HAPPY DAYS CLUB & NURSERY SCHOOL LIMITED

Hermitage Drive, Holmes Chapel CW4 7NP

POLICIES AND PROCEDURES

The enclosed policies and procedures lay down comprehensive guidelines to help with the smooth running of Happy Days Club and Nursery School Ltd. Their existence is aimed at assisting parents / carers and staff, in fulfilling our aims and remaining within the boundaries of all relevant legislation.

These policies have been drawn up in accordance with OFSTED guidelines and recommendations.

The following policies should be read by parents/guardians in conjunction with the relevant terms and conditions for Nursery School, Before/After School or Holiday Club.

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1. Staffing

The EYFS requires a 1:5 staff to child ratio for 2-3 year old children and 1:8 staff to child ratio for 3–8-year-old children. One member of staff must have a Level 3 qualification and at least half of remaining staff should be level 2 or above.

Happy Days work well within these ratios, with 95% of nursery staff having a relevant childcare qualification.

Students studying for their childcare qualifications or on work experience from local schools may be placed with Happy Days but will always be under the supervision of qualified staff.

All Staff are subject to police checks, carried out by the Disclosure and Barring Services.

Staff vacancies are advertised both internally and externally, through the local job centres and papers. Interested personnel are asked to apply in writing and may be invited for interview. Following interviews, a short list may be compiled following the receipt of references and applicants are invited for trial practical sessions working with the children and staff team. Successful applicants will be appointed on a 6 month probationary contract.

2. Key Person

At Happy Days Nursery we operate a 'Key Person' system and all children are allocated a named member of staff who will oversee the well being and progress of individual children. Whilst all staff undertake regular observations on all children, the Key Person will maintain the records for their group of children and ensure that planning includes the developing needs of individual children.

Children's Learning Journeys are shared with parents who are encouraged to contribute with learning experiences the child has had at home. Parents may make an appointment at any time to discuss their child's progress with their Key Person.

3. Admissions

Nursery is accessible to all children and families in the local community and further afield through a comprehensive and inclusive admissions policy. We will strive to promote equal access to services by taking practical steps such as ensuring access to people with disabilities and producing material in relevant languages and media.

The nursery will endeavour to ensure that all services are accessible and relevant to all groups and individuals in the community within targeted age groups.

Nursery School
Happy Days accepts children from their second birthday to school age.

Toilet training is not essential, our dedicated staff are happy to work with parents to help make this transition as easy as possible. Most children are encouraged by our child-sized toilets and wash hand basins.

Out of School Care
Before and After Schools
Children must attend Hermitage Primary School to attend before and after school club.

All parents are asked to re-book or book new places for their child in the final term, in preparation for the next academic year. Acceptances are given on place availability in the order of receipt of booking forms.

Holiday Club
Places are given strictly on a first come, first served' basis and accept children aged 2+ years from all areas.

4. Arrival and Departure of Children

Happy Days staff are not responsible for children before 8.00 am, (7.30am if early bird session has been booked), and after 6.00 pm except in extenuating circumstances.

Happy Days staff must be advised in advance and preferably in writing, if children are to be collected by a person other than the one already known to the staff. A password system will be used. **Written consent should be given if the person collecting your child is 18 years of age or younger.**

At the end of the session parents/carers are asked to collect all their child's belongings and to ensure that their child is signed out by a member of staff. Only the main door must be used.

Before schools
Children should arrive at the Happy Days building no later than 8.45 am when children are escorted to the school building and watched as they enter.

Nursery School
Children may not arrive before 9.00am and should be collected promptly at 12 noon or 3.00pm.

After School
After School attendance registers are taken on arrival at Happy Days.

Parents/Guardians are asked to show respect for the Primary Schools and local residents by maintaining adequate control of their children and keeping noise and disturbance to a minimum. Please arrive and leave the premises promptly and converse away from the footpath. Parents are not permitted to park in the school car park and are reminded to park considerately on the surrounding roads.

In the event of a child not being collected by 6.00 pm and parents/carers have not contacted Happy Days with an explanation, as far as possible two members of staff will remain with the child. Conscientious attempts will be made to make contact with the parents/guardians, plus the emergency contact numbers shown on the registration form. If contact cannot be made, then in the first instance, the police will be contacted for advice.

Parents/carers **MUST** escort their children into Happy Days and ensure their child has been marked present by a member of staff. **Children should NOT be dropped off at the end of the path to walk in by themselves.**

On no occasion will we allow a child to leave the Happy Days building at the end of a session unless they have been collected by a parent/guardian, even if we have received a request by telephone to do so.

Please be respectful of the times your child is booked into Happy Days. We understand that there may be the odd occasion when a child may be collected late, however persistent late pickups will incur a charge at a rate of £5.00 for every 15 minutes or part thereof.

5. Terms and Conditions

A separate application form must be completed in full for each child and signed to confirm that you agree with our conditions.

Fees are to be paid on a half-termly basis, within the specified time period stated. Any difficulty meeting this condition will be dealt with in confidence and individual arrangements could be made in certain circumstances.

Late payment of fees may incur a charge and persistent late payment without an explanation may result in the loss of your child's place.

Happy Days is registered with Cheshire East Council to provide the first 15 hours/ 30 hours of Nursery sessions for all eligible children for 38 weeks of the year. All parents are required to complete a funding form and to update their code every 3 months on the government website.

Four weeks notice of cancellation in writing is required, for both Nursery School and Out of School Club.

Happy Days are not responsible for loss or damage to personal possessions and would advise that valuable items are not brought to Happy Days. Any portable devices including mobile phones should be handed to a member of staff who will put them in the office for safe keeping. These can be retrieved at the end of the session.

