

Admissions

As an OFSTED registered setting I am restricted to the number and ages of children that we can care for at any one time. These details are on my OFSTED Registration Certificate, which is displayed during working hours.

We are happy to take on any children within our registered numbers and will not discriminate against children or their families for reasons such as race, religion, sexual orientation or disability.

We are happy to take on children with special needs and ensure that we provide them with enough support within our space and capabilities.

If your child has additional needs, please ensure that this information is been passed on with the manager as well as your child's key person and we will provide risk assessments and other resources that will support your child development. We do encourage our parents to ensure that there fully involved with the whole process, and we do advice that we have all full consent if we feel as though other agencies will be involved during the process.

All children will be welcomed into Bumble Bells, and we will encourage the other children in our care to support us with this. As a nursery we do advice a four-week settling in period on our contract, so if your child has not fully settled or we cannot accommodate your child requirements the arrangement it can be terminated easily.

When taking on additional children I must take into consideration the children already in my care who are happy and settled.

if you have any concerns regarding our admissions policy, please do not hesitate to contact us.

Ad Hoc Policy

I offer an ad-hoc service, depending on availability, for those parents/carers who only require occasional childcare and for existing parents/carers who require childcare outside of their usual contract.

Please note that I cannot exceed the child ratios set by my OFSTED registration and my Public Liability Insurance. Ad-hoc bookings can only be accepted when a space is available.

Bookings can be taken over the phone or by email.

The fee for this 'ad hoc' service can vary depending on the times/days and it is non-refundable if cancelled by you with less than 24hr notice. If a written cancellation is given to me at least 24hr prior the booking, half of the fees will be refunded to you.

Please note that only children that have been registered in my setting will be able to use this service.

Accident/Incident

The safety of your child is paramount, and we will take every measure we can to protect your child from hurting themselves. However, sometimes accidents do happen and we will ensure that all necessary procedures will be done accordingly. We have written the following procedure on how we will deal with such a situation:

- Comfort the child and reassure them.
- Assess the extent of their injuries and if necessary, call for medical support/ambulance.
- Give any first aid procedures that are necessary. All our staff are first Aid trained and are able to carry out those procedures.
- Once the child is more settled, we will contact you as soon as possible to inform you of the accident, and if necessary, we will ask you to return to care for your child / meet us at the hospital.

After every accident/ incident, however minor we will:

- Complete a report in my accident book/App.
- Ask you to sign the report.

If the accident /incident requires any medical treatment, then we will:

- Inform OFSTED.
- Inform our Insurance Company.
- Contact the Bromley council/ local authority for additional advice/support.

It is important that you keep us informed regarding your child's condition following an accident and if you have sought medical advice.

Alcohol and Drugs

As an OFSTED registered setting it is vital that we are alert to any dangers and able to protect your child. To do this effectively we must not be under the influence of alcohol or any form of drugs (including some prescription medication). If any member of our team has a prescribed medication, other than routine antibiotics we must inform OFSTED who will decide as to whether the staff member can continue to look after the children whilst taking them. It is not acceptable for our staff to drink any alcohol during working hours.

If you have been drinking, perhaps a work leaving do, Christmas party or whilst entertaining clients, you must arrange another responsible adult to collect your child, especially if you plan to drive home.

Alternatively, you may call the nursery and we can delay the pick-up time if possible.

Children

Drugs and alcohol are now more readily available to younger children. If we have any concerns that your child may be drinking alcohol, taking drugs or smoking we will discuss the matter with you immediately.

We will then work with you to support you and your child; however, we reserve the right to terminate our contract with immediate effect if I am concerned that your child's behavior due to drugs/alcohol may be putting the other minded children at risk.

If you have any concerns or questions regarding this matter, please do not hesitate to contact the nursery.

Biting

Biting can be an uncomfortable subject for parents of both the biter and the child who is bitten. We hope that this policy can explain how we as a nursery deal with biting. Please do discuss any concerns you may have regarding this issue with the Manager. If your child is known to bite, We would prefer to know in advance.

Children bite for a variety of reasons. This may be because they are teething, frustrated, exploring using their mouth, asserting their independence and wanting to gain control, maybe of a toy or they could be stressed. It may also be because they want to gain attention.

We will work alongside you and your child to establish when and why they are biting. We will then observe the child closely to see if there are certain conditions or situations that may trigger the behavior and then provide adequate and consistent support to avoid the incident from re-occurring. This may involve altering the child's routine, giving them more one to one attention, purchasing additional resources so sharing is not such a major issue or if it is because a child is teething provide suitable teething resources.

We ensure that if a child is bitten that they are comforted and given lots of attention. We also ensure that any first aid is applied correctly if required and the incident will be recorded in our incident/Accident book and ask for parents to sign.

If your child bites, then we will remove them from the situation. We will explain to them, according to their age and understanding that biting is unacceptable behaviour. For younger child this may be by my tone of voice and facial expressions rather than lots of words. It may be necessary for us to exclude the child from an activity.

Will also encourage the child to apologize to the other child they have bitten and work with them to develop strategies to help them deal with their behaviors.

Many children go through a stage of biting, please don't be alarmed it doesn't last forever!

Bullying

As a nursery we do not condone any form of bullying
This could be:

- Physical: pushing, kicking, hitting, biting etc.
- Verbal: Name-calling, sarcasm, rumour spreading and teasing
- Emotional: Excluding, ridicule, humiliation, tormenting
- Racist: taunts, graffiti and gestures.

Being bullied can result in the victim having depression, low self-esteem, shyness, poor academic achievement, isolation and in extreme cases threatened or attempted suicide.

If we have any concerns that a child in our care is being bullied at nursery or is bullying, we will discuss the matter with you immediately, as well as providing you with enough resources and support until all issue is being resolved.

If your child is being bullied:

- We will reassure them that the bullying is not their fault
- Tell them that we care about them.
- We will give them lots of praise, encouragement and responsibilities to help them feel valued
- We will work with you to help the child to develop techniques to deal with the bully- assertiveness, walking away etc.

