



St. Michael's  
Pre-School  
Policies

[www.stmichaels-preschool.co.uk](http://www.stmichaels-preschool.co.uk)

# Admission Policy

St Michael's Pre-school is open to every family in the community. The waiting list is not operated on a first come first served basis. The waiting list gives first priority to children resident in St Michael's, their age and then if they have any siblings already at pre-school. Children will be put on the waiting list once the official form has been completed and returned to the manager.

If spaces are available, children can be accepted as soon as they attain the age of two years old. The waiting list takes into account the date of birth rather than the date of enrolment and everything will be done to accommodate late comers.

## Funding

We are registered to receive the government funding for two year olds where relevant criteria is met and three year olds in the term following their third birthday. The addition of an 'early years pupil premium' enables the setting to support vulnerable children in achieving better outcomes.

## Settling In

When you are confident and happy to begin leaving your child with us we work closely with a regime that suits you and your child. A few short visits followed by one or two short stays for your child on their own is usually successful as the introduction to the pre-school. One of these visits can be made closer to the end of a session showing the child all parents/carers return to collect their children.

A member of staff will help with the separation by initiating a relationship with you and your child and using activities that interest them. Positive conversation and lots of reassurance supports these first times and the keyperson relationship begins to establish itself.

## Inclusion

With an emphasis on Inclusion and Equal Opportunity, every effort is made to accommodate children with Special and Additional Educational Needs. The staff regularly receive training and are experienced in liaising with specialist agencies. Our Special educational needs policy explains how we accommodate special and additional educational needs.

Any racist remarks by adults and/or children will not be acceptable and any references to this will be recorded and addressed by the management.

# Keyperson Policy

## Statement

At St Michael's Pre-school we use a keyperson system which we feel is paramount for the children to blossom and develop in the early years setting.

## Aims

Our aim is to succeed in creating a close and strong relationship with one particular adult and in all cases to endeavour to form easy relationships with all staff.

## To achieve this

Each child is given a keyperson just prior to beginning at pre-school, taking into account the days that they will be attending the setting and days worked by the key person and initial bonds formed during visiting. Although this is the initial allocation of keyperson it sometimes changes due to children having a special rapport with a member of staff. At this time we can record starting points in key areas of development through a consultation with parents/carers, using the 'All About Me' on the child's 'Tapestry' account. We are happy to make a home visit and manage these in the term before starting at pre-school.

To support this approach we endeavour to make sure another member of staff will also be familiar with the child, accommodating for illness and absences.

We like to execute a rolling snack time, each day with a different member of staff. This enables key people to eat with their key children and to enhance the relationships they are making with their peers. It is also a good opportunity to engage in conversations, getting to know our children better.

We are all attentive to our children with toileting; it would not always be the keyperson who deals with their child. Nevertheless we all make sure that the children are comfortable with the adult who is on hand. Children who prefer certain adults to accompany them can be sure we will recognise this need.

The keyperson will liaise with the parents/carers to support the child's play and development, exchanging information.

The keyperson will spend some time each session with their key children.

New members of staff will be inducted into the keyperson approach with full backing of existing staff.

The keyperson will work with the group SENCO to support any SEN and AEN of their key children.

## Staff deployment

During the session staff will know their areas of direct responsibility which are set out in a daily staff rota. With free flow play to the outside area staff will move and accommodate the correct staff child ratios. The layout of the setting ensures an adult is available to help with toileting, snack time, activities and individual needs. All staff are flexible and have a sound knowledge of the daily numbers of each age. Attention to some stage development will impact on these numbers.

# Health, Hygiene and Safety Policy

St Michael's pre-school aims to provide a safe and secure environment for the child and conforms with the Food Safety Act 1990 and with the Pre-school Learning Alliance guidelines for health, hygiene and safety.

All staff attend 'pediatrics' first aid training and renew every three years keeping abreast of changes and procedures.

At least two first aiders are in post at every session and the first aid box is well stocked and checked regularly. All staff and parents are made aware of the accident and incident books.

All staff have a DBS check and only these people can look after children on a one to one basis. Please read our policy on 'child protection' and 'safe guarding' children and young people.

