**Policies and Procedures**

Policies are reviewed on a regular basis. We welcome parents input into reviewing our policies.

**Settling In**

We aim to make the Pre-School a welcome place where children settle quickly and easily because consideration has been given to the individual needs and circumstances of children and their families.

Before a child starts to attend the Pre-School, we use a variety of ways to provide his/her parents with information. These include written information (including our prospectus and policies), displays about Pre-School activities, information days, and individual meetings with parents if necessary.

During the half-term before a child is enrolled, we provide opportunities for the child and his/her parents to visit the Pre-School.

When a child starts to attend, we work with his/her parents to decide on the best way to help the child settle into the Pre-School.

**Safeguarding Children**

We follow the guidance set out by Hertfordshire Safeguarding Children Board. We believe every child has the right to be cared for and protected from abuse. Our environment ensures children are safe from abuse and any suspicion of abuse is responded to in the appropriate manner.

ALL staff have an enhanced DBS check, and have regular safeguarding children training.

Jane King and Cathy Ziolo are our designated persons for safeguarding children.

**Admissions Policy**

Children are admitted termly from our waiting list. We aim to offer 15 hours to all those children who are eligible (unless parents request less hours). If our sessions become full we will aim to offer as many hours as we can. Extra hours will be offered as soon as places become available.

We hold limited places if a child wishes to take a place the term after their 3rd Birthday. These will be offered on a first come first served basis.

We follow the Terms and Conditions as set by Hertfordshire County Council for providers offering free 2, 3 and 4 year old places.

Our Pre-School is open to all families in the community from all ethnic and cultural backgrounds.

**Collection of Children**

If anyone not known to staff is collecting your child please sign the collection book stating the name, relationship to child, a brief description. No child will be allowed to leave the premises with anyone other than a parent or carer with prior consult.

Please collect your child promptly at the end of the session to avoid unnecessary distress.

If a child is left uncollected and the parent cannot be contacted we will inform the Children’s Services and emergency procedures will be put in place.

**Special Needs**

* We provide an environment in which all children are supported to reach their full potential.
* We include all children in our provision.
* We provide practitioners to help support parents and children with special needs.
* We identify the specific needs of the children and meet those needs through a range of strategies.
* We work in partnership with parents and other agencies in meeting individual needs.
* All children regardless of disability are included in all pre-school activities.
* Our SENCO is Tracey Fisher.

**Confidentiality**

We respect the privacy of children and their parents and carers. We aim to ensure that all parents and carers can share their information in the confidence that it will only be used to enhance the welfare of their children.

Information given by parents / carers will not be passed on to other adults without permission.

**Behaviour Management**

Our Pre-School believes that children flourish best when they know how they are expected to behave and should be free to play and learn without fear of being hurt or unfairly restricted by anyone else.

We aim to provide an environment in which there is acceptable behaviour and children learn to respect themselves, other people and their environment.

**Equality and Diversity**

Our Pre-School is committed to providing equality of opportunity and anti-discriminatory practice for all children and families.

We aim to provide a secure environment in which all our children can flourish and all contributions are valued. To include and value the contribution of all families to our understanding of equality and diversity. To provide positive non-stereotyping information about different ethnic groups and people with disabilities. To improve or knowledge and understanding of issues of equality and diversity. To make inclusion a thread, which runs through all the activities of the Pre-School.

**Health and Hygiene**

* *ILLNESS*: A child who has had sickness and/or diarrhoea is asked NOT to attend Pre-School until clear for 48 hours. Parents/Carers are asked to inform the Pre-School of any infectious diseases, especially Rubella. Our high standards of hygiene are aimed at the prevention and control of any illness.
* *MEDICATION*: If a child requires medication a letter instructing staff of dosage is required. 2 staff must be present when administering medicines; this must be recorded and signed. Medicines are kept in the kitchen in a clearly labelled container. No other medicines are stored on the premises at any time.
* *FIRST* *AID*: The first aid kit is located in the kitchen in a labelled container out of reach of children. It is checked and replenished regularly. All our staff have a current first aid certificate, details of which can be found on our parents notice board. If a child has an accident details are logged in our accident book along with any treatment given. This is signed by a member of staff and a parent or carer. In the case of a serious accident, the parent or carer will be contacted before an ambulance is called unless the child is at risk from further injury by doing so, in which case they will be informed as soon as possible.

**Mobile Phone Policy**

For the protection of those children in our care (and as there may be times when children are in a vulnerable position attending Pre-School) the use of cameras is prohibited in Pre-School. This also applies to MOBILE PHONES.

**E-safety Policy**

We have a full e-safety policy in place. Copies are available on request.

Full copies of our Policies are available on request.

(Last updated February 2021)

**Information we hold about your child/children**

We have procedures in place for the recording and sharing of information about you and your child that is compliant with the principles of the General Data Protection Regulations (2018) as follows:

The data we collect is

* Processed fairly, lawfully and in a transparent manner in relation to you and your family.
* Collected for specified, explicit and legitimate purposes and not further processed for other purposes incompatible with those purposes.
* Adequate, relevant and limited to what is necessary in relation to the purposes for which data is processed.
* Accurate and, where necessary, kept up to date.
* Kept in a form that permits identification of you and your family for no longer than is necessary for the purposes for which the personal data is processed.
* Processed in a way that ensures appropriate security of the personal data including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures.

When you register your child with us, we will provide you with a privacy notice that gives your further details of how we fulfil our obligations with regard to your data.

**Complaints Procedure**

We welcome suggestions on how to improve our Pre-School and we will give prompt and serious attention to any concerns you may have. However, if this does not achieve the desired result we operate a Complaints Procedure as follows:-

* Stage 1: Any parent who wishes to make a complaint should speak, firstly, to the Pre-School Manager or Leader.
* Stage 2: Complaints may be put into writing.
* Stage 3: If satisfactory outcome is not resolved we would move forward and speak to Ofsted –Tel: 0300 123 1231.

A copy of our full procedure is available on request.

**Ofsted Inspection (September 2019)**

Ofsted said. . . .

“Children feel safe and secure in the knowledge they can express their feelings and views”.

"Staff provide challenging activities that inspire children to give things a go".

"Children are well behaved and try really hard to succeed at tasks".

“Partnership with parents is excellent”.

Please keep me safe for future reference