If your child is the bully:

- We will reassure your child that we still care about them.
- We will work with your child to find ways to encourage positive behaviors such as using kind words, kind hands, kind feet especially with their peers.
- We will develop a reward structure for good behavior, as well creating an ABC chart to monitor their milestone.
- We will also discuss the matter with you, not in front of your child, to see if there are any problems that may have triggered the bullying.

If you have any concerns regarding your child, please do not hesitate to discuss them with nursery manager or key person as soon as possible. It is much better to deal with these problems before they become major issues.

Care, Learning and Play

Children learn when they are in a safe and caring environment where they are stimulated through play.

Babies and young children develop best when they are in a caring relationship with an adult. A baby will learn to walk faster when they have a safe attachment / pair of arms to walk towards and learn to talk, when they have an adult listening and responding to them.

We strive to provide your child with an environment that will be caring, fun and stimulating. We follow the Early Years Foundation Stage guidelines when providing care for your child.

We provide activities that support the main learning areas:

- Creative Development
- Physical Development
- Problem solving, reasoning and numeracy
- Communication, language and literacy
- Personal, Social and Emotional Development
- Knowledge and Understanding of the World.

These activities will include:

- Dressing up clothes
- Books and Videos
- Small world toys
- Construction toys (Lego, Duplo etc.)
- Pretend play (toy kitchen etc.)
- Water play
- Arts and Crafts
- Outings
- Cooking
- Gardening
- Outdoor play and equipment

Key persons are advised to regularly observe your child and make a written record. This will enable them to make very simple plans on how they can help your child move onto the next steps of their development. These records are available for you to see at any time.

If there is a particular activity that you would like for your child to do with their key person, please let the staff know so they implement this out. We are very happy to support activities that you are doing at home or events that have happened. Example if you have been on a holiday, play dates, Zoo adventures etc. We can implement this out through continuous learning.

Nursery Safety on Outings

When taking Children on Outings it is essential that proper planning is done to ensure the safety and welfare of all children involved.

As a nursery we do ensure that we obtain written parental permission for all routine and special outings. We will inform parents of any planned special trips for example to the coast or a local farm.

We ensure all necessary checks are done prior the trips and everything the children may need, emergency Contact cards for the children, First Aid Kit, Nappies and changing bag (if required) spare clothes, mobile phone, drinks and a healthy snack.

We have developed plans on what to do in the event of an emergency. We have by the door a file with a contact card for each child, their name and an emergency contact name and number.

We will endeavor to organize outings to fit in with the needs of the children and ensure that we have the necessary equipment and resources to keep them safe. These include pushchairs, rain coats and harnesses.

We will never leave your child unattended.

Observation/ Planning

The Early Years Foundation Stage Curriculum states:

‘All planning starts with observing children in order to understand and consider their current interests, development and learning.

As a nursery we implement the EYFS by:

- Making systematic observations and assessment of each child’s achievements, interests and learning styles,
- Use these observations and assessments to identify learning priorities and plan relevant and motivating learning experiences for each child
- Match their observations to the expectations of the early learning goals’

Depending on the age of your child’s key person will be using the EYFS to support their work.

The Key person will make regular observations on your child, using different mediums, for example, tick- lists and tracker books, photographs, written observations or video recordings. All observations are only made for personal use and will remain confidential.

We request each parent to sign a form giving permission to carry out and record observations on their child.

Complaints Procedure

We hope that you are happy with our service, but we also understand that there might be times when we as nursery may not be offering you and your child the service that you require. We hope that you feel able to discuss any concerns or issues that you may have with us (Nursery Manager) who will also ensure any issue to be resolved. If you would rather not talk in front of your child or do not have enough time due to work, then we can arrange a more convenient time to have a meeting.

It is a requirement by OFSTED that all complaints are logged along with the outcome and any action taken. These records must be available to show an OFSTED Childcare Inspector if required.

If you feel that you are unable to talk to us or that after talking the matter remains unresolved then you can talk in confidence to OFSTED.

If you wish to make a formal complaint, then you can contact the OFSTED Complaints and Investigation Unit on:

General enquiries
Piccadilly Gate
Store Street
Manchester
M1 2WD

Email enquiries@ofsted.gov.uk

General enquiries 0300 123 1231

About schools 0300 123 4234

About concerns 0300 123 4666

Fax 0300 123 3159

The helpline is open Monday to Friday from 8.00am to 6.00pm.

Confidentiality

Any information regarding your child or your family, given to us either verbally or in writing, will be treated confidentially.

Parents will have access to their own child's records but not to others. All documentation relating to your child is stored in a file, which is not accessible to any other party.

We do not discuss your child with others unless we have full permission from you, for example to take your baby to be weighed by the Health Visitor.

We will however divulge confidential information to Social Services and to OFSTED if we have any concerns that your child is being abused. Please see our Child Protection Policy.

Dental Hygiene

As an OFSTED Registered Day nursery, we are very aware of the need to follow good oral hygiene practices and to avoid eating foods and drinks with high sugar content.

We would like to support you in training your child to clean their teeth regularly by helping him/her clean their teeth after meals whilst in our care. We would therefore request that you provide us with a suitable toothbrush, toothpaste and a small plastic beaker. These will all be stored in a small plastic container in my bathroom and I will help your child clean his/her teeth regularly. We advise that you provide us with more toothpaste when your child is running low or if their tooth- brush needs replacing.

We also ensure that the children in our care are not given food containing high levels of sugar. We do not permit fizzy drinks and will wean children from drinking from bottles with teats as continued sucking of juice can damage teeth. We will work with you to encourage your child to drink from a beaker or trainer cup.

Dropping off and Collection

Dropping Off

Please let us know in advance if you intend to arrive at a different time from the contracted one. If you arrive unexpectedly early, we may not be ready to care for your child. Please discuss with the nursery manager if you need to change your contracted hours.