The pre-school ensures that all food preparation areas are thoroughly cleaned and that all children and adults wash their hands before handling food. One member of staff has obtained the RIPHH (Royal Institute of Public Health and Hygiene) qualification and two members have attended the Basic Food Hygiene Course. At our snack times we aim to provide nutritious options to meet the children's individual needs. Please refer to our 'snack policy' for details of our procedure.

## **Risk Assessment**

There are regular checks of equipment and the toys for damage, which could cause injury. These are reviewed for repair or replacement. A Risk Assessment for the different areas of the mobile class room is carried out daily and a record kept. Each assessment will have what the risks are, who is at risk and any action required or taken.

Tools such as scissors and our wood work tools are only available with adult supervision, showing by example how these should be held and used.

The mobile classroom fire extinguishers and blanket have annual inspections through the fire safety officer. The pre-school carries out an evacuation procedure with the children on a regular basis each term. We hold the fire drill for one week each term so that all children attending the setting are aware of the procedure. Having this number of drills helps the children to be familiar with what we do and therefore less likely to be alarmed in the event of an emergency. These fire drills are recorded by date and time in the register.

## **Illness and infectious diseases**

When a child becomes ill during the session all efforts will be made to contact the parent or carer to collect their child.

With regard to sickness and diahorea your child needs to be free for 48 hours after the last bout of illness before returning to the pre-school. If two or more children in the setting are affected by food poisoning Ofsted will be notified within 14 days.

## **Care Plans and Administering medicines**

A care plan is written in the event of necessary administration of medicines in the appropriate records book with relevant signatures. Any regular or emergency medicines are kept in separate boxes labeled with the child's name date of birth and photograph. When administering medicine two members of staff will be involved so that we may sign and counter sign the records. Parents/carers are welcome to attend the setting to administer medicines if they so wish.

# Accidents and Incidents Policy

We keep an accident and an incident record and always obtain a signature at the end of a session where appropriate. We are happy to discuss areas of concern in confidence.

## Outside play

We keep a separate book in our outside area to record accidents and we have antiseptic wipes and plasters at hand. We obtain parent/carer permission to enable us to use these where necessary. We use running water to flush out particles of dirt but we do not attempt to prize out embedded articles such as grit. If parents/carers wish to have the opportunity to come immediately and attend to their child we will make a phone call to facilitate this desire.

## Footwear

For children to move about the setting inside and outside it is advisable to wear enclosed shoes. We would ask you not to put your child in 'flip flops', to avoid injury when running around and in the event of toys/ resources being dropped on feet.

## Sun Creams

We advise the use of sun creams in the summer months to protect the children during outside play and encourage you to apply this before arriving at the setting.

## The incident book has many uses for us

We can be made aware of areas that are not safe and activities that need different levels of monitoring depending on how and where they are presented.

We can observe numbers of children and grouping to assess suitability of access.

We can note children who may not 'gel' and ensure each child is catered for.

We can record behaviour patterns and change resources, grouping etc. Please refer to the 'Behaviour Management' Policy for details on this area.

# Accident Policy

During your child's session at pre-school we endeavour to provide a safe environment enabling easy access to activities inside and out.

Each day, staff will carry out risk assessments as they set up in the morning. Floors and surfaces are inspected to make sure rubbish and items are removed from the area. Doors are propped open to ensure the children can go in and out to play. We have foam door stoppers over the tops of toilet doors so that fingers are safe from being pinched as the children push the door too, for privacy. The kitchen area is safe and chemicals are kept out of reach. There is a gate that can be locked to prevent children from entering.

The tables and chairs are of a suitable height for the children. Sometimes activities are set up on a floor area to make playing with them safe. Staff are vigilant in their monitoring of activities containing small objects. We actively discourage the children from putting things in their mouths.

Tools such as scissors and our wood work tools are only available with adult supervision, showing by example how these should be held and used.

We have visual reminders of the children who have particular allergies so that any member of staff delivering snack time can always refer to when unsure about foods that are on offer.

Staff access paediatric first aid training every three years. All staff in every session are qualified to administer First Aid.

