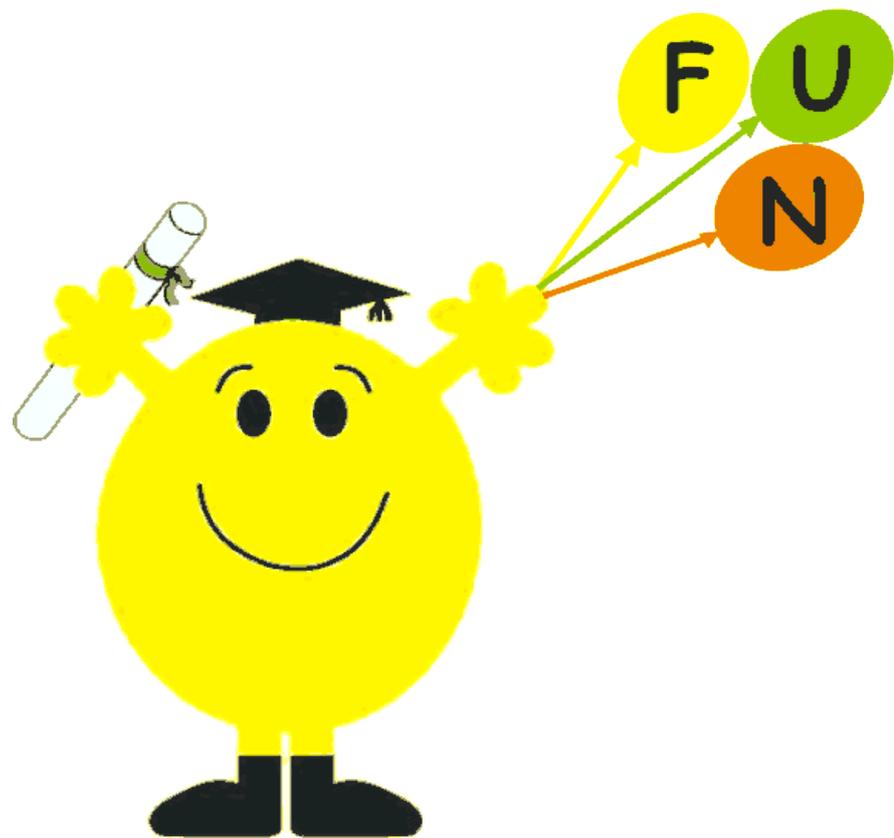


Sunnyfields

Day Nursery & Pre-School



Operations Manual

Please read our policies and procedures. We welcome any comments.



Contents Page

	Page Number
1. Schedule of Staff Declarations	1
2. Introduction	2
3. Organisation	4
4. Partnership with Parents	13
5. Learning, Development and Assessment	16
6. Safeguarding, Welfare and Disqualification:	25
a. Child Protection	26
b. Suitable People / Staffing Policies	32
c. Health	46
d. Food and Drink	52
e. Positive Behaviour Management	56
f. Safety and Suitability of Premises, Environment and Equipment	57
g. Special Educational Needs and Equal Opportunities	66
h. Information and Records	69
 Appendix	 71

This manual details all Sunnyfields policies and procedures under 6 sections as above. It forms an integral part of both Sunnyfields Contracts of Employment with staff and Sunnyfields Contracts of Service with parents/carers and, by signing acceptance of these contracts, binds the signatory to its rules of conduct. A copy of this manual is located in the nursery entrance and linked to our website www.sunnyfields.net. It is updated twice a year in September and March to reflect current practices and regulations and the current version automatically annuls any previous manual. Please see footnote below to see if this is the current version.



Introduction

Sunnyfields Day Nurseries was founded in Bromley by Anna Bailey in July 1998 in an effort to find good quality childcare for her children. Anna has a Business Degree, has gained Early Years Professional Status and has many years experience working primarily with nursery age children. Since then her husband Stuart joined the family business to bring on board his property and maintenance skills full time. Stuart is also NVQ3 qualified in childcare and has many years experience working with both nursery and primary school age children. Together, Anna and Stuart have gone on to set up another day nursery in Orpington in 2005. They are regularly seen around the nurseries and are always on hand to give advice to the nursery managers and parents alike.

Sunnyfields are registered and regularly inspected by Ofsted to ensure the standards comply with those legally required. Contact details of their services and their registration capacity is as follows:

Location	Telephone number	Nursery Manager and their qualifications	Day Nursery Registered Numbers
Sunnyfields Day Nursery 19 Bromley Grove Shortlands Bromley Kent BR2 0LP	020-8313-9191	<i>Lisa Higgins</i> NVQ3 in Childcare and Education; NVQ5 in Management	45 children under 5 years old at any one time
Sunnyfields Day Nursery 33 Knoll Rise Orpington Kent BR6 0EJ	01689-830623	<i>Anne Field</i> NVQ3 in Childcare and Education; NVQ5 in Management	55 children under 5 years old at any one time

The Aim of the Day Nursery and Pre-school

- To provide a place where children are happy and parents feel confident leaving their children. They achieve this by:
 - Providing a welcoming, homely, caring and personalised service.
 - Providing a high standard of child care practices to give parents total peace of mind by adhering to quality standards devised by quality controllers and employing qualified and/or experienced staff.
 - Providing a safe and secure environment dealing with all health and safety issues as a matter of urgency.
 - Being reliable and flexible thus allowing parents to be reliable in their careers.
 - Offering a range of sessions to suit individual family requirements.
 - Being professional by ensuring staff have common courtesy and deliver a consistent approach.
 - Providing a bright, stimulating and creative environment through wall displays of the children's work and learning aids, through carefully chosen equipment and through training staff to deliver the curriculum.
 - Providing an outside curriculum in their secure outside play area or in the local community.
 - Providing a service that is kind to the environment and to train their staff to be aware of the importance of re-cycling, energy efficiency and minimising waste with a view to passing this information on to the children.
- Providing a wide range of equipment and activities that are planned and structured to ensure a balanced and all round curriculum through which children are able to learn at their own pace with the support of adults. These are achieved by:



- Creating and following annual and weekly activity planners that implement all four principles of the Early Year Foundation Stage curriculum.
 - Offering a wide range of equipment that is well presented for the children to use at all times.
 - Offering a varied menu which is displayed for parents to see.
 - Recording the development of each child using the Early Years Foundation Stage curriculum as a guide.
3. Ensuring equal opportunities for all children, families and staff regardless of their race, culture, gender, SEN (special educational needs), disability or age and discouraging discriminatory language and behaviour by:
- Promoting an anti-discriminatory environment through staffing, books, posters, stories, rhymes and play equipment.
 - Discouraging discriminatory language and behaviour.
 - Complying with equal opportunities policy when admitting children or employing staff.
4. Working closely with parents/carers so that all the children's needs are met by:
- Keeping regular observations, key notes and individual Children's Learning Journals of the children and their work.
 - Assessing a child's development and recording it on their own Children's Learning Journals throughout their time at Sunnyfields and passing this information on to the child's parents / primary school at the appropriate time.
 - Providing parent evenings every six months to discuss their child's development with their key person.
 - Providing daily feedback.
 - Providing various notice boards with information ranging from illnesses to Ofsted reports, from activity planners to the menu.
 - Displaying the weekly activities and children's work to give parents ideas to share with their children at home.
 - Providing opportunities for parents to become involved in the activities of the Nursery such as children's birthday parties, talks about their interests/jobs and helping on children's outings or fun days.
 - Building a small photo album of each child on leaving from when they start at the Nursery to when they leave.
5. Making sure that all their policies are available in their Operations Manual. Policies include their commitment to the inclusion of children with Special Educational Needs, Child Protection, Equal Opportunities and Complaints procedure.
6. Working towards achieving the principles / commitments as described in the Early Years Foundation Stage Curriculum guidance and adhere to the National Standards
7. Reviewing their aims and objectives every six months to ensure they remain current.



Organisation

Opening hours, sessions available, extra days and our extended babysitting service

Sunnyfields are open for full day sessions from 8am to 6pm (to include breakfast, lunch and tea) which can be booked on a part time and full time basis. In addition, they offer half day sessions in the morning from 8am to 12.30pm (to include breakfast and lunch) and afternoon from 2pm to 6pm (to include tea). They are also able to extend these half day sessions to suit the hours you require for an additional premium, but parents would need to speak to the Nursery Manager to discuss their individual requirements and work out a price. Sunnyfields aim to be flexible by offering parents the chance to book any combination of these sessions for all age groups, though there is a minimum booking requirement of two sessions or one full day per child.

Parents cannot swap their regular days. However, parents are welcome to book extra sessions/days, in addition to their regular days, on a one off basis subject to a space being available in their child's age group. Please ask the Nursery Manager if a space is available and give us as much notice as possible. Sunnyfields will not be able to admit a child who is not expected that day. Payment for these days is included on your next invoice.

For further flexibility and peace of mind, Sunnyfields are able to baby-sit any child who attends Sunnyfields on site from 7.30 – 8am and 6 – 6.30pm weekdays subject to adequate notice and availability. The child will be looked after by a member of the nursery staff team. An additional premium is charged for this service in cash which is paid directly to the staff member who looks after the child. This service works on an ad hoc basis so parents only pay for what they use. Please note parents are expected to ring the nursery by 5.30pm on the day of use or for the next morning to give adequate notice, but may be fined £15 on the spot by the Manager on their next day in nursery if no notice has been given or they are late after 6.30pm.

Finally, Sunnyfields offer an 'out of hours' baby-sitting service in your own homes outside nursery hours and at the weekend. This includes bringing your child into nursery or taking them home if required. All bookings must go through the nursery and have their own individual booking contract between parent and baby-sitter. They will be subject to a 10% booking fee (minimum £2) included on your next Sunnyfields invoice, however baby-sitting fees go direct to the baby-sitter in cash to supplement their income.

Daily routine

The children are cared for and taught in their separate units throughout the day, but opportunities are created for the units to come together to enhance social relationships and learn from each other, especially in the garden. This routine is flexible for all age groups to take in to account individual care routines.

8.00am - 9.00am	The children arrive and take part in free play activities which have been set up in advance to encourage symbolic play, fine and gross motor skills play, stories
9.00am – 9.30am	Breakfast time, followed by the first routine nappy change.
9.30am - 12.00am	<u>Morning Education Session</u> . During this time the children have access to both adult structured activities and free choice activities following the 'Early Years Foundation Stage' curriculum. This session includes group circle time and the first garden play.
12.00pm - 1.00pm	Lunch time. Before lunch the nursery carry out the second routine nappy change.
1.00pm – 2.00pm (approx.)	Sleep/quiet rest period, followed by the third routine nappy change, and then milk time in toddlers and pre-school.
2.00pm - 4.00pm	<u>Afternoon Education Session</u> . During this time the children have access to both adult structured activities and free choice activities following the 'Early Years Foundation Stage' curriculum. This session includes the second garden play.
4.00pm – 4.30pm	Tea time, followed by the fourth routine nappy change.
4.30pm - 6.00pm	The children take part in free choice activities encouraging social learning, role play, matching and sorting, music and winding down for the end of the day.



Operational plan

Sunnyfields aim to deliver their childcare service in all their nurseries in accordance with the policies, procedures and other information contained in this Operations Manual. However, they reserve the right to be flexible to reflect the current demands for the business, the current staff availability and the current needs of the local community. Sunnyfields update their Operations Manual every six months in March and September, with the latest version uploaded onto their website www.sunnyfields.net and printed as a hardcopy in the nursery entrance. The current version automatically annuls any previous manual. Staff are required to refresh their memory on the nursery's policies and procedures at least every month.

A summary of the latest relevant policies and procedures contained in the manual are given to parents when they enrol their child in the nursery to ensure they know straight away what is expected of them should a similar situation arise concerning their child. However, as our policies are updated twice a year, we ask parents to refer to the current Operations Manual linked to our website www.sunnyfields.net from the menu on the Homepage for future reference.

Ofsted Inspections

Sunnyfields are regularly inspected by Ofsted to ensure they continue to comply with the '*Statutory Framework for the Early Years Foundation Stage*' and their certificate of Registration. From September 2012, Ofsted will carry out a full Ofsted inspection if they receive a 'major' complaint about the service requiring an 'on-the-spot' visit or every four years whichever is the sooner. Ofsted will produce a full written report after every inspection which will be published on the Ofsted website www.ofsted.gov.uk. Sunnyfields will email a copy of the latest report to parents as soon as reasonably practical and attach an electronic copy to their website for future reference.

Please note, from September 2015 Ofsted reports focus on 1) Overall Effectiveness, 2) Effectiveness of Leadership and Management, 3) Quality of teaching, learning and assessment, 4) Children's personal development, behaviour and welfare, and 5) Outcomes for children.

Accreditation and Self-Evaluation Actions Plans

Sunnyfields are committed to raising the quality of their provision by continuous self-evaluation and through setting action plans. As a result, using our knowledge, experience and Early Years Professional Status, Sunnyfields have developed their own in-house Accreditation Scheme covering 10 key sections. It's has been designed to:

- Help provisions raise their quality of practice towards Outstanding by building upon their own previous best, whatever the starting point might be.
- Challenge and support key people to lead quality improvement, but at the same time encourage the whole team, through mentoring and being good role models, to work together and support one another to create a thriving learning and developing community.
- Listen to the views of others by involving all staff, parents, children and leaders.
- Provide a framework for supporting and recording the quality improvement process and for celebrating achievement.
- Recognize individual achievement also, in the form of a personal certificate, if staff demonstrate sustained active engagement in the quality improvement process.

Sunnyfields achieved full Accreditation 'fast track' during 2010. From 2011, the full Accreditation process is reviewed over a continuing three year period to ensure all areas remain up to date.



Senior Management Meetings, 'Manager Swap' and 'Peer on Peer' training

The Managers from all nurseries meet with the Managing Director once a month to discuss forthcoming issues and events, to introduce new ideas, to feedback on their nurseries, to share any concerns and contribute their suggestions. Written minutes are kept on file of all these meetings which are reviewed at the next meeting to ensure they are accurate.

The Senior Management Team work together to support each other on a daily basis either in person or over the phone. As part of this support, Sunnyfields organise a 'Manager Swap' for one day every three months between the nurseries. The purpose is for the visiting Manager to gain new ideas and see how another nursery runs, but at the same time observe practice and offer suggestions on how the daily operations could be improved (fed into the next Accreditation review).

Sunnyfields offer further 'peer on peer' training by 'swapping' Deputies and Thirds on an ad-hoc basis to value them in these roles, to show them how their counterpart delivers the same role and to offer any ideas for improvement.

Admissions policy, waiting list, deposit and registration fee

Sunnyfields operate an inclusion and equality policy and ensure that all children have access to nursery places and services irrespective of their gender, race, disability, religion or belief or sexual orientation of parents.

Children are offered a place strictly on a first come/first served basis, age related as to the places available. It is desirable for parents to telephone to make an appointment to view the nursery beforehand. Following the visit, if parents would like to take up a place we ask them to complete a Registration Form attaching a cheque for the deposit and registration (D&R) fee. For our current D&R fee, please refer to our website or brochure.

If a vacancy exists and the child is due to start in the next few weeks, then the nursery will cash the D&R cheque immediately and arrange dates for settling and starting with parents as soon as possible.

If no immediate vacancy is available, the Registration Form (and D&R cheque) are kept on the age related waiting list which is free of charge. Rest assured, all completed Registration Forms (and uncashed D&R cheques) are kept in date order and places are offered in that order. We must however stress that our waiting list is not a guarantee of a place so new parents need to put in place a 'plan B' just in case a place doesn't become available for you in the right time frame. Your name will remain on our waiting list even beyond your planned start date, but we do hope parents will contact us and remove their child from our waiting list if/when it's no longer required.

When booking a place many months in advance, we reserve the right to put all completed Registration Forms with D&R cheques on a waiting list. Like above, all completed Registration Forms (and D&R cheques) are kept in date order and places are offered in that order. When the time comes to confirm future places, the Manager will telephone the parent to see if they are still interested. If yes, then the D&R cheque will be cashed and a letter sent to parents confirming their place. If no, the Registration Form and D&R cheque will be destroyed.

Please note, the Deposit is only refundable if the child takes up the place and their fees are fully paid up when they leave the Nursery. There is no allowance on this policy even if you cancel your place many months in advance. In addition, you cannot defer your child's place or reduce their days up to three months before their initial start date. However if you still wish to do this within the three months, you will have to accept the days on offer at the time which may not suit your requirements or risk losing your deposit and registration fee because you cancel the place as above.

Nearer the start date, Sunnyfields ask parents to bring their child to the nursery for 'settling-in' visits (see below) to meet staff and other children, to look round and fill in any other required forms. These forms



include personal details on the child's medical and dietary requirements and emergency contact numbers. No child can be left at the nursery unless all relevant forms have been completed and signed. At this point, Sunnyfields register you on their 'password protected' computer including your email address and send out a welcome text to your mobile. We ask parents to save both our mobile phone number and email address in your relevant 'contacts' to ensure all communication from us is received by you and not put to 'junk'.

Children may bring in one comforting toy if they wish. The day nursery holds no responsibility for loss or damage to these items.

Settling in Procedure

The transition between the family being the first carer and the introduction to the nursery staff being another set of carers can be very traumatic to most children. We, therefore, insist on a settling in procedure as follows:

1. On their first day of settling in the parents should stay with the child for about an hour and be as relaxed as possible and take part in the child's play. The staff/your key worker will work through our Induction Form and ask you questions about your child's routine, allergies, needs and any other relevant information to ensure continuity in your child's transition. You will also be given an Enrolment form to complete and a summary of our current key policies.
2. The second part of settling in is when the adult stays with the child for the first 15 minutes and then leaves the child without any visible contact for 45 minutes. During the latter 45 minutes, parents will be given a quick tour of the nursery to remind them how the nursery works on a daily basis i.e. where to find our daily menu, daily feedback, the buggy shed, your child's work folder, our additional services, etc.
3. The child can be left in the third stage or third day for as shorter day as possible, usually 9am to 4.30pm. This is combined with their first paying day.
4. The child should be fine to be left for the whole day.

Parents should never leave their child looking anxious, sad or in tears as this does not help assist the child in being trustful and relaxed in the new environment with the new carers. A big hug and kiss with the words 'mummy/daddy/carers will be back to collect you later on' is so reassuring to a child and aids the settling in procedure to be less traumatic. Please allow the child and the Nursery a time when the child will be unsettled as this is a new environment and routine. The staff are happy to reassure parents in the first few weeks. In addition, please rest assured that if the Nursery are in any way concerned about your child's unsettled behaviour, they will let you know promptly.

Sunnyfields Guarantee (valid for one calendar month from start date and worth over £1,000)

Sunnyfields are confident that in a short period of time your child will be happy in our nursery and you will feel confident leaving them with us. To remove any financial risk if your child doesn't settle or you decide not to continue for any reason in the first month, we agree to waive the notice period and refund your deposit in full (assuming fees for the days attended have been paid in full).



Fees, methods of payment and credit policy

The current fees are detailed in the Sunnyfields brochure, on the website and in the nursery entrance. Please note fees reduce to the over two's rate from the 1st of the month following the child's 2nd birthday. Fees change to the 3 year old funded rate at the beginning of the academic term (every four months) following the child's 3rd birthday i.e. September, January or May. Finally, children leave for Primary School in the September or January following their 4th birthday.

Fees must be paid monthly on the first day of each month. If your child starts with us mid-month, then an interim payment is required to bring fees in line with the first day of the next month. A monthly invoice/statement is issued at the beginning of each month by Sunnyfields adding that months fees in advance from the 1st and deducting all payments received from parents in the previous calendar month. This invoice/statement is emailed direct to parents and a copy filed in your child's folder in the red filing cabinet in the nursery entrance.

Sunnyfields prefer fees to be paid by monthly standing orders, but do accept a variety of childcare vouchers (or cash in limited circumstances). All cash payments must have a duplicate receipt signed by the senior nursery staff using the cash receipt book. Parents must retain their receipt in case of any future query. To help parents set up their standing orders, Sunnyfields include a standing order mandate on the front cover of the Enrolment Form which parents complete and return to the nursery for onward transmission to their bank/building society.

Please note we only accept cheques for the 'Deposit and Registration' and first month's fees. After that, all cheque payments will incur a £1 bank charge as we want parents to pay online. Please note, if a cheque bounces, Sunnyfields require reimbursement of bank charges in the sum of £4 per cheque.

Monthly fees are calculated as follows:

Weekly fee x 52 weeks divided by 12 months (to give 12 equal installments)

All fees are subject to change every year in September. A letter will be sent out in July giving parents plenty of notice of the forthcoming change.

Fees must still be paid when a child is unable to attend due to illness or holidays as their place is still being kept open for them. Fees are excluding nappies, nappy wipes, nappy sacks, nappy creams, proprietary milk formulas, baby food and other specific dietary requirements.

Fees are also due when the nursery is closed for bank holidays and when it is closed for 3 to 4 working days around Christmas and the New Year. Closure dates will be notified to parents in advance of the period via a notice on the main nursery front door.

If fees are not paid within 3 working days of the 1st day of the month, then parents will be informed in writing and asked for immediate payment. If fees are still not received within 5 working days of the 1st, then the nursery will have the right to terminate the child's place with immediate effect and keep the initial deposit.

In the event of fee arrears, Sunnyfields will pursue any unpaid fees over the deposit in writing first and then through the small claims court if necessary (including 4% interest on any monies due and all court costs).

All extra days subject to space, availability and agreement must be paid for on the day by cash or direct transfer.

Any extra hours outside the nursery hours of 8am - 6pm which are subject to space, availability and prior agreement of the Nursery Manager are charged at the current baby-sitting rate detailed in the brochure and on the website. Payment must be made on the day and in cash. Any extra hours outside the nursery hours of 8am - 6pm without prior arrangement will be charged at the 'baby-sitting rate' until the child is picked up to be paid for immediately and may be subject to an additional £15 fine by the Manager after one warning.



‘Free Early Education’ (FEE) and the ‘Extended Entitlement’ (EE) for 3 and 4 year olds

The Government currently offers universal ‘free early education’ (FEE) to most 3 year olds and all 4 year olds up to 15 hours per week term time (38 weeks), although Sunnyfields ‘stretch’ this to offer 570 free hours over a year. In addition, eligible working families can claim a further 15 hours per week term time for their 3&4 year olds through the ‘Extended Entitlement’ (set up through their HMRC government gateway account) which we also ‘stretch’ to offer a further 570 free hours over a year.

The aim of FEE is to ensure all eligible children have access to good quality early education which is free at the point of delivery. As a provider of good quality early education, Sunnyfields are registered to claim the FEE on your behalf, as well as the EE.