Collection

We will only release your child from our care to adults who have permission to collect him/her. We will therefore need you to provide us with a list of people who are authorized to pick your child from nursery.

In the event of an emergency, we can operate a password system where you can send someone not authorized to collect your child (We do advise that you send us an email with the picture of the person alongside your child's password). Please discuss with us how you would like to use this system.

It is important that you arrive at the contracted time to collect your child. I know sometimes delays are unavoidable, especially if you are relying on public transport. If you are delayed, for whatever reason please contact the nursery and let us know when you expect to arrive.

We will normally be able to accommodate the additional care, however if we are unable too, we will contact other adults from the authorized list and arrange for them to collect your child. We will reassure your child that you are on the way and if necessary, organize additional activities and a meal.

If we have not heard from you and you are very late, we will try and make contact with you. I will also attempt to contact the emergency numbers provided. If we are unable to contact anyone, we will inform Social Services and follow their advice.

We reserve the right to make an additional charge for late collection.

Emergency Evacuation Procedure

To keep the children and staff we have developed the following procedure to evacuate the nursery in the event of an emergency.

This may be as a result of a fire, flooding, gas leak etc.

The children and staff will regularly practice the evacuation procedure so they will not be alarmed in the event of the situation being real. Practices will be carried out on different days of the week to ensure all children and staff practice and the details recorded in the evacuation log.

- Sound the alarm (this is a whistle)
- Evacuate the children using the safest and nearest exit available (Babies and toddlers will be carried to safety)
- Take: Attendance Record for the day, Contact numbers, Mobile phone
- Assemble point is counting three houses after mine on the right – we do not cross the road.
- Contact the emergency services.
- Comfort and reassure the children.
- Arrange safe place for the children to stay until parents can collect them.

- Follow the instructions of the Emergency Services.
- Do not return to the building until the Emergency Services have declared it safe to do so.

Fees

At Bumble Bells nursery we enjoy caring for children and supporting their development. We have bills and expenses to meet each month and therefore require a regular income. We would be grateful if you could ensure that you are prompt in paying your monthly invoice. Your payment must reach our account **by the 1st of each month**.

The fees you pay are to secure the hours and days specified on your contract. You are not paying for your child's actual attendance. We are available to work on your contracted hours/days, then the fees will be payable. If we are unable to work due to holiday or sickness, then no fees will be due.

Holidays

We don't charge for any holidays.

Any holiday you take will be charged at full rate - you are paying to reserve your contracted hours and not for your child's attendance.

Parents with a term-time contract will not be charged a retainer during school holidays. However, any holiday taken during term-time will be charged at full rate.

We have a waiting list for children wanting to come in the school holidays and places are allocated on a first come, first served basis.

Once a place has been confirmed and a child has been booked in, full fees will be payable. I will require 4 weeks' notice to cancel a non-contracted booking.

Late Drop Off/Early Collection

It is not a problem if you want to drop off later/collect earlier than your contracted hours. However, you must let us know in advance, as it is not fair for the other children to miss out on our regular outings because we are waiting for a late drop off/early collection. Therefore, you will still have to pay for your contracted hours.

Late Collection

We appreciate that there will be times when you are late due to unforeseen circumstances and we will, of course, continue to care for your child. (If you have exceeded our late collection time, you will be charged with a late fee).

A call or email is sufficient to let us know and give an estimated time of arrival. I hope you understand that additional charges may be applicable.

My working hours are:

Monday	7:30am - 18:30 pm
Tuesday	7:30am - 18:30 pm
Wednesday	7:30am - 18:30 pm
Thursday	7:30am - 18:30 pm
Friday	7:30am - 18:30 pm

We appreciate there are times when you may need to drop off earlier or collect later and we would be grateful for as much advance warning as possible. If discussed in advance, we will do our best to accommodate your requirements. However, late collection fee will be charged for every 15 minutes. Late fees will be added on your next invoice.

Child Illness

If your child has sickness; diarrhea or anything infectious, we will not be able to look after them until **48 hours** after the last signs of the illness. We reserve the right to act on advice from the NHS or Public Health England regarding an infectious illness. We will not accept a child with conjunctivitis who still has discharge coming from their eyes or a child with untreated head lice. This is to minimize the risk of the transmission of an infection to other children and staff. You will be charged when your child cannot attend due to illness.

Late Payment

If we have not received payment by the 1st of the month, we will issue you with a polite reminder.

We reserve the right to make an additional charge 'Late Payment Fee' of £10 per day to cover any bank charges we may have incurred and the administration costs of chasing the late payment. If we have still not received payment by the 7th day following the original invoice, we reserve the right to cease minding your child and seek legal advice from the Professional Association for Childcare and Early Years' Solicitors. This may result in you being summoned to attend a hearing at County Court and, if the judge finds in our favor you will also be liable to the Court for costs.

If you have had a change in personal circumstances and are now struggling to make payments, please let us know so we can make suitable arrangements. It may be that you are now entitled to additional funding through the Childcare element of the Working Tax Credit and other benefits.

Fire

It is our absolute priority to get all the children and staff to safety in the case of a fire, while they are in our care as quickly and as safely as possible.

Our premises has been checked by OFSTED and it meets the national standard requirement for our nursery.

In the kitchen on the wall, we always have in place a fire blanket, which would be replaced if ever used.

We have a fire escape plan on the wall in the corridor by the front door.

We will practice a fire drill at regular intervals with all the children and staff we have in our care.

Procedures

If there is a fire:

- Firstly we will get the babies and children to a place of safety as quickly and safely as possible.
- We will have a meeting point.
- We will ring 999 for the fire brigade.
- Reassure all babies and children and staff in our care. .
- Ring and inform all parents.

Health and Safety

The Health and Safety of your child is very important to us and we have therefore documented the following procedures that we have in place to support this.

