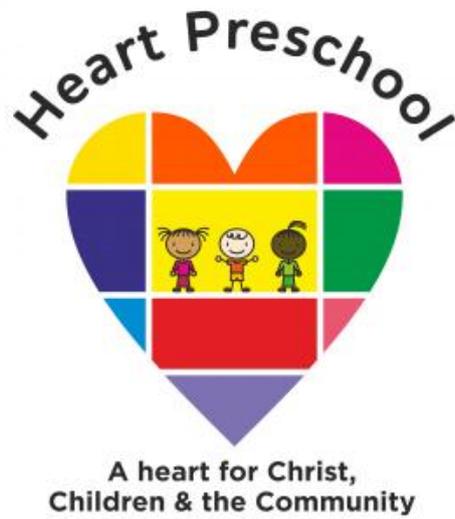


Policies & Procedures



Introduction

The first five years of a child's life is essential to their future development. All our staff members are committed to ensuring that the children within our care are safe, happy and enjoy learning in an environment which is stimulating and challenging. For us that includes an opportunity for them to enjoy the love of God through song, prayer and Bible stories in simple appropriate form.

We base our curriculum on the Early Years Foundation Stage (EYFS) and our planning is done "In the moment".

Our Preschool provides a Christian foundation in education for children aged 2 years up to 5 years in a rich environment of love and care.

At Heart Preschool, we are pleased to offer:

- A happy and safe environment
- Value for money
- Highly qualified staff - From level 3 Early Years practitioners to staff with Teaching Status and degrees in Education.
- A huge outdoor space perfect for children to play and thrive.
- Children that can access the outdoors and are not restricted or limited to being able to play outside at certain times.
- Quality Education
- Inclusive provision for all children
- Wrap around care for children of school age up to the age of 11 years of age.



Will be open from:

9.15 am to 5.30pm
Monday to Wednesday

9.15 am to 4.00pm
Thursday to Friday

Sessions are as follows:

Full Day - 9.15am to 5.30pm or 4.00pm
Morning session - 9.15am to 12.15 noon
Afternoon session - 12.45pm to 3.45pm

Preschool After School Club - 3.45pm to 5.30pm
(Monday to Wednesday only)

Local School Children:

After School Club from local schools 3pm to 5.30pm
Monday to Wednesday or till 4pm on a Thursday and Friday.

We will be closed: Bank holidays, School Holidays, Inset days - no more than 3
in the academic year.

*Due to the Preschool being in a church hall there may be a funeral that must
take place so we may have to relocate to Rise Park community centre, Bestwood
Church Hall or go on a planned Educational Outing that day. You will be given at
least a weeks' notice of alternative arrangements prior to this happening.*



Fees

Our Prices

Morning session:	9.15 - 12.15pm	£16.00
Lunch cover	12.15-12.45pm	£3.00
Afternoon Session:	12.45 - 3.45pm	£16.00
All day including lunch club service		£35.00
After school club:	3.45pm – 5.30pm	£10.00

(After school club only on a Monday to Wednesday)

After school club, pick up from local school (Available Monday to Wednesday only) till 5.30pm includes activities and a cooked dinner- £11.50 a day. 10% off for second or third sibling.

Or After school club, pick up from the local school till 4pm on a Thursday and Friday includes activities and snacks - £7.00 a day. 10% odd for second or third child.

Please Note:

Sickness/holiday of parent/child
Collection late fee (10 minutes late)

Full Fee
£5.00 every 15mins after

Fees do not include:

- Nappies, wipes, sun cream, organised trips.

Support for working families and families on low incomes:

- **Working Tax Credit:** Provides a top-up to wages for those either with or without children in employment and on low incomes.
- **Childcare Vouchers:** A salary sacrifice scheme exempt from tax and National Insurance Contributions.
- **Care to Learn:** If you are under 20 years old and in education, the Care to Learn scheme can help with childcare costs whilst you study.

To find out more about Childcare Vouchers, visit:

www.familyandchildcaretrust.org or www.direct.gov.uk

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Policies and Procedures

Heart Preschool have the following policies in place to help ensure the smooth running of the setting and to meet Early Years Foundation Stage requirements:

Application Process

At your initial meeting, we will discuss Heart Preschool policies and procedures we will also show you around our wonderful setting where you can see how and where your child will be spending their day and what facilities we have, including our fantastic outdoor space.

You will be shown a copy of Heart Preschool policies and procedures and you will be able to access some of these on the Heart preschool website. You will need to complete an application form one per child as part of the application process.

