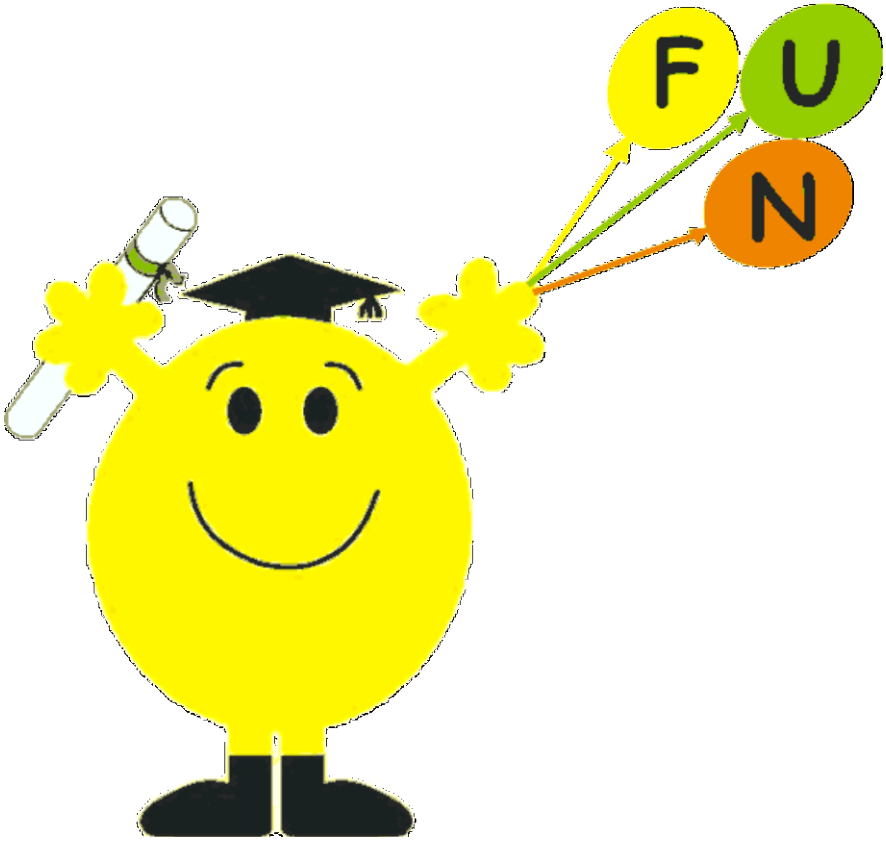
Sunnyfields

Day Nursery & Pre-School



Operations Manual

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

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This manual details all Sunnyfields policies and procedures under 14 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 annually 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.

Schedule of Staff Reviews

Current staff regularly review this manual section by section to ensure it's contents remain fresh in their minds. Please initial next to your name below showing when you last reviewed each section

Name of Staff	**When Section last reviewed** *(Refer to contents page for numbers)*					
	Section	Section	Section	Section	Section	Section

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 NVQ3 qualified in Playwork and has many years experience working primarily with primary school age children. Together, Anna and Stuart have gone on to set up another day nursery in Orpington. 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	*Nicola Bradshaw* NVQ5 in childcare and Education; Working towards a Foundation Degree in Early Years	45 children under 5 years old and of these no more than 12 may be aged under 2 years at any one time.
Sunnyfields Day Nursery 33 Knoll Rise Orpington Kent BR6 0EJ	01689-830623	*Lorna Bennett* NVQ4 in childcare and Education; Working towards a Foundation Degree in Early Years	55 children under 5 years old and of these no more than 12 may be aged under 2 years at any one time.

The Aim of the Day Nursery and Pre-school

1. To provide a place where children want to come and where parents want to leave 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.
   - Providing a reliable and flexible service that allows parents to be reliable in their careers.
   - 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 on nature walks, picnics and so forth.
   - 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.