In the event of an accident to a child or children, immediate first aid will be administered. A member of staff shall make every effort to contact the parent/carer to ask them to collect the child. If unable to reach parent/carer or any of the other named persons on the child's records, the manager will call 111 or 999. Every effort will be continuously made to contact the parent/carer.

Minor accidents are recorded at the time of occurring. On collection of the child at the end of the session, the parent or carer is asked to sign the accident record. This ensures information is shared the same day.

We hold public liability insurance and employer's liability insurance, which is on display for parents and carers.

Ofsted is notified about any accident requiring a call to 999 for an ambulance. This must be achieved within 14 days if not earlier.

## **Unprecedented Allergic Reactions**

In the event of an unprecedented allergic reaction we would isolate the child in the area found, attended by an adult.

The adult would ensure the area was well ventilated and the child helped to a comfortable position to assist with calming, breathing, loosening clothing for this purpose. If outside we would move to a place of comfort with shade and protection from weather conditions.

Another member of staff would be contacting the appropriate help and or emergency services and the parents/carers.

Other staff would ensure the children in the setting were engaged elsewhere and any alarmed children were calmed.

A record of events would be made in the appropriate paperwork and Ofsted informed within two weeks.

Following the event the manager will meet with the parent / carer to update personal details and any care plans that may need to be put in place.

A meeting would be planned to inform staff on procedures and to reassure any staff involved in the event.

Any further training needed for the future will be sourced.

# Behaviour Management Policy

St Michael's Pre-school aims to give a good secure grounding to the child's future and accepts that all children are individuals. We have an Inclusion and Equal Opportunities policy to support this ethos and work to meet the personal, social and emotional needs of the children.

The children need to learn to consider the differing views, feelings, needs and rights of others.

Tracey Pooleman and Lynn Millen are the named staff for behaviour management. However all staff share the responsibility for ensuring children treat each other and the environment with thoughtfulness. We keep abreast of legislation, research and thinking on how best to promote positive behaviour and act as 'role models' in our setting.

We will always endeavour to work with parents to ensure consistent expectations of children's behaviour.

Such behaviour as biting, kicking, throwing objects, swearing and discriminating behaviour and remarks are unacceptable. The pre-school will treat all such behaviour with understanding and will be positive in it's' praise and encouragement of good acceptable behaviour.

Our incident book is used to record what has happened, including dates, times and names to see if there is a pattern to such behaviour. We endeavour to look at areas and activities making sure they are presented in a way that encourages positive play. We also look at the grouping of children to ensure suitability of numbers at the different activities. All staff are aware that during rough and tumble play the children can sometimes become hurt. In these situations the children are supported with positive words and take opportunities to explore concepts of right and wrong.

There will be no corporal punishment and no labeling. The pre-school will ensure that children are removed quickly from any difficult situations to 'cool off'. The children will be invited to rejoin activities when a simple word of 'sorry' to the injured party is heard. No child will be excluded from the general area.

Discussions will hopefully help the children to understand why certain behaviour is not acceptable.

Sometimes we are able to help the children themselves to settle disputes and resolve their issues. This is a way of developing their problem solving skills. To be able to talk it through or think of a way forward promotes the children's social and emotional skills thus promoting a sense of achievement and opportunities for boosting the children's self esteem.

Usually children do not like to see others upset and these situations are resolved quickly and gently.

We are always happy to discuss worries and concerns with parents/carers in strict confidence.

## Collection of Child Policy

We ask for prompt pick up at the end of the session. We fully understand sometimes events may mean that you are running late.

Named people who can collect children are recorded on the children's contract and without prior notice from the parents/carers, no one else can pick the children up. Please note that we will not release children to the care of persons under 18 years of age. This is inline with our safeguarding policies.

If a person unknown, and the pre school has not been notified, comes to collect a child we would make stringent checks to whom the person was, including phoning the parents and asking questions.

A password is arranged when filling in contracts and can be used in these circumstances between parent/carer and staff. This is especially helpful when we have not met a person before. We do ask that you arrange for people familiar to the children to collect them so that we can avoid unnecessary distress to the child.