Procedures followed for the allocation of nursery places:

- Application forms are placed on a waiting list according to the date they are received in the Preschool office.
- In due course, the Preschool will write to you to confirm receipt of your application and to inform you of which waiting list your child is.
- Receipt of application forms do not guarantee a place for the child.
- We will contact you again either in writing or by phone to let you know the results of your application.
- We will follow the order on the waiting list for the allocation of sessions but will not do so only in specific cases such as:
 - o Referred cases
 - o Special needs cases
 - o Sibling links
 - o Any other cases that in our professional judgment we may consider exceptional
- When allocating sessions, we will take into account the preferences you've stated on your application form and sibling links.
- Heart Preschool is not bound by the preferences stated on the application forms.
- Your allocation may or may not match your preferences.
- If offered a space, we will send you a written confirmation as soon as it is viable.
- On receipt of your written acceptance, we shall start the process of registration.

Prior to a child's attendance at the Preschool the parents or carers must complete and sign the 'registration form' and pay £20 registration fee. This provides the nursery with vital information.

This personal data, whether it is held on paper, computer or other media will be subject to the appropriate legal safeguards as specified in the Data Protection Act 1998. You will also need to sign various permission slips during the registration process.

A deposit is required at the beginning of your child starting at Heart Preschool and is counted towards childcare fees on the last month of your child being at Heart Preschool. It is only withheld from you if you break your contract or do not give a month's notice to terminate your contract. You must pay your deposit for two weeks or **pay a month in hand before your child starts, which most parents prefer to do.**

You will receive an invoice each month and receipt for your payment.

If you require an after-school place it is advised you have fixed days each week to secure a place for your child. This must be paid for a month in hand. However, we understand that sometimes an after school service is not necessarily needed all the time so we ask that if you do need this service then it must be booked and paid for a week in advance. If you feel you would just like to reserve a place for your child just in case and we have spaces a retainer fee can be paid at £10 per day. This will be deducted off your next invoice if you use your child's reserved place. This retainer fee will only be requested if places are limited. If you do not use your reserved place your retainer fee is non-refundable.

Settling-in Policy

Settling into a new environment can be a difficult time for any child and their parent/carer so I suggest prior to your child starting you visit a couple of times for an hour (no charge will be required for this). Then it may be appropriate to leave them for an hour without you. This process will help your child get used to their new environment.

If your child is unhappy during this time, please don't worry as it may take a while for your child to settle especially if they are not accustomed to spending time apart from you. We do home visits during this settling in period which has proven to help settle your child in quicker. Staff are able to find out your child's interests, favourite toys etc so we can get to know your child quicker and they can become familiar with the staff in their home environment.

<p>The first 4 weeks will be classed as a settling in period and if after this time your child fails to settle then we can review the situation and discuss the options.</p>
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Arrival and Collection of your child

Arrival

You must arrive at the end of your child's session. It is important that you are punctual so your child feels assured and staff are not working longer hours. As we are in a church hall it is also used for other activities so it's important you are not late. Sometimes it can not be helped so please let us know you will be a little late but you are on your way.

Collection

We will only release your child from Heart Preschool to adults who have permission to collect him/her. We will therefore need you to provide a list of people authorised to collect. It would be helpful, if they are not known to us, to include a description or a photograph for us. In the event of an emergency, we can operate a password system where you can send someone not authorised to collect your child but who can give the password. This is to ensure all our children are kept safe whilst in our care. Anyone collecting your child must be over the age of 16 years old.

If we have not heard from you and your more than 10 minutes late we will try and make contact with you. We will also attempt to contact the emergency numbers provided if we cannot get hold of you.

If we are unable to contact anyone we will inform Nottingham City social care team on 0115 875600 and follow their advice.

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

Absences

If you bring your child late or they are absent on a contracted day payment will still be required for the whole session no concession will be given. We cannot fill the place on such short notice.

We are closed on bank holidays school holidays and weekends. You will still be charged if you go on holiday or if your child is sick and cannot attend on the contracted days as this reserves their space.

Illness & Medication

It is Heart Preschool policy to keep children safe we promote good health and take necessary steps to prevent the spread of infection within the childcare setting.

If your child becomes ill whilst at Heart preschool or whom we believe has an infectious illness or disease, we will;

- Contact the parents as agreed to arrange for the immediate collection of the child
- Ensure the child is excluded from my setting until they have been well for 48 hours, or in accordance with Health Authority guidelines.