Clothing and shoes must be named.

Fees cannot be refunded for sickness or annual holidays taken during term time. However, if we have spaces, we shall try to compensate for sessions missed due to long illnesses. During Holiday Club 48 hours notice is required to cancel a place. The credit balance will be carried forward unless in special circumstances a refund will be raised.

6. Parking

Parents are not permitted to park in the school car park, and are reminded to follow the parking protocol of Hermitage Primary School, a copy is included in your starter pack.

7. Fire Safety

Statutory inspections may be made by the Fire Officer, however Happy Days are aware that they are responsible for their own risk assessment and comply with the current fire safety regulations. Vicki Baskeyfield is the named safety coordinator at Hermitage Drive.

Hermitage Primary School are responsible for ensuring that the fire fighting equipment is checked at Happy Days on an annual basis.

Fire Exits and instructions are clearly labelled. Emergency lighting is in place, in case of a power failure.

Fire practices are held half termly and during every Holiday Club.

Electrical equipment is regularly monitored by staff. In addition, portable appliances are tested annually by qualified electrical engineer.

Smoke alarms are checked regularly.

8. Visitors

At Happy Days Club and Nursery School we welcome visitors to come to our nursery in a variety of ways. Some will be prospective parents wishing to view the nursery and others may be outside agencies. Security to the children and staff is our up most concern, therefore it is necessary for them to sign in our 'Visitors Book' where they state the purpose of the visit and times in/out.

All visitors will be escorted around the premises and will not at any time be left unsupervised with the children in the setting.

9. Behaviour

At Happy Days Club and Nursery School we set high expectations of behaviour by encouraging and praising good behaviour. We believe that children flourish best when they know how they are expected to behave and should be free to play and learn without fear of being hurt or unfairly restricted by anyone else. To achieve this, we aim to provide an environment in which we apply simple rules fairly and consistently. We encourage children to respect themselves, each other, adults and property.

Unacceptable behaviour within this context includes of any form of racist comments, verbal bullying and swearing. Any unacceptable behaviour by a child will be dealt with by Happy Days in the following way:

- An immediate verbal response to the action.
- A gentle explanation to the child as to why the behaviour was unacceptable
- If unacceptable behaviour persists, the child will be withdrawn from the activity/group for a short period of time.
- Parents will be informed if we feel that a child's behaviour is particularly worrying.
- Staff and parents will work together to promote good behaviour.

Everybody, nursery staff and parents, will be consistent in their approach to behaviour management. Positive reinforcement is used at all times.

All staff will follow these procedures in a way that is appropriate to the maturity of the child and the misdemeanour.

At Happy Days Vicki Baskeyfield is our named person responsible for issues concerning behaviour and Happy Days reserve the right to immediately withdraw a place at Happy Days if a child's behaviour is unacceptable.

Incidents will be recorded on an incident form.

10. Inclusion and Equal Opportunities

Happy Days takes great care to treat each individual person with equal rights and responsibilities to any other individual, whether they are an adult or a child. The company is committed to providing equality of opportunity and anti-discriminatory practice for all children and families according to their individual needs. Discrimination on the grounds of gender, age, race, religion or belief, marriage or civil partnership, disability, sexual orientation, gender reassignment, pregnancy or maternity, ethnic or national origin, or political belief has no place within this nursery.

Children are taught to value their own culture and society.

Children are encouraged to respect different ways of life, beliefs, opinions and ideas. At Happy Days, books, equipment, imaginative play, displays and activities reflect their own and other cultures. We ensure that our curriculum and equipment reflect the interest of both boys and girls. Staff are trained not to spend inequitable amounts of time with any one child, group of children or gender group.

Staff allow opportunities at various times for group discussion so that children may listen to each other's views and hopefully reflect upon them.

Respect is given to any belief that a parent would wish us to adhere to concerning their child.

11. Child Protection

The Safeguarding of Children Coordinator at Hermitage Drive is Vicki Baskeyfield and Deputy Safeguarding Officers are Jenny Mitchell and Mila Chrysostomou. Happy Days policy is to ensure that every child in their care is safe and free from danger.

The main doors of Happy Days are kept locked and should only be opened by a member of staff.

Playgrounds are fenced and outside play is closely supervised.

Parents must give named permission for adults allowed to collect their child from Happy Days. Advanced notice must be given for any alteration to these names. Staff are instructed to obtain identity before allowing a child to leave Happy Days with an adult not known to the staff. Please be understanding if this situation arises with a member of your family. **A child's unique password is used if somebody unknown to Happy Days is collecting a child**.

Children under 18 years are not permitted to collect children from Happy Days unless parents have given written permission which is kept with your child's emergency details.

It is important that parents/guardians keep their emergency details up to date.

Happy Days has a duty to safeguard the welfare of children at all times, and we reserve the right to refuse the release of a child if we believe it would not be in the child's best interest to do so. Examples of this are:

If a parent/carer is obviously incapable due to the influence of alcohol or illegal substances.

If this situation arises, Happy Days will:

- Refuse to release your child
- Attempt to contact emergency contact numbers to collect your child. If neither of these are possible, we shall contact the Police and inform the Cheshire East Consultation Services (ChECS)

Confidentiality is always respected and should parents/guardians have any concerns they should be discussed in private with Vicki Baskeyfield.