Children currently qualify for FEE and/or EE in the academic term following their 3rd birthday as follows:

A child born between	
1 April – 31 August (inclusive)	The start of term 1 following their third birthday (after summer holidays) until statutory school age
1 September – 31 st December (inclusive)	The start of term 3 following their third birthday (after Christmas/New Year holiday) until statutory school age
1 January – 31 st March (inclusive)	The start of term 5 following their third birthday (after April holiday) until statutory school age

In order to claim, we will need evidence of your child’s date of birth e.g. his/her birth certificate, and a signed Parent Declaration form stating the number of FEE and/or EE hours per week you wish to claim through Sunnyfields. In addition for the EE, we will need your 11 digit ‘30 hours code’ available through your HMRC government gateway account in the term before they become eligible. For more information, please do not hesitate to speak to the Nursery Manager. Please note, if you change the number of FEE and/or EE hours you are claiming at any point, then a new declaration will need to be signed. Once your child qualifies and the evidence is received, Sunnyfields then include your claim as part of their termly FEE and EE submission with the Local Authority and amend your invoice in September, January or May accordingly.

Sunnyfields recognize that the FEE and/or EE hours do not suit most working families and therefore offer wraparound hours to the FEE / EE in line with all their full day, morning and afternoon sessions. Please refer to our schedule of fees in the nursery entrance for the different combinations available and costs spread across a whole year.

Please note that Sunnyfields can claim up to 15 hours ‘stretched’ over two full days a year, and 30 hours ‘stretched’ over three full days a year. For those parents whose regular nursery attendance does not allow them to claim the full 15 or 30 hours, we do offer ‘free’ sessions as follows, subject to current demand and availability, to maximize your funded hours. All we ask is you pay 50p towards our nursery tea or provide them with their own ‘healthy’ packed tea on these days. If you are interested in this, please speak to the Nursery Manager.

	Universal 15 hours	Extended Entitlement (30 hours)
Free Offer	3-6pm Monday to Friday 38 weeks a year	1.15-6pm Monday to Friday 47 weeks a year

Please be aware that the Government have become a lot stricter on children who do not turn up for their FEE and EE sessions. As a result we are expected to audit / monitor attendance of these ‘free sessions’ to ensure children do not miss out. There is a statutory maximum number of absence allowed a term which must be supported by a signed absence form. Any absence above this maximum will not be funded so any overpayment will be clawed back by the Local Authority which in turn will be added to your next invoice, thus full nursery fees will be due for these sessions.



Two Year Old Funding

Sunnyfields only have limited places for funded two year olds which is delivered in the same way as the FEE above. However, please be aware that 'two year old funding' is not universal and is only available to certain families where a strict criteria applies. We refer you to your Local Authority to see if you are eligible.

If you do qualify, we will require 'proof of eligibility from your Local Authority' and a copy of your child's birth certificate before we can claim this funding on your behalf.

Early Years Pupil Premium (EYPP) and the Disability Access Fund (DAF)

When your child is eligible for the universal FEE, you may also be entitled to additional funding through the Early Years Pupil Premium (EYPP) to support 'disadvantaged children' within the setting. This will be automatic if you are eligible, though you must 'opt in' giving your National Insurance number on your FEE parent declaration. Please note that we will focus this additional funding on supporting the specific needs of your child, but also in general by enhancing boy's literacy and numeracy development in the lead up to them starting primary school (as research shows that boys are identified as being behind girls in these outcomes at this time).

Also when your child is eligible for the universal FEE, we may be able to claim the Disability Access Fund for children in receipt of the Disability Living Allowance, which we can use to make valuable adjustments to our environment to support your child. For more information on how to apply, please speak to the Nursery Manager.

Help with Childcare Fees

Firstly, we offer a sibling discount. For more information, please speak to your Nursery Manager.

Secondly, you can still use tax free childcare vouchers arranged through your employer, but please be aware these are being phased out by the HMRC in favour of the 'tax free childcare' below. The maximum voucher value is £243 per month per working parent, which is generally sold to you as a salary sacrifice scheme.

Thirdly, the HMRC now offer a 'tax free childcare' account through your HMRC Government Gateway Account. You need to set this up yourself and can pay in up to £8000 per year per child, which is then topped up by 20% reclaimed tax. You then instruct this account to pay your childcare fees direct to us as a register provider on their list – please be careful to choose the right Sunnyfields location as they have separate bank accounts.

Next, you may be entitled to receive Universal Credit depending on the amount of income you receive per family. This may include reimbursement of part of your childcare fees. For more information and to see if you qualify, please call the Inland Revenue helpline on 0845-3003900.

Finally, some colleges offer 'Care to Learn' funding helping 'young' mothers with their childcare fees whilst they return to college to finish their education. For more information, please speak to your local college Finance Department.

Parents taking extended leave

If parents would like to take their child out of the nursery for an extended period (longer than three weeks) with a view to rejoining at a later date, there are two options:

1. To guarantee your place upon return we will accept a 50% reduction in fees during the absent period (less three weeks normal holiday entitlement when there will be no discount plus the week over Christmas/New Year as this has already been taken into account when setting our daily fee rate). This is per holiday/break



- and is not cumulative over the year. Also it has to be negotiated/ agreed in writing with Head Office beforehand. Please note if your child is in receipt of the 'free early entitlement', Sunnyfields cannot claim the funding in your absence so the 50% retainer will be based on our full fees, not the wraparound fees.
2. To terminate your child's place at nursery and take the risk of a space not becoming available in your child's age group when you come back. This has to be done in writing giving at least one calendar month's notice. We're sorry but we cannot guarantee a place or hold a place open in these circumstances. If another family comes in the weeks following your departure asking for the same days to start sooner than you, then they will be given them. We will calculate your final account to the day of departure including the return of your deposit. We then suggest you contact us when you/ your child gets back to see if we have a space 'to start immediately'. If there is, you will be asked to pay your deposit again at that point (and not before). We will keep hold of your child's development report during the absent period in case this works out, meaning you will not be required to pay the registration fee again, only the £280 deposit. If it doesn't work out, you will be asked to come in and collect your child's things.

Terminating a child's place or Reducing their days

Parents are required to give at least one calendar month's notice in writing to terminate their child's place at nursery or reduce their days. During this notice period fees are still payable whether or not the child attends. Assuming all fees are paid in full up to the official leaving day, the deposit of £280 (£250 pre September 2015, £220 pre September 2011 and £200 pre April 2009) will be returned to the parent as part of their Final Account i.e. the monthly invoice before their child's last day. On the child's last day, parents will receive a small photo album of their child's time at Sunnyfields, their child's Children's Learning Journals and any remaining work in their child's folder. If they are leaving us to start Primary School, parents will also receive a Graduation Certificate and small educational gift.

Environmentally Friendly Policy

Sunnyfields support the environment and incorporate in to their daily routines policies on minimising waste, re-using resources, re-cycling rubbish, etc and, through their curriculum, creating awareness and opportunities for the children and their families to care for their environment e.g. feeding birds in winter, picking up waste, organic growing, caring for plants and animals, walking and cycling and much more.

Marketing policy and Customer Recommendation Incentive

Sunnyfields recognize that a lot of their business comes from word of mouth so they spend a lot of time and energy developing a service that families want and are happy to recommend to their families and friends. As an incentive for parents who recommend new families, Sunnyfields offer one free day for every new family they have introduced who goes on to sign up their child/children.

Sunnyfields also use their website to reach new families. It contains general information on our service, but also details recent testimonials from current/past families, has a link to our current Operations Manual and offers free information on 'How to Choose a Day Nursery'.

In addition, Sunnyfields try to be noticed by their local community and focus a number of marketing methods to make themselves more visible i.e. maintaining the appearance of each nursery, good road signage, promotional merchandise, leafleting and targeted local advertising. This includes keeping the online Local Authority Children's Service updated about their services to ensure the correct information is given out to



enquiries. Sunnyfields also works hard to build good community relations and networking opportunities e.g. with the local schools, churches, businesses and Early Years Team.

Finally, Sunnyfields hold Open Mornings every Tuesday and one Saturday in January. In the lead up to these days, they distribute leaflets to the local area and display posters.

Once a lead has been generated, Sunnyfields sends a brochure or directs them to the website for up to date information which will help parents make their choice for childcare. A visit around the nursery is then arranged which gives the parents a chance to get a feel for the nursery environment and ask any questions. Visits usually last about 20 minutes and take place most days between 10am and 12noon or 2.30pm and 3.30pm on an appointment basis. All visits are followed up after a few weeks as part of Sunnyfields quality control.

Working with external agencies

Sunnyfields believe in strong connections with all other childcare agencies / advisors such as the local Early Years team, Ofsted, local schools etc. It is the duty of the manager to develop these relationships and to know locally who to contact for advice/support. All meetings/feedback given by external agencies are to be recorded and filed in the appropriate file.

In the circumstances that an external agency needs to be contacted regarding a child in their care, the parent is to be informed whenever possible and permission granted. This does not apply to some child protection matters (please refer to the child protection policy).



Partnership with Parents

Parental Involvement

Sunnyfields recognize that parents are the main carers for their child's well-being and will reinforce this to the children in their care. Sunnyfields encourage parents or main carers to take an interest in their child's life at the nursery and with what they have achieved. They provide many opportunities for parents to become involved in the nursery from helping on their special events, sharing their hobbies or jobs with the children during nursery hours, donating toys and clothing, attending parents meetings, reading the monthly group emails and quarterly newsletters and responding to the annual feedback questionnaire. If parents would like to become more involved or involved in a different way, then please speak to the Nursery Manager.

Parent confidentiality

Sunnyfields actively encourage parents to speak to the staff if a situation arises which may adversely affect the child's behaviour. This information will be treated in the strictest confidence and will only be passed on to members of the staff team on a need to know basis.

Sharing information with parents

Sunnyfields do not intend to give lengthy verbal feedback on what your child has done that day to all our parents/carers on an every day basis when entering the Nursery to pick up your child/children. It has proved realistically impossible to do and could lead to accidents when the children are left unsupervised and other bad practices. However, Sunnyfields appreciate the importance of good communication between nursery and parent/carer and have detailed below the variety of other non-verbal methods they do operate. Parents must rest assured that staff will find time to seek them out on an individual basis to discuss particular issues with their children as they arise. However, if parents wish to discuss something specific with their child's key person or the Nursery Manager, then it is advisable to telephone the nursery during the day so that the nursery are expecting to talk to you in the evening and suitable cover for the children is organized.

1. In the reception area, Sunnyfields display most of the necessary information on both the nursery and what goes on. The notices in this area have been designed to be a one stop shop so parents can get all the information they need in one easy read which is clearly organized and well presented. On the Feedback Board, parents can find information on the daily routine, the menu, photos of the team, how Sunnyfields plan for the children's learning and the current pre-school topic. On the Sunnyfields Day Nurseries Limited Board, parents can find information about our Ofsted certificate and latest inspection report, our Liability Insurance certificate and our fire emergency plan. On the 'Inclusive Environment' Board, parents will see recent photos taken in the nursery or the local community of their children to see what they have been up to over the last couple of weeks. There is also health information and periods of exclusion from the nursery for infectious illnesses, a hard copy of our Operations Manual and discount vouchers for local stores.
2. There are further displays for parents to look at outside each of the play units including our weekly planning, a 'white board' of the food given and daily activities, photos of the staff in that unit and when the topic has changed. In addition, the children's own work is displayed throughout the nursery and the resources are visible / set up to stimulate the children's learning.
3. Staff refer to the daily 'feedback laminates' to give accurate information to parents in the evening. Staff complete the daily 'feedback folder' to record necessary information for Ofsted e.g. food intake, nappy changes, sleep times, any accident and/or administering medicines. Unfortunately, due to being too time consuming, Sunnyfields do not operate 'feedback books' to go home each day except in special circumstances i.e. a new very young baby where information sharing is vital or if a non English speaking grandparent or carer picks up and we need to communicate with the parents.



4. Each nursery uses the inside of the Nursery front door, sends regular text messages and uploads feeds to its Facebook account and website login to highlight forthcoming events, any reminders and other important issues.
5. We use a 'Staff Communication Book/Diary' between the staff on different shifts to pass on messages from parents about their children to their child's keyworker.
6. Each nursery distributes quarterly newsletters to all its parents aimed at welcoming any new children, sharing any recent staff changes, informing parents of recent topics studied by the children, advising parents of forthcoming events and any other current issues.
7. Sunnyfields Head Office send group emails roughly every six weeks to all parents giving an overview of what's been going on in the nurseries since the last email and what's coming up. They also email all invoices monthly. Parents are welcome to email Head Office at any time regarding their accounts or any other queries or concerns. *Please note, we advise that all parents save our email address enquiries@sunnyfields.net in their contacts to ensure our emails do not go to your junk box.*

Recommendations / suggestions box

Sunnyfields are always looking for ways to improve their service and are happy to receive any suggestions. We encourage parents, staff and children to complete their relevant feedback questionnaire once a year highlighting things they like and areas to be improved. Parents are also able to email any comments to Head Office or speak to the Manager in person. Finally, there is a suggestions box in the reception area where parents can place their comments (anonymously if they choose).

Annual Social Events

Sunnyfields host an Adult Social Evening in each nursery once a year in March / April which is for the parents and staff of that nursery. It provides an opportunity for parents and staff to get to know each other better and for parents to meet other parents in the local community. It is meant to be fun and informal dress is worn. A meal, limited baby-sitting and entertainment is provided free of charge. Parents are asked to bring their own drinks.

In addition, Sunnyfields organise a 'not for profit' Family Fun Day and Barbeque in June to bring all Sunnyfields families (across the two nurseries) together. The children will be singing together, taking part in a sporty session and our forthcoming 'Graduates' will be performing in their Leavers Ceremony. There will also be an entertainer, a bouncy castle and visits from emergency vehicles. In addition, we organise a number of activities for the children to enjoy and we invite parents and friends to sell their services.

In either case, the date of these events are notified well in advance via the monthly group email and quarterly newsletter. In addition, a notice will be displayed on the inside of the front door nearer the time asking people to sign up.



Additional Services

Sunnyfields deliver some additional services to help busy young families:

- We allow you to book extra nursery days on a one off basis, in addition to your regular days, to give you more flexibility with work or for personal reasons.
- We allow you to deliver your home deliveries to the nursery address (not perishable food or large items). This means you won't have to take time off work or make a trip to the Post Office.
- We co-ordinate an 'out of hours' baby-sitting service outside nursery hours provided by our staff in your own homes. This allows you to work longer days, work or attend training at weekends or just give you a well earned break from parenting duties. Please note there is a separate contract between parents and baby-sitter which is signed in advance for every booking.
- We sell cost price nappies for when you run out giving you more time to restock the nursery and at home.

Please feel free to suggest any other ways we can serve you and we'll do our best to look into it.

Complaints and complaints log book

Sunnyfields are dedicated to providing a service where children are happy and parents feel confident leaving their children. If parents should have a complaint about the service or a member of staff, they are advised to take the following action.

1. Discuss with the relevant nursery staff, if applicable, in the first instance.
2. Discuss with the senior nursery staff in the relevant unit.
3. Discuss with the Nursery Manager.
4. Discuss with Anna Bailey the Managing Director on 07966-361688 or by email to enquiries@sunnyfields.net
5. If parents are still unable to reach a satisfactory result, please contact Ofsted at Piccadilly Gate, Store Street, Manchester, M1 2WD or on 0300 123 1231. Please be aware that Ofsted do not automatically investigate a complaint if the above procedure has not been followed in the first instance. They will require evidence that the procedure has been followed and any action taken from both parties before they consider the matter further. In addition, Ofsted do not get involved with any contractual or fee issues.

All complaints are recorded in a complaints log book which is available in the Nursery office for all parties to read. All complainants remain confidential in accordance with our data protection policy. Please be assured that Sunnyfields take all complaints seriously and in the strictest confidence, and will respond in writing to the complainant within 28 days.



Learning, Development and Assessment

The Early Years Foundation Stage (EYFS) Curriculum

The EYFS curriculum covers the care and education of all children in early years provision, including children with special educational needs and disabilities, and is based on four overarching principles which underpin effective practice in the care, development and learning of young children as follows:

- Every child is a **UNIQUE CHILD**, who is constantly learning and can be resilient, capable, confident and self-assured
- Children learn to be strong and independent through **POSITIVE RELATIONSHIPS**
- Children learn and develop well in **ENABLING ENVIRONMENTS** in which their experiences respond to their individual needs and there is a strong partnership between practitioners and parents and/or carers
- **CHILDREN DEVELOP AND LEARN IN DIFFERENT WAYS AND AT DIFFERENT RATES.**

The EYFS Curriculum sets the standards that all early years providers must meet to ensure that children learn and develop well and are kept healthy and safe. It promotes teaching and learning to ensure children's 'school readiness'* and gives children the broad range of knowledge and skills that provide the right foundation for good future progress through school and life.

The EYFS curriculum seeks to provide:

- *quality and consistency* in all early years settings so that every child makes good progress and no child gets left behind
- *a secure foundation* through learning and development opportunities which are planned around the needs and interests of each individual child and are assessed and reviewed regularly
- *partnership working* between practitioners and with parents and/or carers
- *equality of opportunity* and anti-discriminatory practice, ensuring that every child is included and supported.

The EYFS curriculum specifies requirements for:

- **Learning, Development and Assessment** covering the seven 'areas of learning and development' with associated educational programmes (see below), the 'early learning goals' which summarise the knowledge, skills and understanding that all young children should have gained by the end of Reception Year and the 'assessment arrangements' detailing when and how practitioners must assess children's achievements and when and how they should discuss children's progress with parents and/or carers
- **Safeguarding children and promoting their welfare** covering the steps that providers must take to keep children safe and promote their welfare including child protection, recruiting suitable people, staff ratios, qualifications and training, appointing a key person for every child, rules on medication, food and drink, managing behaviour, safe/suitable premises, equal opportunities and keeping information/records.

For more information on this curriculum, please refer to the Department for Education website www.education.gov.uk

* School Readiness is defined as:

*Being confident, able to work in a group, keen to learn and able to take on risks
Being independent thinkers, able to think creatively and critically and to be active in their learning
Being confident speakers and listeners
Ability to play with sounds and words
Developed gross and fine motor skills*



The Areas of Learning and Development

There are seven areas of learning and development that must shape educational programmes in early years settings. All areas of learning and development are important and inter-connected.

Practitioners working with the youngest children are expected to focus strongly on the first three *prime* areas which are the basis for successful learning in the other four *specific* areas. The three *prime* areas reflect the key skills and capacities all children need to develop and learn effectively, and become ready for school (by the age of 5). These three *prime* areas are:

- Communication and Language Development – Educational programmes must involve giving children opportunities to experience a rich language environment, to develop their confidence and skills in expressing themselves and to speak and listen in a range of situations.
- Physical Development – Educational programmes must involve providing opportunities for young children to be active and interactive and to develop their co-ordination, control and movement. Children must also be helped to understand the importance of physical activity and to make healthy choice in relation to food. (*Please note it is recommended that children take part in a period of high impact physical exercise every day*).
- Personal, Social and Emotional Development – Educational programmes must involve helping children to develop a positive sense of themselves and others, to form positive relationships and develop respect for others, to develop social skills and learn how to manage their feelings, to understand appropriate behavior in groups and to have confidence in their own abilities.

It is expected that the balance will shift to include the four *specific* areas as children grow in confidence and ability within the three prime areas. The four *specific* areas, through which the three prime areas are strengthened and applied, are:

- Literacy Development – Educational programmes must involve encouraging children to link sounds and letters and to begin to read and write. Children must be given access to a wide range of reading materials (books, poems and other written materials) to ignite their interest.
- Mathematics Development – Educational programmes must involve providing children with opportunities to develop and improve their skills in counting, understanding and using numbers, calculating simple addition and subtraction problems and to describe shapes, spaces and measures.
- Understanding the World – Educational programmes must involve guiding children to make sense of their physical world and their community through opportunities to explore, observe and find out about people, places, technology and the environment.
- Expressive Arts and Design – Educational programmes must involve enabling children to explore and play with a wide range of media and materials, as well as providing opportunities and encouragement for sharing their thoughts, ideas and feelings through a variety of activities in art, music, movement, dance, role-play, and design and technology.

In planning and guiding children's activities, practitioners must reflect on the '*characteristics of effective learning*' and include these in their practice as follows: 'Playing and Exploring' (children investigate and experience things and 'have a go'), 'Active Learning' (children concentrate and keep on trying if they encounter difficulties and enjoy achievements) and 'Creating and Thinking Critically' (children have and develop their own ideas, make links between ideas and develop strategies for doing things).

Practitioners then use the *early learning goals* detailed in the '*EYFS Development Matters*' document to determine if a child is developing normally. However throughout the early years, if a child's progress in any prime area gives cause for concern, practitioners must discuss this with the child's parents and/or carers and agree how best to support the child. Practitioners must consider whether a child has a special educational need or disability which requires specialist support. They should link with, and help families to access, relevant services from other agencies as appropriate.



How Sunnyfields deliver the EYFS

Sunnyfields are dedicated to delivering quality education for all age groups through an effective daily routine in each unit and in accordance with the EYFS curriculum.

Sunnyfields support the children in all aspects of the daily routine in their unit, but are flexible to include the personal needs of individual children regardless of their age. They provide many opportunities for them to develop their particular likes and interests, but at the same time encourage them to try out new things. Whatever the child's age, Sunnyfields encourage good manners, respect for others, good personal hygiene, independence, individual contributions, responsibility and pride in their achievements. All children 'belong' to our environment by having their own peg from Babies onwards, their own table /bed mat from Toddlers onwards and their own self-registration system from pre-school. In addition, they are included in our birthday displays and our photos.

Sunnyfields deliver the EYFS curriculum through a range of free choice activities that the children can play with and explore on their own or in a group. The adult interacts to find out what the child is learning, to develop/link their ideas and form strategies on how to do things and to develop their language. They monitor for safety, inclusion and equal opportunities for all children.

In addition, Sunnyfields develop their own long term plan to cover festivals and relevant topics, which in turn are planned in advance and in more detail. They incorporate a more structured and adult led approach to introduce new ideas and topics, to try out new things, to keep trying if they encounter difficulties, to enjoy their achievements, to extend children's understanding, to encourage acceptable behaviour, to improve children's concentration, to promote sharing and taking turns and to developing relationships. Sunnyfields update this long term plan every November for the forthcoming year which is then emailed to parents and carers in January so they can follow it throughout the year at home.