- All toys will be checked and cleaned regularly to ensure they are safe for your child to use. Any broken or hazardous toys will be removed immediately. Children will only be offered toys and resources that are suitable for their age/stage of development
- We do continuous risk assessment of the nursery every morning before the children arrive to ensure that it is a safe environment for minded children.
- Children will not be allowed in the kitchen area unattended. (except for helping cook or similar activities).
- All equipment will be checked and cleaned regularly. All equipment is fitted with the correct safety harnesses to prevent accidents, for example highchair and pushchairs.
- use safety equipment appropriate for the children in our care, i.e. stair gates, cupboard locks etc. These are checked regularly.
- We will keep the front door locked to prevent the children opening the door to strangers.
- We have procedures in place in the event of a fire (see separate policy)
- We keep the kitchen very clean, following hygiene guidelines on the storing of food, keeping the fridge at the correct temperature etc.

- We ensure that the children do not have access to any waste. We do not permit smoking at then nursery.
- We follow strict hygiene guidelines to prevent cross contamination.
- The bathroom will be kept clean, and all hazardous materials kept out of reach of the children. - Children will wash their hands before all snacks and meals and after using the toilet.
- We have a strict Child protection guideline in place (see separate policy)
- Children must stay with a qualified member of staff. Younger children will be strapped in a pushchair, older children will either be on a harness or wrist strap, or holding onto my hand/pushchair.
- We ensure that we have emergency contact details at all times should in case of an emergency where we need to contact the parents / guardian.
- We will work with you to teach the children about safety issues like crossing the road and stranger danger.
- We will work with you to teach the children about making healthy food choices and physical exercise.
- Sleeping children will be regularly observed and a baby monitor will be used where required.
- We will restrain a child if they are putting themselves or others in danger, for example running into a road.

Healthy Eating

A good balanced diet is vital for children to develop healthily along with fresh air and regular exercise.

As a nursery we are very happy to provide all children in our care with healthy meals, snacks and drinks.

We encourage the children in our care to choose healthy options and to experiment by trying new foods from other cultures. Older children are encouraged to help in the preparation of food and meals. We are happy to discuss menus with parents and cater for children with different food allergies and cultural/religious requirements.

If your child has any dislikes or favorite dishes, please let us know.

We will record what your child has eaten and approximate amounts in the daily EYlog app. If you have any concerns regarding diet/menu/quantity, please do not hesitate to discuss it with us.

We are happy to support you if you are weaning your baby. we have a blender, and we are willing to make pureed dishes if required.

We do not permit children to have fizzy drinks at the nursery. Children are offered water, milk or fruit juices.

We do not encourage children to eat sweets on a regular basis, however we do sometimes offer sweets for special occasions. Please let us know if any sweets you permit your child to eat.

Inclusion and Anti-bias

We give all children in our care the opportunity to reach their full potential. Sometimes this means adapting to an activity to the child's ability and stage of development, providing additional resources or giving one child more attention and support than others during a particular activity or routine.

All children in our care are given the opportunity to play with all the toys (subject to health and safety with children under 3 years of age). No toys are just for girls or just for boys. We do try to ensure toys reflect positive images of children and people from different cultures and with different abilities.

No child in our care will be discriminated against in anyway, whether for their skin colour, culture, gender, ability or religion. We will challenge any remarks that we feel are inappropriate.

We encourage the children in our care to learn more about their own culture and to find out about the culture and religions of other children. We do in this in a fun way through sharing books, cooking and eating food from around the world.

We encourage the children to develop a healthy respect of each other's differences and to value everyone as an individual.

We encourage Parents to share with us any festivals, special occasions or artefacts, which may enhance the children's learning and understanding.

Language (EAL)

This policy is for children who have English as a second Language.

We have made a commitment to value the language and cultures of all children in our care.

We endeavor to promote a positive attitude towards bilingualism and provide opportunities for the development of the child's home language.

We understand that:

Young bilingual learners need time to observe, tune into the new language and try out things that are unfamiliar

Children need to have books and stories that have some link with different cultures, clear illustrations, repeated actions and language patterns and offer visual support in the form of pictures, puppets and real objects.

We need to keep activities practical, and we need to repeat key vocabulary and phrases.

We will work closely with the family to ensure the needs of their child are met. We will seek their support to obtain books and resources in their home language.

Late Payment of fees

Here at Bumble Bells, we love caring for children and supporting their development, however it is our chosen career and business. We would be grateful if you could ensure that you are prompt in paying your monthly/weekly invoice.

If we have not received payment on the due date, we will issue you with a polite reminder. If we still not received payment by the 2th day following the original invoice we reserve the right to make an additional charge 'Late payment Fee' as per our contract to cover any bank charges we may have incurred.

If at this point, we still have not received payment we reserve the right to cease minding your child with immediate effect and seek legal advice from the National Childminding Association's Solicitors. This may result in you being summoned to attend a hearing at County Court and if the judge finds in our favor, you will also be liable to the Court for costs.

If you have had a change in personal circumstances and are now struggling to make payments, please let us know so we can make suitable arrangements. It may be that you are now entitled to additional funding through the Childcare element of the Working Tax Credit and other benefits.

Lost Child

The care of your child is of up most importance, and we will always strive to ensure that they remain with me and are safe.

However sometimes children can become 'lost' in busy places and therefore as a nursery we have written a procedure that will be followed in the unlikely event of this happening.

- We will immediately raise the alarm to all the staff and local agencies that we lost a child and enlist the help of everyone to look for them.
- If it is a secure area such as a shopping centre, we will quickly alert the security staff so they can seal off exits and monitor the situation on any CCTV.
- We will provide everyone involved in the search with a description of the child.
- We will reassure the other children with me, as they may be distressed.
- We will then alert the police and provide a full description using a photo taken at the settling in session.
- We will then alert the parents of the situation.

We take precautions to avoid situations like this happening by implementing the following measures:

- Ensuring the children hold a member of staffs hand / pushchair or wear a harness whilst we are out
- Avoid going to places that are overcrowded.
- On outings the children will wear wristbands with my mobile number on them and told to show an appropriate adult if separated.
- We teach the children about the dangers of wandering off and of talking to strangers.
- Teach what to do and where / who to go to if separated.