SAFEGUARDING OF CHILDREN

There are 4 categories of abuse:

- Physical abuse
- Emotional abuse
- Sexual abuse
- Neglect

If Staff make an observation regarding a child in Happy Days' care which causes them concern, they are instructed to discuss this immediately with the Designated Safeguarding Lead, Vicki Baskeyfield or her Deputy DSL's Jenny Mitchell/ Mila Chrysostomou. Happy Days work closely with OFSTED, and Cheshire East Council, and will contact Cheshire East Consultation Services if they have concerns of a child at risk.

If there is a Child Protection issue directly relating to an employee or volunteer working at Happy Days, the DSL's must be immediately informed. A referral will be made to the Local Area Designated Officer (LADO). The member of staff concerned will be immediately suspended from duty, pending further investigation. OFSTED will be informed.

All Happy Days Staff familiarize themselves with the Safeguarding Procedure regularly. All documentation relating to Safeguarding of Children is referred to for guidance, should an incident occur. All Safeguarding contact numbers are displayed in the office.

Parental consent must be given before a child's photograph is displayed either on the website or on social networking sites or when used in another child's learning journey eg group photograph.

12. Allegations Against an Adult Working with Children or Young People

At Happy Days staff are made aware of the procedures to be followed if there is an allegation against an adult working with our children by acknowledging the Whistle Blowing Policy, which all staff have signed to say it has been read.

In most circumstances allegations should be reported to and discussed with Vicki Baskeyfield. Allegations against the Owner/ Manager should be reported to Cheshire East Safeguarding Team.

This setting will follow the procedures outlined in the guidance from Cheshire East LSCB. Details are available on-line.

The procedures must be applied when there is a concern or an allegation that any person who works with children and young people, in connection with his/her employment or voluntary activity, has

- Behaved in a way that has harmed a child or may have harmed a child.
- Possibly committed a criminal offence against or related to a child; or
- Behaved towards a child or children in a way that indicates s/he is unsuitable to work with children.

Any allegation of serious harm or abuse by any person living, working or looking after children at the premises will be reported to Ofsted.

13. Physical Contact

Happy Days aim to provide a warm and caring environment in which the children feel happy, safe and secure. The children should feel confident that they are able to approach staff for help and affection, and this includes cuddles and sympathy as appropriate.

Staff will help the children to gain independence in dressing/undressing and personal hygiene, giving assistance as appropriate.

14. Intimate Care

Happy Days Club & Nursery School Ltd accepts there will be times when staff will need to provide intimate care for a child. This will include bottom wiping, nappy changing, removing clothes due to soiling or vomiting. Staff will follow the procedure below:

- Explain to the child that you need to help them to get cleaned up.
- Disposable gloves and aprons will be worn, and soiled clothing items will be put in a plastic bag and will either be disposed of or put on your child's peg, so that it can be taken home at the end of their session.
- Our Nappy Changing area is located in a designated area of the Twinkles room.
- Staff and child's hands will be washed using soap and water and all surfaces and changing mat will be disinfected to avoid cross contamination.
- Only staff employed by Happy Days, who have been checked by the DBS (Disclosure and Barring Service), will be allowed to provide intimate care. Students, members of the public and volunteers are NOT permitted to do this.
- If a child objects to a member of staff providing intimate care, parents will be contacted to come to Happy Days and provide the care themselves if necessary.
- A sheet is kept in the changing area and filled in every time a child's nappy is changed.

15. Missing Child

Staff are well trained to follow precautions to eliminate the likelihood of any children going missing. Extra vigilance has to be taken on holiday club trips and parents are asked to reinforce our safety rules of children always keeping their group leader in sight and never to 'wander' away. All children wear Hi-Vis jackets for quick identification during off-site trips and activities.

Risk Assessments are made before outings.

Happy Days may advise parents that their child should wait until he/she is older before taking part in Happy Days' trips.

In the unlikely event of a missing child, the safety of the remaining children is of paramount importance and they will not be left unattended. Every available member of staff will be put into action to find the missing child and after all reasonable measures have been taken, the police and parents will be informed. A 'Missing Child Procedure Sheet is completed if staff are taking children off site.

16. Medication

Happy Days will accept children on **prescribed medication**, providing we are satisfied that the child is well enough to attend and take part in the day's planned activities.

Parents/Guardians must complete an 'Administration of Medicine' form to enable staff to administer medication.

The prescribed medication must be clearly labelled and handed to a member of staff with clear written instructions. If possible, just the required dose for the day should be sent.

Staff will administer an Inhaler or Epi-pen provided they have received training from either the child's parent/carer or medical practitioner. A training session will be arranged prior to a new child starting at Happy Days, or as soon as an inhaler or epi-pen have been prescribed.

Staff will only administer 'over the counter' medicine/cream in extreme circumstances, and at the discretion of Happy Days. Written consent should be given. Parents will be contacted to give verbal approval for us to administer 'over the counter' medicine and they will be asked to complete an 'Administration of Medicine' form upon collection of their child.
A bottle of Calpol will be kept in the First Aid cupboard at Happy Days.

If a child has had sickness and/or diarrhoea they should be kept away from Happy Days for a minimum of 48 hours following the last episode. If a child returns to Happy Days within 48 hours, staff have the right to request that they are taken home. We will contact parents if we feel their child requires Calpol and will administer using medication provided by Happy Days.

17. First Aid / Accident / Emergency

Happy Days staff are all trained in Paediatric First Aid.

Minor accidents, usually bumps and scrapes, are treated as appropriate and entered onto an accident form, which you will be asked to sign when you collect your child. Bumped head letters are provided if necessary.

If your child requires immediate doctor or hospital treatment, we shall contact your emergency number(s) and arrange to meet you at the Health Centre or hospital.