Moving up units

The children work their way through three units (Babies, Toddlers and Pre-school) based on age and level of ability. They will be assigned a new keyworker as they start each unit who not only welcomes them / helps to settle them in and ensures all their individual needs are met, but also has in-depth knowledge of the key development targets of their group and how to extend these to prepare for the next group up. Please note children can move up to the Toddler Unit before their 2nd birthday and Pre-school Unit before their 3rd birthday based on their own development rate and need for more structured learning. Please be aware that their names will still appear on our under two's and under three's Ofsted Register respectively with associated 1:3 and 1:4 ratios, and, as a result, fees will still be charged in accordance with our Fee Policy.

Before a child moves up, parents will be advised of their new keyworker and be given a 'Transition Notice' to help them know what to expect, the new daily routine, what they can do to help ensure a smooth transition for their child and what general development targets they can work towards at home i.e. feeding independently, potty training, concentration, etc. They will also be given an opportunity to express any concerns over the impending move.

Extra curricular activities

In response to popular demand, Sunnyfields deliver 'Sport 4 Tots' lessons to our 3 – 5 years olds (for an additional premium), Bunnies Music Box sessions for our toddlers (free) and Soft Play sessions for the babies (free). Though Sunnyfields focus these activities in these units, they are not exclusive thus allowing all the children to benefit.



Baby Sign Language, Communication Boards and Visual Timetables

Sunnyfields use basic sign language in their baby unit to encourage babies to communicate before they can talk. This sign language is reinforced with words so children learn to speak. Posters on our 'baby sign' are displayed in the baby unit for easy reference by all relevant staff.

We also use communication fans, communication boards and visual timetables in toddlers and pre-school to help children without verbal language, either through a delay or because English is not their home language, to communicate how they feel or help them to structure their day and predict what is coming next.

Encouraging early reading and writing

Sunnyfields respond to a child's interest in this area. Some children want to learn to read and write while they are at nursery, while others are more interested in other areas of the curriculum. Sunnyfields do encourage all children to hold a pencil correctly using their dominant hand and have respect and enjoyment from books and having stories read to them. In both early writing and reading, Sunnyfields focus on the letters in the child's name as this is often the word that means most to the child. All letters are pronounced phonetically and written in lower case. They start with the first letter of their name, both to write, recognise and sound out, and then move on to the next letter. Sunnyfields do this by using name cards, named table mats and children's pegs and encouraging the children to label their own work. Once they have completed their name, they move on to their friend's names. Often the children have already picked up on some letters in their friend's names by listening and observing the other children writing and reading.

Children are often at very different levels in these areas by the time they start primary school which is nothing to worry about. Sunnyfields believe the important thing in this area is to encourage the child to develop these skills at the right time for them and not to focus too much time at nursery on this one area of the Early Years Foundation Stage curriculum at the expense of other areas if the child shows little interest.

Homework Policy and Nursery Mascot

Sunnyfields do give homework to our oldest pre-schoolers/school leavers in the five months leading up to them starting primary school (April to August). All completed work is kept in the child's homework folder in the nursery. Although the children (and parents) really like doing their homework, there is no obligation or time limit. Sunnyfields homework is completely optional.

Sunnyfields also send home a nursery mascot and travel diary with individual pre-school children i.e Treasure Bear or Leo the Lion, especially if the child is having a special weekend e.g. a holiday, a birthday, etc. We ask the children to carry this mascot with them on their travels and complete a diary entry for each day the mascot is with them. They are then asked to return the mascot and diary to the nursery and discuss what they got up to at circle time.

Finally, from time to time, we also ask our pre-school children to bring in things from home for a 'show and tell' session during circle time. These usually correspond to current topics or celebrations, but sometimes the children just want to show off things they collected at the weekend. These items are kept on our 'show and tell' shelf when not in use.

Finished work

Although most of the child's learning does not produce any physical evidence, Sunnyfields recognise that parents appreciate work by their children on a regular basis. As a result, they encourage the children to take home all finished work which is filed in the individual child's hanging folder in the red filing cabinet in the nursery entrance.



Children's Learning Journals and the 'Statutory Two Year Old Assessment'

When a child first starts the nursery, the keyworker and parent / carer complete an 'induction' form detailing where the child is at in terms of routine, development and individual needs to ensure the nursery continues to support them from day one and begins to move their development forward. Day one targets usually focus on 'personal, social and emotional development' relating to settling the children and bonding with their keyworker.

Within the first six weeks of a child starting the nursery, key staff carry out a series of observations to clarify the child's starting development and complete a 'Settling In/Starting' Report to be shared with parents. They also refer to any information provided by the child's previous carer if sent.

After this initial assessment, Sunnyfields regularly carry out observations and informal test activities on the children to ensure they are meeting the appropriate developmental targets. They log all their findings on the child's tapestry account (via Ipads) to ensure there is collated evidence (written, photographic or video, see photo policy) of each stage of development and prepare individual Progress Reports every three months. These progress reports cover the three 'prime' learning areas for all children until their two year old check (see below), after which they increase to cover the four 'specific' areas as well. There is also a facility on tapestry allowing parents to contribute any 'achievements from home' supported by a WOW certificate to be displayed in the nursery entrance. Staff then 'track' their findings against the '*EYFS Development Matters*' section on tapestry to determine if your child is developmentally behind, on target or in advance. The children's next targets are recorded by us to plan appropriate activities for your child to move them on to their next stage of development. Sunnyfields complete full reports for children who attend the nursery for two full days / four half days or more a week and a summarised version for children who attend less. These reports can assist the child on applying to Primary School and, in some cases, can give weight to ensure parents concerns are taken seriously by other professional bodies.

These reports are kept on site with the child's key person and can be seen by the parent at any time. Sunnyfields apologise that these records cannot be copied or removed from the nursery in most circumstances whilst the child attends the nursery as they are a working document, but they will be given to the child's parents when the child leaves the nursery.

As part of the statutory EYFS, Sunnyfields are required to formerly assess children between the ages of 2-2½ years in time for their Health Visitor's '*Integrated Health and Education Review*'. This assessment has been introduced to enable early identification of development needs so that additional support can be put into place. As a result, this assessment will replace our Progress Report due around the same time and will specifically identify areas in which the child is progressing well, areas in which some additional support might be needed and focus particularly on any areas where there is a concern that a child may have a developmental delay (thus may indicate a special educational need or disability and require an early intervention action plan involving other professionals). To acknowledge that parents know their children best and in a much wider context, parents are expected to contribute to this assessment so a meeting is set up with your child's keyworker at a mutually convenient time to go through this 'check' with parents, share development information and mutually agree targets to work on with your children at home and at nursery. There is a space for parents to write any additional comments, especially any contextual information e.g. a new sibling, and to give their permission for the report to be shared with other professionals. Sunnyfields then give the original to the parents to pass on to their health visitor at the appropriate appointment and take a copy for the child's file.

If the two year old already has identified Special Educational Needs, then the views of all professionals working with that child should be included in their 'Two Year Old Assessment' and the nursery SENCO present at the meeting with parents. The assessment must then focus on what the child can do.

Sunnyfields also believe it is vitally important to ensure continuity of information between one setting and the next i.e. nursery to another nursery/pre-school and nursery to primary school. As a result, depending on the length of time your child has been with us, Sunnyfields complete a Transfer Document when a child leaves Sunnyfields summarizing the child's current development and noting all current development targets the child is



working towards. We usually send this document direct to the child's new Provider/Primary School in advance of the move (and before the end of the school academic year if relevant) to help the child settle more easily into their new environment, but may have to pass it to the parent for onward transmission in time if the new provider is not yet known. We keep a copy of this Transfer Document on file for three years after the child leaves Sunnyfields.

For your information, your child will undergo another statutory assessment at the end of the EYFS – the Early Years Foundation Stage Profile. This will be completed by you and your child's Reception Teacher in Primary School.

Parent Meetings

Every six months over one week Sunnyfields invite parents to come in to nursery and discuss their child's most recent Progress Report with their child's current key person. Appointments are booked in advance and last approximately 10 minutes so it is advisable to arrive on time. Staff work 8am to 6pm during this week to ensure they are available for parents of children in their group and to ensure child:staff ratios are maintained. A copy of the current Progress Report is given to parents for them to work on at home with their child. In addition, a copy of the Progress Report is sent to any other provider caring for the child to ensure all development information is shared.

If Sunnyfields do have any concerns with your child's development, they will discuss these with you as they arise with suggestions on how they can work with you to address them.

Festivals Policy

Sunnyfields respects all religions and cultures and aims to introduce the main festivals from each to the children to ensure they value each other and learn without prejudice. Wherever possible, Sunnyfields try and include a festival being celebrated by a child attending the nursery and may ask a member of that child's family to come in to nursery and share their celebration with the children.

For your information, Christmas is a very special time for us at Sunnyfields. In the lead up we organise portrait photos of your children and personalised Christmas cards for you to purchase. We also organise a combined 'Babies and Toddler Sing-A-Long and Party' and a separate 'Pre-school Performance and Party' in December. Father Christmas visits us every year and gives a small present to your nursery children (sponsored by Sunnyfields).

Pre-school Uniform

Please make sure your children do not attend nursery in their 'best' clothes. We do use aprons at mealtimes in Babies and Toddlers and during messy activities, however some children still get very messy.

Sunnyfields have a pre-school uniform (minimum size 2 years) which is optional and does not need to be worn every day. Children like wearing uniforms to enhance their sense of belonging and parents like uniforms to protect their children's other clothing and/or to remove often difficult situations when the child cannot decide what to wear! The uniform and prices are on display in the nursery which you need to order through the Nursery Manager.

Certificates and other rewards

Sunnyfields like to reward the children for their good performance in a variety of areas i.e. effort, behaviour, helpfulness, managing their feelings and so on. They issue certificates periodically for the children to take home and show off to their parents. They can also earn daily team points for adhering to their unit's 'golden rules' and individual stickers for targeted areas of development.



Outings / visits and parental permission

Sunnyfields arrange many outings to local facilities so the children can develop life skills such as crossing the road, being aware of strangers and being alert to unpredictable animals. In addition, Sunnyfields invite visitors to come in to nursery and talk to the children i.e. the fire brigade, police and other emergency services, environmental initiatives, parents to explain their careers or show how to care for their pets and other individuals to develop a different language (including sign language) or any other area of interest. All visitors are not left unsupervised with the children at any time. Permission for children to take part in these activities is automatic as part of the Sunnyfields contract to look after a child. If parents do not wish their child to take part in these activities, then they can delete the relevant section of the contract and the nursery will make alternative arrangements for their child on the day.

Special events

Throughout the year the children are invited to take part in a special events like a sports day, a family BBQ, an outing, a play or talent show, a service at the church, a charity day, a festival celebration or just a party. Sometimes we may ask for a small contribution towards the costs of the day and other times we may ask for specific permission to take them off-site to a place of interest. If the event involves leaving the nursery, then Sunnyfields follows its Outing Policy detailed under the Safety section of this manual.

ICT in the Nursery

ICT is an integral part of the current digital world and, as part of our curriculum, we teach the children age appropriate digital skills to prepare them for later life. This includes using a computer, a camera, programming electronic equipment like remote control cars, audio and visual equipment.

However, we do not expose your children to any online risk by not allowing the following in the nursery playrooms/garden:

- CCTV
- Online computer
- Online games consoles
- Online interactive whiteboards

Please note our office computer, nursery mobile telephone and room IPADs are online, but have restricted access and use i.e. by staff for researching activity ideas and by managers for inter-nursery/Head Office communication. The nursery mobile telephone is not linked to any social media sites apart from our Facebook account.

Also, we sometimes access touch screen translation/speaking APPs on our nursery mobile and/or IPAD to help communicate with children who have English as an additional language. Rest assured, these children are closely supervised when using the APP.

Photographs policy and parental permission

Sunnyfields do take photos of the children at play within the nursery which are then displayed in the entrance area and in the parent log-in area on our web site to give parents an idea of what the children have been up to at nursery over the last few weeks. Please note no children are named and only nursery parents can access these uploaded photographs. We regularly (monthly) update these photos; however the previous set of displayed /uploaded photos are then removed. The displayed photos are then divided up and most are displayed throughout the nursery at child height so the children can take pride in seeing themselves at play. All photos are displayed on a rotational basis to make sure they remain current. Eventually, the photos will



form part of a child's personal photo album when the time comes for them to leave Sunnyfields.

We use online Tapestry to record your child's personal achievements at nursery, photographs/videos will be displayed on this account. It is secure and only key staff and managers have access, you will be provided with a personal log-in for your child's personal account to view and contribute.

Permission for the children to have their photo taken and displayed as previously explained above only is automatic as part of the Sunnyfields contract to look after a child. As detailed in their 'information and Assest and Processing Register' displayed in the nursery entrance to comply with GDPR. If parents do not wish their child to have their photo taken, then they can delete the relevant section of the contract and the nursery will ensure their child is always out of the photograph. If Sunnyfields were to use a photo for external marketing purposes, then specific permission will be obtained from the parents of the children in the photo for that photograph only. If parents do not give their permission, then the photo may still be used with their child blacked out.

Sometimes parents attend their children's birthday tea parties or other special events at the nursery and take photos /videos with their own camera. We explain that any photos they take can only be used in their family and must not be put on the internet i.e. on their facebook or blog. If you are not happy with your child being photographed at these times by other parents, then please let the manager know.

Professional Photos of the Children and Personalised Merchandise

Twice a year, Sunnyfields organize an outside company to come into the nursery and take professional photos of your children to be purchased by yourselves i.e.'themed' shots in April and studio portraits in October. We work hard to make these times relaxing and fun for the children to get good results, however, there is no obligation to buy.

Also, in June. Sunnyfields co-ordinate an item of personalised merchandise using an outside company reflecting hand prints or self portraits of all current 'Sunnyfields Children 20...' which you can purchase as a keepsake for that year (optional) e.g. a tea towel, apron or bag.

Whilst Sunnyfields will do their best to ensure the integrity of the companies they use and will chase up any orders, they take no responsibility if the company is fraudulent or goes into liquidation.

Toilet Training

Sunnyfields begin potty training the children around 2½ years. Most children are normally showing signs around this period give or take a few months. They assist potty training with the parent's wishes or through the nursery intervention.

Potty training can be a very stressful time as some parents want to potty train when their child turns 2 (or even earlier in some cases) and not yet ready. Far too often it becomes difficult for the child involved to keep up with the high expectations of their parent/carers and may result in the child bed wetting at a later stage (school age) as the child's confidence has been knocked. Sunnyfields take all this on board and have their own methods.

When seeking advice on potty training, book an appointment to see their child's key person to discuss Sunnyfields methods. Parents would need to have been training their child for at least two weeks at home (on the days they are not in nursery) fairly successfully before the nursery can take it up. We are happy to supply a laminated toilet / potty training chart for you to use at home if you wish. The manager usually requests the parents to be as relaxed as possible, as well as finding out the method of potty training used at home.

Every child is an individual' therefore they all reach the successful period at various times. Some take one month and others over a month. However, the large majority of children at Sunnyfields are dry long before they are three years old and gain more confidence in themselves.



Sunnyfields have to keep our number of children that are toilet training to a minimum at any one time, therefore it might not always be possible to assist a parent at the exact time it is requested, but they will go forward for the next lot of children to be trained.

It is the responsibility of the parent that their child has surplus clothing in case of toileting accidents at nursery. We also ask that parents be fully aware that some items of clothing are not practical during the toilet training process – dungarees, belts, tight trousers/jeans, all in one vests, etc.



Safeguarding, Welfare and Disqualification

The Sunnyfields Safeguarding Children Policy has been developed in accordance with the principles established by the Children Acts 1989 and 2004 and related guidance including:

- The Early Years Foundation Stage (2017)
- DfE guidance Keeping Children Safe in Education (2018)
- Working Together to Safeguard Children (2018)
- Framework for the Assessment of Children in Need and their Families (2014)
- Local Authority Safeguarding Children Procedures (Bromley, Kent and Medway)

Safeguarding children is defined by ‘the action we take to promote the welfare of children and protect them from harm’ including:

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

Safeguarding children is everyone’s responsibility. Everyone who comes into contact with children and families has a role to play.

Sunnyfields are dedicated to safeguarding all children in their care by ensuring they are being protected and feel safe and secure at all times in all our settings. We achieve this through a number of sub-sections which follow:

- Child Protection
- Suitable People / Staffing Policies
- Health
- Food and Drink
- Positive Behaviour Management
- Safety and Suitability of Premises, Environment and Equipment
- Special Educational Needs and Equal Opportunities
- Information and Records

Please note we advise Ofsted and our local Early Years team of any serious event, accident, illness, injury or death within 14 days of occurring.



a) Child Protection

Designated Safeguarding Officers

Each nursery has three named Designated Safeguarding Officers who share lead responsibility for safeguarding children in the setting to ensure there is always one available to handle a concern. The two Company Designated Safeguarding Officers for all nurseries are Lisa Higgins (Lead DSO) & Elizabeth Wycherley who are responsible for keeping up to date with all current legislation, policies and procedures and cascading the relevant information/training to the individual nursery's Designated Safeguarding Officers and all other staff. The individual nursery's Designated Safeguarding Officer is the Nursery Manager (or the Deputy if the Manager is absent), displayed on the Feedback Board in the nursery entrance, whose role is to ensure the following in the nursery:

1. General guidance, advice and training are given to staff on a day to day basis if needed, staff meetings have safeguarding as an agenda item.
2. The company's Designated Safeguarding Officers are made fully aware of any safeguarding concerns as they occur and to be kept updated throughout.
3. Children's PAR's are complete and up to date,
4. Parents are kept fully informed of their child's progress and development.
5. To liaise with the local Multi Agency Safeguarding Hub (MASH), Local Authority Designated Officer for Safeguarding (LADO) and other professionals in all agencies, including social services, police and health colleagues if necessary.

Each Designated Safeguarding Officer will receive regular and suitable training on an on-going basis, but they must also ensure that they keep themselves up to date with all new legislation and codes of practice.

Staff training

The two Company Designated Safeguarding Officers attend certified external training every two years which is cascaded to the nursery's Designated Safeguarding Officer. In addition, the Nursery Manager also attends their Local Authority's approved safeguarding training every two years. Also, all other staff receive Child Protection Training every year in-house delivered by one of the Company Designated Safeguarding Officers to ensure their knowledge in this field is kept up to date including identifying signs of possible abuse and neglect at the earliest opportunity and what to do if they witness inappropriate staff behaviour. A log of all training is kept in the manager's office to ensure no one is overlooked.

Sunnyfields duty to protect the children in their care and towards 'Safer Recruitment'

Under the Children Act 1989/2004 and Safeguarding Vulnerable Groups Act 2006, it is Sunnyfields responsibility to report any suspicions of child abuse (see below for common signs) to the Local Safeguarding Children Board (LSCB) and follow guidance detailed in the government booklets entitled '*Working Together to Safeguard Children*' (updated 2018) and '*what to do if you're worried a child is being abused*' (updated 2018). These documents are available electronically via Sunnyfields Head Office for everyone to read. In addition, Sunnyfields must inform Ofsted of any allegations (and actions taken) within 14 days of serious harm or abuse by any person living, working or looking after children at the premises (whether the allegations relate to harm or abuse committed on the premises or elsewhere).

When recruiting new staff, Sunnyfields take every precaution to ensure the person is suitable and safe to work with children. They obtain signed declaration forms from the new staff on any known medical conditions, alcohol or drug use, own disqualifications, convictions or social service orders which are renewed/updated every year thereafter. In addition, they apply for a 'Disclosure & Barring Service' (DBS) check and follow up at least two recent references supplied by the applicant (using a pro-forma for easy completion and to ensure the right information is received). As part of the induction process, the new staff will be given a hand out on 'child



protection and what to do if they have a concern' to ensure they start well. Students/ Volunteers will be supported and supervised following their 'declaration for suitability' and receive regular supervision sessions.

Children with special needs

Practitioners in the setting need to be aware that children with additional needs and/or disabilities can be particularly vulnerable. This may arise from the child's possible difficulty in communicating their concerns. Staff should, therefore, be aware of children's individual needs when considering child protection issues and any additional barriers faced by the child to disclose or recognise signs of abuse.

Common signs of child abuse in Early Years (including FGM)

Physical	Neglect	Sexual	Emotional
1. Bruising in unusual places, as grip marks or in regular shapes e.g. shoes. They may be in various stages of healing	1. Unwashed, unfed, undernourished, poorly dressed, unsuitable clothing for weather or not the right size.	1. Withdrawn or bullish behaviour.	1. Withdrawn behaviour. Child has low self esteem.
2. Cigarette or other burns	2. Basic needs not met i.e. not taken to the dentist, doctor or optician.	2. Regressive behaviour e.g. bed wetting.	2. Child becomes unusually emotional or crying
3. Recurrent aches, pains or injuries. The frequency is relevant.	3. Illnesses do not go away.	3. Inappropriate sexual language and behaviour for a child	3. Child does not join in activities
4. The child pulling away from affection as it may hurt their injuries	4. Lots of bruises as they are not being suitably supervised.	4. Play with themselves sexually	4. Lack of interaction between parent and child
5. Behaviour may change	5. Withdrawn behaviour.	5. Catching a sexually related illness.	5. Child says 'mummy doesn't like me'
6. Extreme signs of violence	6. Denying a child their development i.e. treating them like a baby when they are pre-school age.	6. Children saying things that they heard or saw online	6. Child becomes over attached to one teacher
7. Full or partial female genital mutilation			

If a child discloses any information regarding abuse, the staff are to remain calm, listen, communicate at an appropriate level, ensure their reaction is 'positive' and praise them for speaking up. They must not probe for answers, make assumptions, say anything negative, say it's a secret or delay in reporting it.

Records to protect parents/carers and the nursery against any future allegations of child abuse

To ensure parents / carers and the nursery are protected from future allegations of child abuse, all parties must ensure any common symptoms or birthmarks displayed by their child or a child in their care are recorded in writing and countersigned. For this reason, any parent / carer who brings their child in to nursery with very visible injuries on their body must bring these to the attention of the nursery staff team and give a satisfactory explanation as to the cause. This information, if serious, will be shared with our Safeguarding Officer and recorded on an 'Accident at Home' form, logged in the child's PAR and stored in your child's file, which is signed by the parent and countersigned by the nursery. Alternatively, if an accident occurs during nursery hours, then the nursery completes an account of it on an Accident / Incident form which is signed by the nursery, countersigned by the parents/carers at the end of the day and kept on the child's file.