The child would only be released if we were totally satisfied with the person picking them up is one you have given permission to.

In the event that a child has not been collected we take care of the child ensuring that they do not become distressed. There will always be two qualified staff on the premises until the child is collected.

After 1 hour of making every effort to contact parents/carers we apply the procedure for uncollected children.

Please refer to our policy regarding uncollected children.

If a parent/carer is regularly late to pick up a child they will incur a charge.

# Uncollected Child Policy

## Statement

In the event of a child not collected by an authorised adult at the end of the session, St Michaels Pre-school will put into practice an agreed procedure.

This procedure is discussed when talking to new parents on their introductory visit and child's entry to the preschool. We assure parents/carers that their child will be properly cared for by two fully vetted members of staff in the event that they are unavoidably delayed.

We minimise any distress to the child. We realise that sometimes situations dictate the need to send a different person to collect a child. The parent /carers are made aware of the setting telephone number.

## Procedure

First we try to contact the parent/carer, if unable to make contact we would then be using the records to phone one of the named contacts. There will be at least two people named and we would hope to reach one of them to collect the child in question. After a period of an hour without being able to contact the necessary people, we would be obliged to make a call to the children's social services care team. This is inline with child protection procedures on 'safe guarding' children.

Staff do not leave the premises to look for parents/carers, nor do they agree to take a child home with them under any circumstances. Parents/carers should be aware that there is no insurance cover outside the opening hours of the pre-school.

Should a relative or friend try to collect a child without prior notice to the pre-school we would not be releasing the child until we have contacted the parent/carer to verify the situation.

With an enormous emphasis on our 'partnership with parents' we encourage family members and friends to accompany the parents/carers as they drop off or collect their child. This is extremely useful for the staff to meet and become familiar with the names and faces of people who will be called on to pick up children known to them.

Please be assured that unless you have told us of a change in the person picking up your child, we will not be releasing them to anyone until we have spoken to you.

## Security / Lost Child Policy

We maintain the highest possible level of security of our premises to ensure complete safety of your child whilst at pre-school.

The door is locked with a key. This key although is kept in the area to facilitate our Evacuation Procedure, is hung high up and inaccessible to the children. The disabled access has a padlock on the gate and also our gate on the outside area has a combination lock. Our **Green** entrance gate has a padlock and two bolts. The school has all gates padlocked during school hours. This ensures that no one is accessing us without prior arrangement and the children cannot leave without an escort.

At St Michael's Pre-School in the unlikely event of a child leaving the premises without parent or carer, the following procedures will be followed.

The register will be checked to account for the children present.

One member of staff will check the immediate outside whilst a member of staff rings the parent or carer and then alerts the police.

This would be followed by a full investigation into the incident.

Ofsted will be informed of the incident.

As we have an outside play area, please be assured that the correct staff/child ratio is adhered to and at no time do the children have access to outside play with out members of staff.

Please rest assured we have no current worries about security, but the vulnerable moments are at dropping off and picking up times. A gate on the internal door is used to discourage children from running in and out at pick up and drop off times.

Although every measure will be taken to ensure the safety of your child in the foyer, please note that ultimate responsibility lies with the parent/carers before you have handed the child to us at the gate on arrival and after we have handed them over to you at departure.

## Visitors

All visitors to the setting are entered into a book which is dated and timed (arrival and departure). They sign to say that the evacuation policy has been read and that they are agreed in leaving their phones in the kitchen area. The type of visitor to our setting could be either a parent/carers, visiting professionals to support the setting or maintenance personnel. All professionals and maintenance personnel wear identity cards.

If a parent/carers comes to collect or drop off a child at times other than the beginning or the end of the session we ask them to present themselves at the green gate. A member of staff will open up and lock again until persons are ready to leave. At this point we will confirm with each other the change in the numbers of children recorded on the register. The record will include the time of entry and/or departure. This is necessary in case of needing to evacuate the building in an emergency. At these times we must be able to account for every child or visitor arriving or leaving the premises.

## Responsibilities of the designated child protection officer Policy

The pre-school have two Designated Safeguarding Leads, for safe guarding children, Tracey Pooleman and Lynn Millen.