Managing Behaviour

Promoting positive behaviour is very important and we do this by:

- Giving lots of praise for good behavior
- Giving the children individual attention so they feel valued
- Setting a good example, being a good role model
- Listening to what the children have to say
- Rewarding good behavior (choosing next activity etc)
- Giving children stickers for good behaviour, sharing etc.

We help the children to understand my nursery rules, which are realistic, and we are very consistent in the enforcing of them. We do not give out confusing signals.

We are aware of the different reasons why children misbehave and will endeavour to keep to routines so that your child feels safe and is not over tired or hungry.

However, all children will misbehave at some time. We have developed several different strategies on how to deal with children with challenging behaviors and use different coping mechanisms to support them depending on the age/stage of ability of the child and the situation:

-Distraction. Remove the child from the situation and give them an alternative activity.

- Depending on the situation we may challenge the bad behavior as I feel it is being done to get a reaction.

-Discuss with the child, If the child is able to understand we will discuss their behavior and try and get them to appreciate the consequences of their actions on others.

If your child has behavioral difficulties, we will let you know by either writing an email to you call or later during evening feedbacks. Some children can become upset if the incident is retold in front of them. We will also inform you on how the matter was dealt with.

If you have any concerns regarding the managing of your child's behavior, please do not hesitate to inform the nursery manager. It is important that we work together on managing behavior in order not to confuse your child.

Medicine

We are happy to give your child non-prescribed medication, such as cough mixture, Calpol or Nurofen, teething gel etc, but only if you have signed a parental permission form for us to do so.

This permission form will be regularly reviewed to ensure that there are no changes, for example a child may no longer be able to take some medication or may need an additional form.

Even though you may have signed a form, we will still contact you by telephone to check that we can administer this medication. This is to protect your child, you and us. It is vital that you inform us of any medication you may have given your child before they arrive at our care. We need to know what medicine they have had, the dose and time given.

We will ensure that all medication given to us will be stored safely and we will regularly check that it is still within its expiry date,

If your child has a self-held medication, please obtain an additional one for us to be kept at nursery. Older children can easily forget to bring home an inhaler, could be a simple puff of ventail then turns into a major incident and a trip to the hospital. If your child has acute allergies and carries/needs an epi pen, please discuss the matter with us. We may need additional training to administer these forms of medication.

If your child needs to take medication prescribed by a doctor, please discuss this with us. We will need you to sign an additional permission form. In some cases, a child on antibiotics may be asked not to attend for 2 days in case they react to the medication and to prevent the spread of an infection to others.

All medicine given to us to administer must be in its original bottle/container and not decanted. It must have the manufacturers guidelines on it and if a prescription medication the details from the Doctor/pharmacy.

We will record all medication administered in our book and request a parental signature at the end of each day.

Nappy & Toilet Training

We are happy to accept babies and children in nappies. We will need you to provide for us with the following:

- Nappies
- Any cream that you use on your child
- Baby wipes

We will provide a changing mat, which will be wiped over with disinfectant between each use and nappy sacks for the disposal of used nappies. We will always use plastic gloves when changing your child's nappy to reduce risk. If your child is allergic to these please let us know.

We will change your child regularly during set time in the day and immediately if they have soiled a nappy. We believe that changing a nappy should provide lots of opportunity to communicate with your child and build bonds as well as gain more understanding on how they grows provide time to discuss basic hygiene issues, preparing them for potty training.

When your child starts to show signs that they are becoming aware of their bodily functions we will arrange a convenient time to meet with you and discuss your plans on potty/toilet training your child. It is unusual for a child to be ready to be potty trained much before their second birthday and for some children it can be a lot later. Please do not be concerned if your child shows no signs of being ready yet. It is very important that we work together to potty train your child and pick a suitable time to do it, when we can dedicate time. If we start the training and your child is not ready, then we can stop and start again when they are. Some children take to potty training overnight for some it is a longer process, the most important thing is that we work together to give your child the support and reassurance they need during this period. We will provide you with daily feedback on how we are progressing with the training.

To help your child become independent in going to the toilet we can provide the following equipment:

- Potties
- Toilet trainer seat
- Steps for the toilet and the wash basin
- Potty training coloring sheets

-Books and videos on potty training

No Smoking

No one (including parents) is permitted to smoke inside the premises or in the outside areas such as the garden and front garden, which surround the premises.

A no smoking policy will be promoted, and children will be told that it is unhealthy.

Allegations against a member of staff.

As a nursery we are very vulnerable to allegations of abuse being made against staff. We will take precautions to protect our staff from this happening by:

- Ensuring all visitors to all sign the visitors book and do not have unsupervised access to the children under any circumstances
- Ensuring, where possible, that no workmen are in the house during minded hours, unless it is to repair an emergency service or for Health and Safety Reasons.
- Document every accident and incident that occurs whilst in our care, informing parents and requesting them to sign our records
- Noting any marks on the children when they arrive and asking parents to inform us of any accidents that have occurred whilst outside our care. (N:B if a child in our care comes in with a bruise or scratch in an enclosed areas will immediately call you to clarify on how the bruise or scratch has occurred , if we feel a reasonable explanation has not been given we will involve social services.)
- Ensuring the children are always supervised
- Keeping accurate and up to date records on each child and writing a daily diary

However sometimes allegations are made, and this unfortunate situation cannot be avoided. We will then follow the procedure detailed below, to gain support and professional advice:

We will write a detailed record of all related incidents, including what was said and by whom, with times and dates and contact OFSTED to seek advice.

We will ask any witnesses (if there were any) to also write a statement detailing the incident they witnessed and giving their contact details in case it needs to be followed up by the authorities.

Safeguarding Children and Child protection

Our responsibility as a nursery is to ensure the safety and welfare of children and staff in our care.

