

*Fireflies*   
*Lighting Paths to Brighter Futures*

**PARENTS**

**WELCOME**

**PACK**

## Welcome to Fireflies Nursery

This 'Parents Welcome Pack' is provided to help you and your child to settle in at Fireflies Nursery. We understand that this can be a difficult time for parents and we would like to support you as much as possible to make this an enjoyable experience for you and your family. We hope you find this pack beneficial. If there is anything left unanswered please do not hesitate to ask a member of the staff team.

### Mission statement

Fireflies Nursery aims to provide children with a safe, caring and stimulating environment, enabling them to achieve their full potential. We place a strong emphasis on learning and development through play, acknowledging individual skills and abilities. We work alongside the community to promote values that instil respect, diversity and inclusion.

### Aims and Objectives

At Fireflies Nursery, we promote a multi-cultural nursery setting which meets the child's social, physical, educational and emotional needs through play and learning opportunities. We provide a welcoming and nurturing environment, encouraging each child to thrive, while building a positive self-image and confidence in their abilities.

### Age of admittance:

We accept children from the age of 3 months to 5 years old.

### STAFFING

The staff has a range of qualifications and experience, including Early Childhood Studies Degrees, the Early Years Professional (EYP) Status, Early Years Foundation Degree's, NNEB, BTEC, NVQ's in Child Care. Staff is chosen for their all round knowledge, qualities and experience. The staffing ratio in the nursery is as follows:

3month – 2years: 1 carer per 3 babies

2 - 3 years: 1 carer per 4 children

3 - 5 years: 1 carer per 8 children

With the Nursery Manager as supernumerary.

## EARLY YEARS FOUNDATION STAGE (EYFS)

The Nurseries offer a stimulating and enriching environment for all age groups giving children the best learning opportunities and experience to help each child reach their full potential.

Planning, observing and recording for the children are based on the EYFS framework to support children in their earliest years.

The EYFS works towards the Areas of Learning and Development ensures a smooth transition from Nursery to school while building an effective partnership with parents.

The Areas are:

- **Communication and Language**
- **Physical Development**
- **Personal, Social and Emotional Development**
- Literacy
- Mathematics
- Understanding the World
- Expressive Arts and Design

These areas are introduced throughout the child's day with a play based theme in mind.

## INSPECTION REPORTS AND POLICIES

We are inspected by OFSTED ('Office for Standards in Education': a government body set up in 1993 to inspect and assess the educational standards of Early Years settings, schools and colleges in England and Wales'). The Nursery also has a set of policies which are available for you to read should you wish to see them, there are kept in the nursery reception area. Ofsted reports are available on the Ofsted website:

[www.ofsted.gov.uk/reports](http://www.ofsted.gov.uk/reports)

### Arrival and departure of children:

It is the Nursery ethos to give a warm welcome to each child and parent/carer on their arrival.

Opening times:

FULL TIME                      7:30am – 6:30pm Monday to Friday

FULL DAY                      7:30am – 6:30pm

HALF DAY SESSIONS      7:30am – 1:00pm      or      1:00pm – 6:30pm

Session times:

FULL TIME 8:00am – 6:00pm Monday to Friday

FULL DAY 8:00am – 6:00pm

HALF DAY SESSIONS 8:00am – 1:00pm or 1:00pm – 6:00pm

Early and late sessions are available to book from 7:30am to 8:00am and 6:00pm to 6:30pm.

It is essential that parents/carers always notify a member of staff of their arrival and sign and date the 'Sign in Book' at Reception.

Parents/carers are requested to pass the care of their child to a specific member of staff who will ensure the child's safety, and that their attendance is recorded on the register. Please ensure that any changes concerning your child's routine, health or other requirements are passed on to the key person or senior staff.

If the parent requests the child to be given medicine during the day, the staff member must ensure that the medicine consent procedure is followed. When collecting the child, all medicines should be recovered from the medicine cabinet/fridge and handed to the parent/carer personally, along with the relevant forms to be signed.

For lunch time sessions, parents must ensure that the child is present at the nursery by no later than 11.15am, to ensure that the appropriate preparations have been made to accommodate the child. This prevents disruptions and to the children's routine.

Any accidents/incidents during the day will be reported to the person collecting the child and backed up by an entry in the child's daily report and the accident/incident file must be signed by the parent before the child departs.