Their responsibilities are to:

1. Ensure policies are relevant and up to date with current legislation.
2. Ensure all practitioners have up to date training and are knowledgeable on procedures.
3. Ensure the practitioners know where to access the correct advice and who to speak to.
4. Ensure the practitioners adhere to confidentiality.

All staff attend Child Protection training every three years.

## Safe Guarding Children Policy

St Michaels Pre-school follows the policies set out by The Children's Act 1989 and 2004. With reference to the guidelines set out in the document 'Working Together to Safe Guard Children', the first priority is the welfare of the child. Staff use the Assessment Framework and the Thresholds for Intervention for monitoring childrens 'wellbeing' where there are concerns. All staff have knowledge on the definitions of abuse. They have regular Child Protection training to be aware of the signs of child abuse. Where appropriate the setting will contact the relevant agencies after a discussion with parents. The setting will always seek advice and act on recommendations.

The setting is aware of the Serious Crime Act 2015 relating to FGM (female genital mutilation), CSE (child sexual exploitation) and CTS (counter terrorism and security).

Staff are aware of the 'Prevent Duty' of settings to be able to identify vulnerable children. Staff access regular training and e-learning to keep abreast of current legislation.

The setting will report evidence of FGM, CSE and Radicalisation to the Kent Police.

All staff at St Michaels Pre-school have D.B.S. checks.

What happens if an allegation of abuse is made against a member of staff in the Setting?

If anyone makes an allegation of abuse against a member of our staff, Tracey Pooleman (designated lead) will be informed immediately and will contact: **LA (local authority) 03000 410 888** for advise on how to proceed.

If an allegation of abuse is made against the designated person, the person it was reported to will call the LA for advice on how to proceed. The local authority (LA) will assess whether the allegation reaches the threshold for referral to Police/Social Services and advise accordingly regarding further action to be taken in respect of the child and the member of staff. Ofsted will be informed and all communication followed up in writing.

- Tracey Pooleman will complete the form for recording allegations or complaints made against staff.
- Tracey Pooleman **will not discuss** the allegation with the member of staff concerned, unless advised to do so by Social Services.
- All staff need to be aware that it is a disciplinary offence not to report concerns about the conduct of a colleague that could place a child at risk. When in doubt – consult the LADO team.
- If Social Services and/or the police decide to carry out an investigation, it may be possible that Ofsted will advise us to suspend the member of staff, whilst enquiries are carried out. St Michaels Pre-school could also invoke their disciplinary procedure.
- We will not carry out an investigation ourselves unless Social Services and the Police decide it is not appropriate for them to do so. We understand that Ofsted may wish to undertake further investigations.
- A copy of any complaints made against the setting is available to parents/carers at any time. The records can be found in the foyer of the setting just inside the door
- Always remember -The welfare of the child is Paramount.

All staff are aware that inappropriate behaviour displayed by staff is unacceptable.

Termly Supervisions are enabling the management to keep current information on each member of staff. Staff have opportunities to discuss any concerns over children or staff during these meetings. The Manager has a supervision conducted by the Deputy Manager.

### **Social Media**

The storage and use of phones and cameras in the setting is monitored. The cameras and tablets/ipads, are used to support and record developmental observations. The setting phone is used for communication with parents and emergency services. Private phones are kept in the kitchen area so that individual staff can be reached in the event of their own family members needing to get in touch. All visitors to the setting are required to leave phones in the kitchen away from the children. We also ask that you refrain from taking or making phone calls or texting during drop off and pick up times. When needing to take an important call we will ask you to step away from the setting. Staff decline invites from parents/carers on social media sites. We inform parents/carers on how to help their children stay safe when accessing the internet. The Digital Parenting Magazine is available to all families.

Setting media that the children use is not connected to the internet.

# Refreshments Policy

On induction new staff members are given a copy of the group's policies, which include the policy for refreshments. They are made aware of the importance of introducing foods to the children for a variety of needs.

Fresh water is available throughout the session, this is to meet the need for a drink as well as encouraging independence and promoting equal opportunity for all children to choose when they would like to have a drink. Staff deployment within the setting ensures that there is adult support when needed.