If we believe a child at Heart Preschool is suffering from a disease or illness which requires notification we will inform the parents/guardians of our concerns and act on advice given by the Health Protection Agency as to when they will be able to return to the setting. We will also inform Ofsted of any action taken.

All parents are made aware if another child has been diagnosed with an infectious disease and given a "what to do" letter if their child becomes infected.

Please ring in first thing preferable before 8.30am if your child will not be attending that day. On return we need to be informed of any illness the child has had while at home to monitor them and recognise any changes in their health and behaviour whilst in our care.

We must have written permission to be able to administer medication to your child on a regular basis or in an emergency. We will not administer any medication that your child has not previously taken or any non-prescribed medication, this is in case of allergic reactions. All medicine will need to be signed in and medicine logs will need to be signed upon collection. We have emergency sachets of Calpol on site if your child suddenly experienced a high temperature. (38C or above). You must sign a form at registration for us to be able to do so.

Medicine needs to be in its original packaging with the child's name clearly shown. If your child requires medication on a regular basis e.g. inhaler, then please make sure that it is with your child always, your child will probably be able to administer the inhaler themselves but we will still need a consent form signing.

If your child is on a course of antibiotics the child's parents or carers must come into the setting and administer the antibiotics. (updated 14/4/20)

Each term we will ask you to complete an updated medical sheet to notify us of any changes in your child health we should know about.

A healthcare plan may be required to support your child's health needs. We will work with parents and carers to ensure consistency of care when supporting a child with medical and health needs.

Should a child have an infectious disease, such as an eye/ear infection or sickness and diarrhoea, they should not return to nursery until they have been clear for at least 48 hours. It is vital that we follow the advice given to us by our registering authority and exclude specific contagious conditions, e.g. sickness and diarrhoea, conjunctivitis, Hand, foot and mouth, Oral Thrush and chicken pox to protect other children in the nursery. Illnesses of this nature are very contagious, and it is exceedingly unfair to expose other children and staff to the risk of an infection.

If a contagious infection is identified in the Preschool, parent/carer(s) will be informed to enable them to spot the early signs of this illness. All equipment and resources that may have come into contact with a contagious child will be cleaned and sterilised thoroughly to reduce the spread of infection. (revised on 19/2/19)

Complaints Policy

It is of paramount importance that Heart Preschool runs smoothly, efficiently and that parents/carers and staff work together in partnership for the child's best interests.

Purpose of the Policy

The purpose of this policy is to ensure that any complaints about the service are handled quickly, effectively and courteously and solutions are implemented which satisfy both the parent / carer and the setting.

Procedure

In the event of a parent / carer wanting to complain about a member of staff or incident at Heart Preschool please follow the following guidelines:

- Speak to a member of staff or directly to management.
- If it is discussed with a member of staff then they will report the complaint to the manager and record the complaint on a form immediately.
- The manager will acknowledge receipt of the complaint within 24 hours.
- The complaint will then be investigated and an action plan drawn up to address the issue. The action plan will be discussed with the complainant and agreed. This process will be recorded on the complaint form; all complaints will be resolved within 5 days of the complaint being made.

We will keep two copies of each complaint, one containing the complainants name and contact details so it can be followed up by Ofsted if required, and another anonymous copy to share with parents on request. This allows Heart Preschool to share complaints without breaking confidentiality.

If you feel that you are unable to talk to a staff member at Heart Preschool or that after talking the matter remains unresolved then you can talk in confidence to:

The Early Years Team on 0115 8764544

If you wish to make a formal complaint, then you can contact the Ofsted Complaints and Investigation Unit on 0300 1231231

Partnership with Parents and Carers

At Heart Preschool, we aim to work in partnership with parents and carers to meet the needs of the children in our care. When parents and practitioners work together in early year's settings, the results have a positive impact on children's development and learning.

We treat all children and adults equally and create a welcoming, inclusive environment in our setting.

Parent's communication is valued and is of paramount importance. Your child will be assigned a key person who you will work with to ensure that your child's learning and development is supported.

At the initial settling in sessions the parent/ carers will work with the key person to settle the child into the nursery. Throughout this time the key person and parents/carers will complete the 'All about me' sheets to understand the child's individual routines, needs, interests and abilities. We also like to carry out home visits at the start of your child starting with us this is a lovely way of getting to know your child better. We will play with your child to find out about their interests and learn about their home environment. This will allow our highly trained and experienced staff to ensure Heart preschool is tailored to your child's needs and interests. The transition from home to preschool for your child will be smooth and positive. The parents are encouraged to work together with the key person completing observations and activities for home to keep them informed of new interests so that this can be incorporated in the activities that are planned for that child.