If the child is not to be collected by the parent/carer at the end of the session, an agreed procedure must be followed to identify the nominated adult. Parents/carers must inform the nursery of: the name, physical description and agreed password of the nominated adult prior to the collection time. Should parents fail to do so; staff has the right to refuse collection of the child until this is confirmed by the parent/carer.

**Emergency Numbers** - A minimum of TWO emergency numbers must be included in the admission form as soon as the child joins the nursery and any changes must be notified immediately.

The Nursery must close promptly at 6:30pm and you should arrange to arrive in time to collect your child and exit the premises by no later than the end of your session time. If a child is booked in until 6 o'clock, then parents must collect their child by 6pm, failure to do so will result in warnings and late charges. In the event of an unavoidable delay please telephone the Nursery and inform staff. The Nursery reserves the right to charge for attendance outside the agreed hours. This will be added directly to a parent's invoice.

The charge is £1 per minute.

If you have made no contact to the Nursery within 30 minutes after the end of the session. Manager/Senior Member of staff will contact Sandwell Social Services.

If a parent / carer appears to be under the influence of drugs or an excessive amount of alcohol then Nursery staff reserve the right to prevent the child from leaving our care. Staff will make all efforts to contact an alternative carer however should this not be possible then Sandwell Social Services will be contacted.

#### **Notice of absence:**

If a child is not brought to the nursery on a day when s/he is normally present, the parents/carers must inform the Manager by 10:00am the reason for the absence and the expected date of return. If the Manager has not heard from the parent/carers after five working days, the Nursery reserves the right to de-register the child and offer the place to someone else. If for any reason (e.g. illness) a child cannot be brought to the nursery when s/he would normally be present, parents/carers are required to pay the normal fees.

#### **Settling in process and Key Person:**

We aim to ensure your child's introduction to our setting is as stress free as possible. Once a place has been offered, we aim to achieve this smooth process by having shorter sessions to help your child to settle in. A member of staff will be allocated to your child; we call this a 'key person'.

During this process, it is important for parents/carers and staff to work together to help the child feel confident and secure in the group. This takes longer for some children and parents/carers should not feel worried if their child takes a while to settle. We find that staying with your child and then leaving him/her for short periods of time eases the

separation process. Please remember, the more your child attends and experiences the activities on offer and sees you interacting with the staff, the more settled s/he will feel.

**Initial Visit**

On the first formal visit, you are invited to remain in the Nursery in order to complete forms and ask questions. This gives the key person a chance to get to know and bond with the child.

**Process:**

Day 1: Half an hour	We suggest that you stay with your child and spend half an hour together in the nursery setting. This will normally be enough for your child's first day.
Day 2: One and a half hour	You will be invited to accompany your child for half an hour in the appropriate unit. All being well, you will be encouraged to leave your child for an hour during this time to see how well they manage on their own – this stage can be repeated.
Day 3: Half day	By day three your child may be ready to stay by him/herself for half day. Do not be concerned if this is not the case: all children are different and the time needed to settle in varies according to the child's needs. We will be able to support you in this process.
Day 4: Full session	If your child has responded well to the previous induction days, they would be able to start a full session.

**Key person system**

The nursery has a key-persons' system in operation. Your child will be allocated a member of staff who will be responsible for the initial settling-in period, this will enable your child to form a bond with his/her key-person. The key-person will also be responsible for keeping a developmental record and writing out your child's monthly and yearly report. However, please note that the key-person does not have sole charge of your child throughout the day and at times they will not be the person giving you feedback at the end of each day.

**Room Transfer:**

Your child will normally move groups/rooms:

3 months to 24 months in Explorers Room

24 months to 23 months from Explorers Room to Adventurers Room

36 months from Adventurers Room to Investigators Room

The key-person will discuss with you when time is approaching for your child to move rooms. This will most likely be around one month before the transition process commences.

You will be introduced to your child's new key-person prior to them moving room.

Transition process:

**Day 1:** Key-person stays with your child and spend approximately one hour together in the new room.

**Day 2:** Key-person stays with your child for half an hour in the appropriate unit. All being well, the key-person will leave the child for an hour during this time to see how well they manage on their own.

**Day 3:** By day three your child may be ready to stay by him/herself for most of a half day session and will return to their current room after lunch (if in the morning) or after snack (if in the afternoon).