Please advise on your registration form if you have any wishes regarding the administration of any necessary First Aid.

Happy Days will advise OFSTED and local child protection agencies of any serious accidents or injury to any child while in their care and will act on any advice from their agencies.

18. Allergies

Please be aware that some of the foods we provide at snack time may contain one or more of these allergens. The fourteen major allergens are cereals containing gluten, Crustaceans, i.e prawn etc,eggs, fish, peanuts, soya beans, milk, nuts such as almonds, walnuts etc celery and celeriac, mustard, sesame, sulphur dioxide found in dry fruit, lupin and molluscs i.e clams and mussels etc.

If your child suffers from any allergies, please inform Happy Days by completing an allergy form stating the type and cause of allergy, any substances to be avoided and the treatment required if a reaction occurs.

PLEASE NOTE THAT NUTS OF ANY KIND ARE NOT PERMITTED AT HAPPY DAYS (this includes Peanut Butter).

19. Illness

Please ensure that Happy Days are kept up to date with emergency telephone numbers.

Parents/Guardians know when their child is not well enough to attend Happy Days. Children who attend 'under the weather', often need their parents/guardians and spend most of the time on a member of staff's lap. Children with infectious illnesses should be kept at home until advised by the Doctor. Many young children have a perpetual cold; we ask you to use your discretion as to whether your child's illness is severe enough for him/her to be kept at home.

Notifiable diseases will be reported to a Health Authority. Parents will be informed immediately of communicable diseases both verbally and by a notice on the front door.

Please notify Happy Days of any disabilities that your child may have, whether permanent or temporary e.g. hearing loss due to infection, asthma etc.

We prevent the spread of infections by ensuring high standards of personal hygiene and practice, in particular hand washing and maintaining a clean environment.

Children that contract the following illness will not be allowed to return to the setting until the exclusion period has cessed.

Illness	Exclusion Period
Diarrhoea & Vomiting	48 hours after last episode
Chicken Pox	Until all spots have scabbed over
Mumps	5 days from onset of swollen glands
Scarlet Fever	24 hours after commencing antibiotics
Impetigo	Until lesions are crusted or healed
Whooping Cough	2 days from commencing antibiotics

Any child that has been prescribed antibiotics will not be able to return to the nursery for 24 hours. Please telephone Happy Days should you require advice before returning your child to nursery.

The above exclusion periods need to be taken to ensure the safety and wellbeing of all the children and staff in the setting.

Headlice Policy

From time-to-time children may contract headlice. In the case that a parent has identified that their child has headlice a notice will be placed on the door to inform parents/carers to check their child's hair.

Parents are encouraged to tie children's long hair to minimize headlice from being spread. Children are not allowed to attend the setting with un-treated headlice. If a child shows signs of having headlice, such as scratching or telling a member of staff that their head itches, we will inspect the child's hair and if headlice or eggs are seen, we will ring the parent, and request that the child be taken home to be treated. Children are allowed to attend the setting when they have headlice treatment on their hair.

20. Health and Safety

Environmental Health make statutory inspections to our premises.

The health and safety of all the staff, children and other persons on the premises is a major importance for Happy Days.

All Staff must follow our high standards of hygiene and a detailed General Hygiene Policy covering equipment, spillages and First Aid is given to all staff. All staff have read and signed copies of the Happy Days risk assessments.

A cleaner is employed at the end of the day. Staff freshen the cloakroom and eating areas throughout the day.

Equipment is checked before use and repaired or replaced to our high standard.

21. Smoking / Drinking / Substance Abuse

Staff must not smoke, consume alcohol or illegal substances whilst working with Happy Days children or report for work whilst under the influence of alcohol or illegal substances.

Hermitage Primary School is a designated non-smoking site. Parents/Guardians/Carers and staff must not smoke within the grounds.

22. Safety during the Summer and Winter months

Happy Days is a 'Sun Safe' Nursery and work with parents/guardians, nursery staff and the wider community to reinforce awareness about sun safety and promote a healthy nursery.

Sun Cream – Parents/guardians are asked to protect their child with a long-lasting sun cream in the morning before bringing them to Happy Days. If your child attends Happy Days for longer than 6 hours, staff are happy to re-apply sun cream to your child, as long as named sun cream is provided. It is essential that children bring a named sun hat to Happy Days every day.

If the weather is cold or wet, please ensure your child has suitable clothing as we will be going outside, as free flow in all weathers is an OFSTED requirement. If you do not wish your child to go outside for any reason, please advise your child's Key Person.

23. Meal Provision

Children attending Happy Days for a full day will require a packed lunch and drink, suitably packed in a named lunch box. Happy Days advise that an ice pack is used, especially if any meat or dairy products are included. For children attending an Extended Day session, we are happy to reheat food. Staff should be advised that a child has a "hot" meal when they drop off in the morning. The correct food hygiene procedures are followed when reheating food.

Happy Days follows a healthy eating policy and provide a drink of milk or water, plus a healthy snack, mid morning and afternoon. 'Treats' may be given according to your wishes completed on the entrance form.

At After Schools Club, a healthy snack and a drink is offered on arrival in the Happy Days building. Children arriving following an extracurricular activity at school will be offered a drink and a snack.

24. Partnership with Parents

Parents/Carers are always welcome at Happy Days. Parents/Carers have the opportunity to speak to staff at all sessions but should use their discretion as to whether their discussion is prohibiting staff from teaching/caring for the children. In these cases, a separate appointment should be made.

The notice boards in the cloakroom show relevant information and present/future activities and should be read frequently.