Staff Behaviour/Code of Conduct – How to protect themselves against allegations of child abuse

Sunnyfields realize how vulnerable staff are to accusations of child abuse and take every precaution to protect them i.e. putting procedures in place to witness changing nappies and children's clothes, feeding babies, watching babies sleep and giving medicine. However, it is vital that staff do not expose themselves to any unnecessary allegations by making sure they do not act inappropriately. For example:

1. Staff must be responsible for their own actions and must consider whether these actions are warranted, proportionate, safe and fair. Children have the right to feel safe and treated with dignity.
2. Staff must deliver any personal care in accordance with Sunnyfields policies and procedures, ensuring privacy for the child as much as possible, but at the same time ensuring they can be witnessed with the children e.g. leaving a door open. Staff must keep other staff informed of their movements, particularly when delivering personal care, and keep records of all personal care in writing. As children develop, they should be encouraged to act as independently as possible and to undertake as much of their own personal care as is possible and practical. Staff must never have their mobile phone on them when with the children.
3. Staff must maintain professional boundaries and be open and transparent in their behaviour. They should avoid behaviour which could be misinterpreted e.g. inappropriate cuddling, touching, kissing or letting the children climb or lie on them. Staff working with children hold a position of power or influence and must not use this power for any personal advantage or gratification.
4. Staff must never use information they know about a child or their family to intimidate them. It should only be shared on a need to know basis and without disclosing the child's name where possible.
5. Staff must maintain public confidence in them and, through them, the nursery. They should act professionally, with maturity and make good judgements and never be under the influence of alcohol or any substance which may affect their ability to care for children. Staff are asked to complete a new 'Staff Declaration' every year and have a duty to keep their employers informed if there is a change in their personal circumstances which may affect their suitability to work with children.
6. Staff must select a manner of dress and appearance appropriate to their professional role which may be different from what they would wear in their personal life, including religious items. They must adhere to the company's 'Uniform Policy' to ensure they dress decently, safely and appropriately for the tasks they undertake.
7. Staff must only give rewards to children in accordance with agreed Sunnyfields policies and procedures and should take care when selecting children for specific activities and responsibilities in order to avoid perceptions of favouritism or injustice.
8. Staff must avoid personal relationships with parents wherever possible and must not accept gifts from parents of significant value which might mean that a 'favour' of some kind is expected in return. Staff should let the manager know of all meetings with parents out of work hours e.g. off-site baby-sitting.
9. Staff must keep calm when managing children's challenging behaviour and use only positive behaviour management techniques. If you require help managing children's behaviour, please speak to the nursery SENCO.

Procedure if staff suspect child abuse from home (to include peer-on-peer abuse)

If staff suspect child abuse, the Day Nursery's first concern **must** be to protect the child. For this reason, if staff see signs of child abuse from home including fabricated illness, they must immediately report his / her



suspicions to the nursery's Designated Safeguarding Officer who is the Nursery Manager, complete a 'welfare concern form' with support from the Nursery Manager and then return to their post. They must maintain confidentiality and not discuss their suspicions with any other member of the nursery staff team. All written observations, including accident/incident forms, are passed immediately to the Nursery Manager. The Nursery Manager then liaises with the Company Designated Safeguarding Officers, keeps a 'Welfare Diary' of past / future observations and actions (to be kept securely locked in the Safeguarding File and not with the child's file to ensure confidentiality) and reports these suspicions immediately via referral form to the Multi Agency Safeguarding Hub (MASH) following guidance detailed in the Government booklet '*Working Together to Safeguard Children*'.

Children are more vulnerable if their home life is affected by the 'Toxic Trio' i.e. parents mental health, parents alcohol or substance abuse or domestic violence.

Peer on peer abuse may come in the form of cyber, sexting, teenage relationships or gender bullying. If this is suspected, the child will be supported, and the concern will be followed up through the appropriate paperwork and referred to the Nursery Manager. The child's developmental stage will always be foremost when supporting the child in this situation. Likewise if child exploitation and county lines, homelessness or honour-based violence is suspected this will be followed up by the Nursery Manager and the concerns reported to MASH via a referral.

Due to the very sensitive nature surrounding this policy, failure by staff to strictly adhere to this policy can result in immediate termination of their employment.

Procedure for outside referrals and Escalation Policy

Once the Designated Safeguarding Officers have reported their suspicions via a referral form to MASH, then an officer from the MASH team will be assigned to investigate the case in more detail. Sunnyfields agree to be open, honest, helpful and confidential in supporting MASH. All information given will be thorough and remain confidential. This may involve a MASH representative coming to the nursery to observe the child and review any evidence gathered by the nursery to support the nursery's suspicions. It may involve confidential meetings with staff and/or the child's parents depending on who and what is being alleged. Sunnyfields may be required to give evidence at a hearing or in Court.

If MASH advises that the case does not meet the local 'Thresholds of Need' (see pdf guidance document entitled Thresholds of Need), Sunnyfields may refer their concerns /ask for support from the local SCB (Safeguarding Children's Board), CAF team (Common Assessment Framework) or local CP (Children's Project) using the relevant agency referral forms if required.

Once a MASH referral has been made, we have a right to Escalate our concerns through MASH if we feel that the case is not being addressed properly or quickly enough and/or we feel that the child is in immediate danger.

Procedure if staff witness 'Inappropriate Behaviour' from a colleague

Firstly, staff need to work as a team and support each other in a potentially stressful situation i.e. continuous challenging behaviour by a child. Staff must step in to ensure 'appropriate staff behaviour' at all times.

However, if staff do witness 'inappropriate behaviour' from a colleague or any person working on the premises, then they should report this directly to the Designated Safeguarding Officer in the nursery who is the Nursery Manager. If they are unavailable or relate to the Nursery Manager, then they should contact the company Designated Safeguarding Officer who is Lisa Higgins. 'Inappropriate Behaviour' includes sexual comments, excessive one-to-one attention beyond the requirements of their usual role and responsibilities, sharing of inappropriate images, rough handling or aggressive behaviour. The staff witness may then be expected to



complete a 'welfare concern form' with support from the Nursery Manager and asked to report any future/relevant incidents (to be recorded on the relevant 'welfare diary' stored in the Safeguarding File which is securely locked away to ensure confidentiality of such sensitive information).

Sunnyfields have a legal responsibility to report all 'allegations against a member of their staff team' immediately to the Local Authority Designated Officer for Safeguarding (LADO) and follow the Local Authority procedure which is included as an Appendix to this Operations Manual (in the hardcopy in the nursery entrance). The Manager must also complete a risk assessment to determine whether the staff can stay working with the children, whether they can be moved to another unit or office duties, or whether they may need to be suspended. The LADO will then advise the nursery how to proceed and in accordance with the government booklet '*Working Together to Safeguard Children*'. Also following protocol for '*dealing with Allegations against staff and volunteers who work with children in Bromley (March 2017)*'

If staff feel the allegation is not being dealt with, then they have a right to escalate their concern direct to the Company Designated Safeguarding Officers, or call the LADO direct (details contained in appendix at back of Operations Manual in nursery entrance).

If a member of staff is accused of child abuse or inappropriate behaviour with children, then they may be suspended from working directly with the children on full pay (using holiday entitlement) for up to five working days, and then without pay, whilst a fair and thorough investigation is being carried out. If they are found to be innocent, then they will resume their duties and the accusation will have no effect on their future employment. If they are found to be guilty, their employment will be terminated with immediate effect and the case will be continued by the LADO Team.

Acceptable Use of Mobile Phones and Cameras in the Nursery

Apart from the nursery camera and nursery mobile which are used by staff throughout the day to give photo feedback on what the children have been up to, Sunnyfields forbid all staff to use their own cameras or mobile phones to take photos of the children or to communicate with parents. All staff mobile phones and cameras must be stored in the staff lockers while staff are on duty, however staff can use their mobile phone for personal use during permitted staff breaks when they are away from the children.

Visitors must also be advised that they cannot use their mobile phone (including answering an incoming call) whilst in the nursery in the interests of child protection.

E-Safety Policy minimizing 'on-line risks'

Sunnyfields operate a number of policies throughout this Operations Manual to ensure staff, parents, visitors and volunteers understand the appropriate use of mobile phones, IPADs, cameras, photos, passwords and computers within the nursery, as well as social networking sites outside the nursery. Such policies include 'Acceptable use of mobile phone and cameras in the nursery', 'ICT in the Nursery', 'Staff Confidentiality', 'Visitors Policy' and 'Admissions'.

Prevent Duty / Terrorism

We have a duty under the 'Counter Terrorism and Security Act 2015' to have 'due regard to the need to prevent people from being drawn into terrorism'. As a result, our Lead Designated Safeguarding Officer has attended the Local Authority WRAP training, and in turn trained all staff at Sunnyfields on how to identify children or parents/carers who may be vulnerable to radicalisation and when to intervene if they are concerned that a child, or their parents/carers, are at risk of radicalisation or extremism which may include challenging



derogatory/stereotypical comments or actions. Any concerns will be reported to the Child Protection Officer in the nursery/the Nursery Manager.

In addition, we at Sunnyfields wish to foster an atmosphere of respect and tolerance for all regardless of different views, faiths or beliefs. As a result, through the effective delivery of the Early Year Foundation Stage Curriculum (PSE and UTW), we will build children's resilience by promoting 'Fundamental British Values' in all that we do thus ensuring:

- Democracy – making decisions together, valuing children's views and feelings
- Rule of Law – understanding that rules matter, that their behaviour and others can have consequences and learning right from wrong
- Individual liberty – freedom for all to feel good about themselves and their interests/values,
- Mutual respect and tolerance – treat others as you want to be treated i.e. mix and share with others, know about similarities and differences between themselves and others, challenge negative attitudes and stereotypes

Finally, in case of sudden terrorist activity in the area and to ensure your children's safety as far as possible, we practice our 'lock down' procedure every four to six weeks to ensure everyone knows what to do. Our code word for alerting staff is "Please ask Mary to come to the front desk". Once the code word is spread, the procedure involves coming 'from outside to inside' as quickly as possible, shutting any windows and blinds, using door wedges on the inside of unit doors, and focusing on quiet floor based activities in the reading area for a short period of time/until advised 'all clear'.

b) Suitable People / Staffing Policies



Staff Structure

Sunnyfields is a small group of nurseries with a husband and wife Directors team overseeing all operations of the business. Anna Bailey is the Managing Director overseeing finance, marketing, operations, health & safety and personnel of the nurseries and Stuart Bailey is the Director overseeing all building work, maintenance, repair and fire safety. They work closely with an experienced and knowledgeable team of Advisors who focus on different areas of the business: Operations & Staffing, Quality and Staff Training, and Business Administration.

In addition, each nursery employs its own management team as follows:

- Manager who is responsible for all day to day operations at the nursery including allocating children's places and recruiting staff. The Manager reports to the Directors on a daily, weekly and monthly basis.
- Deputy supporting the Manager day to day, but who is also cover in all areas as required and the nursery SENCO managing any special educational needs, 'challenging' children's behaviour and ensuring positive staff behaviour. The Deputy reports to the Manager on a daily basis, and attends SENCO in-house training every two months.
- Third supporting the Manager, but who is also first contact to help other Seniors in their role, as well as ensuring all new staff get up to speed with their paperwork and policies. In addition, working 8am-6pm, they ensure the environment is safe to open and close every day. The Third reports to the Manager on a daily basis, and attends THIRD in-house training every two months.

Each nursery has three units for different age/ability groups which are run by their own Senior (one of which is the Third), assisted by other key workers, assistants and/or apprentices. The nursery also employs it's own chef who not only cooks for the children, but also ensures our inside environment is clean and hygienic to use as well as manages our vegetable plot outside encouraging the children to be involved in the planting, growing, cooking and eating cycle.

Photos of the Directors and all the nursery staff team, including their qualifications, are displayed in the nursery entrance. Also, photos of the staff working in each unit are displayed on the relevant unit door.

Staff:child ratios and childcare qualifications

Sunnyfields maintain a minimum staff to child ratio of 1:3 for their 3 month to 2 year olds, 1:4 for their 2 to 3 year olds and 1:8 for their 3 to 5 year olds and count only adults aged 16 years old and over in these ratios. Their staff hold or are working towards recognised child care qualifications such as Early Years Professional Status, Early Years Degree and/or Foundation Degree, NVQ5, NVQ4, NVQ3, NNEB, BTEC, NVQ2 and teaching certificates.

Key Person policy

Sunnyfields operate a 'key person system' for all children under the age of 5 years. Before a child starts, a key person will be appointed from the room they will be joining who will welcome the new parent and child and work closely with them in the initial settling and first weeks to ensure a smooth transition for the child into the new environment. As the child moves up units, they will be assigned a new key person from each unit who will welcome/build a relationship with their new key child and work closely with the previous key person and child's parent to transfer information and ensure continuity of care. Please note, any child with SEND will be assigned the Senior in the unit as their keyworker.

For your information, the key person, where possible, will carry out the child's daily personal care needs i.e nappy changing, feeding, giving medicine, care following an accident, toilet training, etc., and will ensure they have equal access and are fully included within the nursery. The key person will also regularly observe the child's development during the days they attend nursery, [online Tapestry Learning Journal](#), [review](#) and set



development targets every three months and build a working relationship with the child's parents during Progress Report Meetings.

Please note giving daily feedback to the parent is not possible by the key person every day depending on their work shift. Rather the staff in the child's unit work as a team to accurately complete the daily feedback folder/laminates for all children and give verbal feedback in the evening. Rest assured, if your key person has any concerns, they will find time to talk to you in person.

Recruiting new staff

Sunnyfields advertise staff vacancies online via Indeed (the Job Centre) or on social media sites. They may specify qualifications and experience required for the post in line with Ofsted regulations. Each candidate is treated fairly in accordance with Sunnyfields Equal Opportunities Policy and is required to complete an application and declaration form, provide two references, interact with the staff and children in the nursery and attend an interview with the Manager. These can all be combined on one visit to the nursery. The management team will then award a score to each applicant based on their answers to the interview questions, how they will fit in with the team, how they interact with the children and their current knowledge and experience for the specific job. The applicant with the highest score will then be offered a week long trial period by telephone. All candidates will be paid the minimum wage for days worked during their trial and successful trials will be offered the post in person at the end of the trial week. All applications are kept within the nursery for 12 months. If the successful applicant accepts the post, they will receive a letter of appointment with a job description attached. The new staff will need to confirm their acceptance in writing. Upon starting at the nursery, the new staff will need to provide original evidence of their qualifications and either allow us to view their 'updated' criminal check online or apply for a criminal check through us using the online Disclosure & Barring Service (DBS) with the cost deducted from their 'trial period'. Sunnyfields use CRB Disclosure Service Limited t/a Disclosure Services to process our DBS applications. A new staff member will not be left unsupervised until their DBS check has been received giving them clearance to work with children. Within the first six weeks the new staff member will be issued with a six month probation contract (including compliance with all policies and procedures under this Operations Manual) and job description which is subject to receiving satisfactory references (using a pro-forma for easy completion and to ensure the right information is received). Sunnyfields will follow up the two recent references and will terminate the employment if they advise the new staff is unsuitable. On successful completion of the probation period, a permanent contract will be given. A copy of every contract is kept on the staff's file.

In order to comply with Ofsted regulations, staff working directly with the children must be aged 16 and over and have suitable qualifications and/or experience commensurate with their post. As a result, recruitment advertising may need to stipulate these requirements, but will not discriminate on any other grounds.

Safeguarding Children, Safer Recruitment and Suspending Staff

The Managing Director and Advisors are responsible for keeping up to date with all current legislation, policies and procedures regarding Safeguarding and Safer Recruitment through external training courses and reference to the Government booklet entitled '*Safeguarding Children and Safer Recruitment*' which is available electronically via Sunnyfields Head Office for all staff to read. In turn, they train the Nursery Managers what to look out for when interviewing and recruiting staff to ensure they are safe to work with children including:

- A candidate's attitude towards children
- A candidate's ability to support our safeguarding policies and procedures including allowing us access to their 'updated' criminal check online or applying for one through us using the online DBS.



If the latter, they agree to move over to the online DBS update service for an annual charge as part of their employment contract so we can check their status regularly for any changes.

- Any concerns arising from information supplied in their application form, staff declaration form, their criminal check, references or National Register disqualifying candidates or their associations from working with children
- Any discrepancies in the candidates employment history including repeated changes in employment, any unexplained gaps in continuous employment, moves from permanent to temporary roles and regression in career progression.

Please note that if a member of staff becomes disqualified from working with children and/or a safeguarding allegation is made against them, then they will be suspended immediately without pay whilst a thorough external investigation takes place. They will receive a letter explaining why they have been suspended giving any timescales for an outcome of the investigation if known.

Inducting new staff and appraisals in the first year

Every new staff is welcomed to the nursery by a member of the management team. A notice of their appointment including qualifications is placed on the notice board for all parents and staff to read. In addition, their appointment will be documented in the next staff meeting and next newsletter. Within a month of joining the nursery, their photo will be included under the nursery team photo gallery. All new staff undergo an 'induction programme' throughout the first settling weeks ensuring all the key induction areas are covered. Completion of each area is recorded by the manager and countersigned by the new staff. The Manager begins the induction programme by giving the new staff a tour of the nursery, introducing him/her to every member of the team, highlighting any health and safety issues, emphasising the importance of 'appropriate staff behaviour', confidentiality of information and safeguarding (through two handouts on Child Protection and Positive Behaviour), training what we expect from them using their job description and discussing the daily routine in their assigned unit. They will be shown the staff room, where to hang their belongings and given a locker. They will be directed to the Operations Manual and explained that they have one week to familiarise themselves with all the policies and procedures contained therein as a pre-requisite to working in the nursery. Unfortunately, the staff will not be issued with their own hard copy due to the size of the document and the fact that, as a working document, it is updated every six months. To ensure staff have access to the latest version, the current Operations Manual is linked to our website www.sunnyfields.net from the menu on the Homepage. After one week and following a question and answer session with the Manager, they must sign the declaration at the beginning of the manual. They are then shown to the room they will be working in and given a mentor, usually the Senior, to observe and answer questions for the first week or two. They will be expected to be hands on with the children immediately. After a week, the Manager will feedback to the new staff on their performance so far with any recommendations for improvement. From this time on, staff are expected to do the job they were employed to do in accordance with their job description. Staff's reliability, punctuality, flexibility and loyalty are key points to future career success at Sunnyfields. The induction programme includes staff appraisals after two weeks, after one month, after three months, after six months, then the next April and annually in April thereafter.

Supervision of Staff, Students and Volunteers

To ensure all staff, students and volunteers work as a team in their units and improve any areas of weakness, they all undergo monthly 'supervision' meetings with their 'next in line' which are recorded in writing and kept on their staff file. These supervision meetings are separate from their 'appraisals' with the Nursery Manager.

Effective supervision provides support, coaching and training for the staff and promotes the interests of the children. It should foster a culture of mutual support, teamwork and continuous improvement which encourages the confidential discussion of sensitive issues. It provides opportunities to:

- Discuss any issues concerning children's development, their well-being and their families



- Discuss any issues with colleagues and appropriate staff behaviour
- Discuss any work areas of difficulty and prioritising work load
- Discuss any home issues which may affect their work with the children i.e. health, sickness, continued suitability
- Identify two way solutions to address the issues from above including timescales
- Receive training from senior staff to improve their personal effectiveness.

Front Door Key

Staff will be issued with their own nursery front door key after a minimum of three months employment when the Manager is reassured that the staff member is responsible and can be trusted. Please note the Manager can delay giving a key if they feel the staff are not ready or unsuitable. New staff can take part in the on-site baby-sitting from the outset as long as they are working alongside an existing member of staff. Once they have been trusted with their own front door key, they can be put forward for the 'out of hours baby-sitting'.

Keeping up to date with company policies and procedures

New staff are expected to sign the declaration at the beginning of the Operations Manual in the first few weeks of their employment to reflect that they are up to date with the contents which forms part of their Contract of Employment. After this, the Manager then requires all staff to review sections of the Operations Manual, depending on size, every month before the staff meeting during which questions will be asked on these sections to determine the staff's on-going knowledge and understanding.

Change in circumstances and long term medication

Through annual written staff declarations, staff must advise Sunnyfields if there is a change to their personal circumstances e.g. their health including long term medication, smoking, drinking, drugs, criminal convictions, change of name or address, etc. Sunnyfields back this up annually by rechecking any changes to their on-line DBS using the update service.

Staff must never be under the influence of alcohol or any other substance which may affect their ability to care for children. If staff have to take long term medication for health reasons, they must obtain a medical note saying that this medication will not affect their ability to care for children and must keep their medication out of the reach of children. Sunnyfields will terminate a staff's employment with immediate effect if they breach any of these conditions.

Students, Volunteers and Unqualified Staff

Sunnyfields are dedicated to training the next generation of childcare workers. As a result, we do support students and volunteers who want placements in childcare environments, but are not qualified or experienced to gain employment. We do however expect them to complete a 'declaration' showing they are fit and able to work with children. They are not left unsupervised with the children and only long term placements who we deem 'suitable' may be included in our staff:child ratio. Sunnyfields do offer every student or volunteer a 'Record of Involvement' to complete during their placement which they can use as evidence of their experience when applying for future employment.

Sunnyfields do offer a few opportunities for 'unqualified staff' who can be counted in our ratio. We have a minimum age requirement, apply for DBS clearance, request a staff declaration and follow up references. They will be issued with a contract of employment and job description and will be expected to carry out their duties like any other staff member, all-be-it under closer supervision. After a period of settling, we will put them forward to an external trainer to gain their childcare qualification on the job.

Staff training and appraisals

During their employment at Sunnyfields, each member of staff learns by on the job experience and 'expert' in-house training courses delivered every two months. They are expected to observe and copy good practice shown by the Quality Advisor, Nursery Manager and other members of the team, listen and carry out all



instructions of their senior staff, deliver the daily routine with the children's best interests at heart, work as part of a team supporting each other and refer to the Operations Manual when unsure of what to do. Each member of staff is expected to take part in regular staff appraisals (annually after the first year of employment) and work towards their Personal Development Plan agreed between themselves and the Nursery Manager during their appraisal. They will attend an annual review (combined with an appraisal) when any changes to contract terms, duties and company policies will be discussed. All appraisals and reviews will be documented for future reference. Staff are encouraged to undertake further childcare qualifications (funded 90% by the Government Apprenticeship Scheme) and are supported in house during their tutor assessments. Staff are expected to keep up to date with their First Aid certificates (and Food Hygiene if applicable).

Please note, staff must pay for their own First Aid training and do it in their own time as you must have this in place to work with children/part of your employment contract. If you join us unqualified, we will book you on the next available course which we'll pay for in the first instance and recovered by reasonable instalments from staff's net pay (as long as they don't take you below the National Minimum Wage). Please note if you remain in our employment for the duration of your certificate i.e. three years, Sunnyfields agree to refund the original cost when booking your renewed external training.

Team Building

Sunnyfields believe their staff are their best asset and want them to work together and feel valued for their contributions. As a result, Sunnyfields offer a 'Staff of the Month' cash reward, a 'Positive Behaviour of the Month' reward, a 'team building' activity in July and a staff Christmas Party in December.