**Day 4:** The child stays by him/herself until after sleep time or a full day.

**Birthday Celebrations:**

The nursery celebrates birthdays. It is optional whether parents/carers wish to bring a cake to be shared between all the children attending on that day (cakes must be shop bought in order for staff to check all ingredients used and make arrangements for children with allergies). Please ensure that cake do not contain any traces of meat/fish/nut/egg. Parents/carers of the child concerned are welcome to attend these small celebrations but we prefer that parents of other children refrain from attending as this causes significant disruption to the nursery routine.

**Clothing:**

The nursery requests that each child is provided with a complete change of clothes. It is an essential component of educative play that children are able to enjoy art and craft activities with, for example, glue, paste, paint, sand, water, etc. Inevitably children will transfer some of these materials to themselves and their clothing. We attempt, whenever possible, to purchase glue, paste and paint which are "washable", but in practice not everything is washable off all clothing materials. Parents should therefore dress their children with this in

mind. The Nursery will accept no liability for clothing damaged while the child is at the nursery.

**Days and hours of opening:**

The nursery is open from 7:30 am to 6:30 pm, Monday to Friday throughout the year except for Christmas (one week) and public bank holidays and 3 days a year for Staff training (inset) days. These dates will be given in advance.

There are two sessions daily: 8:00 am – 1:00pm and 1:00pm – 6:00pm.

**Fees:**

The fees are set at differential rates for babies, toddlers and children over three, in order to reflect variation in the costs of providing care for these different age groups.

Fees are payable monthly in advance. Fees are payable in cases of absence and there is no reduction for sickness or holidays taken during any week the nursery is open. Fees also cover three days per year for staff training (inset days). In care of a termination of contract, four weeks written notice must be given to the Nursery Manager.

**Payment**

*Nursery fees for new applicants (2016/17)*

Age	Half Day (5hours)	Full Day(11hours)	Weekly(11hours)
<b>3 months – 2 years</b>	£29	£43	£190
<b>2 - 3 years</b>	£28	£42	£185
<b>3 – 5 years</b>	£27	£41	£180

*Deposit:*

Once you have been offered a place at Fireflies Nursery you will be required to pay half of one standard months as a deposit. This deposit is held on your account and will be either refunded to you when you decided to leave (if 4 week notice is given) or you could use this deposit towards your last month’s fees.



Childcare Grant:

If you are a full-time student with dependent children, you may be entitled to the childcare grant. The childcare grant is money to help you pay for childcare costs while you are a full-time student. The amount you get will depend on your household income and your actual childcare costs. Please contact your education provider to enquire about this.

Nursery education grant:

3 and 4 year-olds are entitled to 15 hours of free early education each week for 38 weeks of the year. Your child becomes eligible from 1 September, 1 January or 1 April following their 3rd birthday. The nursery applies for this grant on your behalf.

2 year-olds funding:

Some 2 year-olds in all English local authorities may also be entitled to free early education. To find out if your child is eligible contact your local Family Information Service.

The Gov.uk website contains further information on the Childcare grant [www.gov.uk/childcare-grant](http://www.gov.uk/childcare-grant).

\*As a new provision, Fireflies Nursery will only be able to provide these services once inspected by Ofsted. The Nursery Manager will ensure that all parents/carers are informed of this as soon as it takes place.

Tax Credits:

You may also be able to get assistance with fees through Tax Credits. Please call the Inland Revenue directly on 0845-302-1414 for further details or see HM Revenue & Customs Tax credits pages.

**Meals, snacks and drinks:**

A choice of hot vegetarian lunches followed by fruit, yoghurt, or a cooked pudding is prepared daily.

- A balanced and healthy breakfast, lunch, afternoon tea and two daily snacks are provided for children attending a full day at the nursery
- Menus are planned in advance, rotated regularly and reflect cultural diversity and variation. These are displayed for children and parents to view
- **Meat/Fish/Egg and Nut** products are not permitted in the Nursery premises

### Parental / Carer involvement:

- ❖ At Fireflies Nursery we recognise and support parents as their child's first and most important educators, and to welcome them into the life of the nursery

Our aim is to develop an honest, open and supportive relationship with you which complement life in your home. We are very aware of our influence as role models for your child and without your extensive knowledge of your child we would not be able to enhance your child's development. Nursery staff is always available to discuss your child and their development.