2. 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 new Early Year Foundation Stage curriculum.
- Offering a wide rage 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 new 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 Personal Achievement Reports of the children and their work
   - Assessing a child's development and recording it on their own Personal Achievement Report 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 annually to ensure they remain current.

Suitable Person

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 responsible for finance, marketing, operations, health & safety and personnel of the nurseries and Stuart Bailey is the Director responsible for all building work, maintenance, repair and fire safety. Each nursery employs its own Manager who is responsible for all day to day operations at the nursery and who reports to the Directors on a regular basis. Photos of the Directors and staff team in each nursery, including their qualifications, are displayed in the nursery entrance.

Recruiting new staff

Sunnyfields advertise staff vacancies in the local paper. 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 apply for a Criminal Record check. A new staff member will not be left unsupervised until their Criminal 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. 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 Oftsed regulations, staff working directly with the children must be aged between 17 and 65 years and have suitable qualifications and 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 and Safer Recruitment

To ensure our staff are safe to work with children, we explore the following when recruiting new staff:

- A candidate's attitude towards children
- A candidate's ability to support our safeguarding policies and procedures including applying for a CRB
- Any concerns arising from information supplied in their application form, staff declaration form, CRB, references or National Register barring candidates 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.

In addition, we ensure at least one member of the interview panel has attended specific training on Safer Recruitment provided by the Borough.

Inducting new staff

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 and discussing the daily routine. 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 annually. 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 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.

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 take part in the on-site baby-sitting on their own (maximum three children) and be put forward for 'wraparound baby-sitting'.

Keeping up to date with company policies and procedures

The Manager requires staff to review one pre-selected section of the Operations Manual every month before the staff meeting during which questions will be asked on that section to determine the staff's knowledge and understanding. Staff are expected to sign the declaration at the beginning of the Operations Manual every three months to reflect that they are up to date with the contents which forms part of their Contract of Employment.

Change in circumstances

Staff must advise Sunnyfields immediately in writing 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.

Students, Volunteers and Apprentices

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. Though they are often a useful pair of hands, they are not included in our qualified ratio and are never left unsupervised. 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 paid Apprentices who can be counted in our ratio. We have a minimum age requirement, apply for CRB clearance 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.

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 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 one of their appraisals) when any changes to contract terms, duties and company policies will be discussed. All appraisals and reviews will be documented for future reference. Upon successful completion of their probation period, staff are encouraged to undertake further childcare qualifications and are supported in house during their tutor assessments. Staff are expected to keep up to date with their First Aid, Child Protection and Food Hygiene Certificates if applicable.

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 every month, a 'team building' activity in July and a staff Christmas Party in December. In addition, as part of the in-house training programme every two months, staff work together to solve problems and, in some cases, win their team a prize.

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 either at a quiet time when the children are sleeping or, if this is not possible, after nursery hours. It would cover new staff, new children, operational reports from the different play units and management, feedback from staff attending training courses, new topics, recent inspections and other special 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 which are reviewed at the next meeting to ensure they are accurate.

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 supply their P45 produced by their previous employer as soon as possible to their start date or complete a P46 provided by Sunnyfields if this employment is their first job. 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

There is no holiday entitlement during your six month probation period. Any days leave during this period are granted at the Nursery's discretion and may be on an unpaid basis.

After successful completion of your probation period, staff are entitled to 20 working days holiday for the year in addition to Bank Holidays. Of these, 3 to 4 must be taken on company specified days around Christmas and the New Year. 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. However, in exceptional circumstances, and with the agreement of the Nursery Management, a balance of outstanding leave in one year may be taken in the next leave year. Only one staff member can be on holiday at any one time and priority is given to the longest standing employees when booking popular weeks.

Staff shift rotas

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. For this reason, 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. Time 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. The normal working hours are between 8.00 am to 6.00 pm Monday to Friday on a shift rota basis.

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:child ratios are being met.

