

Policy and Procedures

Partnerships with Parents

This document sets out the policies and procedures that Little Pixies Nursery operates by and gives clear guidance to parents/guardians.

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Partnerships with Parents

Admissions Policy

Little Pixies Nursery offers an inviting, nurturing, fun and safe environment for children aged 12 weeks to pre-school to develop and learn in.

Our Nursery is open to every family; further information can be found in our Equal Opportunities Policy. Our waiting list is operated on a first come basis however we will do our best to accommodate families' needs and where other siblings are already attending.

Emergency Childcare

Little Pixies Nursery may at times have availability in accordance with staff ratios. Each request will be considered and if available payment for these adhoc places must be made in advance.

Application Form

Where a place is available an application form, sessions form and acceptance of Little Pixies Terms & Conditions must be completed by the parent/guardian and a deposit paid before confirmation will be given. These will then be acknowledged by Little Pixies and permissions form, password and payment agreement will be issued for completion prior to the child's start date. These forms will be kept in a locked secure cabinet in the office and any medical/dietary requirements will be made know to all members of staff.

Key Person

At Little Pixies Nursery we adopt the Early Years Foundation Stage Practice Guidance 2007 in relation to a Key Person. Each child will be assigned a key person, and this person has special responsibilities for working with a small number of children, giving them reassurance to feel safe and cared for and building relationships with parents. A key person will help the child to become familiar with the setting and to feel confident and safe in it.

Settling In Process

A settling-in period is a time before a child joins Little Pixies Nursery, when they can visit with their parents and stay for a while to get to know the staff, the children and the routines. It is important for parents and children to spend time with their key person to start to build a trusting relationship. The key person will talk to the parents to understand a child's routines and where these can be supported.

Little Pixies Nursery offer the following 'get to know' sessions:

Visit 1 – An opportunity for parent/guardian to stay with the child for about an hour and talk to the key person about routines and anything you want them to know.

Visit 2 – We would suggest leaving the child for an hour.

Visit 3 – By this session we would suggest that the child stays for a couple of hours and if possible over a mealtime. This would allow the child to be involved in activities, have time with their key person and experience eating as a large group.

However, we know that every child and families requirements differ and can be flexible to meet needs.

Information to prospective families

All our policies can be found on our website at www.littlepixiesnursery.co.uk.

Early Years Funding

This funding is available to all children in the term following their 3rd birthday. Sessions can be claimed following completion of the appropriate forms and acceptance by the local authority funding officer. As a new setting we are currently working closely with our Development Officer and QLIC (Quality Learning and Improvement Co-ordinator) to achieve the requirements to obtaining funding.

Arrivals and Departures Policy

Little Pixies Nursery will give a warm and friendly welcome to each child on arrival. A member of management will be available in the office to operate the main door and direct parents to the relevant rooms. We request that parents pass the care of their child to a specific member of staff in the child's room (where possible this should be the child's key person). They will immediately be recorded in the daily attendance register and any additional specific information provided by the parent/guardian for that day will be passed to the key worker.

If the parent/guardian requests the child to be given medicine during the day the staff member must ensure that the medication procedure is followed.

In the event that an expected child does not arrive a member of the management team will make contact with the parent/guardian to clarify the situation. In the event of a child that has previously been deemed vulnerable the appropriate agencies may be contacted.

For the protection of children at Little Pixies if they are not to be collected by the parent/guardian at the end of a session, they must have notified the office of the nominated adult and confirm that the password will be used. In the event that this hasn't happened we will contact the child's parent/guardian before any release is authorised. The child will be kept within the room until this has been completed.

The planned departure of the child should be anticipated by the key person in the room. All medicines should be recovered from the medicine fridge/box only when the parent has arrived and should be handed to him/her personally. The medication policy is to be followed here with regards to receiving a parental signature.

On departure, once the child has been handed back to the parent/guardian they are no longer the responsibility of Little Pixies nursery even if still on site and the register must be signed accordingly by the person collecting.

Visitors to Little Pixies nursery will be greeted in the main reception area and asked to complete a visitor's record which will be kept in the main office. All doors from the reception to the rooms will be keypad secured. In the majority of cases appointments will have been made and visitors will be expected. Any visitors requiring access to rooms will be accompanied at all times by a member of the management team.

Adults arriving under the influence of alcohol and drugs

Little Pixies prime focus is the care and safety of the children. If an adult arrives to collect a child, whether this is the parent/guardian or another designated adult, and they are deemed to be under the influence of alcohol or drugs, the senior member of management on duty will assess whether child's safety and welfare may be impacted if released into this person's care.

We will discuss the decision with the adult and where required an additional named adult will be contacted to collect the child or this will be referred to the duty social worker if this is not possible. During this time the child will be cared for by another member of staff so they are able to remain calm and engaged in play.