- **Daily Sheet.** Keeping parents updated on the day to day running of the nursery and their child's activities, including meals, nappy changes, sleep times, etc.
- **Key Person.** As part of this developing relationship with the setting your child will be allocated a key person, this will enable you to have a direct member of staff to talk to and put forward any questions or concerns you may have.
- **Newsletters.** Keeping parents updated on what has been happening at nursery and plans for the future.
- **Parent questionnaires** Handed out yearly, inviting parents to give their honest opinion about the service we provide and an opportunity to share their comments and ideas for improvement.
- **Coffee Morning.** This is an opportunity to meet with your child's key person. During this time you will be able to see the progress your child is making through their own personal learning journey, which includes observations made by staff, photo evidence and work products.
- **Parent Suggestion Boxes.** Comments, concerns or suggestions, that you wish to put forward anonymously or otherwise. These can be posted into the suggestion boxes in the main hallways; the management team review these on a regular basis.
- **Day trips and Social Events.** The nursery has an events calendar, which includes main celebrations on a cultural, religious, national and child-specific basis. We also have our internal celebrations, which involve on-site events and trips.
- **Information on the Nursery EYFS Curriculum.** Posted on the parent notice boards on a weekly basis.

- **Information and Records on the Children.** You will be made aware of what information is kept on their child and who is able to access that information.
- **Consent Slips.** Written consent for some nursery activities including some trips and outings, any medication, first aid and photographs.
- **Curriculum Evenings.** Held yearly to help parents have a clearer understanding of the nursery curriculum, including planning, observation and assessment.
- **E-Mail.** Informing parents of ideas for the coming week, following careful observation of the children.
- **Complaints Policy.** The nursery has a procedure for parents to follow in the event of a complaint.
- **Careful Staff Deployment.** The staff employed at the nursery, have a range of experience. The nursery manager is careful to consider the staff's strengths when deploying them. Parents are made aware of who is looking after their children throughout the day and how the management team is made up.
- **Home Link Books.** The nursery provides a home link book for each child. They add in suggestions for activities to complete at home, in line with the nursery planning. The books are then sent home and the parents are encouraged to complete them over a weekend period. This gives staff an insight into the children's home life and provides opportunities for the parents to take part in their child's learning.
- **I Can Do or 'WOW' Board.** There is a board in the hallway for parents to share information about what their child can do. Information can be in the form of photographs, post it notes, certificates etc
- **Workshops.** Staff will plan activities suited for the different age groups and invite the parents to take part, explaining the benefits of each activity and how it links with the planning. There are fun activities to take part in such as water play, clay, paint, construction etc.
- **Support.** Staff at nursery has been chosen for their friendly and approachable manner. They will do their utmost to offer parents their support where necessary.

### **Personal property:**

Children should not bring sweets or valuables to the nursery (e.g. jewellery, toys etc), since staff cannot be held responsible for any personal belongings being lost or damaged.

### **Sickness and medical requirements:**

Children who appear to be suffering from an infectious or contagious illness or disease will not be permitted to remain in the nursery during the period of the illness. Any child who has a sore throat, discharge from the eyes or nose, sickness, diarrhoea, fever or any contagious/infectious illness should be kept at home until a doctor has certified, in writing, that s/he is fully recovered or 48 hours have elapsed since the last outbreak. Please do not bring children who are unwell into the nursery as they will be sent home upon arrival.

If a child should develop a high temperature of 38°C or more while they are at nursery, the parents will be contacted and requested to collect their child within an hour. All attempts will be made to maintain the child in a stable position until collection.

If a child becomes seriously ill or injured during his/her attendance at the nursery, the nursery reserves the right to call for emergency assistance and, if necessary, take him/her to hospital and give permission for emergency treatment to be administered.

Please inform us as soon as possible if your child will be absent for a period of time due to illness.

### **Medication:**

#### **Prescribed medication:**

According to the guidance set out in the Statutory Framework 'medicines must not usually be administered unless they have been prescribed for that child by a doctor, dentist, nurse or pharmacist'. The people authorised to give medication at the nursery are: First aiders. Written authorisation must be given by the parent/carer on a Medicine Form, which authorises staff to administer stated medicines. The form states the dose and how often it is to be given. A written record will be kept of all medication administered. This will be signed by the parent on each occasion after the medication has been administered

#### **Non-prescribed Medications**

Staff may administer teething gels that are not prescribed by the doctor. However, it is the responsibility of the parent/carer to provide the medicine and ensure that they are in date and age appropriate. Parents/carers will need to give written consent to the teething gel being

administered by the staff. It is the responsibility of the parent/carer to ensure teething gels do not contain choline salicylate.