We have received training on safeguarding children's issues and are aware of the signs and symptoms of abuse, physical, emotional and sexual, and those of neglect. If we have any reason to suspect a problem, we will seek advice from the Child Protection Team and / or discuss with the parent.

If we have reason to believe that any child in our care is being abused in any way, we will follow the local safeguarding children board procedures and report the matter to the Social Services. Under these circumstances we will not be able to keep information relating to your child confidential, but will need to share it with OFSTED, Social Services and the Police if requested.

The Children Act and Working Together to Safeguard Children define safeguarding and promoting children and young people's welfare as:

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

Child protection is the activity undertaken to protect specific children who are suffering, or are likely to suffer, significant harm.

Safeguarding action may be needed to protect children (and parents) from:

- Neglect
- Physical abuse
- Sexual abuse
- Emotional abuse
- Bullying, including online bullying and prejudice-based bullying
- Racist, disability and homophobic or transphobic abuse
- Gender-based violence/violence against women and girls
- Radicalization and/or extremist behavior
- Child sexual exploitation (CSE) and trafficking - CSE is illegal activity by people who have some form of power and control over children and use it to sexually abuse them. It involves forcing or enticing a child (under the age of 18) to take part in sexual activities whether or not the child is aware of what is happening, including exploitative situations, contexts and relationships where children (or a third person or persons) receive 'something' (e.g. food, accommodation, drugs, alcohol, cigarettes, affection, gifts, money) as a result of performing, and/or others performing on them, sexual activities. CSE can be a form of organized or complex abuse, involving several abusers and/or a few children.
- CSE can occur through use of technology without the child's immediate recognition, for example the persuasion to post sexual images on the internet/mobile phones with no immediate payment or gain. In all cases those exploiting the child/young person have

power over them by virtue of their age, gender, intellect, physical strength and/or economic or other resources.

- **Honor Based Abuse (HBA), including Female Genital Mutilation (FGM) and Forced Marriage (FM)**

Honor Based Abuse (HBA) is violence and abuse in the name of honor, covering a variety of behaviors (including crimes), mainly but not exclusively against females, where the person is being punished by their family and/or community for a perceived transgression against the 'honor' of the family or community, or is required to undergo certain activities or procedures in 'honor' of the family.

- *Female Genital Mutilation (FGM)* is a collective term for illegal procedures which include the removal of part/all external female genitalia for cultural or other non-therapeutic reasons. The practice is not required by any religion. It is painful, medically unnecessary and has serious health consequences at the time it is carried out and in later life. The procedure is typically performed on girls of any age but is also performed on newborn girls and on young women before marriage/pregnancy. A number of girls die as a direct result of the procedure, from blood loss or infection. FGM may be practiced illegally by doctors or traditional health workers in the UK, or girls may be taken abroad for the operation.
- *A Forced Marriage (FM)* "is a marriage conducted without the valid consent of both parties, where duress is a factor" ('A Choice by Right' HM Government 2000).
- The impact of new technologies on sexual behavior, for example, sexting
- Teenage relationship abuse
- Substance misuse
- Issues that may be specific to a local area or population, for example gang activity and youth violence
- Domestic violence
- Fabricated or induced illness
- Poor parenting, particularly in relation to babies and young children
- Other issues not listed here but that pose a risk to children, young people and vulnerable adults.

Our responsibility and priority are towards the children and staff in our care. If we have any cause for concerns, we will report it to First Contact, following the Local Safeguarding Children Board (LSCB) procedures. The relevant local procedures that are held by us are available on request. We understand that child abuse can be in the form of any of the above bullet points or a mixture of these. We must notify OFSTED of any allegations of abuse, which are alleged to have taken place while the child is in our care. We will follow the steps contained in the '*Working Together to Safeguard Children 2015*' guidance and the '*South end, Essex and Thurrock (SET) Safeguarding and Child Protection Procedures 2015*'.

We keep up to date with child protection issues and relevant legislation by taking regular training courses and by reading relevant publications such as '*The Childcare Professional*'. We also subscribe to www.SafeguardingChildren.co.uk's monthly newsletter. This helps us to be aware of the signs of abuse or neglect and what to do if we have a concern. Safeguarding training will be updated every 3 years or when required.

We have copies of, and am familiar with, the LSCB procedures. We have a copy of the relevant booklets and guidance.

If we are concerned about a child's welfare, we will contact the local authority First Contact Team or other relevant support services for advice. Confidentiality will be assured only when it is clear that there is no risk of harm to a child. We follow the procedures outlined in our Confidentiality Policy. We aim to share all information with parents but in some instances (where we are worried about a child's wellbeing) We may have to refer concerns without discussing this with you.

Child protection concerns that could identify a particular child are kept confidential and only shared with people who need to know this information.

Parents must notify us of any concerns they have about their child and any accidents, incidents or injuries affecting the child, which will be recorded.

We work together with parents to make sure the care of their child is consistent. Please see my Working in Partnership with Parents policy.

If we notice:

- significant changes in children's behavior
- unexpected bruising or marks or signs of possible abuse or neglect
- any comments made which give me cause for concern
- deterioration in general wellbeing which causes concern
- signs of neglect, abuse or inappropriate behavior displayed by other members of staff, or any person working with children. For example, inappropriate sexual comments, excessive one-to-one attention beyond the requirements of their usual role and responsibilities, or inappropriate sharing of images
- any reasons to suspect neglect or abuse outside the setting, for example in the child's home

We will implement the LSCB procedures, without delay to minimize any risk to the child. We will keep a factual record of the concern and will ask the parents for an explanation, providing it would not put the child at risk and will call First Contact.

If a child tells us that they or another child is being abused, we will:

- Show that we have heard what they are saying, and that we take their allegations seriously.
- Encourage the child to talk but will not prompt them or ask them leading questions. We will not interrupt when a child is recalling significant events and will not make a child repeat their account.