The parents will be invited to attend regular meetings to review the child's progress and be invited to stay and play sessions throughout the year. Every child has their own learning journal that the parents can view at any time. The parents are encouraged to add their views and comments.

Health and Safety

Heart Preschool is committed to ensuring that all setting practices are carried out within the requirements of the Health and Safety and Work Act 1974 and the Management of the Health and Safety at Work Act 1999.

To achieve high standards of quality and safety and continually improve health and safety performance Heart Preschool is committed to implementing all necessary health and safety procedures.

Heart Preschool recognises:

- Systematic risk assessment procedures can minimise injury and ill health to staff and children.
- Developing, in all members of the staff team, an understanding of health and safety, through training in health and safety requirements and risk assessment implementation.
- Continual monitoring and evaluation of health and safety requirements in line with current legislation, including the review of all policies and practices to ensure that Heart Preschool continues to improve standards of performance.

It is the responsibility of all members of staff to ensure that health and safety regulations are adhered to and that the health and safety of the children and other members of staff are not compromised in any way. It is the responsibility of the manager to ensure that the health and safety of the setting as a whole remains within legislative requirements and that the health and safety of all setting users, including children, staff and parents and carers is not compromised in any way.

Supervision:

Children are to be supervised always whilst at Heart Preschool. We also comply to the correct adult to child ratio in accordance with the EYFS to ensure children are kept safe in our care.

Children are encouraged to inform a member of staff if they are leaving the indoor play area for any reason for example if they are going to the toilet or going to play outside.

There are always staff indoors and outdoors to supervise, teach, observe and play with the children.

Child Protection:

All members of staff will receive training in child protection as part of their induction training and have a duty of care to the welfare of your child to keep them safe and away from harm.

We ask all personal mobile phones are not used where there are children around this includes when parents and carers come to drop off and collect their children. The children are of paramount importance and we do our utmost to keep children protected.

Accidents and Incidents

There will always be a first aid trained members of staff on site; in addition, all members of staff are instructed in the correct procedures for dealing with accidents and incidents including completion of documentation. The setting has separate accident and incident folder which are used to document each accident and incident that takes place in the setting. If an accident happens outside of the setting please inform a staff member so we can complete the relevant documents and maintain continuity of care.

Emergency Procedure:

There is a documented procedure for fire emergencies / evacuation procedures which is displayed in the entrance area to the preschool. All members of staff are trained in the emergency procedure and fire drill evacuations take place termly.

Trips and Outings:

All activities that take place both within the confines of Heart Preschool and outside the premises have been assessed for risk and controls have been put in place to ensure that any hazards have been minimised.

Personal Hygiene:

All members of staff and children are encouraged to maintain an acceptable level of personal hygiene, and procedures are in place to ensure that standards are met. (See "Hand Washing Policy" for further information)

Maintenance and Storage of Equipment:

All equipment is well maintained and checked on a regular basis to ensure that it presents no risk to the health and safety of the children. Equipment and materials which do pose a hazard but

which have an evidenced benefit on the development of children are used under constant supervision and stored securely after use. (e.g. scissors)

The Premises

The premises that Heart Preschool operates is located within a Church. Members of staff check the premises each day to ensure that there are no risks or hazards that would compromise the health and safety of the children, parents and carers or staff.

At the end of the session members of staff ensure that the premises are left clean, safe and tidy. On some days, the toys and equipment has to be packed away for other activities like church events.

Safety and Security

Heart Preschool feels that the safety and security of the children, parents and carers and staff are paramount to the running of the setting. A secure entry system is in place to ensure that only persons with a legitimate reason for being on the premises have access. Visitors, other than parents and carers collecting their children must pre-arrange their visits and carry identification; all visitors must make themselves known to a member of staff upon entry, stating their name and reason for visiting. Visitors are required to sign themselves in and out of the building and must be accompanied by a member of staff at all times.

Hand washing Policy

Purpose of Policy

Heart Preschool is committed to maintaining the health and hygiene of the children and the staff team. It is important that the children / staffs' hands are washed properly and at appropriate times during the day. Staff to instil the understanding for the hand washing, e.g. to remove germs after playing outside or eating.

Who is Responsible?

It is the responsibility of the staff team to ensure the children understand the importance of hand hygiene and the reasons we wash hands. It is also the staff team's

responsibility to ensure they lead by example washing hands regularly alongside the children.