Parents/Guardians will be invited to functions throughout the year.

Happy Days welcome suggestions from parents/carers to ensure that Happy Days maintains the high standard of care and education which it has offered over the past years. If for any reason your child appears to be unhappy at Happy Days, please advise us immediately as we would like the opportunity to remedy any problem.

Nursery School

The Early Years Foundation Stage Profile, as outlined by the Government is followed. Happy Days are inspected by OFSTED and registered to accept the Early Years Grant.

Parents/Carers are issued with a half termly plan for each half term. This gives the topic that will be covered in each room.

Happy Days tracks the progress of each child. We use Learning Journals, which is an electronic programme devised for Early Years which allows us to share snap shots of your child's progress. Parents will be provided with a login, and they can access this at any time. A reading record is also kept in your child's book bag. Parents/carers are invited to comment in the space provided.

A weekly newsletter is emailed with details of some of the things the children have been doing and information on the activities planned for the following week.

In the event of any major changes or necessary information, further letters may be sent throughout the term.

Parents Open mornings/afternoons/evenings are held during the academic year. Parents will be invited to social occasions to join their children during the Nursery School sessions.

Children's work may be displayed, sent home at the end of sessions or filed to be given to the child as s/he leaves Happy Day.

A 2-year-old progress report will be completed by your child's key person, to be given to the Health Visitor at your child's 2-year-old health check. Parents are asked to inform Happy Days of this appointment. A progress report will be written at the end of the academic year and given to parents.

25. Special Educational Needs

A Child who has been identified as having a learning difficulty or a disability will be welcomed to Happy Days and educated, wherever possible, alongside his/her peers within the curriculum and structure. Due consideration will be given to the appropriate wishes of the child's parents/guardians and the necessity to meet individual needs.

Happy Days will aim to provide a love of learning, through a child's curiosity, interest and enjoyment.

Happy Days will cooperate fully with all available resources/agencies to promote the social, physical, intellectual, creative, emotional and sensory development for the children in their care.

The parents/guardians of a child who has additional needs should make an appointment to meet Vicki Baskeyfield, SENCO, before the starting date of the child, to discuss the full curriculum of Happy Days, to ensure that by working together the child can reach his/her full potential whilst at Happy Days.

Should Happy Days identify that a child in their care may need additional support, (physical, emotional, psychological, medical etc.) the following action will be taken:

Happy Days staff will gather information about the child and make an initial assessment. Vicki Baskeyfield and the child's Key Person will speak sensitively to the child's parents/guardians, ascertaining the parents' views and giving them ideas of how they can help at home. Happy Days staff will provide additional help, using different resources and methods to support the needs of the child both at home and at nursery. Notes will be kept, and progress will be reviewed regularly.

If Happy Days believe more specialist assessment and support would benefit the child, Happy Days will consult with the parents and will advise initial contact with the Health Visitor or other professionals should be made.

26. Sleeping

Children attending Happy Days for an Extended Day can get very tired during the day and need to have opportunities to rest and sleep during the afternoon. Every child's needs are different, so we provide flexibility and opportunities for children to take rests and naps as they need and desire.

Comfort blankets and soft toys are discouraged but can be used if essential for your child to fall asleep, in line with our Safer Sleep policy. (Please name them). Parents' may wish to provide dummies for their child for they too can provide comfort during rest and sleep times, however Happy Days does not provide, supply or ever introduce them to children themselves. Dummies are usually restricted to sleep and rest times. They are not encouraged in the classrooms as they can hamper a child's speech, interaction with others and are a major cause of speech delay.

Staff appreciate that children have individual needs and routines which vary as they grow and develop. The preferences and wishes of parents are always valued and respected and staff work closely with them to ensure each child's individual needs are carefully met. Some parents prefer their children to only have a short sleep, fearing that it infringes on their nighttime sleep and this will be taken into account **provided** it is also clearly in the child's best interests. Happy Days do not have a designated quiet area for sleeping, and due to staff ratios, children may be sleeping in a room with other children present. Sleeping children are constantly observed by a member of staff.

A stock of clean sheets and blankets are stored at Happy Days. And each child is allocated their own bedding in a named bag at the beginning of the week.

27. Grievances

Parents/Guardians are asked to respect the staff and discuss any grievances in private. Minor grievances can probably be answered with simple explanation by the member of staff concerned. Staff may request an appointment at a later date.

If there are any issues of a more serious nature, these should be discussed in private with Vicki Baskeyfield. If the problem cannot be solved by Happy Days, then OFSTED may be approached. Telephone no. **0300 123 4666**.

Happy Days will keep copies of all grievances.

28. Digital Safety

May we, courteously, ask that parents/ carers

- **do not** to publish photos of their or other parent's children with their names and name of this setting on social networking sites (see the setting e-safety and induction policies).
- **do not** take photographs / videos of children at the setting without first prior permission from the management.
- If using social sites, ensure that, if adding personal news items, they **do not** include reference to the setting, by name or photograph, or to an employee, client, customer or any person or organization connected with the setting. We would ask that any issues are brought to light directly with us, in line with our complaints procedure.
- Staff of Happy Days **will not** be able to befriend any parent/carer on any Social Networking site. This does not apply if you were already friends prior to your child attending Happy Days.

29. Mobile Phones

Mobile phones belonging to staff will be kept in the office for the duration of the working day. Staff can have access to their phones during their breaks, but they must remain in the office.

Happy Days will provide staff with a mobile phone belonging to the setting to be used by staff as emergency contact when on outings with the children. This phone will also be used as a camera; however, photos will be deleted once used for their specific purpose.