- Explain what actions we must take, in a way that is appropriate to the age and understanding of the child.
- Write down what we have been told using exact words where possible.
- Make a note of the date, time, place and people who were present at the discussion.
- Report any concerns immediately to the duty social worker who has the experience and responsibility to assess the situation.

The use of mobile phones, cameras and any other electronic device used for recording images.

- We understand that mobile phones are an everyday part of life for parents as well as staff and, with that in mind, we have laid out my procedure for their use. Therefore, personal mobile phones should be either turned off or on silent and not accessed during working hours.
- Mobile phones can only be used on a designated break, and this must be away from the children.
- Mobile phones should be always stored safely in staff lockers or another designated area during working hours.
- No personal device is allowed to be connected to the nursery Wi-Fi at any time.
- During outings staff can only use mobile phones belonging to the nursery.
- Photographs must not be taken of the children on any personal phones or any other personal information storage device. Only nursery-owned devices can be used to take photographs or videos.
- Staff must not use personal mobile phones to communicate with parents/carers or give out their personal mobile numbers or email addresses.
- Staff who bring personal mobile phones into the provision must ensure that there is no inappropriate or illegal content on them.
- The early years setting is not responsible for the loss, damage, or theft of any personal mobile device.
- All members of staff should remain vigilant and report any concerns to the setting's manager or designated safeguarding lead (DSL). Parents and staff should be informed of the complaints procedure and staff made aware of the whistleblowing procedure.
- If a member of staff breaches the mobile phone policy, action will be taken in line with the staff code of conduct and allegations policy.
- If a member of staff is thought to have illegal content on a mobile phone or have committed a criminal offence using a personal device or mobile phone, the police will be contacted, and the LADO (Local Authority Designated Officer) will be informed.

Also, Bumble Bells considers the safe use of any devices belonging to the environment. When using these devices, the following conduct must be observed:

- The setting's mobile phones or tablets must only be used by members of staff for work purposes.
- The setting's devices will not have any social media or messaging apps on them.
- Managers must ensure any apps downloaded onto nursery devices are age and content appropriate for the children or staff using them.
- Passwords or passcodes for nursery devices must not be shared or written down and will be changed regularly.

- Mobile phones and devices belonging to the setting will always be used in accordance with the acceptable IT use policy and activity may be monitored for safeguarding reasons and to ensure policy compliance.
- During outings, staff will only use mobile phones belonging to the setting wherever possible.
- Parental permission must be obtained on joining the setting for the use of photographs or videos of children and consent should be sought every 12 months.
- Any images or videos of children will be stored securely and deleted when no longer required.
- Nursery devices must not be taken home with staff and must remain secure at the setting when not in use.
- We have registered with the Information Commissioners Office as a data controller in line with the General Data Protection Regulations (GDPR).

WHAT TO DO IF YOU ARE CONCERNED ABOUT A CHILD

If you think that a child or young person under the age of 18 years old, who lives in the borough, is being abused or neglected, contact the MASH Team using the contact details below. Outside of office hours and at weekends and public holidays contact the 'out of hours contact' service on 030 0303 8671. If you are seriously concerned about a child's immediate safety, dial 999.

Not all concerns raised about a child will automatically lead to a child protection investigation. Less serious concerns may lead to a more general assessment of need and the provision of services or the offer of advice and information.

Multi-Agency Safeguarding Hub (MASH)

Telephone: 020 8461 7373 / 7379 / 7026

Address: Civic Centre, Stockwell Close, Bromley, BR1 3UH

Email:

mash@bromley.gov.uk

mash@bromley.gcsx.gov.uk (secure email for professionals)

Out of Hours Duty Service: 030 0303 8671

Bromley Safeguarding Children Board

St Blaise,
Room B40a,
Civic Centre,
Stockwell Close,
Bromley BR1 3UH

Phone: 020 8461 7816

Fax:020 8313 4324

BSCB@bromley.gov.uk

Local Authority Support

Sarah Aldridge

Early Years Quality Improvement Officer for providers based in BR4, BR6 and TN16

Early Years Team / Education

Children, Education & Families

Bromley Council, Central Library, High Street, Bromley, BR1 1EX

Tel: 020 8461 7383

Mob: 07740516046

Email: sarah.aldridge@bromley.gov.uk

Website: www.bromley.gov.uk

Working days , Wednesday , Thursday and Friday.

OFSTED

General enquiries

Piccadilly Gate

Store Street

Manchester

M1 2WD

Email enquiries@ofsted.gov.uk

General enquiries 0300 123 1231

Fax 0300 123 3159

Monday to Friday from 8.00am to 6.00pm.

LADO

Children's Services

Worried about a child?

01908 253169 or 01908 253170

Worried about a vulnerable adult?

01908 253772

Gemma Taylor

Local Authority Designated Officer

Quality Improvement Unit

T: via the Bromley Safeguarding Children Board 02084617775 or 07850921631

General Enquiries: lado@bromley.gov.uk

Secure Email: lado@bromley.gcsx.gov.uk

Children and Families Across Borders (CFAB)

Canterbury Court, Unit 1.03

1 - 3 Brixton Road

London

SW9 6DE

T: 020 7735 8941 and the relevant Embassy or Consulate for assistance

F: 020 7582 0696

Email: info@cfab.org.uk

Settling In

We understand how difficult it can be for parents to leave their child in a new setting and return to work. We will therefore work with you to ensure your child is settled and that you are happy with the care that we provide.

We like to organize one or two settling in sessions for the parents and child together and where the parent might leave the child for say up to an hour to ease the child into the environment. These sessions will be arranged prior to signing the contract.

This gives you the opportunity to provide us with lots of information about your child, their likes and dislikes, routines, how to comfort them if they become upset and how they have reacted when left before. It gives us the opportunity to start to build a relationship with you and your child and to understand both your needs and wishes.

When leaving the child for the contracted hours we are happy for you to stay until you feel that your child is settled subject to my other commitments. Some children do take longer than others to settle and some settle quickly and then become distressed a few weeks into the placement. We will work with you to support your child through this transition period and make it as easy as possible. It is important that you and your child are relaxed and happy with our care.

