does not keep teething gel.

Healthcare Plan

A Health Care Plan must be completed for each child with a long term medical condition that requires on-going medication. Parents/carers will be invited to help write a Health Care Plan if their child has a long term medical condition that requires on-going medication.

The completion of the Health Care Plan is a joint responsibility between the parent/s or carer of the child, Key person* and the Nursery Manager, it may include other medical and social care personnel who are involved.

Parents/carers should be shown around the nursery, to help understand routines and to identify any risk factors that may affect their child. Individual risk assessments must be carried out as appropriate.

For some medical conditions colleagues may be required to have basic training to understand the condition. Some other conditions may require more specialist training in order that colleagues understand how to administer these medications. This training will be specific for each child and not generic. Information on the medication such as dosage and possible side effects should be included in the Health Care Plan.

Inhalers

This medication procedure must be followed for children who have an inhaler on a daily basis. Parents/carers must sign the Medicine Control Form for every day that the child attends and requires their inhaler.

Skin Creams

We will apply prescribed skin creams following the same procedure as we do for prescribed medicine. Any creams that are not prescribed by a doctor will not be applied (with the exception of nappy and sun cream).

Homeopathic Medicines and Creams

At nursery we will not administer any kind of homeopathic medicines or creams, unless prescribed by a doctor.

(*or colleague standing in for the key person/buddy key person)



PARENTS' GUIDE TO THE EARLY YEARS FOUNDATION STAGE FRAMEWORK

Our co-operative values and principles are very closely linked to the Early Years Foundation Stage (EYFS), this guide includes:

- how parents can find out more about the EYFS Framework and how we deliver it in the nursery
- how parents can keep in touch with their child's learning and development through their key person.

What is the Early Years Foundation Stage?

Welcome to the Early Years Foundation Stage (EYFS), which is how the Government and early years professionals describe the time in your child's life between birth and age 5.

This is a very important stage as it helps your child get ready for school as well as preparing them for their future learning and successes. From when your child is born up until the age of 5, their early years experience should be happy, active, exciting, fun and secure; and support their development, care and learning needs.

Our Nurseries deliver the EYFS and must follow a legal document called the Early Years Foundation Stage Framework.

What is the EYFS Framework – why do we have one?

The EYFS Framework exists to support all professionals working in the EYFS to help your child, and was developed with a number of early years experts and parents.

In 2012 the framework was revised to make it clearer and easier to use, with more focus on the things that matter most. This new framework also has a greater emphasis on your role in helping your child develop.

It sets out:

- The legal welfare requirements that everyone registered to look after children must follow to keep your child safe and promote their welfare
- The 7 areas of learning and development which guide professionals' engagement with your child's play and activities as they learn new skills and knowledge
- Assessments that will tell you about your child's progress through the EYFS
- Expected levels that your child should reach at age 5, usually the end of the reception year; these expectations are called the "Early Learning Goals (ELGs)"

There is also guidance for the professionals supporting your child on planning the learning activities, and observing and assessing what and how your child is learning and developing.

What does it mean for you as a parent?

Ensuring your child's safety

Much thought has been given to making sure that your child is as safe as possible. Within the EYFS there is a set of welfare standards that everyone must follow. These include the numbers of staff required in a nursery, and things like administering medicines and carrying out risk assessments.

Quality

You can find out about the quality of your child's nursery in relation to the EYFS Framework by reading the nursery's Ofsted Report. You can find this information at www.ofsted.gov.uk/inspection-reports/find-inspection-report

How my child will be learning

The EYFS Framework explains how and what your child will be learning to support their healthy development. Your child will be learning skills, acquiring new knowledge and demonstrating their understanding through **7 areas of learning and development**.

Children should mostly develop the **3 prime areas** first. These are:

- Communication and language;
- Physical development; and
- Personal, social and emotional development.

These prime areas are those most essential for your child's healthy development and future learning.

As children grow, the prime areas will help them to develop skills in **4 specific areas**. These are:

- Literacy;
- Mathematics;
- Understanding the world; and
- Expressive arts and design.

These 7 areas are used to plan your child's learning and activities. The professionals teaching and supporting your child will make sure that the activities are suited to your child's unique needs. This is a little bit like a curriculum in primary and secondary schools, but it's suitable for very young children, and it's designed to be really flexible so that staff can follow your child's unique needs and interests.

Children in the EYFS learn by playing and exploring, being active, and through creative and critical thinking which takes place both indoors and outside.

As a mum or dad, how can I help with my child's learning?

All the fun activities that you do with your child at home are important in supporting their learning and development, and have a really long lasting effect on your child's learning as they progress through school.