They also enjoy their own nursery parent:staff social once a year and come together with our other nurseries to enjoy our Summer Fun Day and Barbeque. In addition, as part of the in-house training programme every two months, staff enjoy a free meal, have fun in team building games and sometimes take part in competitions as a group to win their team a prize. As staff are working on the social, the Fun Day and during in-house training, they earn time back on their TOIL record.

Staff meetings

Staff meetings take place once a month to ensure the whole team are kept informed of relevant information effecting the day nursery since the last staff meeting. They take place within the nursery after nursery hours, with time added back to staff's TOIL records. It would cover new staff, new children, operational reports from the different play units, the Third and SENCO update reports, and the Manager report on reminders and recent/coming events. They also encourage staff to talk about any other relevant business that may improve the service or voice a concern. Written minutes are kept on file of all staff meetings.

Salaries

Sunnyfields will deduct tax and national insurance from gross salaries and pay the net balance to staff in monthly instalments direct in to the staff's bank account on or about the 5th day of each month. When the 5th falls on a Saturday, payment will be made on the 4th and when the 5th falls on a Sunday or Bank Holiday Monday, payment will be made on the next working day. Staff are expected to have a bank account and give relevant details of it to the nursery within the first week of employment. They are also expected to complete a 'starter form' for tax purposes in their first week and supply their P45 produced by their previous employer if applicable as soon as possible. Sunnyfields will administer all staff's personal tax payments during the year and issue a P60 at the end of every financial year which needs to be kept in a safe place.

Salaries are reviewed annually in April or pro-rata for shorter periods. Any review will be effective from 6th April in that year and included in the May salary payment.

In an emergency, Sunnyfields may be able to give a small cash advance on next month's salary. All cases will be reviewed individually and Sunnyfields reserve the right to say no. Staff must speak to their manager in the first instance.

Staff holidays



New staff can only take what has accrued to date during their six month probation period i.e. 1.67 days per complete calendar month. Any additional leave during the probation period will be at the Nursery's discretion and may be on an unpaid basis.

Staff are entitled to 20 working days holiday a year, pro rata for shorter periods, in addition to Bank Holidays. Of these, 3 to 4 must be taken on company specified days around Christmas and the New Year (dates tbc by the Manager). The annual leave year runs from 1st January to 31st December and, for shorter periods, is calculated as 1.67 days per complete month worked pro-rata for the number of complete months worked in that year.

Whilst every effort will be made to enable employees to take their annual leave at the time of their choice, all leave is subject to suitable cover being arranged for the Nursery. There are also some busy periods during the year when leave cannot be taken i.e. during two Report weeks and in the pre-Christmas week. Leave must therefore be approved in advance by the Nursery Manager and before holiday bookings are made. The entitlement of annual leave for any leave year shall be taken during that year or forfeited. In addition, to ensure staff balance their holiday entitlement throughout the year and not leave it all to the end, they must take at least 5 days of their entitlement before the end of April or lose it.

Only one staff member can be on holiday at any one time.

Staff Loyalty Scheme

To reward loyal staff who work for Sunnyfields for a long time, they will earn extra holiday entitlement during their annual salary review in April after key periods of employment as follows up to a maximum of 5 extra days: an extra half a day after two years employment, increasing to one full day after four years, two full days after 10 years, 3 full days after 15 years, 4 full days after 20 years and 5 full days, the maximum, after 25 years. In addition, any staff who work for Sunnyfields for 5 years, will receive a commemorative gift at five years and will be invited to an annual '5 year club' lunch in January with the other '5 year club' members.

Staff shift rotas and TOIL

The normal working hours are between 8.00 am to 6.00 pm Monday to Friday on a shift rota basis.

Generally, staff are contractually employed to work 37.5 hours per week, excluding a meal break, but are expected to be flexible and work additional hours required during busy periods i.e. 8am to 6pm during two report weeks a year, or when there is not enough staff to cover the numbers of children present at the beginning and end of the day, or when they attend staff meetings or in-house training or a nursery event out of hours. As these hours are not regular, Sunnyfields operates TOIL (time off in lieu) for any hours above the contractual 37.5 hours per week to allow for this flexibility and staff are expected to be contactable by telephone from 7am. TOIL is repaid to staff through personal appointments in work hours, when staff are late to work, extending lunch periods or letting staff leave early when numbers of children permit. However, if staff have built up a lot of TOIL, then they are allowed to reduce it by asking to leave early or come in late on special/ad hoc days as long as numbers and staffing permit. Excess TOIL hours at the end of the year are repaid in the final Christmas week by time off.

Please note qualified level 3 Seniors/Third are contractually employed to work 42.5 hours per week i.e. 8am – 6pm to ensure continuity of care in their unit.

Contingency Plan during busy periods between 8.00 – 8.30am and 5.30 – 6.00pm.

During these periods, it is vital that all staff on duty focus on the needs of the children arriving or leaving the nursery and are not doing other nursery nurse duties. In the event of an unforeseen eventuality occurring during either of these busy periods i.e. the unexpected early delivery of the weekly food, staff must leave the unexpected situation, as long as it poses no danger to the children, to a more convenient time and when all staff are in.

Absence from Work policy (sickness)



If staff are unwell and/or unfit for work that day, they must text or phone the Nursery Manager by 7.00am (regardless of the shift they are working and not on 'the group chat') to give them enough notice to find cover for their shift. If they have sent a text, then the staff must follow this up by telephoning the Nursery Manager by 10am to explain how they feel. Also, whilst off, they must act diligently to improve their health for the next day i.e. visit the doctor for medication. If, by the end of that day, they do not feel they will be able to make it in the next day then we ask them to telephone the nursery by 4.30pm if possible so we can adjust the next day's shifts. Otherwise they must repeat the above notification by 7am.

Staff are entitled to Statutory Sick Pay from the fourth working days absence as long as this is supported by a Doctor's note. Payment for sick periods of less than four days is at the employers discretion, but in practice Sunnyfields will pay for up to three days sick per calendar year (one accrued every four months) for each employee as they deem this reasonable, but none during the six month probation period. Any appointment during working hours must be supported by an appointment card and will be deducted from your TOIL record.

Please be aware that Sunnyfields do not look favourably on staff who takes time off sick too readily. Staff absence creates a lot of extra work and stress for fellow team members and therefore must be minimised. If staff do feel unwell, but well enough to come to work, they must do so and let the Nursery Manager use his / her discretion on how best to handle the situation i.e. staff may be sent home early or given lighter duties.

Sunnyfields reward staff who do not take time off sick during the year from January to December with a bonus day's pay in your January payslip.

Staff with their own children are allowed immediate time off work unpaid for a maximum of two days to look after their children in an emergency situation only e.g. sudden sickness or accident. During this time off, they must make alternative arrangements to get childcare for their child after two days or take paid annual leave.

Compassionate leave for staff

In the unfortunate circumstances that a member of staff suffer the death or life threatening illness of a parent or spouse, then Sunnyfields will use their discretion and allow compassionate leave for up to two weeks. We also allow staff one day compassionate leave to attend a grandparent's funeral. After this time, the member of staff will be expected to return to work or take time off as holiday.

Cover for staff absence, including maternity leave

In the event of staff absence due to annual leave or sickness, the nursery ratio is maintained by direct cover from other team members including the Manager or Deputy. We may also move children or merge rooms as long as it is in the children's best interests. If the Manager or Deputy are in ratio at the beginning or end of the day, then they must base themselves in pre-school, and deploy the other staff accordingly, to be able to free themselves to quickly answer the front door. In addition to in-house staff, a small pool of standby workers, including surplus staff from our sister nurseries and the Directors, are contacted for longer term cover if and when needed.

Please note that if more than 50% of staff are off at any one time and there is not enough cover, then we refer parents to our policy entitled 'Contingency Planning in an Unforeseen Emergency' under the Premises section of this manual.

In the event of covering maternity leave, we usually promote existing lower level staff into more senior positions across the nurseries as required and then recruit at Nursery Nurse level. Fortunately the higher staff turnover in the nursery industry allows for permanent appointments as a suitable vacancy is nearly always available for when the maternity cover returns, although this does get harder the higher up the position as there are less of these positions available. As a result, when a high position does go on maternity leave, we reserve the right to manage their cover on an individual basis in the very best interests of the children, the staff and parents.

Staff turnover



Like all businesses, Sunnyfields employ individuals to train and be promoted. During their time with Sunnyfields, staff are appraised and given a career development plan to work towards. In some circumstances, individuals are promoted and moved around within the nursery or across the group of nurseries, others are disillusioned and decide that childcare is not for them i.e. low competitive pay for long stressful hours (and in some cases unable to cope with the expectations of parents/carers) and others prove to be unsuitable for their posts. For many reasons as shown, staff move on for their own personal development and reasons. This is similar to any other employee in any other profession.

Parents /carers must rest assure that a nursery with a strong daily routine and sound planning like Sunnyfields will continue to deliver and maintain the quality of their services irrespective of whether an individual staff stays with them for 3 months or 3 years. Sunnyfields are proud that many of their core staff have been and still are with them for many years which can only be a good reflection on them as employers. However, they are concerned with some parents/carers who fail to look positively on the side of the core staff team who are reliable, loyal and still with them, but rather focus negatively on the staff who constantly look for change or are unsuitable to work with the children. In their experience, however, Sunnyfields do understand that this change can be a shock to some parents especially if their child suddenly loses their keyworker, but parents must realise that it is not the individual who largely influences their developing child's learning, but rather the whole environment and team input.

However, Sunnyfields will endeavour to keep parents updated of any staff changes as they occur via nursery newsletters or a notice on the front door.

Staff Confidentiality

Confidentiality is vital in maintaining an effective, professional and quality service. Therefore, individuals / groups employed by Sunnyfields should respect one another and the provision while in Sunnyfields employment and after they have left our employment. They must make sure all information that is spoken of or divulged within the setting on a day to day basis, as well as in meetings, in-house training, etc remains with the individuals / group and not put on their social media sites. In addition, staff are not permitted to link with parents on social networking sites e.g. Facebook, or exchange mobile phone numbers and must remain confidential / loyal to Sunnyfields when doing 'out of hours baby-sitting'.

To divulge any information which may discredit Sunnyfields, it's employees or it's clients can result in the termination of the staff's employment and possible court proceedings.

Dignity at Work Policy

Staff must be responsible for their own actions and must not act in any unreasonable manner in or outside of work to cause anxiety to colleagues or to bring Sunnyfields into reprimand at any time.

Harassment, bullying and victimisation are not allowed at Sunnyfields. Harassment and bullying may be a criminal offence and can have very serious consequences for individuals. It may make people unhappy, may cause them stress, may affect their health, and their family and social relationships. It may also affect their work performance and could cause them to leave their jobs.

Everyone has the right to be treated fairly and with dignity and respect at work. As a result, staff must understand where they fit in the staff hierarchy, act in accordance with their level of responsibility as detailed in their job description and not misuse their power over others. They must not contribute to staff gossip, make derogatory comments about their colleagues, isolate staff from conversations or events, undermine management decisions or show lack of respect for their managers.

Staff Uniform Policy

Sunnyfields ask staff to dress professionally for work which includes smart dress and tidy hair. We do not allow:

- Strapey tops that show your cleavage or are too short in the waist



- Trousers that show the top of your underwear or bottom
- Leggings that are see-through / too thin
- Skirts and shorts that are too short without tights or leggings
- Ripped tights, holey trousers or scruffy tracksuit bottoms
- Blue denim
- Hats
- If tattoos or body piercings are very obvious, the manager has the right to ask you to cover them up or remove the jewellery.

Sunnyfields remind staff that clothes can get dirty very easily in a nursery environment so please make sure they wash easily. Sunnyfields provide each member of the nursery staff team with a name badge and maroon or royal blue tabard which must be worn daily over own clothes (to include the Deputy or Manager when working directly with the children). Staff are also able to purchase cost price other items of maroon or royal blue uniform (ordered three times a year) according to their preference which may be worn instead of the tabard. This makes sure parents can easily identify the staff team, but at the same time show a united front. Staff are responsible for caring for their own tabard i.e. washing and ironing.

Sunnyfields operate a no shoe policy within the nursery units so they strongly recommend that staff purchase a pair of slippers or indoor shoes to wear during the day. These must have flat heels. Sunnyfields are happy for staff to leave them in the nursery overnight so long as they are stored out of sight of the parents arriving in the morning.

Finally, there are additional items available in the nursery for staff to use as and when necessary i.e. an apron and hat to be worn in the kitchen and/or serving food, a painting overall when mixing paint and disposable aprons/gloves for nappy changing.

Sunnyfields holds no liability for damage caused during accidents/mistakes to individuals when not wearing these items at the appropriate times.

Mobile Phones and Valuables

Staff must not have their mobile phone on them or in their unit during work hours (accept during breaks when they are away from the children) and must inform their next of kin to use the nursery phone in a personal emergency. This includes switching off text notifications on your mobile connected watches. If a staff is found with their phone on them or in their unit, we reserve the right to confiscate the phone until the end of their shift that day.

To protect your mobile phone, valuables and cash/money when you are working in the units, please lock them securely in the staff lockers provided. Sunnyfields take no responsibility for items going missing.

Mobility Policy

Although staff are based in one Sunnyfields location, it may be necessary for staff to work at another Sunnyfields location when temporary cover is required. The relevant nursery managers will liaise in these circumstances and details will be passed to the member of staff giving as much notice as possible.

Policy to Cease Employees Employment (change of hours/flexi hours)

Sunnyfields view their staff as very crucial to the ongoing success of their business. Therefore, wherever possible, they try to keep staff in the hours they were contracted to do. Sunnyfields also, wherever possible, will and do assist with flexible working hours as far as reasonably possible. However, in unforeseen circumstances and where the loss of hours/days/months have to be incurred due to change in the demands for the business, altering of business, on going illness, pregnancy, etc, Sunnyfields have no alternative but to reduce the original contracted hours of the employee.

The employee does have the right during any stage of their employment to terminate their employment by following the correct procedures stipulated in their contract and under the Employment Act.



Termination of Employment

Staff are required to write to the nursery manager if they wish to terminate their employment with Sunnyfields and give at least the notice period detailed in their Employment Contract. Staff will only be paid for the days they work during their notice period.

If no resignation is received and staff leave without communication and notice, then the Nursery assumes that it amounts to immediate resignation by the member of staff with them waiving any rights to work during their notice period. If this is the case, payment will only be made up to their last working day and is at the Nursery's discretion depending on work performance during their notice. Payment will be received on the 5th day of the next month in line with other salary payments. Staff's last working day will be noted as the leaving date for tax purposes.

Staff are expected to return all uniform, the front door key and any other items belonging to the nursery on their last day. During an 'Exit Interview' with the Nursery Manager in the last month, staff are reminded not to discuss the nursery/breach confidentiality with any third party either during their notice period or when their employment has ceased, which includes derogatory comments on social media. Failure to adhere to this may result in court proceedings.

Pregnancy, maternity leave/pay and nursery fees for staff

If a member of staff becomes pregnant during their employment at Sunnyfields, Sunnyfields expect them to carry on their duties to the same standard prior to their pregnancy, though they do realise that some duties will need to be adapted in the later stages of pregnancy i.e. lifting children. Sunnyfields also expect all pre-natal appointments to be kept out of work hours as far as possible. If staff are employed by Sunnyfields in the 'qualifying week' of the pregnancy (see doctor for further clarification), then staff are entitled to Statutory Maternity Pay through Sunnyfields. They are also entitled to be offered a similar job, both in level of responsibility and number of hours, to come back to after one year's maternity leave or earlier by mutual agreement, but we reserve the right to move staff to other settings where a suitable vacancy exists. For current maternity pay awards and maternity rights, please speak to the nursery manager.

Please note, new for babies born after April 2015, parents now have the right to share the Maternity Pay/Leave, however the first two weeks after the baby is born must be taken by their mother. The employee must give at least eight weeks notice to their employer of their intentions for Maternity Pay/Leave and when they will return.

If staff do return to Sunnyfields after baby is born, Sunnyfields reserves the option not to look after their child in the nursery. However, if Sunnyfields do agree to look after their child, then the staff must be aware that they will not be working directly with their child and must trust the other staff to do their best for the child and not to interfere with the child's care during nursery hours. Sunnyfields do offer discounted fees to staff which are invoiced alongside your salary payslips. For more information, please speak to the Nursery Manager.

Pension and Retirement

Normal retirement age is currently 67 years old, but staff have the right to continue working beyond this age if they want.

Sunnyfields advise employees to save for their retirement and process auto-enrolment to our company pension scheme through NEST when you are eligible, currently based on age and salary. If eligible, then the employer and the employee will contribute a percentage of the employee's salary to a company pension scheme. For more information, please speak to Head Office.



Discrimination

Discrimination against a fellow employee on grounds of race, gender, disability, age, sexual orientation or religious beliefs is unlawful and may result in termination of your employment.

Formal Capability Procedure (for when an employee is underperforming in their role)

Sunnyfields follow this procedure if an employee is not breaking any company rules, policies or procedures, but is underperforming in their role and needs to improve if they wish to continue being employed by Sunnyfields. This procedure ensures all employees are treated in a consistent and fair manner.

1. We start informally with a preliminary supervision meeting with the Nursery Manager. Firstly we ensure the employee is aware of their job description and what is expected of them. Then we discuss the employee's work performance, establish if there are any 'capability' issues or areas they are struggling with and any contributing factors both from home and in work. If yes, we create a written 'Improvement Notice' in these areas, which may include one to one in-house training with a mentor, advising what areas we aim to improve, how the employee will go about improving them, who will be involved in the improvement process and giving a reasonable timescale for this improvement to be achieved ie. two weeks. This timescale will co-incide with the first formal/follow up review meeting which will be booked in the nursery diary at that time to ensure enough notice is given on both sides. Please note the employee is entitled to be accompanied to this meeting by a work colleague, but if this is the case it will have to be held outside their work hours to ensure staff:child ratios continue to be maintained in the nursery.
2. The Manager then observes the employee's work performance since the preliminary meeting writing down incidents of continued poor performance, if any. At the first formal review meeting set above, the 'Improvement Notice' is then discussed to see if the improvements have been met. If yes, the 'Improvement Notice' is signed off and kept on the employee's file. If not, and the Managers has written evidence to prove it, then a second 'Improvement Notice' is issued in the same format as the first, again ensuring the second formal/follow up review date is booked in the nursery dairy to ensure enough notice is given on both sides. Again the employee is entitled to be accompanied by a work colleague out of work hours.
3. The process in point 2 will then be repeated two more times if there is no improvement i.e. the employee will be given two more chances to improve and each time given a reasonable deadline for improvement co-inciding with the second and third formal review dates accordingly (booked in the nursery diary in advance). Please note the third formal review date is also the final review date under this procedure and failure to have improved by this point will result in the termination of the employee's employment contract with immediate effect. Please note Sunnyfields will do everything possible to help in these extreme cases in the hope that the situation does not come to this point. All we want is improved performance.

Please note the employee has the right to Appeal in writing to the Nursery Director at any stage during this 'Formal Capability Procedure' if they feel they are not being treated fairly. A full investigation of the case will then be carried out within 15 days of the Appeal letter being received, including the written invitation of both parties to attend the Appeal meeting allowing at least 48 hours notice for both sides to prepare their case and their evidence. The employee is again allowed to be accompanied by a work colleague to this meeting which will be held outside work hours to ensure adult:child ratios are maintained in the nursery. All parties must rest assured that the investigation will be taken very seriously, remain fair to both parties and be handled in the strictest confidence. After the Appeal meeting, the Nursery Director will then weigh up the case/evidence and make her final decision which will be communicated to both parties in writing within 10 days of the Appeal meeting. If the employee continues to feel they are being treated unfairly, then they need to seek their own legal advice.



Formal Disciplinary Procedure (for when an employee is in breach of company rules, policies and procedures)

This procedure, as summarized below, is similar to our 'Formal Capability Procedure' thus ensuring a consistent and fair approach, but is more serious as it addresses issues through 'Disciplinary Notices/Warnings' where an employee is in breach of the company's rules, policies and procedures as detailed in their Employment Contract and/or the company's Operations Manual. Each stage of this procedure becomes more severe and carries a longer time penalty on the employee's employment record from the date of issue which must be disclosed if the employee decides to leave our employment within that time frame and we are asked to supply a work reference. Again formal review meetings are booked in the nursery diary in advance to ensure enough notice is given on both sides and allowing the employee time to organise/be accompanied by a work colleague out of work hours if they want.

1. Preliminary informal meeting drawing up first 'Disciplinary Notice/Warning' in writing for which no notice is given. The time penalty for this 'first warning' remains on the employee's employment record for three months from date of issue.
2. First formal review meeting reviewing the first 'Disciplinary Notice/Warning' and drawing up the second 'Disciplinary Notice/Warning' if necessary. The time penalty for this second warning remains on the employee's employment record for six months from date of issue.
3. Second formal review meeting reviewing the second 'Disciplinary Notice/Warning' and drawing up the third 'Disciplinary Notice/Warning' if necessary. The time penalty for this third warning remains on the employee's employment record for twelve months from date of issue.
4. Third and final formal review meeting reviewing the third 'Disciplinary Notice/Warning'. Please note that failure by the employee to have complied with this 'Disciplinary Notice' at this point will result in their instant dismissal. This 'instant dismissal' carries the maximum time penalty in that it remains on the employee's employment record indefinitely when/if we are asked to provide future employment references.

Rest assured, we will not initiate disciplinary action without just cause and evidence in writing. Also, no employee will be instantly dismissed for a minor offense without following the above 'three warnings' procedure.

There are, however, major offences/gross misconduct/breaches of rules, policies and procedures which will result instant dismissal without following the above procedure as follows:

- a. employee does not have a work permit
- b. theft, fraud and deliberate falsification of records
- c. physical violence
- d. serious bullying or harassment
- e. deliberate damage to property
- f. serious insubordination
- g. misuse of the settings property or name
- h. bringing the organisation into serious disrepute
- i. serious incapability whilst on duty brought on by alcohol or illegal drugs
- j. serious negligence which causes or might cause unacceptable loss, damage or injury
- k. serious infringement of health and safety rules
- l. serious breach of confidentiality (subject to the Public Interest (Disclosure) Act 1998)
- m. serious failure to comply with procedures that safeguard children

Please note in these circumstances, a full investigation will be carried out as soon as possible and the employee may be suspended with pay during the investigation. Suspension will be as brief as possible and employees are required to take all reasonable steps to attend the set hearing, though it can be moved to a more convenient time as long as a valid reason is given in advance.