The procedure below is carried out especially before eating, following using the toilet, following messy activities and following playing outdoors:

- Children go in small groups to the bathroom before eating or independently if they need too.
- Staff member supervise small groups of children in the bathroom encouraging independence and self-reliance.
- Children use warm running water to wet hands
- Staff encourages the children to use soap
- Children rub hands together to distribute soap all over hands
- Staff member monitor to ensure children's hands are being thoroughly cleaned and model if necessary.
- Children to remove soap under warm running water until all soap removed
- Children use disposable paper towels or hand dryer to thoroughly dry all water from hands and wrists then disposed of in the rubbish bin - staff member ensure that the bin is not touched.

Emergency Plan

Accidents off site:

Parents' contact details will be carried in case of an emergency and parents will be informed immediately if there has been an accident or incident.

Other emergencies:

Should any other emergency occur (such as a fire or terrorist attack) Parents will be contacted as soon as possible. I expect that parents will also contact Heart Preschool in the event of any accident or emergency which may befall them.

Recording and reporting:

A record of all accidents and incidents are recorded all details in my accident book, and make these available for parents to sign.

If the incident is significant and depending on what it is Ofsted, the local child protection agency, the Health and Safety Executive will be notified.

Safeguarding Children

Our first responsibility and priority is towards the children in our care. If we have any cause for concern the designated safeguarding lead (DSL) will report it, following the

Nottinghamshire City Safeguarding Partnership formerly known as Nottingham City Safeguarding Children Board (NCSCB) procedures, the relevant local procedures that are held by Heart preschool are available on request. Heart Preschool understand that child abuse can be physical, sexual, emotional, neglect or a mixture of these. We must notify Ofsted of any allegations of abuse, which are alleged to have taken place while the child is in our care.

Procedure

Heart preschool staff keep up to date with child protection issues and relevant legislation by taking regular training courses and by reading relevant publications.

We have access to, and are familiar with, the Nottinghamshire Safeguarding Partnership Board procedures. Every six months we check that we have the latest version of the relevant procedures; information about these procedures is available on the Nottingham City web site.

If we are concerned about a child's welfare, the DSL may contact the Nottingham City social care team, Nottingham City Early Years Team, or other relevant support services for advice, providing this does not affect confidentiality.

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

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

We work together with parents to make sure the care of their child is consistent. Please see Heart Preschools Working with Parents policy. Alternatively, parents or carers can contact The Children's and Families direct number 0115 8764800 from 8.30am to 5.00pm Or The Emergency Duty Team on 0115 8765600 from 5.00pm to 8.30pm.

If we notice:

- Significant changes in behaviour
- Deterioration in children's general well being
- Unexpected bruising, marks or signs of possible abuse or neglect
- Children's comments which give us cause for concern
- Any reason to suspect neglect or abuse outside the setting, for example in the child's home and/or
- Inappropriate behaviour displayed by other adults in contact with the children. For example inappropriate sexual comments; excessive 1:1 attention (beyond the requirements of their role) or inappropriate sharing of images

Heart Preschool DSL and staff will implement the Nottinghamshire Safeguarding Partnership Board procedures, without delay to minimise any risk to the child. We will

call the local social care duty desk and follow it up with a letter within 48 hours. We will keep a factual record of the concern and will ask the parents for an explanation, providing it would not put the child at risk.

The Early Years Foundation Stage states registered providers must let Ofsted know of any concerns that they have reported without delay.

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

- Show that we have heard what they are saying, and that we take their allegations seriously
- Encourage the child to talk, but we will not prompt them or ask them leading questions. We will not interrupt when a child is recalling significant events and will not make a child repeat their account
- Explain what actions we must take, in a way that is appropriate to the age and understanding of the child
- Write down what we have been told using exact words where possible
- Make a note of the date, time, place and people who were present at the discussion
- Then report concerns immediately to the duty social worker who has the experience and responsibility to assess the situation.

If an allegation is made against any staff members, we will report it to Ofsted and Nottingham City Local Authority Designated Officer (LADO) on 0115 8764747 following the Safeguarding Children Board procedures. We may also contact Nottingham City's Early Years Team and Churches Child Protection Advisory Service on 0303 003 11 11 for advice and support.

In all instances we will record:

- The child's full name and address
- The date and time of the record
- Factual details of the concern, for example bruising, what the child said, who was present
- Details of any previous concerns
- Details of any explanations from the parents
- Any action taken such as speaking to parents.

We respectfully ask that parents/carers do not use mobile telephones or cameras in the presence of any children at Heart Preschool.