Our 'rolling' snack time enables the children to initiate their own access to refreshment. Water and milk are available alongside something to eat. The staff have a sound knowledge of healthy eating and balanced diets, they are able to encourage the children with enthusiasm to try new and different foods. We use celebrations and observe a variety of cultures to look at foods and the diets in a variety of countries. We use activities to discuss the weather conditions and climates that influence the success of crops and animal farming in different parts of the world thus forming their diet. During snack time we take opportunity to talk about our enjoyment of foods as well as the nutritious content and how our bodies keep healthy, grow and develop strength.

The children are sometimes encouraged to cook and prepare foods. This gives the children an understanding of the amounts needed for a portion of food per child. The children are able to make choices and whilst observing the children's likes and dislikes they can help us plan to repeat foods and to try others.

Feedback from parents contributes to the planning of snacks, as we are able to note the children's responses and what they say at home. From the information the parents give we can plan to introduce new flavours/textures not yet experienced.

The staff have daily access to information regarding individuals, ie. Allergies, intolerance's, medical and cultural needs, this is updated on a regular basis and all staff are aware of the importance of keeping abreast of this area.

# Whistleblower Policy

St. Michaels Pre-school operates in one main room with access to outside play. There are no concerns with the present staff who work closely with all children in the setting from ages 2 years to 4 years.

In the event of a staff member having concerns they would be able to speak to the manager first. The manager may seek advice from the independent whistleblowing charity (Public Concern at Work). [helpline@pcw.co.uk](mailto:helpline@pcw.co.uk)

If the concern was about the manager, staff would also be able to access confidential advice from the Public Concern at Work helpline. [helpline@pcw.co.uk](mailto:helpline@pcw.co.uk)

Most concerns can be addressed within the setting however reports on practice and procedure surrounding the safeguarding of young children can be made to Ofsted in three ways;

1. Call the Hotline on 0300 123 3155
2. Email Ofsted at [whistleblowing@ofsted.gov.uk](mailto:whistleblowing@ofsted.gov.uk)
3. Write to; WBHL, Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD

# Evacuation Policy

In the event of an emergency:

1. A whistle is blown.
2. The children gather together on the carpet area if inside, if outside they gather by the garden gate. We use coloured rings roped together for the children to hold.
3. A member of staff checks all toilets, and indoor area. At the same time making the 999 call on pre-school mobile phone.
4. Whilst this is taking place the other staff lead the children through the fire exits which are at each end of the building. We gather in the outside area with the register and contact folder details.
5. The supervisor takes a role call from the register for all children and staff.
6. The group and staff wait in the school field which is just outside the pre-school setting and still secure from any public access. If needed we ring parents for collection. Otherwise we wait for the fire service to ensure it is safe to re-enter the building.
7. In the event of bad weather it has been agreed by that we may use the school hall to assemble in readiness for families to collect their children.  
We would not need extra supervision or support from the school staff.  
A quick call to allow us entry to the building would be made.  
The school phone number is held on the setting phone for easy access.

Regular fire drills are performed throughout the term and recorded in the register.

## In the event of a threat

Although we are not situated in a built up area, near to a large shopping center, airport or sea port, it is important to have procedures in place.

We would vacate the premises via the Green gate and take the children to the village hall. School and Pre-school have an agreement with the hall trustees and hold keys to the building. Parents and carers will be informed of the situation.

If we were unable to leave the premises, a 'lock down' procedure would take place. The staff member identifying a need to 'lock down' will draw attention of other staff by using a nursery rhyme agreed.

Non essential calls will not be made from phones and parents will be informed. They will be advised not to try to collect children until emergency services declare it safe to do so.

We will lower all blinds to the windows and stay away from doors.

We will use the local radio station to keep informed.

Emergency services will be informed and advice on how to proceed followed.

Following the Lock down it may be that staff and children have witnessed an incident. Police may require these persons to remain for questioning.

Advice will be taken on any further briefing needed for adults/children and will be accessed through appropriate channels.