Again, the employee has the right to Appeal in writing to the Nursery Director at any stage during this 'Formal Disciplinary Procedure' if they feel they are not being treated fairly. A full investigation of the case will then be carried out within 15 days of the Appeal letter being received, including the written invitation of both parties to attend the Appeal meeting allowing at least 48 hours notice for both sides to prepare their case and their evidence. The employee is again allowed to be accompanied by a work colleague to this meeting which will be held outside work hours to ensure adult:child ratios are maintained in the nursery. All parties must rest assured that the Appeal investigation will be taken very seriously, remain fair to both parties and be handled in the strictest confidence. After the Appeal meeting, the Nursery Director will then weigh up the case/evidence and make her final decision which will be communicated to both parties in writing within 10 days of the Appeal meeting. If the employee continues to feel they are being treated unfairly, then they need to seek their own legal advice.

Whistleblowing Policy

Whistleblowing is raising a concern about malpractice within an organisation.

Sunnyfields are committed to delivering a high quality early years service promoting organisational accountability and maintaining public confidence. This policy provides individuals in the workplace with protection from victimisation or punishment where they raise a genuine concern about misconduct or malpractice in the organisation. The policy is underpinned by the Public Interest Disclosure Act 1998, which encourages people to raise concerns about misconduct or malpractice in the workplace, in order to promote good governance and accountability in the public interest. The Act Covers behaviour which amounts to:

- A criminal offence
- Failure to comply with any legal obligation
- A miscarriage of justice
- Danger to Health & Safety of an individual and/or environment
- Deliberate concealment of information about any of the above

It is not intended that this policy be a substitute for, or an alternative to the group's Formal Grievance Procedure, but is designed to nurture a culture of openness and transparency within the organisation, which makes it safe and acceptable for employees and volunteers to raise, in good faith, a concern they may have about misconduct or malpractice.

An employee or volunteer who, acting in good faith, wishes to raise such a concern should normally report the matter to the Manager who will advise the employee or volunteer of the action that will be taken in response to the concerns expressed. Concerns should be investigated and resolved as quickly as possible. If an employee or volunteer feels the matter cannot be discussed with the Manager, he or she should contact Anna Bailey, the Managing Director, for advice on what steps to follow.

A disclosure in good faith to the Manager, or Managing Director, will be protected. Confidentiality will be maintained wherever possible and the employee or volunteer will not suffer any personal detriment as a result of raising any genuine concern about misconduct or malpractice within the organisation.

Formal Grievance Procedure (where a member of staff has a problem with the nursery)

The company recognises that misunderstandings or grievances can arise between employees and management. It is important that these are brought out into the open and resolved as quickly and as fairly as possible. In most cases this can be done on an entirely informal basis, or with the help of the employee's supervisor.

However, there are occasions when a more formal approach may be needed and, in such situations, the following procedure should be used.

Stage 1- Statement of Grievance



Employees must provide in writing the nature of the alleged grievance and send the complaint to their immediate manager. Where the grievance is against the manager, the matter should be raised with a more senior manager i.e. normally the manager's manager e.g. the owner.

Stage II – The Grievance Meeting

Within 5 working days of receiving the statement of grievance, the manager will write to the employee inviting them to attend a meeting where the grievance can be discussed. An employee is entitled to be accompanied by a work colleague employed by the setting. The letter should give at least 5 days notice of the meeting and the employee should take all reasonable steps to attend (otherwise it can be rearranged to a more convenient time). At the meeting, the employee must inform the manager hearing the grievance what the basis for the complaint is. After the meeting, the manager hearing the grievance must write to the employee within 10 working days informing them about any decision and offering the right of appeal and to whom to address any appeal letter (usually the manager of the manager e.g. the owner).

Stage III – The Appeal

Should the employee feel the grievance has not been satisfactorily resolved, they must set out their grounds of appeal in writing, within 7 working days of receipt of the decision letter, confirming that they wish to appeal against the decision or failure to make a decision. Within 5 working days, the employee should be written to inviting them to attend an appeal hearing where the alleged grievance can be discussed. The appeal meeting should be scheduled to take place as soon as reasonably possible and the employee is required to take all reasonable steps to attend (otherwise it can be rearranged to a more convenient time). Again an employee is entitled to be accompanied by a trade union representative or work colleague employed by the setting. After the appeal meeting, the appeal hearing manager must write to the employee within 10 working days informing them of the employer's final decision.

The company reserves the right to be represented at any stage of the grievance procedure by a named person whose status will be disclosed beforehand.



c) Health

Unwell Child Procedure

No child should be brought to the Nursery who is unwell as the relatively confined area causes infection to spread rapidly, the staffing levels are set to care for well children only and adequate care cannot be given to the sick child.

If the child has an infectious illness, the Day Nursery must be informed and the child must adhere to the recommended 'period of absence' displayed in the nursery office. Such illnesses include chicken pox, measles, german measles, mumps, meningitis and hepatitis. Parents are asked to inform staff if they think their child has come into contact with any infectious illness before the child is brought into the nursery. If in any doubt as to the acceptance of a child who may be unwell, parents are asked to telephone the Nursery first and speak to a senior staff member. If a parent does not comply with the policy, or the child becomes unwell during the day, parents will be asked to collect their child at the earliest opportunity.

Any child with a fever, diarrhea or vomiting must not attend the Day Nursery until at least 48 hours after the last symptoms. The Day Nursery must be advised by the parent if a child has or is experiencing symptoms of the above at home. Please note this does not include teething babies who have diarrhea as this is normal.

In addition, any child with an eye infection/conjunctivitis or bacterial/viral infection must not attend the nursery until at least 24 hours after the first treatment.

If a child becomes ill during nursery hours, the following procedure will be followed:

- It is up to the Manager or Deputy Manager's discretion as to whether the child should be sent home. If yes, the parent will be contacted to arrange for the child to be collected immediately.
- When the parent arrives, the keyworker will explain the child's symptoms to the parent and what actions were taken to alleviate the discomfort if applicable.
- All information concerning a potentially infectious illness must be recorded in the diary including the time at which the child was collected. If three or more cases are reported at the same time, then a notice is put on the front door warning parents of what illness is occurring in the nursery, to be extra vigilant if their child shows any of the common symptoms (giving examples) and what to do should their child / children catch it. If there is an outbreak of five or more obviously connected cases, then the nursery will report this 'notifiable disease' to our local Health Protection Unit (HPU) to ensure that a central body can oversee outbreaks across a wider area.
- If the child is taken to their doctor, parents are asked to inform the Day Nursery of the outcome.
- When parents collect or inform the Day Nursery of an unwell child, staff should remind them of the Medicine Policy if applicable.

Medicine policy

Medicine prescribed by a child's GP will be administered by our staff so long as the type of medication, the dose to be given and the child's name are clearly marked on the bottle. In these circumstances, parents need to complete our medicine form giving us permission to administer this medicine. Failure to complete the medicine form will mean the medication will not be given. Sunnyfields will not administer eye drops even if prescribed so parents need to administer this themselves before and/or after nursery as required.

In addition, and as long as your child is not contagious, Sunnyfields will also administer non-prescribed medicines like Calpol, cough mixture, teething gel and other similar products (not Aspirin or Nurofen) sold over the counter at chemists without a prescription so long as we receive written authorisation and instructions on time and dose from the child's parent/carer using our medicine form. If parents authorise non-prescribed medicine for more than 5 consecutive days, then we reserve the right to refuse and ask parents to seek their doctor's medical opinion if their child's symptoms persist. Sunnyfields will not administer any medication



freely if we think the child would benefit, but the Manager/Deputy may telephone the parent asking for verbal permission in an emergency (to be followed up in writing).

The child's keyworker is responsible for making sure the medicine is given to the child at the correct time (and that they are witnessed). The keyworker then completes the relevant section(s) on the reverse of the Medicine Form which is countersigned by the child's parent on a daily basis to make sure they know when the last dose was given and to remind all concerned to take the medicine home at the end of the day. The Medicine Form can cover up to a 5 day course of medicine. A new form will have to be completed if the course lasts beyond the 5 days or the medicine is changed.

All medicines must be stored according to the instructions and out of the reach of children.

In the event of **incorrect administration** of medicine the following procedure must be followed:

- 1) Inform the Nursery Manager/Deputy of the incident, who will take the following steps:-
 - a) Note down the details of the incident.
 - b) Contact the parent immediately to inform them of what has occurred and what action is being taken. Parent's will be asked for any further action they may wish us to take.
 - c) Complete the Medication Book, recording the miss-administration, action taken and the outcome.
- 2) In the event of severe reaction due to miss-administration, the staff should follow the accident procedure.

If your child has special medical needs i.e. a severe allergic reaction or suffers from febrile convulsions, an Individual Health Care Plan of action, including any administration of specific medicine, will be devised between the nursery and the child's parents advising the nursery what to do if the child is showing symptoms and requires immediate attention in accordance with their special medical need. The parent must then provide the nursery with any specific training and medicine i.e. administering an epi-pen, either by themselves or using a medical professional. The plan is then signed by both nursery and parent to form a legally binding agreement to protect both parties should something go wrong.

If a child is being given medication at home due to an illness, the nursery should be informed. When medicine is prescribed, the child must have been taking it for a minimum of 24 hours before they return to nursery.

Accident / Incident Policy

If a child has an accident in the nursery, the nursery staff witnessing the accident is required to write up the circumstances surrounding the incident on an accident / incident form and endorsing it with their signature, to include if they have telephoned the parent to advise. They will then inform the nursery manager who also signs the form. Regular reviews of recent accident/incidents prior to filing will highlight any frequent health & safety issues as they arise so immediate action can be taken if necessary. The staff will then inform the parent of the circumstances surrounding the accident at the end of the day and ask them to countersign the accident / incident form as evidence of being informed. The form is then stored in the child's nursery file to ensure confidentiality.

If the accident is more serious, but not life threatening, then the parent will be notified by telephone. If there is a need for the child to attend casualty e.g. for stitches, the parent will be asked to collect their child to take them to the hospital.

If the accident is very serious and life threatening e.g. choking, please refer to the 'Contingency' policy below.

Any accident or injury that the child sustains at home should be notified to staff when the child next attends the nursery. All accidents from home are recorded on the child's PAR, but if the injury is very visible then parents may be asked to sign an 'accident at home' form to protect the nursery.

Sunnyfields must inform Ofsted and the local Early Years Team within 14 days of any serious accident, illness, injury or death of a child while in their care and any action taken. Sunnyfields must also notify local child protection agencies of any serious accident, illness, injury or death of a child while in their care and must act on any advice from those agencies.



Contingency Planning in the event of a serious Accident / Incident requiring Hospital Treatment

In the event of a serious accident or incident requiring urgent treatment, it is vital that the Manager / Deputy in charge at that time takes control of the event. They must:

1. Assign a qualified First Aider to the child who starts first aid treatment straight away. This person must not leave the child unattended.
2. In a life threatening situation e.g. choking, the manager/deputy rings 999 for an ambulance straight away. The operator will ask for details and will tell you what treatment to do with the child. The manager/deputy must ensure this information is immediately passed on to the assigned First Aider.
3. Assign another member of staff to remove all the other children from the immediate area and close the door behind them.
4. Whilst waiting for the ambulance to arrive, the child's parents **must** be contacted. If they are unable to get to the Day Nursery before the ambulance arrives, the parents **must** be advised on which casualty department the child will be taken and be asked to attend.
5. Contact one of the Directors (Anna Bailey 07966-361688 or Stuart Bailey 07973-428131) immediately informing them of the emergency.
6. When the first response / ambulance arrives, the Manager / Deputy in charge should give all assistance to the paramedic.
7. The assigned First Aider **must** accompany the child to the hospital if no parent is present. They must take with them the child's file containing all the child's relevant personal information.
8. Once the parent arrives at casualty and the member of Day Nursery staff is no longer needed, they should return to the Day Nursery.
9. On returning to the Day Nursery, the member of staff **must** complete an Accident Form with all the relevant details and the parent **must** be asked to countersign this information when they next arrive at the nursery.
10. The nursery are to inform Ofsted within 14 days of any serious accident, illness, injury or death of a child while in their care and any action taken.

If the serious incident involves a member of staff, then the Manager / Deputy must follow the same procedure as above, but inform the next of kin detailed on the most recent staff appraisal form.

First Aid policy

There is a main first aid box in the office of each nursery stocked with the following underlined items. A basic travel first aid kit is also available for outings.

- Use cold water compress to reduce swelling and bruising
- Use antiseptic wipes or cooled boiled water to clean open wounds
- Cut sterile wound dressings to size and use non-allergenic micro-pore adhesive tape to secure dressings in place
- Use hypo-allergenic plasters for children
- Use blue waterproof plasters for adults
- A leaflet on basic First Aid
- Sharp scissors
- Tweezers
- Use small bandage or child's clothing with safety pin to form sling
- Thermometer (& *normal temperature details*)
- Mouth to mouth shield
- Disposable powder free gloves

A list of these items is stuck on the inside cover of the main first aid box and the contents are checked against the list /restocked as necessary once a month. The box is kept in an accessible place out of the reach of children. All staff are qualified First Aiders as part of their job description which they renew every three years to ensure



their knowledge in this field is kept up to date. All training is logged on the 'Training Schedule' in the nursery office to show when staff last received the training and to ensure no-one is overlooked.

If a child requires specialist attention due to a medical condition, then Sunnyfields require the parent to train the relevant staff on any necessary procedures and sign an Individual Health Care plan giving us permission to deliver this treatment in an emergency. In so doing, parents must realise that the nursery staff team are not medical experts and that the nursery can only perform their best in such circumstances and will not be held liable if something goes wrong.

Cleaning policy

During the week as part of the daily routine, the nursery is kept tidy on an on-going basis. A daily check of the following is carried out before the children arrive in the morning to ensure the environment is healthy and safe for them to enter:

1. No trailing wires
2. All plug sockets covered
3. Heating is working and / or electric heaters being used
4. Fire exits free from obstruction
5. Any broken toys or dangerous equipment removed
6. Any dangerous areas sealed off from children e.g. kitchen
7. All working surfaces in play units and kitchen cleared and disinfected ready for use.
8. All hand washing sinks cleaned and disinfected ready for use and stocked with liquid soap and paper hand towels
9. All toilets flushed and stocked with toilet paper

Once a week, the nursery is cleaned thoroughly in accordance with the 'Cleaning Duties' and the 'Cleaning Rota' which are displayed in the nursery kitchen. The duties include what cleaning materials and equipment to use and how to clean the designated areas effectively. It also ensures toilet areas are stocked for use e.g. toilet paper, hand towels, etc. The rota includes who is responsible to clean the designated areas and how often each specific cleaning duty is performed. The person responsible for a specific cleaning duty must initial and date that they have carried it out satisfactorily on completion on the cleaning rota.

However, some cleaning duties are carried out less frequently and are recorded on the cleaning rota to ensure they are not overlooked e.g. maintaining the garden, cleaning the carpets, cleaning the windows and sterilising the toys. The Nursery Manager oversees that these duties are carried out at the right time, but it is the person responsible for doing these areas that must initial and date the rota to show that they have completed the task satisfactorily on completion.

Hygiene policy

Sunnyfields practice good hygiene procedures to prevent cross infection and to be good role models for the children. All staff wash their hands before starting work in the nursery and / or in the kitchen, after visiting the toilet, after eating, smoking or blowing their nose, after handling raw food and before handling cooked food, after disposing of waste food and rubbish and after cleaning duties. Sunnyfields encourage the children to wash their hands before and after meals or participating in cooking activities, after using the toilet and after messy activities or going in the garden. They use visual aids above all hand sinks to help the child learn how to wash



their hands effectively. Sunnyfields provide liquid soap in its own dispenser and paper hand towels in all hand washing areas. Sunnyfields also provide hand sanitizer in the nursery entrance.

Sunnyfields disinfect the nappy changing mat between uses using dettol and disposable hand towels and wear disposable gloves for each nappy change. A disposable apron is available to use for cases of diarrhoea or vomiting. All dirty nappies are stored temporarily in their own sanitary bin and removed outside at the end of the day ready for collection by an approved waste removal company.

Sunnyfields encourage toilet trained children to use the toilet appropriately through direct instruction by the staff and by visual aids in all toilet cubicles. Initially all children will be accompanied to the toilet, but as they get older, staff begin to trust the children to manage their own toileting needs with limited supervision.

Sunnyfields have procedures in place to ensure bed linen and beds are clean / disinfected for each new child before use. They try to use the same bed or mat for the same child as much as possible to increase a child's sense of belonging.

All dining tables or tables for cooking activities are disinfected before use. Sunnyfields use different colour coded clothes for washing the tables before and after meals / cooking activities, wiping the floor and after messy creative activities. Sunnyfields use different colour coded mops to wash the floor in the toilet areas, the kitchen and the play units. The mop bucket is emptied in its own sluice sink.

Laundry policy

All bed linen, Sunnyfields bibs, dirty spare clothes for children (belonging to Sunnyfields), staff tabards, drying up cloths and table cloths are washed at least once a week. Staff must ensure that there is enough dirty washing to fill the washing machine or tumble dryer before use to be economical and must follow the user instructions for the machines correctly. Sunnyfields do not wash or dry children's dirty or wet clothes which should be sent home with the child at the end of the day for the parents to wash.

Nappy changing policy

Nappies are routinely changed/checked four times a day after breakfast, before lunch, after sleep and after tea. They are also changed between these times if the child has soiled their nappy. Sunnyfields record all nappy changes on the daily feedback laminates and transfer this information to the feedback folder by the end of the day for a permanent record. These records include who changed the nappy, what time it was changed and whether the nappy was soiled or wet. If the child's bottom was sore, then this would be notified to parents on the laminate and what action was taken to make the child feel more comfortable.

Generally parents provide their own nappies and wipes for us to use in the nursery as there are many different shapes and sizes to suit individual children. However, Sunnyfields do sell cost price individual nappies per nappy change to ease the pressure on parents buying nappies at short notice.

Animal / pet policy

Sunnyfields encourage the children to care for living animals. Each nursery may have their own pets which are looked after by the staff and children. The staff in the room are responsible for making sure that the animal is fed and watered and their home is cleaned on a regular basis. On the occasions that the pet lives outside, the nursery staff must take it in turns on a rota basis to do the above. We encourage the children to stroke the pets and ensure that their hands are thoroughly washed after each petting session. Children are advised how to handle animals correctly and not to poke them. If the pet requires medical attention, then the manager must be contacted who will take the necessary next steps.



Sand policy

The play sand in each room must be cleaned (using a fine holed sieve) on a monthly basis. Each child that plays with the sand must wear a sand hat to prevent sand from becoming embedded in their hair. If for any reason a child gets sand in their eye, the staff member is to wash the eye with a lot of water and complete an accident form. The manager must be notified immediately if the eye becomes swollen or red.

No smoking policy

Sunnyfields operate a no smoking policy throughout its premises, both inside and out, at all times. They ask parents / carers and / or staff to smoke away from the nursery premises and to freshen up before entering the nursery.

Staff are not permitted to smoke in their uniform when off-site so must either change beforehand or wear a coat over.

No shoe policy

Sunnyfields operate a no shoe policy inside the nursery units to ensure germs and dirt are not brought in on outdoor shoes and to minimise physical accidents. Parents are asked to encourage their children to remove their shoes in the morning and put them in the relevant shoe box in the hallway. If parents need to enter the units then they must either wear the plastic overshoes provided or take off their shoes. We ask parents kindly to put the plastic overshoes back in this container after use.

Spare clothes, sun cream and wellington boots policy

Parents must supply a full set of extra clothing appropriate for the current weather either on a daily basis when they bring their child into nursery or stored in a drawstring bag on their child's peg which they top up as clothing items get used. Parents can use our 'welcome' draw string bags on their child's peg or make one of their own.

At the beginning of the summer / hot weather, parents must provide sun protection cream with a minimum 25 SPF and sun hats to protect children when they go in the garden. Sun cream will be clearly named and dated and stored in the nursery for the summer season, after which it will be returned to the parent. Staff must use only the child's own sun cream and ensure they wear disposable gloves when applying the cream to minimize any allergic reactions. Please note children will not be allowed in the garden without adequate sun protection.

When autumn comes, parents must ensure children come into nursery with a coat and suitable outdoor footwear to allow your children to make full use of the outdoors in colder/ wetter weather. We do have a limited supply of showerproof ponchos in the nursery which the children can use, but these are not warm.

Refuse policy

All general use and nappy bins are emptied daily to an outside storage bin away from the nursery. These outside bins are emptied weekly by the local council.



d) Food and Drink

Kitchen Policy

The nursery kitchen is regularly inspected by Environmental Health to ensure it meets health, hygiene and food regulations. We follow the 'Safer Food Better Business' risk assessment programme and carry out our own kitchen risk assessments which are reviewed quarterly and stored in the Health & Safety file in the office.

Food and Cooking Policy

Each nursery has their own qualified chef to prepare, cook and serve the food to the children. They have good knowledge of a safe, healthy and balanced diet for young children. The ingredients are fresh and supplied weekly by reputable food companies. Temperatures of the newly delivered ingredients are spot checked (see chart below) and recorded on arrival to ensure they remain safe to use. They are immediately stored in the fridge, freezer or dry storage whichever is appropriate. Sunnyfields are dedicated to ensuring safe food is presented to the children so we ensure food is heated to the correct temperatures (see below) and allowed to cool a little before serving to the children. If a child is asleep when the food is served, their portion is kept for a maximum of two hours until they wake up, reheated to the correct temperature (see below) and cooled before serving. All left overs are thrown away.

Safety Temperatures

Sterilisation / Boiling (most bacteria killed)	100°C or above
Disinfection using dishwasher (bacteria at safe level)	82°C or above
Cooking and reheating <i>Please note food can cool to a safe eating temperature as long as it is eaten within 1 hour of cooking</i>	75°C or above
Hot holding	63°C or above
Body temperature (peak of bacterial growth)	37°C
Chilling and Fridge food temperature	8°C or below
Freezer food temperature	-18°C or below

Sunnyfields menu

Sunnyfields provide all meals for children aged one year and over. The menu is reviewed annually in February to take into account the current likes and dislikes of the children and to take on board the latest Healthy Guidelines. It is displayed in the reception area of the nursery and emailed to the parents annually in February following the review. It is carefully chosen to be healthy, light on the children's tummys, partly organic and what we would cook at home. It generally offers chicken, turkey and 'safe' fish once a week, with vegetarian alternatives, to cater for most dietary requirements. In addition, fruit is served every day at tea time and we use wholemeal bread, whole wheat pasta and brown rice where possible. All food is served in a consistency appropriate to the age and stage of the child and staff closely supervise and support the children during mealtimes.

Sunnyfields do not provide food or drink for children under one year when the child's digestive system is still immature. As a result, we ask parents of these children to supply their child's food and drink needs every day with instructions of when to give it. When the child turns one, the nursery and parents will work closely together to wean the child on to the nursery menu.