Photographs can capture special moments and provide ideal evidence to document children's achievements. However, we are aware of the importance of safeguarding all children and photographs can only be taken of the children with parental permission and only used as agreed.

Fire Safety Policy

In the event of a fire we will stop what we are doing and leave the Preschool by the nearest available exit.

Once we are all assembled outside we will call the fire brigade.

Under no circumstances will we re-enter the church building until it has been made safe and we have been given the all clear from the fire brigade.

We will wait at a safe distance from the church building and will contact the parents/carers as soon as possible.

Fire drills will take place each term.

Please see Fire Evacuation procedure for further details. You will find this on the Heart Preschool notice board in the foyer.

Health

It is our policy to promote and ensure the good health and safety of children in our care in line with the requirements laid out in the EYFS Framework, and Health and Safety Executive.

Safety and suitability of premises, environment and equipment

In order to ensure children's safety in Heart Preschool we undergo daily risk assessments and use safety equipment where appropriate which are regularly checked.

All equipment and toys used at Heart Preschool are regularly checked for damage, wear and tear and replaced when necessary.

Fire drills are carried out on a regular basis and children are made aware of the emergency evacuation procedure. Parents and carers are told the procedure when they attend special event and will be directed to safety if just entering the building for a short while for example when coming to collect their children.

If and when Heart Preschool use transport it will have MOT and insured for business use.

All car seats are checked regularly and used correctly in accordance with seat belt regulations.

There is always a member on site who holds an up to date paediatric first aid certificate which is local authority approved.

All areas accessible to children including toys and equipment are regularly cleaned.

Food and Nutrition Policy

We ask parents to bring a healthy packed lunch for their children if they are staying over the lunch time period. If you could place a cool pack or ice pack in the lunch box this will help keep food fresh and help with storage for us. We provide healthy snacks and an after-school meal for children that are staying for tea time. These meals will provide a healthy balanced diet including a variety of colours, textures and tastes. Vegetables and fruit are bought directly from a local greengrocer and will be used as part of the child's 5 portions a day. Where we can vegetables will be sourced from our very own garden.

Menus will be different each week in order to enable a variety of meals. The current weeks menu will be displayed on the parent notice board. The menu is multicultural and will encourage the child to explore a wide variety of foods.

Fresh juice or whole milk will be provided with meals, and water will be available all day.

The children will be encouraged to play an active role in the preparation of meals whenever possible to promote independence and self-reliance.

Any special food requirements can be catered for and need to be detailed on the child's form during enrolment

Clothing and Equipment

All children will need a spare set of clean clothes each day, coats, gloves, hat, wellies also if you could provide waterproofs this would be wonderful. We have a motto "No weather is bad weather, only inappropriate clothes" our children access the outdoors come rain or shine so it's important they are dressed correctly. Children who are toilet training may need a few sets of clothes and plenty of changes of underwear.

Uniforms can be purchased with the Heart Preschool logo and other accessories but please note this is not compulsory. Please speak to a member of staff if you would like to make an order.

Suitable footwear will be needed for indoor and outdoor play. Wellies will be required on wet days these can be kept and stored at Preschool.

Children in nappies or pull-ups will need to bring these with them each day along with wipes and any creams needed, i.e. sudocream.

Medicinal creams such as Sudocream will need to be named and signed in on the medicine form.

Behaviour Management

All children and adults are treated with equal concern and are made to feel welcome at Heart Preschool. We aim to offer a high-quality service for parents and children. We are aware of the need to set out reasonable and appropriate limits to help manage the behaviour of children in our care.

We do not, and will not, administer physical punishment or any form of punishment with the intention of causing pain or discomfort, nor any kind of humiliating or hurtful treatment to any child in our care. Heart Preschool believes that our ethos emerges from the desire and motivation to express Christ's love to those whom we serve and to reflect this love internally in our relationship with one another.

We endorse positive discipline as a more effective way of setting limits for children and encourage appropriate behaviour by:

Setting a good example, we aim to be a positive role model as children copy what they see. Children learn values and behaviour from adults.

We readily praise, approve and reward wanted behaviour.

We praise children to their parents and other people when they have behaved as expected.

Our expectations are flexible and realistic and are adjusted to the age, level of understanding, maturity and stage of development of the child.

We try to involve children in setting and agreeing Preschool rules especially older children.

We ask parents to inform us of any changes in the child's home circumstances, care arrangements or other change which may affect the child's behaviour for example a new baby, parents' separation, divorce or any bereavement. All information shared will be kept confidential unless there appears to be a child protection issue.