The nursery will administer non-prescription medication for a short initial period, dependant on the medication or the condition of the child. After this time medical attention should be sought.

EpiPens can only be undertaken by trained and qualified staff.

A written record will be kept of all medication administered.

- Injections can only be undertaken by a qualified nurse or medical practitioner.
- For children with asthma, use of Ventolin pump, etc, should be administered by the key-person wherever possible. The Medication Form should be completed and dates and dosages should be recorded.

### **Sun Care Policy**

At Fireflies Nursery we aim to ensure the children have adequate protection against the negative effects of exposure to the sun. The nursery staff is fully aware that the children's skin is especially sensitive to the sun and may burn easily. Severe sunburn in childhood can lead to the development of malignant melanoma (the most dangerous type of skin cancer) in later life.

The nursery requires all parents/guardians to supply children with the following in order to protect them from the sun:

- A high factor sun cream for children 30 factor or above. This enables children to have sun cream suitable for their own individual needs
- A suitable sun hat that also covers the child's neck if they have short hair.
- Light-weight cotton clothing suitable for the sun, with long sleeves and long legs if prone to sunburn

The sun cream provided should be clearly labelled with name, and date the cream was opened, to ensure that it does not exceed the expiry date after being opened.

### **Toileting and nappies:**

### **Toileting:**

We promote independent toileting for all children who are 3 years old and over. Toilet training will be supported by staff by working closely with the parents and sharing strategies that work best for the individual child.

Children are encouraged to ask a member of staff if they need to use the toilet. This arrangement enables toileting to be more closely monitored by staff that is then on hand to supervise hand washing afterwards.

### **Nappies:**

Parents/carers of children not yet completely toilet trained are required to provide sufficient disposable nappies and wipes for each day.

### **Behaviour Management Policy:**

We believe that it is important for all children to learn to behave in a caring and appropriate way, to enable them to develop socially and to increase their self-esteem. We believe that everyone has a right to be treated with respect, addressed correctly and politely and be treated with equal concern.

Positive techniques that are appropriate to the age of the child and to the situation will be used to avoid unacceptable behaviour and conflict, for example:

- Identifying early signs or triggers of unwanted behaviour
- Distracting children if they become frustrated.
- Early intervention to avoid disagreements.
- Encouraging appropriate behaviour by setting attainable targets with the children.
- Encouraging children to settle disputes by compromise and negotiation.
- Helping children understand what is and what is not acceptable behaviour. When doing this, it is important to maintain positive eye contact and speak assertively about the situation
- Staff will not raise their voices in a threatening way
- Thinking time, away from the other children and activities (with adult support, if appropriate). An explanation should be given prior to this and again after.
- Encouraging children to empathise with other people's feelings.

### **Biting policy:**

Biting is a common behaviour that some young children go through. This is part of some children's development and can be triggered when they do not yet have the words to communicate their anger, frustration or need. At Fireflies Nursery we follow our positive behaviour policy to promote positive behaviour at all times.

Strategies to prevent biting include; sensory activities, biting rings, adequate resources and a stimulating exciting environment. However in the event of a child being bitten the following procedure will be followed:

The child who has been bitten will be comforted and checked for any visual injury. First aid will be administered where necessary. An accident form will be completed and the parents may be informed via telephone if deemed appropriate. The bitten area will be continued to be observed for signs of infection.

For confidentiality purposes and possible conflict the name of the child who has bitten will not be disclosed to the parents.

The child who has caused the bite will be told in terms that they understand that biting (the behaviour and not the child) is unkind, and be shown that it makes staff and the child who has been bitten sad. The child will be asked to say sorry if developmentally appropriate or show they are sorry, e.g. through hugging. An incident form will be completed and shared with the parents at the end of the child's session.

If a child continues to bite, observations will be carried out to try to distinguish a cause, e.g. tiredness or frustration. Meetings will be held with the child's parents to develop strategies to prevent the biting behaviour. Parents will be reassured that it is part of a child's development and not made to feel that it is their fault.

### **Special Educational Needs Policy:**

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

The nursery is committed to working alongside parents in the provision for their child's individual needs to enable the child to develop to their full potential. The nursery is committed to working with any child who has a specific need and/or disability and making



reasonable adjustments to enable every child to make full use of the nursery's facilities. All children have a right to a broad and well-balanced early learning environment.