Allergens, Allergies and other Special Dietary Needs

Sunnyfields may prepare or use food that contains one or more of the 14 allergens listed below. They highlight the allergens contained in each meal on the weekly menu displayed in the nursery entrance. In addition, there is a more detailed ingredients/allergy folder available for parents.

Eggs	Crustaceans (i.e. crab, lobster, crayfish, shrimp, prawn)
Milk	Molluscs (i.e. mussels, oysters, squid)
Fish	Tree nuts (i.e. almonds, hazelnuts, walnuts, cashews)
Peanuts	Cereals containing gluten (i.e. wheat, rye, barley, oats)
Sesame seeds	Sulphur dioxide/sulphites (at concentration of more than ten parts per million)
Soya	Mustard
Celery & celeriac	Lupin

Parents are asked to disclose any known allergies or other dietary needs on their child's enrolment form. For easy reference and to ensure staff do not give unsuitable food or drink to the child, this 'special' information is then noted on the child's PAR 'special notes' page, in the daily register against the child's name, displayed in the relevant unit and again in the kitchen.

Parents are welcome to have a copy of our 5 week menu plan (showing allergens) upon request, especially if their child has any allergies or special dietary requirements. We are happy to discuss the suitability of our menu for their child to highlight what their child can or cannot eat. Where possible, we will adjust the child's meal on a daily basis to avoid any unsuitable ingredients, and at the same time keep the appearance of the meal similar to the nursery menu to ensure children do not feel different. Parents will be kept informed if their child's menu differs from the nursery menu on a daily basis.

However, in a few cases, the child's special dietary needs may require us to make extensive changes to our main menu. Due to the fact that the nursery only stores a limited range of ingredients thus limiting our opportunities to offer a sufficiently healthy and varied alternative menu, it may be necessary for the parent to supply the child's daily food intake in the form of a packed breakfast, lunch and tea. Our staff will offer this food to the child at the same time as the other children eat the nursery menu, but will closely supervise them during all mealtimes to ensure he/she doesn't come into contact with the nursery food. If this method is deemed necessary to ensure the child has equal access to the nursery, then the cost price of the nursery food will be deducted from the daily fees (currently £1 a day). We apologise in advance for the inconvenience this will cause parents, but believe it's the best way to ensure a healthy diet for the child and give greater peace of mind for the parent.

Meal times as a social occasion

Sunnyfields serve breakfast at 9am, lunch around 12pm and tea at 4pm. Children are allowed to choose where they want to sit and are encouraged to share conversations with their friends. The older children are encouraged to help the staff set the tables, serve the food and clear away. Supervising staff are encouraged to sit with the children and eat a small portion of the same food.

'Milk Time' and other drinks

Children under five in a childcare setting are entitled to 189ml of 'free' milk every day. As a result, Sunnyfields serve the 'free' milk to the children daily around 2pm after sleep or quiet time according to their daily routines. Based on Health recommendations, Sunnyfields offer full fat milk to the under twos and semi-skimmed milk to



the over twos, although we are happy to vary this on an individual basis according to parent's wishes. Please note we do not provide a soya milk as an alternative, offering water instead if the child doesn't like or is allergic to milk, however we are happy to give it at this time if parents supply it.

In addition, water is offered every mealtime for the children. In between meals, water is available on demand and offered every hour in the baby unit, on demand in named beakers in the toddler unit and self service in the pre-school for the children to help themselves. Parents can supply additional milk or juice for their children to drink during the day if they wish.

Bringing food in from home

Apart from the children under one, Sunnyfields discourage parents bringing food in for their children from home, particularly sweets, crisps and other snacks. It causes unnecessary anxiety for the other children whose parents have not given them any snack.

Sunnyfields will serve 'nut free' party food and cake brought in by parents for birthday parties or supplied by them on special fun days as a treat for the children.

Birthday Parties

If wished, Sunnyfields will help parents celebrate their child's birthday. To do this they ask the parents to bring in 'nut free' cake, crisps, etc., towards the party and combine it with their normal tea time at 4.00pm. Parents are welcome to attend if they wish and can bring in a camera and/or a video. Please advise the staff in reasonable time in order to avoid disappointment. Sunnyfields are happy to give parents a list of a few friends for their children's outside parties and to give out these party invitations. Please see your child's key person. Sunnyfields do not take any responsibility for parents receiving or replying to these invitations. Also they do not hand out any thank you letters.

Food Hygiene staff training

The chef, nursery manager and deputy all complete Level 2 Food Hygiene Training every three years to ensure their knowledge in this field is kept up to date and that food that they cook is safe for the children to eat. All other staff, who do not cook food, undertake Food Handling Training delivered once every two years in-house. All training is logged on the 'Training Schedule' in the nursery office to show when staff last received the appropriate training and to ensure no-one is overlooked.



e) Positive Behaviour Management

Behaviour Management Co-ordinators / SENCOs

Each nursery has three named behaviour management co-ordinators/ SENCO's to ensure one is always available to give advice. They share lead responsibility for supporting children's behaviour in the setting. The two Company SENCO's are Lisa Higgins (Lead) and Elizabeth Wycherley for all nurseries who are responsible for keeping up to date with all current legislation, policies and procedures and cascading the relevant information to the individual nursery's SENCO and all other staff. The individual nursery's SENCO is the Deputy Manager, displayed on the Feedback Board in the nursery entrance, whose role is to ensure the following in the nursery:

1. Guidance, advice and training are given to staff if needed.
2. The manager is made fully aware of any concerns as they occur and is kept updated throughout.
3. All children's PAR's and tracking are complete and up to date, with a view to identifying any delays in development
4. Identifying children who present challenging behaviour and working with their keyworker and parents to observe possible reasons for such behaviour, to set action plans and targets to improve behaviour and to regularly review progress. This may include completing a 'risk assessment' of that child if they pose a danger to themselves or others in the setting or if they damage property.
5. Liaising with professionals from beyond the setting if necessary

Each SENCO will receive regular and suitable training on an on going basis, but they must also ensure that they keep themselves up to date with all new legislation and codes of practice.

Positive Behaviour Management Policy

Sunnyfields believe that 'proactive' procedures encouraging good behaviour (see below) are far more effective than a 'reactive' approach responding to challenging behavior and have developed their policies and procedures to reflect this. As a result, Sunnyfields focus on 'positive behaviour management' techniques in their nurseries with a view to finding out why misbehavior is happening and putting in place strategies to prevent/distract/divert the misbehaviour from happening again. Sunnyfields aim to ignore the symptoms of negative behaviour, as long as it doesn't pose a danger to the child or others, but rather see the behavior as 'communicating' the reason why the child is doing it, for example they don't know how to share yet. There are no fixed behavior management strategies as children are individual. Rather the staff use their knowledge of child development and close observations of the child to suggest an individual approach based on the child's age and stage of development and any special needs. To ensure staff adhere to this flexible policy and feel confident managing children's behavior effectively, they undergo regular in-house training sessions and follow the guidance outlined in the document entitled 'Positive Behaviour Management in Early Years'. In addition, they refer any specific concerns or questions to the nursery's SENCO.

Procedures encouraging good behaviour

Sunnyfields try to encourage self-control, to make children aware of each other's needs, to be caring, to trust and to share. They do this through group and individual discussions, turn taking and sharing during activities, celebrating festivals to respect different needs, having small responsibilities within the nursery to help care for the environment and its resources, encouraging the children to pass on information about recent incidents and so on. The toddlers and pre-school are also encouraged to set their own positive 'golden rules' of behaviour within each of these two units which the children control themselves. Sunnyfields acknowledge good behaviour by specific praise from staff members, team rewards, certificates to take home, well done stickers and so on.



Procedures managing challenging behaviour

Challenging behaviour can take the form of bullying, biting, kicking, scatching, swearing or name calling. It can also be continuous disruptive behaviour. Though incidents like these are common place within any nursery setting as children explore their boundaries of right and wrong and one off incidents should not concern parents / carers, Sunnyfields do address each incident in a manner that is appropriate for the child's age and stage of development, but also taking into consideration the child's individual needs. Parents will be kept informed on a day to day basis, but it may become necessary for parents and the nursery to come together to set up a 'Behaviour Support Plan' in writing, to work on both at home and in the nursery, to ensure a consistent approach between carers and regular review of progress.

Rest assured, no person living or working in the nursery will give corporal punishment to a child or threaten any punishment which could adversely affect a child's well-being.

Restraint Policy

In the sudden event of a child harming or potentially harming themselves or others, whether accidental or deliberate, staff are permitted to use reasonable force and/or raise their voice in order to restrain/stop that child in that instant. When the child has stopped, the staff will then explain calmly why we don't behave that way and the dangers involved and then allow the child to continue in the session. If this action is necessary, an Incident form will be completed, and parents will be informed and asked to countersign the Incident form.

Children with special educational needs and disabilities

Practitioners in the setting need to be aware that children with additional needs and/or disabilities can be particularly vulnerable. This may arise from the child's possible difficulty in communicating their concerns. Staff should, therefore, be aware of children's individual needs when considering the management of challenging behaviour.

Bullying Policy

All children and staff at Sunnyfields have the right to feel safe and secure whilst in our care. Sunnyfields do not tolerate any form of bullying in the nursery e.g. regularly and purposefully name calling, physical violence, ridicule, etc. They address each incident in an appropriate manner taking into consideration the child's age and stage of development, and any individual needs. Bullying can be reported to the manager by a child, a staff member or a parent. Alternatively, it can be reported anonymously by posting a letter in the 'suggestions box' located in the entrance to the nursery.



f) Safety and Suitability of Premises, Environment and Equipment

Layout of nursery

In Bromley, the day nursery is purpose built and occupies the ground and first floors of a large detached Edwardian building with bright conservatory overlooking its own private and secure natural garden. The space is divided into three spacious units for different age groups which are all well equipped for learning, meal times and sleep.

In Orpington, the day nursery is purpose built and occupies the whole of a single storey building set within its own private and secure natural garden. The space is divided into three separate units for different age groups which are all well equipped for learning, meal times and sleep.

Layout of rooms including the range and accessibility of resources

Each unit within the nursery looks after a different age and/or ability group and caters for the children's learning, meal times and sleep at different times of the day. The Baby Unit changes the layout of their room every week, while the Toddlers change theirs every month and Pre-school every three months. There is a wide range of resources available in each unit which are carefully selected to be safe for the children, age appropriate and maximise learning potential under a variety of learning areas. These include shop bought equipment, resources made by staff and children (e.g flashcards, books etc) and heuristic equipment which is a collection of everyday objects made of natural materials such as wooden items, wicker, sea shells etc. The use of equipment is monitored very carefully and replenishment orders are made on a quarterly basis.

All furniture is size appropriate for the age groups and takes into consideration the children being able to access the resources independently. Some of the children's own work and photos of them at play are displayed at child height throughout each unit.

A welcoming entrance with clear information

Sunnyfields aim to welcome all parents, carers and visitors to their nurseries and keep them informed of all current developments. They hope to achieve this through:

- 1) The Manager or Deputy personally welcoming children and parents on a daily basis as they arrive to drop off their children or pick them up. They also welcome all visitors during the day.
- 2) Their Daily Feedback Display showing the nursery routine, curriculum planning, menu and staff photos. Also, each unit displays their staff team and their daily activities / menu around their entrance / door.
- 3) Their Business Display including their aims and objectives, their latest Ofsted report and certificate of registration, their liability insurance certificate, what they would do if there was a fire and recommendations of current parents.
- 4) Their Inclusive Environment Display of recent photos taken throughout the nursery showing some of the things the children have been doing in nursery.
- 5) A Parents Display board showing our SENCO information, the Ofsted's complaints poster, photos of our recent primary school leavers, and magazines/hand-outs/money off vouchers from local activities/groups/primary schools.

There is also a suggestions box for parents / carers to give Sunnyfields ideas on how they can improve their service and a display of child related books / other items for sale from local traders.

Sleeping children policy

A member of staff in each unit sits with the children over one year while they are sleeping after lunch to ensure they are safe and remain breathing. During the sleep/rest period, they sooth the children to sleep and help any child who needs to go to the toilet. In addition for the older children who do not sleep, they encourage the



children to talk quietly to them and prepare activities for them to challenge their learning. Sometimes a child, regardless of their age, may want to sleep at another time of the day. Sunnyfields accommodate this for the one year olds and over by making a bed for them at the side of the play room where the child can sleep. The child is carefully monitored by the staff to ensure they are left alone by the other children while they sleep. When the child wakes up they can rejoin the activities on offer.

The under ones have their own cot room which has its own baby monitor, but is also visually checked by staff every five minutes when there is a baby sleeping in there to ensure they are still breathing.

Parking

Each nursery has off street parking or a carriage driveway so parents / carers who come by car can drop their children off safely away from the road. Sunnyfields, however, do not provide all day parking for parents. If parents do leave their car parked along the road near the nursery, then please respect the nursery's neighbours and vary the parking place each day so as not to become a nuisance and to ensure the vehicle does not become 'marked' to the nursery.

Buggy storage

If parents come to nursery on foot, there is a buggy store for their collapsed pushchairs for the day. Please note we do not allow buggies in the nursery premises to prevent outside germs and dirt coming in on the wheels.

Garden Policy

The garden is used daily regardless of weather conditions as far as reasonably possible. Each unit has two set times each day to use the garden, but these are flexible. As part of setting up the garden for children's play, staff carry out daily health and safety checks to protect the children from overnight dangers. In addition, they carry out quarterly risk assessments which include the garden to ensure it remains safe for the children to use.

Young babies who are not yet walking may be taken on a walk *around the premises* every day in place of one of their garden sessions. They go out in ratio of 3 children to one adult using the nursery's triple buggy. To ensure safety, the children are strapped into the buggy throughout the whole walk.

All other babies and the rest of the children have free play in the garden using all the equipment, while staff supervise closely to encourage children's play and to allow children to take risks safely. In addition to garden times, staff organise daily 'small groups' of toddlers and pre-school anywhere on the nursery premises and, occasionally, outings in the local community (minimum two staff permitting) e.g. visiting the local shops, library or park, posting letters or taking part in our own version of 'forest school'. All small groups and keyworker are logged/timed in and out of each unit using a laminate by the unit entrance.

Maintenance policy

Sunnyfields regularly review the nursery premises and resources to ensure they are safe for the children. Any dangerous areas or damaged items are either repaired or removed. If any work requires outside contractors, then only reputable establishments are employed and proof of identity is required prior to any personnel entering the nursery premises. Any outside contractor is not left unsupervised with the children at any time.

Servicing and testing equipment

Sunnyfields use reputable companies to carry out all their servicing and testing needs. The workmen attending the nursery are required to show an identity card and are not left unsupervised with the children at any time. All



central heating boilers, fire alarms, fire extinguishers, lifts and portable electrical appliances are tested regularly and logged.

Health & Safety at Work Statement

The Directors of Sunnyfields Day Nurseries Limited, recognise and accept the responsibilities as an employer for providing a safe and healthy place of work.

It is Sunnyfields policy to promote high standards of health and safety for its employees and for any other people who may be affected by the operations of its business / work. This includes providing a safe access to and from the place of work, a healthy environment in which to work i.e. clean, warm, light and well ventilated, adequate welfare facilities i.e. toilets, drinking water and staff room with a place to store employees belongings and a written statement in the form of various Risk Assessments (see below) advising how to safely carry out potentially dangerous tasks, how to safely operate potentially dangerous equipment or machinery and how to safely use and store potentially dangerous substances. In addition to this, Sunnyfields display the Health and Safety at Work Regulations in the entrance hall. All policies and procedures are contained in this Operations Manual, a copy of which can be found in the nursery entrance and linked to the homepage of Sunnyfields website www.sunnyfields.net for reference by all employees, parents and visitors. Occasionally, individual policies are displayed around the nurseries for added emphasis.

Sunnyfields has appointed the following people to be an employee's first contact should any accident / incident occur during their working day:

Manager	To report an accident or illness To seek advice on protective clothing To receive training / retraining in safety issues To seek advice on first aid facilities To seek advice on fire drills and means of escape To discuss staffing policies
Manager in first instance who will then contact Head Office or Stuart Bailey, the Director responsible for maintenance and repair, if necessary	To report a breakdown of heating and lighting To report a breakdown of equipment or machinery To report an ingress of vermin To dispose of rubbish To report a shortage of Hygiene items
Manager in first instance who will then contact Anna Bailey, the Managing Director, if necessary	Any other concerns

Health & Safety Training

All staff undertake basic Health & Safety Training every two years delivered in-house reviewing Fire Safety, Safe Food Handling, First Aid in an Emergency, Manual Lifting, Infection Control, daily Health & Safety checks, quarterly Risk Assessments, Door Security and other safety procedures. All training is logged on the 'Training Schedule' in the nursery office to show when staff last received the training and to ensure no-one is overlooked.

Risk Assessments

Sunnyfields have identified the main risks associated with their nursery operations under the following areas:



nursery play rooms, outside on nursery premises, outings, kitchen, fire and students/volunteers. They have created model risk assessments in these areas which the individual nurseries customize accordingly. The individual nurseries review these risk assessments quarterly to reflect current practice. The most recent risk assessment reviews, including actions required, are kept in the relevant areas i.e. playrooms behind room register and fire in Fire File.

Fire emergency procedure

All staff, students, volunteers and agency staff must be aware of their specific responsibilities, fire exit routes, location of and how to use fire fighting equipment and the assembly point. For specific information on these in your chosen Sunnyfields nursery, please refer to the unique *Fire Emergency Plan* displayed in the nursery entrance and again in the Health & Safety file. Fire drills are carried out ever four to six weeks over the course of one week to ensure all adults and children are familiar with what to do in the event of the fire alarm sounding due to a fire or any other emergency.

If you discover a real fire or the practice fire cone, call out where you found a fire and raise the alarm by sounding the alarm on the fire alarm panel. Please take a note of where the fire started or the cone was positioned to inform the nursery manager/fire brigade. In a real fire, the person discovering the fire may then try to put the fire out by using the nearest fire extinguisher or fire blanket in accordance with their fire safety training and the operating instructions displayed on the wall above these items. In case of doubt or lack of confidence, evacuate the building and leave the fire fighting to the fire brigade.

If you did not discover the fire and you hear the fire alarm, all children, staff and visitors are to carry out their specific responsibilities in evacuating the building to meet at the assembly point in accordance with their nursery's unique Fire Emergency Plan displayed in the main nursery entrance. At the assembly point, the registers will be taken of all the children, staff and visitors. Please respond quickly to your name being called and the names of the younger children who cannot respond for themselves. Everyone must remain at the assembly point until further instructions are given.

Please note, children may get upset and not want to leave/re-enter the building. Sunnyfields hope to minimise this by carrying out frequent drills so children and staff know exactly what to do should the alarm sound leaving no cause for concern. Staff must give extra support to new children who may be experiencing the drill for the first time.

In addition, the weather conditions may be raining or it is very cold. Staff must realise that children and staff must not stop to put on coats or shoes in the nursery building, but can pick up the shoe box and as many of the children's coats that they can carry easily as they exit the building. When outside after the register has been called if it is not a practice drill, staff can dress the children accordingly and lead them to the pre-arranged indoor assembly point while they wait for their parents to arrive i.e. the local church.

Finally, staff must not delay evacuation for any reason such as finishing a telephone call or collecting personal possessions. They must remain calm and carry out their responsibilities in an orderly manner. Please do not use the lift.

In case of a real fire or suspicion of fire, the person with management responsibility at the time must call 999 and ask for 'FIRE'. When the Fire Brigade answers give the following information clearly - 'There is a fire at a children's day nursery. The address is'. Do not replace the receiver until the address has been repeated back to you by the Fire Brigade.

Contingency Planning in an Unforeseen Emergency



In the event of an unforeseen emergency occurring during nursery hours e.g. a power cut, flood, etc, the manager must do the following:

1. Ensure that the children, staff and visitors are safe.
2. Investigate the cause of the emergency situation.
3. Contact Lisa Higgins 07823-882061 (or if not available one of the Directors Anna Bailey 07966-361688 or Stuart Bailey 07973-428131) immediately informing them of the emergency and agreeing what further actions need to be taken as follows. In all circumstances, the staff must remain calm, efficient and co-operative.
 - a. If the children need to be immediately evacuated, the fire alarm is to be raised and the children and staff must evacuate the building and meet at the assembly point. The register will then be taken by the manager after which the children will be taken to an indoor place of safety.
 - b. If the children need to be immediately collected by parents, the manager is to evacuate the children following a. above and then send a group text to all emergency mobile phone numbers advising of the situation and what parents should do. The manager must ensure that all contact details are up to date in the Contact Box and all emergency mobile phone numbers are up to date on the nursery mobile phone for this purpose.
 - c. If it is safe for the children to remain in the building, the manager is to liaise with the Managing Director to organise emergency food, lighting, heating, etc. They are also to decide whether it would be beneficial to arrange early collection of all children.

In the event of an unforeseen emergency occurring outside nursery hours, the first person on site or on call must telephone Lisa Higgins (or if not available one of the Directors) immediately to inform them of the situation and agree what further actions need to be taken. Parents must rest assured that Sunnyfields take their reliability very seriously and will do everything possible to stay open on these occasions, however, the Directors may have to take the decision to close the nursery if the premises are no longer safe for the children e.g. fire, flood, etc, or more than 50% of staff are unable to get to the premises to care for your children e.g. severe adverse weather or no public transport. If this is the case, the nursery will keep parents informed by 7am on the day of this closure using the home page of our website www.sunnyfields.net and by sending a group email to all current parents. In addition, the Managers will endeavour to send a group text to the main emergency mobile phone numbers highlighted in the child's enrolment forms, put a note on the nursery front door and update our telephone ansaphone message as soon as reasonably possible after this time staff permitting. Unfortunately, fees will still be payable if the nursery is closed for a maximum of two consecutive days to cover immediate running costs of the nursery. However, if the event is more serious and the nursery has to remain closed for more than two consecutive days, then fees from the third day will be refunded and a letter sent to parents explaining the event in more detail, advising when the nursery is likely to re-open and any temporary childcare options available.

If parents would like to contact Head Office during these emergencies, then they are welcome to email enquiries@sunnyfields.net and Head Office will respond as soon as reasonably possible staff permitting.

Accident log book

All accidents and incidents are recorded and reviewed regularly to ensure there are no common risk areas. All injured parties remain confidential in accordance with our data protection policy. If common risk areas are identified following the reviews, action is taken immediately to minimize the future risk in this area e.g. removal of a piece of equipment, altering the layout of a room, etc.

Insurance policy

Sunnyfields holds public and employer liability insurance in the event of an accident.



Daily attendance register

The staff at each nursery are responsible for *timing* the children in on the register as they arrive in the morning and out when they leave. All staff must time themselves in and out each day.