We offer regular review meetings with parents and carers to discuss their child's care and any issues or concerns, preferably when the child is not present.

We aim to work with parents to make sure there is consistency in the way the children are cared for. A consistent approach benefits the child's welfare and makes sure that the child is not confused.

All significant incidents are recorded in an incident book and will be shared and discussed with the parents of the child concerned so that together we can work to resolve any behavioural issues.

Distracting and re-directing children's activities are used as a way of discouraging unwanted behaviour.

We encourage responsibility by talking to children about choices and possible consequences.

We provide a lot of open ended play which has been proven to result in children displaying high levels of concentration, social skills and independence. This therefore results in children showing minimal disruption if at all any.

We plan activities in the moment. This way of working is all about seizing the moment for children to progress. Based on what the children are already deeply involved in, this way of planning relies on skilled practitioners using quality interactions to draw out the children's knowledge and build on it there and then (in the moment). We have skilled practitioners that see the teachable moment from the child's perspective and are skilled enough to know when to intervene and when to stand back and observe. This way of working also supports behaviour management as children are happy and always deeply involved.

If staff have concerns about a child's behaviour which we cannot resolve in partnership with parents, we will ask for permission from the parents to talk it through with another Early Years professional. We may contact Morton and Michel, the NSPCC, health visitor or the local early year's team (or other relevant advice service) for confidential advice.

Equal Opportunities

All children and parents/carers will be treated equally and fairly regardless of race, ability, religion, sexuality, culture or class.

All children will be encouraged to accept others and will learn about the diversity of the world they live in, through their surroundings, activities and play equipment.

All children are individuals and will be treated as such with equal concern, in accordance with the Children Act 1989.

Policy Statement

This provision is committed to promoting understanding of the principles and practices of equality and justice. The provision encourages equal opportunities and operates an equal access policy.

All children, irrespective of their race, colour, family structure and social, cultural and religious backgrounds are welcomed. The provision welcomes all children with disabilities and special needs and encourages full integration within the daily life at Heart Preschool.

The provision respects and celebrates cultural diversity and acknowledges its responsibility to promote positive images and role models to the children in its care. Activity programmes will reflect the multicultural nature of our society in an environment where gender stereotyping is not an option.

Staff Duties

Staff will be expected to create an atmosphere that allows children to feel valued and enable them to develop a high self-esteem. It is the responsibility of all members of staff to ensure that the statements in this policy are complied with. Members of staff who are found to be in breach of this policy will be subject to disciplinary action.

Any signs of direct or indirect discrimination resulting in one person being treated less favourably than another must be challenged. The provision expects that unacceptable conduct of an anti-discriminatory nature, from staff or any adult, which has been observed by another member of staff, would be reported.

Activities and Play Materials

The activities and play materials in the provision help the children to broaden their knowledge and understanding of people and cultures in our society and the world at large. For example, as well as celebrating Christian festivals, the provision teaches other religious and cultural celebrations from across the globe, and the children play with dolls and other toys which reflect race, culture, or physical ability which is different from their own. All children in this provision are given the opportunity to play with all the toys (subject to health and safety with children under three years of age). No toys are just for girls or just for boys.

Adaptations

All children in this provision are provided with the opportunity to reach their full potential. Sometimes this may involve staff adapting an activity to suit the individual ability or stage of development of a child, providing additional or different resources or by providing additional staff support and attention

Special Educational Needs

We have a SENCO (Special Educational Needs Co-Ordinator) that has been trained through the local authority to support the key person, child and their families to ensure that the child's individual needs are met.

We ensure our resources and environments are suitable and accessible for all and are regularly reviewed and monitored.

The SENCO will work closely with the key person to differentiate resources, experiences and activities to support the child.

The SENCO will work with the key person to provide personal plans for each individual child based around their abilities and interests.

- The SENCO will liaise with other professionals (with the parents' or carers consent) such as Early Years Inclusion Officers, Speech and Language Therapists and Health Visitors to gain further advise in supporting each individual child. The SENCO and the key person will work collaboratively to ensure that these targets and strategies are implemented.

- The plans and activities will be reviewed by the key person, SENCO and the parents regularly to update plans and provide support for all children.

Lost Child Policy

This is a policy that is mandatory and as a provider we are required to have; every safety measure is in place to ensure that this does not happen. Our preschool has security systems in place to ensure children and staff are kept safe at all times. The doors to the preschool are always locked except when parents and carers are arriving or collecting their children and the beginning or end of session. Otherwise you will need to notify the office you are coming out of hours so a member of staff can let you in. Gates outside are secured to prevent a child from leaving without adult supervision.