Even when your child is very young and is not yet able to talk, talking to them helps them to learn and understand new words and ideas. If you make the time every day to do some of the following things with your child it will make a real difference to your child's confidence as a young learner.



How can I find out how my child is getting on?

It is important that you and the professionals caring for your child work together. You need to feel comfortable about exchanging information and discussing things that will benefit your child. These conversations will be with your child's "key person". This is the person who:

- Is your main point of contact within the setting
- Helps your child to become settled, happy and safe
- Is responsible for your child's care, development and learning
- Takes a careful note of your child's progress, sharing this with you and giving you ideas as to how to help your child at home

You should be able to get information about your child's development at any time and there are two stages (at age 2, and again at age 5) when the professionals caring for your child must give you written information about how he or she is doing.

The **co-operative** childcare

Values you can trust



Arrivals and Departures

It is the policy of The Co-operative Childcare to give a warm welcome to each child and their parent/carer on their arrival. The child's key person or buddy key person will be available to welcome the child and parent/carer on arrival (sometimes this will not always be possible due to leave) and we ask parents/carers to pass the care of their child to the key person or buddy key person. The staff member receiving the child immediately records their arrival in the daily attendance register. Any specific information should also be recorded. At the end of the session the child is handed back to the parents/carers with appropriate feedback on how they have been throughout the day. The key person or buddy key person and the parent should sign the child out as leaving the nursery.

Each Nursery has a responsibility to ensure the safety and security of children at all times throughout the day including when they arrive and are collected from the nursery.

Any person or persons coming to collect a child from nursery must do so with the parent/carers consent. At the time of registration the names of any person able to collect the child will be filed on the Registration Form along with a password. We ask for a photograph of these people which will be kept with the child's Registration Form.

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Lost and Uncollected Children

The Cooperative Childcare Nursery ensures that all practitioners are aware of the procedure to be followed in the event of a parent and/or carer failing to collect a child at the appointed time, or in the event of a child going missing at, or away from, the setting.

Each Nursery has a responsibility to ensure the safety and security of children at all times throughout the day including when they move from room to room as well as arrival and departure.

The child's key person or buddy key person is responsible for signing in and out of the different rooms during the day.

The **co-operative** childcare

Values you can trust



Compliments and Complaints

We believe that children and parents/carers are entitled to expect courtesy and prompt, careful attention to their needs and wishes.

It is always encouraging when a parent/carer compliments us or a member of our staff for something we have done well. Equally it is important that parents are able to inform us of any improvements that could be made to the service we provide.

Compliments

If you would like to leave a compliment based on the experience you or your child has received at The Co-operative Childcare, you can do this in one of the following ways:

- visit our website www.thecooperativechildcare.coop for our compliments and complaints form
- please ask for our compliments and complaints form at the nursery
- send us an e-mail info@ccc.coop
- alternatively you can post the completed form to: Customer Service Team, The Co-operative Childcare, Co-operative House, Warwick Technology Park, Warwick, CV34 6DA

Complaints

Parents can inform us of any improvements that could be made to the service in the following way:

Stage 1

It is best to discuss the issue with your child's key person in the first instance. The key person will inform the Nursery Manager of the concerns. This is the most effective way to resolve the issue, as they will try to resolve it quickly with you.

Stage 2

If you are not satisfied or the issue reoccurs the parent/carer should arrange to speak to the Nursery Manager to resolve the issue or put their complaint in writing. The Nursery Manager must notify complainants of the outcome of the investigation within 28 days of having received the written complaint. The record of complaints must be made available to Ofsted on request.

Stage 3

If the Nursery Manager is unable to resolve the matter at local nursery level, the Area Manager should discuss the issue with the parent to ascertain if an alternative course of action should be taken, involving the Customer Service Team and Senior Management as required.

Stage 4

If you are unhappy with the Nursery Manager's and/or Area Manager's response, parent/carers should formally make a complaint in writing to the Customer Service team in one of the following ways:

- visit our website www.thecooperativechildcare.coop for our compliments and complaints form
- please ask for our compliments and complaints form at the nursery
- send us an e-mail info@ccc.coop
- alternatively you can post the completed form to: Customer Service Team, The Co-operative Childcare, Co-operative House, Warwick Technology Park, Warwick, CV34 6DA

The Customer Services Team will investigate all written complaints relating to the requirements and notify complainants of the outcome of the investigation within 21 days of receipt of the complaint.

At all points throughout the process of the complaint, the parent/carer will be kept informed of developments.

Stage 5

Please contact Ofsted if you believe the nursery is not meeting the Early Years Foundation Stage requirements and we have been unable to resolve your complaint:

Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD

Telephone: 0300 123 1231