Visitors Policy

All visitors to Sunnyfields must sign in their correct details in the visitor's book located in reception and sign out when they leave. They must also turn off/silence/not use their mobile phone whilst on the nursery premises. Unless they have an appointment with the nursery manager/deputy who will be directly responsible for them during their visit i.e. if they are viewing the nursery for their child or attending a staff interview, then they must wear a visitors badge whilst in the nursery and be informed of the emergency evacuation procedure if the fire alarm goes off while they are in the building. Visitors are not to be left alone with the children under any circumstances.

Please note if any visitor injures themselves whilst on our premises, they must report it to the nursery manager before they leave our premises and complete / sign an accident report form.

Door Security

Like at home, the nursery front door is our main security keeping your children safely inside the building. In addition to a normal door lock, we use a high level safety chain or bar as additional security should a child manage to reach the main door mechanism. In addition, the senior management team monitor the door closely during the peak arrival (8-9am) and departure (5-6pm) hours. We also use gates across all doors entering the main front hall to stop children leaving the safety of their unit unless they are accompanied by staff during the day or parents at the beginning or end of the day.

However, despite our constant efforts to use these safety measures effectively, things may happen that mean children are at risk of exiting the nursery premises unaccompanied and exposing them to many serious risks of the outside i.e. busy roads, strangers, etc. To minimise this risk, the staff and parents who use the front door **must share responsibility** by:

- Making sure the front door is correctly closed behind them when they enter or leave the premises
- Not allowing or teaching your children to open the front door by themselves both at home or at nursery
- Making sure you let a member of the staff team know when you are leaving the building and to put the safety chain across, especially during our off peak hours of 9am to 5pm when the management are not monitoring the door
- Parents are not to open the door for other parents, but rather wait inside until a member of staff comes.

Safe collection of children

As part of a child's enrolment form, parents are asked to provide a recent photograph clearly labeled of all contacts who may come to nursery to pick up their child. In addition, Sunnyfields do operate a secure 'password' system on some occasions to give parents extra flexibility on who can pick up their child. On these occasions, parents/carers must give written or verbal authority to a senior staff member prior to the event giving a brief description of the person collecting. In exchange, the nursery will give the parent a password which the parent will need to pass on to the person collecting. This password and the parents brief description is recorded in the nursery diary. The person collecting the child will be observed on arrival to see if they match the parents description and then be asked to repeat the password before they can enter the nursery.



If the person arriving to pick up a child has not been notified to the nursery by the parent, then the nursery will call the parent to ask them if it is alright for their child to go with this person. If they cannot get through to the parent, then the nursery will keep hold of the child and ask the person who has come to collect them to contact the child's parent asking them to give the nursery a call to authorize the pick up. If Sunnyfields do not receive any authorization, then the nursery will not allow the child to leave the premises which may incur a late penalty charge if the child remains at nursery after 6pm.

Uncollected child procedure

If a child is left at the Day Nursery after it closes at 6pm without prior arrangement with the Nursery Manager, the staff will pass the child over to the member of staff covering the extended baby-sitting service who will carry out the following procedure:

1. Ring all emergency contact numbers held in the child's file until a reply is received. When contact is made explain the situation and ask for the child to be collected immediately.
2. In the event of no contact being made, no messages being received regarding the parent's whereabouts and the child has still not been collected by 7.30pm the member of staff should contact the Nursery Manager who in turn will contact the Duty Social Worker at the local Social Services Department for advice.
3. All details of the situation must be recorded preferably as they occur.

A late penalty charge of £15, plus the relevant baby-sitting fees, will be incurred until the child is picked up to be paid for immediately.

Dropping Off and Picking Up Your Child Outside Nursery Hours

Sunnyfields ask parents using the extended baby-sitting service outside the normal nursery hours from 8am to 6pm to respect the neighbours and keep the volume down.

Outing Policy

When taking children on 'small groups' outside their unit, but within the nursery premises/grounds, staff can go on their own but must complete the 'small groups log' displayed in their room detailing the children and staff going, the destination and the time in/out.

When taking the children off-site for a local walk, trip to the library or park, all staff must make sure they inform the Nursery Manager, the children wear a badge giving the nursery contact number and they take the charged nursery mobile phone and travel first aid kit with them. In addition, there must be a minimum of two staff going and staff must complete and carry with them a 'local walk' form detailing the children and what they are wearing, names of the accompanying staff, where they are going and times in and out (to be handed to the manager upon their return).

On 'special' outings, please respect the following procedure which has been designed to ensure the safety of the children at all times:

- Letters with consent slips are sent home with parents/carers. Only children with consent slips returned confirming they can go may attend the outing.
- The register with emergency contact details is taken on the outing as well as the travel first aid kit and nursery mobile phone. One staff member must be a qualified first aider.



- All children wear badges with the name of the nursery and a contact number on. In addition, staff must complete a 'local walk' form detailing the children and what they are wearing, names of the accompanying staff, where they are going and times in and out (to be handed to the manager upon their return).
- Children may be transported in the nursery vehicle which is fully insured for this purpose. If this is the case, parents will be asked to leave an appropriate car seat for their child to be fitted in to the vehicle.
- Children may walk with adult supervision. There is an adult:child ratio of three children to every adult who are walking (may be more if they use a secure walking aid like a crocodile harness). Each adult will be given three children to walk with and the adult must make sure the children walk away from the road and do not run ahead.
- The register will be taken before leaving and on arrival. In addition, the children will be counted regularly throughout the day.
- While out the children will be closely supervised and kept within a small area. Those not taking part in an activity will sit/stand and watch until it is their turn.
- Whilst eating the children and adults will sit together, with adults sitting spread out through the group to prevent any children from moving away and to deter people from approaching children sitting on their own.
- Before returning to nursery the register will be called again.
- The children will be escorted to nursery the same way as they were taken out.
- On returning to nursery the register will be taken for a final time.
- In the event of a child going missing, we follow our Lost Child Policy and the relevant parent will be notified as soon as possible .
- In the event of a child having an accident, we follow our Accident Policy
- As a back up, at least one member of staff will take a fully charged mobile phone with sufficient credit to make calls if necessary.

Transport policy

Sunnyfields have their own 7 seater people carrier that they sometimes use to transport nursery children. The vehicle is fully insured for this purpose and a copy of the relevant insurance document is kept on file in the nursery. The vehicle is driven by either of the two company Directors who both hold current driving licences and have clear DBS/criminal checks. All children will use a child safety seat provided by the child's parents which are firmly secured in the vehicle.

Lost Child Policy

If a child is lost from the nursery grounds or whilst out on a trip / outing, please ensure that staff follow this procedure:

1. Remain calm
2. Alert, as soon as possible, all adults present so they can look around and respond if they have seen the child. All adults must ensure the safety of all the other children in their care at that time to ensure they are not at risk as a result of the incident.
3. If in a confined space e.g. library, shop, etc, then inform the supervising adults of the current situation and ask for their help.
4. Call the register in a safe place to account for all the other children and to check that the remaining children



still have their nursery badge clearly visible detailing the nursery and phone number.

5. Inform the Nursery Manager / Senior of the current situation so he / she can:
 - a. Inform the Police on 999
 - b. Inform the parents/carers to tell them of the situation
 - c. Man the phone for a reasonable time incase of good news on the child's whereabouts, inform the staff on scene of this good news and of any instructions or changes.
6. All nursery staff, except the one responsible for the missing child, should return to the Nursery without delay with all the children.
7. The staff that stays behind should remain calm, stay in the designated spot where the child went missing, give a good description of the child to the Police i.e. hair colour, age, what they are wearing, etc, and wait for the parent/carer to show up who can then take over with the Police. This staff must apologise to the parent/carer on arrival and make a swift exit back to the Nursery.



g) Special Educational Needs and Equal Opportunities

Special Educational Needs Coordinators (SENCO's)

Under the SEND Code of Practice (updated in September 2014) each nursery has three named SENCO's who share lead responsibility for supporting children's Special Educational Needs and Disabilities in the setting and ensuring a fully inclusive environment. The Company SENCO's are Lisa Higgins (Lead) and Elizabeth Wycherley for all nurseries who are responsible for keeping up to date with all current legislation, policies and procedures and cascading the relevant information to the individual nursery's SENCO and all other staff. The individual nursery's SENCO is the Deputy Manager, displayed on the Feedback Board in the nursery entrance, whose role is as follows in the nursery:

1. Ensuring all practitioners in the setting understand their responsibilities to children with SEND and the setting's approach to identifying and meeting SEND. This includes delivering a SENCO report on current developments at every staff meeting and highlighting any specific children/care routines on a need to know basis (supported by a sticker on their peg label and neon notice in their PAR).
2. Advising and supporting colleagues, especially with regards to practicing 'positive behaviour techniques' when managing children's behaviour
3. Ensuring staff continually observe children using the online Tapestry Journals and keeping up to date with tracking, with a view to identifying any delays in development
4. Ensuring the Manager is made fully aware of any concerns as they occur and is kept updated throughout
5. Identifying children with any additional needs, however minor, and recording them on their Tapestry Journal under the 'history of additional needs' to ensure continuity of information between successive keyworkers. ie. they don't like change, they have a new sibling or have broken a limb. Any current additional need is then transferred to the SENCOs schedule 'current additional needs' which is reviewed with the Lead Company SENCO every two months.
6. Identifying children who present SEND (also listed on 'current additional needs schedule') and working with their keyworker to observe/determine their Special Needs. This includes setting actions on how we can adapt our premises, routines and activities to support these needs/ create a fully inclusive environment (including purchasing additional resources or staff) and regularly reviewing progress.
7. In conjunction with parents, to complete a 'risk assessment' of any child that poses a danger to themselves or others in the setting, or to property. This may include agreed 'restraints' to keep their child safe.
8. For any serious medical need or allergy, to complete an Individual Health Care Plan between the nursery and parent advising what to do in the case of an emergency (to the very best of our ability)
9. Ensuring parents are closely involved throughout and that their insights inform action taken by the setting
10. Liaising with professionals from beyond the setting if necessary

Each SENCO will receive regular and suitable external training on an on going basis, but they must also ensure that they keep themselves up to date with all new legislation and codes of practice. The Lead Company and nursery SENCO's meet every two months to discuss the needs of any current SEND children and to ensure Positive Behaviour techniques are being practiced in the nurseries.



Special Educational Needs (SEN) Policy

Children have special educational needs if they have a learning difficulty which calls for special educational provision to be made for them, but does not include children who use English as an additional language. Sunnyfields aims in this area are as follows:

1. **Inclusion & Equal Opportunities:** To welcome the inclusion of and equal opportunities for all children to create a socially inclusive environment. No child will be discriminated against because of disability or learning difficulty, but rather Sunnyfields will promote and extend access for all children so that everyone can join in fully in the life of the nursery relating to both the premises and the curriculum. We have regard to the SEND Code of Practice, the Disability Discrimination Act (DDA), the Equality Act 2010 and Managing Medicines in Early Years settings.
2. **Early Identification & Admission Arrangements:** To recognize the importance of early identification and assessment of children with special educational needs to ensure we offer an appropriate learning environment to meet these individual needs and thus tackle educational disadvantage and improve the future prospects of that child. Sunnyfields request information on a child's additional needs on their enrolment form and discuss them verbally during their first settling-in visit. We maintain the effective transition between nursery and formal education as a vital ingredient for successful inclusion. The 'Early Years Foundation Stage' practice is followed within our nursery.
3. **Roles and Responsibilities / Training and Support:** To name a Special Educational Needs Co-ordinator (SENCO) who receives regular and current training organized by the borough and other appropriate agencies. Our SENCO has responsibility for:
 - a. Liaising with parents and other professionals in respect of children's special educational needs
 - b. Advising and supporting other staff in the setting
 - c. Ensuring that Individual Educational Plans (IEP's) are in place
 - d. Ensuring that relevant background information about individual children with special educational needs is collected, recorded and updated
 - e. Leading further assessment of the child's strengths and weaknesses, planning future support for the child in discussion with colleagues, monitoring and subsequently reviewing the action taken.
 - f. Ensuring that appropriate records are kept including a record of any old style Early Years Action and Early Years Action Plus or Statements and those with the new Education, Health & Care Plans (EHC).
4. **Identification, Assessment and Review:** To identify, assess and review all children's development and progress. Sunnyfields will collect and record relevant information on a child causing concern as follows:
 - a. Complete an observation summary
 - b. Place children on the Education Health and Care Plan lists using Bromley's early years SEND criteria (in line with the Code of Practice 2014)
 - c. Involve staff, parents/carers, outside agencies (if appropriate) and children if possible when drawing up any plans on their behalf. Targets will be set using Individual Education Plans (IEPs) that are specific, measurable, achievable, relevant and time bound (SMART). Progress is monitored by observing and recording information. Targets are reviewed regularly.
5. **Child Protection:** To protect all children from any harm or abuse (refer to our Child Protection Policy) and therefore expect all staff to adhere to our SEN policy and be aware that children with additional needs and/or disabilities can be particularly vulnerable particularly if a child has difficulty communicating their concerns. Sunnyfields offer training and support to all staff and hold regular staff meetings where staff training issues are identified and discussed.



6. **Partnership with Parents:** To listen to parents/carers and consider their views when making decisions regarding all aspects of their child's assessment, provision and intervention. Sunnyfields will always gain written permission before contacting any outside agency with regard to a specific child. Confidentiality will be observed at all times and access to all information will be made available.
7. **Working with Other Agencies:** To liaise with outside agencies and support services where appropriate. These include the Health Visitor, our Area SENCO, the Phoenix Centre, Speech & Language Therapy Service, Educational Psychologist, etc. Sunnyfields have bridge links with other early years settings and primary schools in the area and complete the necessary Transfer Documents. A list of outside agencies and support services that we may contact is displayed in a folder in the nursery entrance.
8. **Involving Children:** To talk to the child and involve them when setting targets for them to achieve including likes and dislikes. Sunnyfields will aim to incorporate the child's favourite activities in their IEP.
9. **Complaints Procedure:** To address any complaints fairly and thoroughly following our Complaints Policy.
10. **Evaluation and Review of SEN Policy:** To evaluate and review our SEN policy annually taking into consideration the views of all staff. This will be carried out by the company Directors as part of their review of all Sunnyfields policies and procedures.

Children with English as an Additional Language

Sunnyfields welcome children who speak English as an additional language. They not only plan activities to develop the child's understanding and use of English, but also work with the parents to understand basic words in the child's own language (generally spoken at home). They do this on their enrolment form by asking the child's parents to provide key words in their home language (especially those words already being used regularly by the child i.e. for toileting, hunger, sleep). In addition, staff will liaise with the child's parents or use a translation APP on the nursery mobile/Ipad if the child keeps repeating a word that they don't understand.

Sunnyfields try to develop a child's home language (not English) by linking them up with other children / families who share the same home language. They also make books/flash cards in child's home language (using an APP to help with pronunciation) and/or encourage the child's parents to bring in children's books in their home language for us to share with all the children. Parents must be aware that a child learning two languages at one time i.e. their home language and English, may take longer to start talking either language. This is perfectly natural as they get confused which language to use, but will speak both languages fluently in time with regular practice.

Equal Opportunities for families and children

Sunnyfields are committed to delivering a service where all families feel welcome and each child has the opportunity to grow in an environment that is conducive to their own rate and stage of development and does not categorize or stereotype. Sunnyfields aim to encourage each child to be responsible for their own actions, attitudes and behaviour. Sunnyfields re-enforce caring and fair practices in all areas of the child's learning. They achieve this by:

1. Promoting and encouraging positive images.
2. Discouraging and challenging discriminatory language and behavior.
3. Ensuring all activities and play materials reflect an anti-discriminatory environment.
4. Encouraging parental involvement and participation within the day nursery.
5. Respecting and valuing all festivals and cultural traditions equally.
6. Obtaining resources and acquiring knowledge to enable the provision to deliver optimum learning opportunities for all children.
7. Ensuring equality for all children, families and staff regardless of age, race, culture, gender or disability.

Every family who enquires about the service is invited to visit the nursery. A space is offered to their child on a



first come first served basis if a vacancy exists in their child's age group and is regardless of their age, race, culture, gender, SEN (special educational needs), language or disability. Once the child starts the nursery, the staff team carry out a number of observations to determine the child's current level of development which is documented on the child's 'Starter/Settling In' report due within the first six weeks of starting. Using this and other information given on their enrolment form and on their settling/induction form, Sunnyfields are able to support the child towards their next steps in learning from day one.

Equal Opportunities for staff

Sunnyfields are committed to employing and promoting the best person for the post irrespective of the applicant's age, race, culture, disability, language or gender. Each new applicant must complete an application form, attend an interview, visit the nursery and complete a week's trial prior to be offered employment at Sunnyfields. From all the applicants applying for one job, the position is given to the best person for the job based on their interview score covering qualifications, experience, personality and knowledge. Please refer to our policy entitled 'Recruiting New Staff' which all successful applicants must undergo before commencing their employment at Sunnyfields.

Career promotions are awarded to staff based on their good work performance in their existing role.

Inclusion policy

The removal of barriers is paramount in a nursery setting and therefore Sunnyfields actively seek not to exclude anyone from their nursery environment due to their age, race, culture, gender, sexuality or disability or if they have special needs and / or disabilities. Everyone is welcome at Sunnyfields and are developed as individuals through good practice as well as individual programmes.



h) Information and Records

Data Protection Policy

To comply with the UK Data Protection Act 1998 and the General Data Protection Register (GDPR) 2018, Sunnyfields appoints a Data Protection Officer who ensures all personal data remains up to date and confidential within the nursery environment and are registered with the 'Information Commission's Office' (ICO.org.uk).

Under Article 6 of the GDPR, all personal data we hold is legally required for us to look after children or to employ staff (as below) and is obtained as part of a Contract of Service or a Contract of Employment accordingly. We display our 'Information Asset and Processing Register' in the nursery entrance detailing what information/data we hold about you, how we collect it, how we use it, how we store it, how we protect it, how long we keep it and how we dispose of it. We refer you to this Register when joining Sunnyfields and in signing your relevant contract, you agree, as per the Register, to provide the information required and for us to process it, store it and protect it as detailed. This Register also details your Rights under GDPR and how to exercise them.

All personal data is held securely on the nursery premises, and more sensitive data in a locked cabinet or office and/or on a password protected computer, Ipad or mobile phone. Please note all staff are trained in GDPR and the importance of keeping all personal data safe. Also staff do not take any personal data off the premises, except for essential safeguarding reasons.

We have appropriate security measures in place to prevent your information from being accidentally lost, used or accessed in an unauthorised way. We limit access to your information to those who have a genuine business need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality. We also have procedures in place to deal with any suspected data security breach and will notify you and any applicable regulator where we are legally required to do so if a breach should occur.

We ensure all Third Parties, including any 'cloud based' storage, who do share/store our data also comply with GDPR to keep your personal data safe, and any transport of this data to them is by secure/encrypted email/upload or post marked 'private and confidential' to the recipient only. This includes submitting your personal data to the Local Authority to claim or monitor the 'early years funding' (FF2, FEE or EE) and to print our nursery photos. Under no circumstances do we share your data for any Third Party marketing.

Where information is available to the public i.e. our website (for public viewing), social media, marketing, complaints log book, etc, either specific consent has been given or 'identifying' personal data blacked out.

Under GDPR Article 6, legally required information on children, parents and carers

On taking up a place at nursery, all parents / carers are required to complete and return an enrolment form giving relevant contact information of the main and emergency carers while their child attends nursery i.e. portrait photos, work and mobile numbers, email address to be sent newsletters and invoices, medical information should an emergency happen to the child while they are at nursery and require immediate medical attention, personal information about their family to claim any funding and other general information to help the child settle in to nursery. In addition, Sunnyfields require signed contracts by both parents/guardians if applicable for the day nursery and on-site babysitting.

Other collected data includes daily feedback forms, peg labels, accident, incident and medicine forms, photos, daily attendance register, lists of children with allergies, Children's Learning Journals, behaviour observations and support plans and individual health care plans which are kept in the child's unit under supervision of the staff team to ensure only the relevant parent has access to it. Once this data is historic, it is then filed in the child's file in the nursery office.



In general, Sunnyfields store all personal data on children, parents and carers for 7 years after the child leaves the nursery (accident/incident/medicine forms for 21 years), as outlined in current legislation, in case it is required as evidence in any future allegation.

Under GDPR Article 6, legally required information on staff

From the time a new staff member starts at Sunnyfields, they have their own file of personal data which is locked in the filing cabinet in the nursery office. Their file includes their completed application form giving personal details of themselves, a signed self declaration form covering their suitability to work with children, certificates of qualifications including first aid and food hygiene, any letters relating to their employment, DBS clearance (reference and date only), references, employment contracts, appraisals and personal development plans, supervisions, promotions, warnings, etc. Their pay slips and other personal tax and banking information is kept securely within Head Office, who make sure all staff meet their personal tax responsibilities, and is only shared with the relevant nursery manager as required.

In general, Sunnyfields store all personal data on staff for 7 years after leaving our employment, as outlined in current legislation, in case it is required as evidence in any future allegation.

Information on nursery accountability

Each nursery manager is required to complete management reporting forms to be passed to the Managing Director on a weekly and monthly basis. The weekly forms require information on the number and outcome of visits, any changes in a child's days or new children, all money received, the extent of activity planning and observations that have taken place, any requests from the managers and so on. The monthly forms require information on current attendance figures, invoice information including extra days and additional services, monthly shopping list for pantry, monthly repair jobs, over stocks of food, staff meeting minutes, latest topic web, supervisions checklist, draft newsletter (if due), four week accidents and Health & Safety reviews, monitoring of visits, monitoring of recruitment and any other relevant information.

All Accounts and Finance information is legally kept for 7 historic years.

Information on complaints

Since October 2005, all nurseries are to keep a complaints log of all major and minor complaints made by parents, carers and staff as they occur and what action was taken. This log is kept in the nursery office, but is available to all parents should they wish to see it. All names are blacked out to ensure the confidentiality of personal information.

Information on Sunnyfields policies and procedures

All policies, procedures and other relevant information about Sunnyfields and the way they operate are contained in this Operations Manual which is reviewed every six months in March and September to reflect current regulations and practice. A hard copy of the current version of this manual is displayed in the nursery entrances for all parents, staff and visitors to peruse. In addition, the current version is linked to the homepage of our website www.sunnyfields.net for easy reference at home/work by parents, carers and staff. A summary of relevant policies and procedures contained in the Operations Manual are given to parents when their child first starts the nursery to ensure they know from the outset what is expected of them should a relevant situation arise concerning their child.



APPENDIX

1. Name and contact details of the LADO and the Local Authority procedure to follow in the event of an allegation against a member of staff