Staff will challenge any Parent/Carers or other adults who use their phone as a camera whilst on Happy Days premises. Parents/Carers or other adults will be asked to show the staff member what photo(s) has been taken, and if any child other than the parent's child is in the photograph(s), will be asked to delete the photograph(s) in the presence of the staff member. The staff will explain to the Parent/Carer or other adult the safeguarding reasons behind their actions.

30. Cameras / Electronic Learning Journeys

Photographs taken for the purpose of recording a child or group of children participating in activities or celebrating their achievements is an effective form or recording their progression in the Early Years Foundation Stage.

However, it is essential that photographs are taken and stored appropriately to safeguard the children in our care.

Only the designated nursery camera or the tablets used to record children's learning journey is to be used to take any photo within the setting or on outings.

Images taken on the camera / tablet must be deemed suitable without putting the child/children in any compromising positions that could cause embarrassment or distress.

Images taken and stored on the camera / tablet are downloaded as soon as possible, ideally once a week and stored on a password protected computer. The photos are then deleted from the camera. The tablets are also password protected and parents have individual log in details to enable them to access their own child's learning journey.

Under no circumstances are cameras of any kind to be taken into the toilet area. If photographs need to be taken in a toilet area, i.e. photographs of the children washing their hands, then this is witnessed by another member of staff.

31. Nursery Clothing

Children feel happier if they can attend the toilet independently. This is made much easier if some consideration is given to suitable clothing. Jogging bottoms are ideal! Please avoid braces, belts and dungarees. Never send children in clothes that are too good to mess up. Spare clothes must be brought to cater for any toilet accident or exuberant play i.e. water play. Clothes should be clearly marked with the child's name.

Happy Days polo shirts, sweatshirts or hoodies with skirts or jogging bottoms are both practical and comfortable, and we would appreciate such clothing being worn. Happy Days sweatshirts, polo shirts and hoodies may be purchased at Dales.

32. Young Persons

At Happy Days Nursery School we encourage students from college, completing work experience or training to come and experience what working with children is all about. All young people / students must have an induction meeting prior to starting work.

The young person will be required to read the policies and procedures set out in the nursery to ensure they have an awareness of how the nursery is run. They are made aware of the Happy Days Safeguarding policies.

All students doing work experience, necessary for their training, must be under proper supervision by a competent person at all times and will never be left alone with your child.

33. Inspections

Happy Days is registered with OFSTED and is subject to OFSTED inspections, which are made every four years. Copies of our inspection reports are available on-line or by request.

34. Anti-bullying

At Happy Days we are committed to providing a caring, friendly and safe environment for all children so they can learn in a relaxed and secure atmosphere. Bullying of any kind is unacceptable at our setting. If bullying does occur, all pupils should be able to talk to a member of staff and know that incidents will be dealt with promptly and effectively.

Bullying can be:

- Emotional - Being unfriendly, excluding, tormenting (e.g. hiding things)
- Physical - Pushing, kicking, hitting, punching or any use of violence
- Racist - Racial taunts, graffiti, gestures
- Sexual - Unwanted physical contact or sexually abusive comments
- Verbal - Name calling, sarcasm, spreading rumour, teasing

Bullying hurts. No one deserves to be a victim of bullying. Everybody has the right to be treated with respect. Pupils who are bullying need to learn different ways of behaving.
At Happy Days we use various methods for helping children to prevent bullying.
These may include:

- Emphasising why it is important to be kind to our friends.
- Playing circle time games and talking about the importance of sharing
- Discussing emotions.

Happy Days has a responsibility to respond promptly and effectively to issues of bullying.

PROCEDURES

1. Report bullying incidents to staff in confidence.
2. In cases of serious bullying, the incidents will be recorded by staff.
3. In serious cases, the parents will be informed, and an appointment will be made for a meeting to discuss the problem.
4. If bullying occurs at After School Club and it is felt necessary the primary school will be informed.
5. The bullying behaviour or threats of bullying must be investigated and the bullying stopped quickly.
6. An attempt will be made to help the bully (bullies) change their behaviour.
7. The bully (bullies) will be asked to genuinely apologise. Other consequences may take place.
8. After the incident / incidents have been investigated and dealt with, each case will be monitored to ensure repeated bullying does not take place.

An Incident file is kept at Happy Days. Staff will record and incidents-these will be discussed with Parents/Guardians and signed in acknowledgement.

BULLYING WILL NOT BE TOLERATED AT HAPPY DAYS

35. Confidentiality

It is our intention at Happy Days to respect the privacy of children and their families and we will do so by:

- Storing confidential records in the office.
- Ensuring that all staff, volunteers and students are aware that this information is confidential and only for use within the nursery.
- Ensuring that parents have access to files and records of their own children but not to those of any other child.
- Gaining parental permission for any information to be used other than for the above reasons.
- Ensuring the staff, through their close relationship with both the children and their parents, learn more about the families using the nursery.
- Ensuring all staff are aware that this information is confidential and only for use within the nursery setting. If any of this information is requested for whatever reason, the parent's permission will always be sought.
- Ensuring staff do not discuss personal information given by parents with other members of staff, except where it affects planning for the child's needs.
- Ensuring staff, student and volunteer inductions include an awareness of the importance of confidentiality in the role of the key person. If staff breach any confidentiality provisions, this may result in disciplinary action, and in serious cases, dismissal. Students on placement in the nursery are advised of our confidentiality policy and required to respect it.
- Ensuring staff, students and volunteers are aware of and follow our social networking policy in relation to confidentiality.
- Ensuring issues concerning the employment of staff remains confidential to the people directly involved with making personnel decisions.
- Ensuring any concerns/evidence relating to a child's personal safety are kept in a secure, confidential file and are shared with as few people as possible on a "need-to-know" basis.
- If, however, a child is considered at risk, our Safeguarding/Child Protection policy will override confidentiality.