# Confidentiality Policy

St Michael's Pre-school aims to give complete confidentiality on records and conversations held between;

- staff to parent/carer
- parent/carer to staff
- staff discussions on a child
- management to staff

Staff and volunteers are aware of confidentiality and those issues, which must be kept confidential, and those, which must be disclosed eg. Social Services.

## **Staff/Parent/Carer**

The Pre-school promotes the role of the Keyperson in sharing information with parents and carers. Where appropriate or necessary the information will be shared between staff. The Manager may be privy to information regarding Social Services, this information is not shared with all staff as a matter of course. Parents/carers must feel confident that the pre-school treats all conversations as confidential. All written records and information are kept secure and locked away on the premises. The manager keeps all information on children secure from others when needing to work from the 'home' office.

In the event of children whose parents do not share the same home we will do our best to clarify how much information we may share regarding 'play dates' with other families, ie, if a different parent collects on a certain day, may we disclose this and or telephone numbers so that another parent/carer can make arrangements.

## **Staff Discussions**

When discussing individual children at staff meetings and with outside agencies regarding development, progress and planning, all staff adheres to confidentiality. Staff do not repeat conversations and or information outside the work place.

We ask for written agreements to allow us to share information with other settings that a child may be attending at the same time as St Michaels Pre School. This is to ensure a true picture of your child is reflected in their 'Learning Journal'.

## **Management to Staff**

All conversations between staff and management are confidential to the parties involved. Staff can be secure in the knowledge that they can talk freely to the management and that these conversations will go no further.

## **Non Smoking Policy**

At St Michael's Pre-School we have a no smoking policy set out in the Health and Safety regulations of the Welfare Requirements. This applies to any member of staff and any visitor to the inside or outside premises of the pre-school during any of our sessions. 'Vape' pens are included in this policy.

Currently we have no members of staff who smoke. Therefore the need to leave the building during breaks for a cigarette does not apply.

Part of our risk assessment involves an inspection of the outside area to make sure there has been no debris left by anyone walking through.

## **Nappy Changing Policy**

The Disability Discrimination Act (DDA 2001 amended 2005)  
In line with the above named Act. St Michaels Pre-school will ensure

- No child who has not yet toilet trained regardless of age shall be refused admission.
- No child will have to wait for parents /carers to come and change their nappy.
- Adjustments will be made for any child who is not yet ready for toilet training.

Our aims are to promote the welfare of children and assure parents/carers that staff are knowledgeable about personal care. Children will be free from discrimination, ensuring inclusion for all.

Parents and carers agree to send their child in a clean nappy and provide the setting with, nappies, wipes, nappy sacks and clean clothes. Parents/carers inform staff of any marks/rash that the child may have.

The children will be changed in the appropriate area on a changing unit. Staff will inform another member of staff of their intention to change a child's nappy and a log will be kept, noting date and time. Parents and carers will be informed. Any rash or soreness will be reported to parents/carers.

We will work with parents/carers when toilet training their child.

All nappies and pull-ups will be disposed of in line with health and hygiene requirements.

# Special Educational Needs Policy

At St Michaels Pre-School our admission policy offers places to all children from the age of 2 years onwards including children with additional and special educational needs.

In order to achieve this we work closely with parents/carers and outside agencies to provide the support your child may need. This involves ongoing observations and reports where necessary and a good parent/key worker relationship. Where appropriate, meeting with parents/carers prior to their child joining the group helps us to build a picture of your child's needs and your expectations of us. In turn we are then able to reassure you that the group will endeavour to source the correct training and support most appropriate to you. The new Special Education Needs and Disability code of practice 2014 sets out the roles and responsibilities of working to get the best outcomes for children with SEND. It ensures that families have a voice and more control in accessing the need and where the funding is spent for their child.

Early identification of needs can be found through our observations and records. Any information that you as parents/carers can give also supports us in gaining the 'whole' picture. Here we aim to adapt or change any physical or emotional barriers to your child accessing the curriculum and enjoying achievements of their potential. There is space on the enrolment form to list any other professionals working with your child's wellbeing and development.