If your child has special needs of any kind, we will discuss:

- How the child and parent can be helped.
- How nursery staff can be helped.
- What advice and practical help we can get from outside agencies.
- What adaptations need to be made?
- How we can support and help the parent.

### **Safeguarding Policy:**

Safeguarding and promoting the welfare of children, for the sake of this policy is defined as:

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

*(Definition taken from the HM Government document 'Working together to safeguard children 2013').*

We support the children within our care, protect them from maltreatment and have robust procedures in place to prevent the impairment of children's health and development. Safeguarding is a much wider subject than the elements covered within this single child protection policy, therefore this document should be used in conjunction with the other nursery policies and procedures.

At Fireflies Nursery we will work with children, parents, external agencies and the community to ensure the welfare and safety of children and to give them the very best start in life. Children have the right to be treated with respect and to be safe from any abuse in whatever form.

### **To achieve this, we will:**

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



Allegations made or disclosures will be passed on to A.C.C.S.S. along with all relevant documentation.

### **Confidentiality policy:**

Our work will bring us into contact with confidential information. To ensure that all those using and working in the nursery can do so with confidence, we will respect confidentiality in the following ways:

- Parents/carers will have ready access to files and records of their own children - but not any other child. Parents will have access to all documents, except those of a safeguarding matter or those involving other parties.
- Staff will not discuss individual children with people other than the parents/carers of that child.
- Information given by parents/carers to nursery staff will not be passed on to third parties.
- Personnel issues will remain confidential to the people involved.
- The nursery will comply with all requirements of the Data Protection Act.

### **Equality & Inclusion Policy**

Fireflies Nursery takes great care to treat each individual as a person in their own right, with equal rights and responsibilities to any other individual, whether they are an adult or a child. Fireflies Nursery 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 will not be tolerated within Fireflies Nursery.

### **Health and Safety Policy:**

The Nursery has a responsibility to provide a safe environment for your child and the Manager is responsible for health and safety matters concerning the nursery premises. All staff is aware of potential hazards within the nursery and the surrounding environment and actively protects children from hazards. We aim to provide all staff with first aid training. All accidents and any incidents are recorded accordingly. All accidents are accurately notified to the parent/carer as soon as possible. Hygiene rules relating to bodily fluids are followed with particular care and all staff is aware of how infections can be transmitted.

In the nursery we aim to:

- i. Involve and motivate nursery staff in all matters concerning Health & Safety.
- ii. Prevent accidents, injuries and ill-health and to identify and eliminate hazardous situations.
- iii. Achieve a high standard of occupational health, safety, welfare and hygiene.
- iv. Control situations likely to be hazardous to health and safety in the nursery or cause damage to persons or equipment.
- v. Provide a safe and healthy environment.

### **Emergency Evacuation Procedure:**

The nursery has a responsibility to ensure that emergency evacuations are carried out in a safe and secure manner, protecting all people present in the building.

On discovering a fire:

- Calmly raise the alarm by breaking the alarm glass
- Immediately evacuate the building under guidance from the person in charge
- Using the nearest accessible exit, lead the children and visitors out and assemble at the Memorial opposite the nursery.
- Close all doors behind you wherever possible
- Adults and children present on the first floor should evacuate the building via the closest designated fire exit – caution must be exercised when escorting the children down the stairs.
- Babies or children that are not able to walk unaided should be evacuated from the building through the fire exit located in the Blossom Room and placed on the emergency cots
- Children or adults with mobility difficulties should be escorted from the building by the member of staff attending or caring for that individual/child. Additional support may be required, such as walking aids or another member of staff, depending on the person's condition
- **Do not** stop to collect personal belongings on evacuating the building
- **Do not** attempt to go back in and fight the fire
- **Do not** attempt to go back in if any children or adults are not accounted for.

### **Outings and lost children:**

As part of their learning and development, children at the nursery undertake a range of local outings including walks and visits etc. off the premises. Permission will be sought for your

child to be included in such outings. Outings and visits are planned to complement and enhance the learning opportunities inside the nursery environment and extend play opportunities for children.

### **Types of outings:**

Different types of outings take place and each will require slightly different preparations and staffing levels.