Heart preschool staff will teach the children about stranger danger, safety when we are out and about and tell them what to do if they do become lost according to their age and stage of development; e.g. stay where they are.

However, in the unlikely event that a child is lost whilst in our care we will take the following actions in order to find them as quickly as possible;

1. Search the area
2. Contact security staff/emergency services
3. Contact the parent/guardian
4. Continue with the search
5. Contact ofsted

Advance permission will be sought for organised trips, and dependent upon the nature of the trip we may ask for parent and carer helpers to support us on the trip.

Hot Weather & Sun Cream

All children are required to have a sun hat and sun cream for health and safety reasons. Please ensure these are both named. If you would like this to be applied throughout the day, please ensure you have signed the relevant permission forms. Our older children will be encouraged to apply it themselves. All children are encouraged to drink plenty during the day.

Alcohol Drugs and Smoking Policy

It is our policy to ensure that children are in a smoke-free environment whilst in our care. We have a no smoking policy as a ofsted registered Early Years provider.

This means that there is no smoking on the premises at any time by anyone including staff and parents. The premises include the outdoor play area, entrance and car park.

In no circumstances are drugs and alcohol permitted on the premises.

If you are under the influence of any drugs or alcohol you will or we will have to contact the child's next of kin to arrange collection as we have a duty of care to your child.

'Lockdown' Policy

Lockdown is a procedure that must be implemented when a security incident occurs. It is a warning that there may be a threat, so all staff must follow the procedure below:

The manager will inform the staff of the **AMBER** alert by following these steps:

1. Inform staff that there is a security incident on the premises of the Preschool grounds and inform that there is an 'Amber alert'.
2. All staff and children are to stay in the playroom and carry on as normal. No one must go outside.
3. Staff in the staff room must return to the playroom.
4. Any children playing outside must return inside as quickly as possible shutting the doors behind them.
5. Close all windows and all blinds.
6. To wait for further instruction from the Manager.

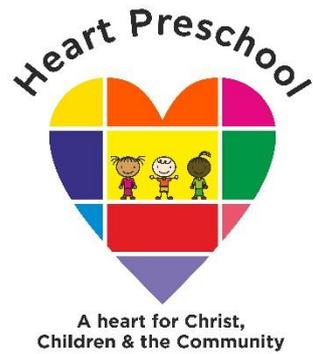
The manager will inform the staff of the **RED** alert by the following steps:

1. All staff and children are to move quietly but quickly to the corridor where the children's bathroom is. If necessary, all children and staff to hide in the bathroom and lock the corridor door behind them.
2. Staff are to keep the children calm and quiet as much as possible as not to alert any intruders on the Preschool premises.
3. No one is to enter or leave the Preschool unless it is the emergency services.
4. The staff are to wait for further instruction from management or emergency services.

If it is necessary to evacuate, the manager will follow Heart Preschool's evacuation procedure.

Bomb Threat

If a bomb threat is received, the call recipient should stay calm and listen carefully, if practical, keep the caller talking and alert a colleague to dial 999. Once off the phone, management will assess the threat and seek further advice from the emergency services. If the threat is deemed plausible then the management will order the activation of the fire evacuation procedure.



I have read and understand Heart Preschool policies and procedures:

<p>Date policy was written</p> <p>Revised on:</p>	<p>27/11/17</p> <p>31/10/18 (included Lockdown Policy & Bomb threat)</p> <p>Equal opportunities revised on 14/4/20</p> <p>Safeguarding children Policy updated on 1st January 2020</p>
<p>Heart Preschools Policies and procedures are due for review on the following date:</p> <p>Note: Some may need to be changed as an when legislation changes.</p>	<p>20/4/21</p>
<p>Parent(s) name</p>	
<p>Child(s) name</p>	
<p>Signature</p>	
<p>Date</p>	

Useful telephone numbers

Nottingham City's Children and Families Direct, the single point of access for Nottingham City family support and child safeguarding services (this is the Social Care emergency duty team number after office hours)	0115 876 4800
Nottingham City's Local Authority Designated Officer (LADO)	0115 8764747
Local police station- Oxclose	0115 9670999
Ofsted	0300 123 1231
NSPCC child protection helpline - 24-hour helpline for people worried about a child	0808 800 5000
Nottingham City's Early years Team	0115 8764544

Heart Preschool CIC