## **Our 'SENCO', (Special Educational Needs Coordinator) Amelia Lawton,**

..assists in identifying any difficulties or barriers that your child may have in accessing the curriculum in full.

..helps to plan approaches and strategies.

..keeps parents/carers informed of progress.

..reviews the SEN policy each year -in consultation with the staff of the pre- school.

..attends SEN forums to share good practice.

..belongs to a collaboration with access to training and shared practice.

..support all staff working with keychildren who have SEN/AEN.

..attends LIFT meetings termly.

Contacting outside help only occurs with full parental/carers consent and assurances of confidentiality between parent/carer, keyperson and SENCO of the setting. This year the Ashford area have begun to hold LIFT (Local Inclusion Forum Team). With parents/carers permission we can discuss areas of concern with your child's development.

When preparing the children for a Transfer we pass on relevant information to the next school or setting ensuring a smooth transition to support you and your child. Staff from other settings are encouraged to visit us and the schools into which we feed conduct visits to get to know the children.

## **Making Concerns Known Policy**

A parent who is uneasy about any aspect of the groups provision should first of all talk it over with the pre-school leader or make use of the complaints record book in the foyer of the premises. If this does not have a satisfactory outcome in a couple of weeks, or if the problem recurs, the parent should put the concern or complaints in writing and request a meeting with the pre-school supervisor. Both parents and supervisor should have a friend or partner present if required and an agreed written record of the discussion should be made, signed also including a witness signature.

Most complaints should be resolved informally at this initial stage.

If the matter is still not sorted out to the parent's satisfaction, the parent should again contact the owner.

If the parent and group cannot reach agreement, it might be helpful to invite an external mediator, one who is acceptable to both parties, to listen to both sides and to offer advice. A mediator has no legal powers but can help clarify the situation. The mediator will help define the problem, review the action so far and suggest further ways in which it might be resolved.

The mediator will keep all discussions confidential. They will meet the group if requested and will keep an agreed written record of any meetings that are held and of any advice they have given.

Ultimately if all parties reach an impasse it may be necessary to contact OFSTED

**0300 123 4666**

## Complaints Procedure Policy 28 days

St Michael's Pre-school will handle complaints promptly, confidentially and fairly, when brought to the attention of the Pre-school Supervisor or manager. Each incident will be thoroughly investigated and the conclusions discussed with the person bringing the complaint.

The complaint log would include ;

Date and source of complaint.

The nature of the complaint and any links to the EYFS would be noted.

The details of how the complaint was dealt with, any actions and ultimate outcomes would be dated and signed by the manager and any relevant staff.

We would hope to be able to resolve any complaints at managerial level.

There is a book for a record of complaints in the foyer each day for parents/carers to write in or read.

All prospective and new families who join the group are given the group policies to read and made aware of the daily availability of the complaints record in the foyer to the hall. There is also a book for suggestions. This may be regarding a policy query or any ideas you might like to see included in our pre school. Please follow up any suggestions verbally with any of the staff.

With reference to The 1998 Data Protection Act and regard to child protection, safeguarding and inclusion policies, the complaints procedure aims to reassure parents and carers that their views are welcome and valued without prejudice.

If the result of any complaint is unsatisfactory, then parents/carers can contact OFSTED Early Years on **0300 123 4666**

# Policy for Social Networking

We appreciate that it is common place to liaise and communicate through social networking.

There are times when a working parent or some one who rarely picks up a child, may receive some contact and information from the manager through an email.

All general communication will be through Tapestry Memos.

This is not a place to air thoughts and feelings on other children and families.

At St Michaels Pre-school staff are asked to make a point of not accepting 'friends' requests on Facebook, Twitter etc whilst their children attend pre-school.

Nor will they, whilst in employment at St Michaels Pre-school, ask parents or carers to be a new contact or friend on their Facebook, Twitter etc.

Any relationships communicating this way prior to working at St Michaels Pre-school will be respected, however the staff code of conduct and policies on confidentiality remain paramount.

The Tapestry accounts will at times include photos with other children than your own. We ask that you respect privacy and do not download or print off these photos. All parents and family members who have access to these accounts have individual PIN numbers which should remain secure to them only.