Where an adult is deemed unsuitable to drive due to suspected alcohol or drugs consumption, and may endanger themselves and other if they do, the nursery will intervene and endeavour to prevent this individual from getting back into the vehicle.

Little Pixies Nursery operates a zero tolerance regarding members of staff found to be under the influence of drugs or alcohol during the time that they are contracted to work. Any breach of this will be treated as gross misconduct and will result in immediate dismissal.

Complaints and Compliments

Little Pixies believes that parents are entitled to expect courtesy and prompt, careful attention to their individual needs and wishes. We hope that at all times you will be happy with the service provided and that you might like to voice your appreciation to the staff concerned.

Little Pixies will deal with complaints professionally and promptly to ensure that any issues arising from these complaints are handled effectively and to ensure the welfare of all children.

As parent/guardian if you have a concern it is important to Little Pixies that you feel able to come and speak to us. If you require use of a confidential space this will always be made available and confidentiality is upheld at all times, whether when speaking to other staff to investigate the matter or making notes. **Please refer to our confidentiality policy.**

In case of a complaint relating to child protection, please refer to our **Safeguarding Policy**.

The role of Ofsted

Ofsted regulates Little Pixies Nursery. Ofsted will receive and investigate complaints which relate specifically to the Early Years Framework and requirements of the Childcare Register. Ofsted has a right to access all records held by Little Pixies Nursery in the case of a complaint. A poster with the contact details of Ofsted will be displayed in the reception area and is accessible to all parents.

Ofsted can be contacted directly in writing to Ofsted North Regional Office, Piccadilly Gate, Store Street, Manchester, M1 2WD, and phone number is 0300 123 1231.

If a complaint has been directed to Ofsted in the first instance unless there is a good reason not to do so this will be referred back to the provider to investigate in the first instance – see procedure below.

At Little Pixies we welcome any suggestions from parents on how we can improve our services, and will give prompt and serious attention to any concerns that you may have by following our complaints procedure as outlined below:

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 nursery Manager.

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 bring this to the attention of the nursery owners (Sarah Felkin/Debra Lovell) and they will investigate and report back to the parent in writing within three 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 owners to ensure that it is dealt with comprehensively. This will be completed within 28 days. 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 and relates to the Early Years Statutory Framework or the requirements of the childcare register, then parents have the right to raise the matter with Ofsted.

A record of complaints will be kept in the nursery. Parents will be able to access this record if they wish to, however all personal details relating to any complaint will be stored confidentially and will be only accessible by the parties involved. Ofsted will have access to this record at any time during visits to ensure actions have been met appropriately.

If a parent wishes to make a complaint about an Ofsted inspection or procedure they should refer to the Ofsted website – Raising concerns and making complaints about Ofsted.

www.ofsted.gov.uk

Late or Non Collection of Children Policy

- Parents/carers of children starting at Little Pixies are asked to provide specific information which is to be recorded on a registration form, this information includes:
 - Home address and telephone number of the child's residence, where they normally live;
 - Place of work, address and telephone number (if applicable)
 - Mobile telephone number (if applicable)
 - Names, addresses and telephone numbers of adults who are authorised by the parent/carer to collect their child from nursery, for example a childminder or a grandparent.
 - Information about who has parental responsibility and legal contact with the child;
 - A secure 'password' unique to the child, should someone be collecting a child who is not known to the nursery staff

- Parents/carers are regularly asked to update their contact information and staff will ask them for updated information if they know there have been changes such as moving house.
- On occasions when parents/carers or the persons normally authorised to collect the child are not able to collect the child, they record the name, address and telephone number of the person who will be collecting the child on our daily register/diary. We agree with parents how the identification of the person who is to collect the child will be verified, i.e. password/car registration.
- Parents are informed that if they are not able to collect the child at the time planned, they must inform us. Parents/carers are provided with our contact telephone number.

In the event that a child is not collected by an authorised adult at the agreed time, Little Pixies will put into practice agreed procedures. This is to ensure the child is cared for safely.

Procedures for Uncollected Children

If a child is not collected at the end of the nursery day, staff at Little Pixies action the following procedures.

- Inform the nursery manager if a child has not been collected
- The register/diary is checked for any information about changes to the normal collection

- All reasonable attempts are made to contact the parents/carers, from information on file
- If this is unsuccessful, the adults who are authorised by the parents to collect their child – and whose telephone numbers are recorded on the registration form – are contacted
- All calls to be logged on a full incident report
- The child stays on site in the care of two staff until the child is safely collected
- In the event of no contact being made after one hour has lapsed, the person in charge will ring the Social Services Emergency Duty Team and Ofsted to advise them of the situation
- The two members of staff will remain in the building until suitable arrangements have been made for the collection of the child. The child’s welfare and needs will be met at all times
- In order to provide this additional care, a late fee will be charged to parents.

Contact Numbers:

Name	Contact Number
Social Services Emergency Duty Team	08456 789040
Ofsted	0300 123 1231