All the undertakings above are subject to the paramount commitment of Happy Days, which is to the safety and well-being of the child.

36. Whistle Blowing

Whistle Blowing is raising a concern about malpractice within an organisation.

Happy Days is an organisation committed to delivering a high-quality nursery school service, promoting organisational accountability and maintaining public confidence.

This policy provides individuals in the workplace with protection from victimisation or punishment where they raise a genuine concern about misconduct or malpractice in the organisation. The policy is underpinned by the Public Interest Disclosure Act 1998, which encourages people to raise concerns about misconduct or malpractice in the workplace, in

order to promote good governance and accountability in the public interest. The Act covers behaviour, which amounts to:

- A criminal offence
- Failure to comply with any legal obligation
- A miscarriage of justice
- Danger to health and safety of an individual and/or environment
- Deliberate concealment of information about any of the above.

It is not intended that this policy be a substitute for, or an alternative to the group's formal Grievance Procedure, but is designed to nurture a culture of openness and transparency within the organisation, which makes it safe and acceptable for employees and volunteers to raise, in good faith, a concern they may have about misconduct or malpractice.

An employee or volunteer who, acting in good faith, wishes to raise such a concern should normally report the matter to the manager who will advise the employee or volunteer of the action that will be taken in response to the concerns expressed. Concerns should be investigated and resolved as quickly as possible.

If an employee or volunteer feels the matter cannot be discussed with the manager, he or she should contact our Early Years Advisor or OFSTED on 0300 123 4666 for advice on what steps to follow.

A disclosure in good faith to the manager will be protected. Confidentiality will be maintained wherever possible and the employee or volunteer will not suffer any personal detriment as a result of raising any genuine concern about misconduct or malpractice within the organisation.

37. Formal Complaints

We believe that Happy Days Club and Nursery School provides a good level of education and care for all our children and that all staff work very hard to build positive relationships with all parents. However, we are required by law to have procedures in place in case there are complaints by parents. The following policy sets out the procedure that we follow in such cases.

Aims

Our aim is to be fair, open and honest when dealing with any complaint. We give careful consideration to all complaints and deal with with them as swiftly as possible. We aim to resolve any complaint through dialogue and mutual understanding and, in all cases, we put the interests of the child above all other issues.

The Complaints Process

1. Initially complaints should be made verbally or in writing to Vicki Baskeyfield even if the matter is resolved immediately. Any complaint will be acknowledged within 5 working days and resolved within 28 days.

2. If the matter cannot be resolved at this level there is a procedure for the submission of a formal complaint either via Happy Days or to OFSTED – Tel. 0300 123 4666, depending on the nature of the complaint.

It is in the interest of everyone that complaints are resolved at the earliest possible stage. The experience of the first contact between the complainant and Happy Days can be crucial in determining whether the complaint will escalate. Parents/carers always have the right to appeal if they feel that the complaint has not been succesfully resolved.

The ability to consider the complaint objectively and impartially is crucial.

All staff work very hard to ensure that every child is happy whilst at Happy Days, and is making good progress; they always want to know if there is a problem so that they can take action before the problem seriously affects the child's progress.

Happy Days will log all complaints received and record how they were resolved.

An Official Complaints File is available on site.

38. Invoices and Payments

It is the aim of the setting to provide first class quality childcare delivered by trained and experienced staff using resources that will develop and meet the needs of each individual child in our care. For this to happen we ask that parents must pay their fees on time and in full as per the terms of the contract.

Fees will be reviewed annually, and parents informed accordingly.

Our contract terms for a regular booking pattern for a nursery place & out of school care are term time only (38 weeks). The use of holiday club during the school breaks are booked and paid for in advance on ad-hoc basis, our payment terms policy still applies where applicable. If a parent is having difficulty paying fees on time and in full, we would ask that you speak to Jenny Mitchell as soon as possible and we will endeavour to assist you in any way we can. Fees are invoiced in advance at the beginning of each half term.

Fees must be paid in full within the specified time period stated at the time of invoicing, unless prior arrangements have already been made. Payments can be made direct to Happy Days Club & Nursery School Limited. Account no. 03196135, Sort code 20-24-09, or by Tax Free Childcare Vouchers.

If a payment hasn't been made within the time period stated, a late fee at the discretion of the Director will be raised. If fees still remain unpaid the setting reserves the right to remove the child's name from the register, Happy Days will inform parents in writing. This will allow those sessions to be made available for any other child on our waiting list. This is at the discretion of the Director.

No refund can be made for holidays or non-attendance.

Four weeks' notice must be given in writing if parents wish to cancel a session or place. Full fees must be paid for the four weeks whether the child attends sessions or not.

Sessions cannot be swapped due to holidays, illness, school visits etc as we must maintain staff/child ratios at all times.

39. Safer Recruitment

At Happy Days we take our commitment to Safeguard and Promote the Welfare of Children and Young People very seriously and expect all staff, students and volunteers to do the same.