These include:

- Outdoors area – nursery playground
- Trips on foot, e.g. visits to the park, the library, local markets and places of interest.
- Trips on public transport to places like museums, farms, etc.
- First aid equipment and any child's personal long term medication will be taken on the outings.

### **Procedures where a child is lost on an outing:**

If the Nursery policies and procedures are being observed the likelihood of a child being lost is small. With careful planning and co-operative working amongst staff, children should not be out of sight of an adult during an outing.

If it is realised that a child is no longer with the group, staff should look carefully all around without leaving the group.

The Nursery Manager or officer in charge will contact the parents immediately. The police will be informed and all the children will be returned to the Nursery.

At the end of the day the Nursery Manager will complete an incident report and inform Ofsted.

### **Photography and video policy:**

We ensure that any photographs or recordings taken of your children in our nursery are only done with prior written permission from each child's parent. This is gained when each child is registered.

Throughout the Nursery, staff members, students and children are encouraged to take photographs and record videos for a variety of purposes such as:

- To record events and activities
- To celebrate children's achievements

- To share activities/information with parents
- To record children's development and learning (observations)
- CCTV operating systems

In addition photographs and videos may from time to time also be used for:

- Promotional materials (prospectus)
- The Fireflies Nursery website
- Newspaper and media articles

We kindly request that parents/visitors do not take photographs or video record whilst at Fireflies premises; this is a safeguarding measure for all children in the nursery.

### **Termination of Registration**

This may occur when:

- i. The child has reached the age limit.
- ii. Failure to register for 5 days without contact or prior notification.
- iii. If, despite best efforts, a child fails to settle, the contract may be terminated with immediate effect at the sole discretion of the Nursery Manager.
- iv. Parents/carers wishing to terminate their registration must give one months notice in writing to the Nursery Manager

### **Smoking, substance misuse policy:**

The nursery has a policy that smoking be prohibited in all areas of the Nursery. The nursery is a no smoking area.

The nursery staff supports this policy and will ensure that it is observed at all times. This will apply to all staff, parents/carers, visitors and contractors entering the nursery building.

The nursery has the right to safeguard all children attending the setting. This included refusing to hand over a child to an adult who is deemed to be under the influence of illegal drugs or alcohol. In such circumstances relevant outside agencies such as children's services, will be contacted, as discussed in the nursery safeguarding policy.

Staff will not be permitted to work in the nursery under the influence of drink or drugs.

### **Compliments & Complaints Procedure:**

## **Compliments**

Fireflies Nursery encourages and values all parents' comments. Compliments can be shared verbally (i.e. in person or via telephone) or in written form (i.e. e-mail, website reviews, using a comment slip or through surveys). Such positive feedback is shared with senior management and all nursery staff as it motivates the staff team to continue their good practice and improve further.

## **Complaints Procedure**

### **Stage 1**

If any parent should have cause for complaint or any queries regarding the care or early learning provided by the nursery they should in the first instance take it up with the child's key person or a senior member of staff/room leader.

### **Stage 2**

If the issue remains unresolved or parents feel they have received an unsatisfactory outcome, then these concerns must be presented in writing to the nursery manager. The manager will then investigate the complaint and report back to the parent within five working days. This will be fully documented in the complaints log book and will detail the nature of the complaint and any actions arising from it.

(Most complaints are usually resolved informally at stage 1 or 2.)

### **Stage 3**

If the matter is still not resolved, a formal meeting will be held between the manager, parent and the senior staff member to ensure that it is dealt with comprehensively. A record of the meeting will be made along with documented actions. All parties present at the meeting will review the accuracy of the record, sign to agree and receive a copy, which will signify the conclusion of the procedure.

### **Stage 4**

If the matter cannot be resolved to their satisfaction, then parents have the right to raise the matter with Ofsted

Parents are made aware that they can contact the above in all stages of complaints and are given information on how to contact them.

## Office for Standards in Education (Ofsted)

Ofsted registers and inspects childcare for children aged from birth to 17 years. Registered Childcare providers and childminders have to meet requirements that relate to safety, the people providing the care and the organisation of the childcare.

Child carers registered on the Early Years Register, who care for the children aged from Birth to the 31 August following a child's fifth birthday, also have to meet requirements for children's learning and development. Further information is available from the Ofsted website.

Contact details:

Ofsted Complaints and Enforcement team

Tel: 030 0123 1231

The National Business Unit

Piccadilly Gate

Store Street

Manchester

M1 2WD