Some parents find it helpful to call during the day to find out how their child is. We are more than happy to take your calls, but we are sometimes not able to talk for long, or even to answer the telephone if we are attending to another child's personal needs, for example, changing a nappy or at mealtimes, so please do not panic if you call and there is no answer. We will call you back as soon as we get the chance.

Sick Child

We appreciate that as a working parent you need to be able to go to work. However, if your child is unwell then they will be better cared for in their own home, with a parent. We are happy

to care for children with minor coughs and colds but will not care for children who are very unwell, infectious or running a high temperature.

We need to consider the welfare of all children in our care.

If your child has had diarrhea or sickness in the last twenty-four hours, we do advise to not bring them in the setting but do call or email in to let us know.

If your child becomes ill whilst in our care, we will make them as comfortable as possible, isolate them from the other children if necessary and reassure them.

We will contact you immediately and continue to care for your child until you arrive.

We are happy to administer prescribed medication after obtaining a signed consent form.

We will inform you of the illness/symptoms that might be going around the setting. This then allows you to make an informed decision as to whether to bring your child or not.

Sleeping Baby Policy

We will discuss with you in detail the sleep routines you have established for your baby and how we can best accommodate them into our routines.

Together we will fill a sleeping questionnaire, we will make sure that a member of staff is supervising your baby, we will record the total time they have slept on the EYlog app.

If you ever have any concerns over your child's sleeping routine, please do discuss them with me and we can decide to change times, if necessary

Special Needs

OFSTED require us to be aware that some children may have special needs and to be proactive in ensuring that appropriate action is taken when a child is identified as having special needs or starts in our care. We must promote the welfare and development of the child in partnership with parents and other relevant agencies.

We have therefore put the following procedures in place:

If we think a child in our care has a special need we will:

- Keep observational notes (Create IEP's, support plans etc.)
- Share these with the child's parents
- Discuss what support is available
- Keep all matters confidential

If we are caring for a child with special needs, we will include them by:

- Valuing and acknowledging children's individuality and help them to feel good about themselves
- Seek information from parents about the child's routines, likes and dislikes
- Adapting activities to enable children with special needs to take part
- Arrange access to specialist equipment if needed
- Consider any risk factors
- Encourage children's confidence and independence

We will work in partnership with parents and discuss:

- Agencies that are also involved in the child's support and care
- Equipment that the child may need
- Advice or support that will help us to provide the best care possible for your child

We will consider how we can ensure the privacy of a child with special needs whilst continuing to supervise other children in my care.

Sun Protection Policy

The damaging effects of exposure to the sun on young skin have recently been well documented. We will do everything we can, working in partnership with you, to ensure that your child is protected.

We will need you to provide us with:

- Sun Cream suitable for your child (high factor)
- Sun hat (preferably a legionnaires hat to protect the neck)
- A thin top/cardigan/t shirt with long sleeves

We will ensure that your child uses the sun cream that you have provided and wears the hat. We will also avoid spending prolonged periods of time outdoors during the hottest part of the day, and when out will try and protect your child by finding shady areas and using a sunshade on the pushchair. We will encourage your child to drink water regularly to prevent dehydration.

We will require you to sign a form giving me permission to apply the sun cream that you have provided.

Terrorist Attack or National Emergency

Procedures in the event of a terrorist attack or national emergency

Considering the current worldwide political situation, we feel it is necessary to have a procedure in place on what to do in the event of a terrorist attack or a national disaster.

As a nursery we will do everything within our powers to protect, comfort and support your child in the event of a major incident, National Emergency or Terrorist Attack.

If we are involved or caught up in the incident, we will comply fully with the instructions from the emergency services and constantly reassure the children in my care.

If you are caught up in an incident, we will continue to look after your child until you are able to return, or a person nominated is able to collect them. It may therefore be good practice to provide us with additional supplies of nappies and spare night clothes during times of high alert.

We understand that during major incidents the mobile phone networks are often not available and even landlines can be cancelled to free up communication systems for the emergency services. We will however attempt to contact you on a regular basis and ask that you try to do the same. We will keep you up to date on the situation using any media source available to us, radio, television, Internet etc. We will endeavor to protect your child from information or images that may alarm or distress them. We hope that we never have the need to put this procedure into practice, but we are happy to discuss with you any aspects of this policy.

Working in Partnership with Parents Policy

It is very important for your child that we work in partnership. This will give your child continuity of care and they will not become confused with different standards of behavior and boundaries.

As parents you are the central adults in your child's life and the ones making decisions on their behalf. We will endeavor to work closely with you to carry out your wishes for your child however we can. It is therefore important that we have an excellent communication system.

We appreciate that as a working parent you will be in a rush to go to work in the mornings and in the evening, you may well be tired and need to go as quickly as possible, so we can use a daily diary for communications. However, some parents have said that they prefer to have a chat at the end of the day as they do not have time to read the daily diaries.

We are also happy to communicate via email/ calls to let you know what your child has eaten, naps, activities, milestones achieved etc. It is very helpful if you could let us know if your child

has had a disturbed sleep, is not feeling well or any other piece of information that may help me to provide them with the best care. A simple text on EYlog, a call, or email will suffice

We are always happy to discuss your child and their care with you at any time that is convenient to us both, whether in person or over the phone.

We would also appreciate it if you could inform us if there are any changes to contact numbers including work and mobile numbers and those of your emergency contacts.

As your child grows and develops issues will crop up that are very important for us to discuss in order that we can work together, and your wishes be incorporated into our care routine for your child. These could include weaning, pottling training, managing behavior etc.

If you have any concerns or issues regarding the care that we are providing for your child, please do let us know. Often a concern is a simple misunderstanding that can easily be resolved,

We are very much looking forward to working in partnership with you to care for your child.

We welcome parent's suggestions and where possible will implement them.