We aim to ensure that all people working with children are suitable to do so and we are therefore extremely vigilant when recruiting new staff to join our team. Our procedure is as follows:

- The adverts always contain the statement written above, regarding our commitment to safeguarding and promoting the welfare of children and young adults.
- All applicants will be required to complete an application form and will then receive a letter from the nursery stating whether they have been successful in reaching the next stage (face to face interview) or not.
- All shortlisted candidates will receive a job description and where possible, have their references checked before attending an interview.
- During an interview, applicants will be asked to prove:
    - Their identity (passport or photocard drivers license) Relevant qualifications (certificates) Eligibility to work in the UK (official paperwork)
    - Their criminal history (disclosing anything that will show up on a DBS)
- Detailed enquiries will also be made regarding any gaps in their employment.
- The Director and Office Manager will be present at interview although the final decision regarding employment will remain with the Director at all times.
- Each applicant will receive communication from Happy Days stating whether they have been successful or not.

Starting work

The successful candidate will be informed that their job offer is conditional, dependant on the return of 2 satisfactory written references and an enhanced Disclosure and Barring Scheme check.

New members of staff will undergo an induction period during which time they will read and discuss the nursery's policies and procedures and receive a mentor who will introduce them to the way in which the nursery operates. Their work ethic and performance will also be monitored very closely during this time and if satisfactory levels are not being reached their employment may be reconsidered.

All staff will attend an annual 'ongoing suitability interview' and are responsible for notifying the Director, in person, if any circumstances arise that may affect their suitability to work with children. This includes any health concerns or incidents that have occurred outside of the nursery. Staff will face disciplinary action if they fail to notify the manager within in a reasonable time scale.

40. Well-being in the Nursery

Well-being is a broad term that covers how you feel about yourself and your life. It encompasses the physical, emotional (and mental), social and spiritual areas of a person. Under the EYFS this is covered in the children's personal, social, emotional development and physical development. Both of which are prime areas of learning.

Physical well-being covers everything physical to do with the body:

- Growth and development
- Moving and keeping physically fit
- Caring for your health (e.g. washing, cleaning teeth, etc.)
- Eating a balanced and nutritious diet
- Rest and appropriate sleep patterns.

Mental and emotional well-being includes:

- **Acknowledging, expressing and coping with feelings and emotions**
- **Thought processes**
- **Reducing stress and anxiety.**

Social well-being includes:

- **Relationships**
- **Family (close and extended)**
- **Friends**
- **The feeling of belonging and acceptance**
- **Compassion and caring approaches.**

Spiritual well-being can cover the following:

- **Value and beliefs held**
- **Personal identity and self-awareness.**

At Happy Days Club and Nursery School Ltd we ensure that all children, families, staff and visitors are welcome, and we are an inclusive setting. We support all to embrace their spiritual well-being and celebrate key events with them.

Children's physical well-being is supported through our carefully planned curriculum programme which supports all types of play inside and outside. We provide nutritionally balanced snacks for the children and support our staff to make healthy choices in regard to their physical health.

Personal hygiene is supported in children of all ages, explaining the reasons for hand washing, tooth brushing and other routines.
Children are provided with quiet and calming areas for rest. This enables them to recharge their batteries and supports both their physical and mental wellbeing.

We support children to make strong attachments with their key person as well as forge relationships with their peers in order to support their social well-being. We offer opportunities and resources for children to play singly, in pairs, small groups and large groups to support this area of development.

Children's mental and emotional well-being is supported. We provide activities in which children are able to recognise and express their emotions, including emotional literacy. This enables us to provide support for children who may be experiencing big emotions they can't cope with just yet. We support children's self-regulation through carefully planned activities and resources. This includes supporting children to manage their own emotions and

behaviours using rules and boundaries created by the children themselves. Staff use the promoting positive behaviour policy to ensure consistency.

Staff are able to recognise when a child may need support with their emotions and provide this one to one or in a small group, whichever is more appropriate. Teaching children to recognise and manage their emotions at a young age will support them throughout their life.

41. Lockdown Procedure

We will use the lock down procedure when the safety of the children and staff is at risk and we will be better placed inside the current building, with doors and windows locked.

We will activate this emergency procedure in response to a number of situations, but some of the more typical might be:

- A report of an incident or disturbance in the local community (with potential to pose a risk to staff and children in the nursery)
- An intruder on the nursery site (with potential to pose a risk to staff and children in nursery)
- A warning being received regarding a risk locally, of air pollution (smoke plumes, gas cloud etc.)
- A major fire or explosion in the vicinity of the nursery – as long as it is safer staying in the premises than leaving.

In this case the staff will be notified by the following action: A whistle blown etc.

All individuals (including children) will remain in the area they are in, if safe to do so. If the children are outside, staff are to promptly and calmly direct children into the building, if this will not endanger them. Staff will make efforts to close and lock doors wherever safe to do so.

All individuals will keep away from the windows and doors and children will be occupied in the designated safe area, so they are not placed at risk or are able to see any situation developing outside.

The manager will ensure all children, staff and visitors are accounted for and safe before returning to the office area to keep up to date with the current situation via updates.
The manager on duty will manage the situation dependant on the situation and the information available. If the nursery is in immediate danger of an intruder, the police will be called as a matter of urgency. In other cases where the situation has been alerted by the police or local area authority then the nursery will await further instructions.

Once the all clear has been given externally the manager will issue the all clear internally. After this time the staff will try to return to normal practice to enable the children not to be disrupted or upset by the events.

Any children showing worries or concerns will have one to one time with their key person to talk about these.

Parents will be informed about the situation at the earliest safest opportunity and will be kept updated when the information changes.
After the event a post-incident evaluation will be conducted to ensure that each child and staff member was supported fully, and the procedure went as planned.

We practise the lockdown procedure once every term so that the children become familiar with the process and hopefully will be less concerned if we have to respond to a threat.