Absense from Work policy (sickness)

If staff are unwell and/or unfit for work that day, they must phone the Nursery Manager / Deputy by 7.30am (regardless of the shift they are working) to advise them in order to allow them time to find cover for the shift. Sunnyfields do not accept text messages or telephone calls from a parent or other representative, except in exceptional circumstances, and failure to adhere to this policy will affect the staff's right for sick pay and will go towards a verbal warning on the staff's file. If staff are off work for the day, they must act diligently to improve their health for the next day i.e. visit the doctor for medication. If they are unwell the next day, then they must repeat this procedure. Staff are entitled to Statutory Sick Pay after four working days absence as long as this is supported by a Doctor's note. In addition, Sunnyfields may use their discretion to top up this sick pay to full pay, but up to a maximum of two consecutive weeks. Payment for sick periods of less than four days, especially if staff are still on probation, remains at the employers discretion. Any appointment during working hours must be supported by an appointment card.

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.

Staff with 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 very close family member, then Sunnyfields will use their discretion and allow compassionate leave for up to two weeks. After this time, the member of staff will be expected to return to work or take time off as holiday.

Cover for staff absence

In the event of staff absence due to annual leave or sickness, the nursery ratio is maintained by direct cover by the other team members and the Nursery Manager in the interim. A small pool of standby workers, including surplus staff from our sister nurseries and the Directors, are contacted to use for long term cover if and when needed. However if more than 50% of staff are off at any one time, then please refer to our policy entitled 'Contingency Planning in an Unforseen Emergency' under the Physical Environment section of this manual.

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 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 80% of the core staff team who are reliable, loyal and still with them, but rather focus negatively on the 20% of 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.

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. This includes any communication put on social networking sites e.g. Facebook, and/or divulged when doing 'wraparound 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.

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
- Wripped tights, holey trousers or scruffy tracksuit bottoms
- 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 tabard which must be worn daily over own clothes. Staff are also able to purchase cost price other items of uniform 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 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 heals. 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

Staff must not have their mobile phone on them or in their unit during work hours and must inform their next of kin to use the nursery phone in a personal emergency. 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.

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. 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. Failure to do so may result in possible 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. For current maternity pay awards and maternity rights, please speak to the nursery manager.

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 tax and national insurance free and are deducted direct from salary payments. For more information, please speak to the Nursery Manager.

Pension and Retirement

Normal retirement age is 65 years. Staff will be sent a letter 6 - 12 months before their 65th birthday to explain their options upon reaching the normal retirement age. Staff are entitled to retire or have the right to continue working beyond normal retirement age. Staff must reply in writing to the employer before their 65th birthday advising what they want to do.

Sunnyfields advise employees to save for their retirement and recommend a personal stakeholder pension scheme with the Norwich Union. A personal pension allows you more flexibility with your payments and will not be affected by changing employers. The commission attached to a stakeholder pension scheme is capped at 1.3% making sure the majority of your contributions go towards your pension fund. Please register direct with Norwich Union either on-line through their website www.norwichunion.com (clicking on retirement and then stakeholder pension) or by telephone on 0800-056-2326. Please note Sunnyfields do not make pension contributions.

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.

Disciplinary Procedure

This procedure is designed to ensure that all employees achieve and maintain the company's employment standards and are treated in a consistent and fair manner.

No disciplinary action will be taken without a full investigation deciding if there is a need for a disciplinary interview, the employee being provided with a management statement of the case prior to any disciplinary meeting (attaching all evidence), the employee being invited to attend a disciplinary meeting with sufficient notice to prepare i.e. 48 hours, and the employee being given the right to state his / her case. An employee is entitled to be accompanied by a trade union representative or work colleague employed by the setting. For minor or isolated infringements, managers should give advice and coaching as part of their supervisory duties and no employee will be dismissed for a first offence. The outcome of the meeting will be confirmed in writing within 10 working days, to include the right of appeal and to whom to address any appeal letter (usually the manager of the manager e.g. the owner). Any employee who feels they have been disciplined

unfairly may appeal in writing to this person, clearly setting out the grounds for appeal, within 7 working days of the date of the disciplinary meeting. An appeal meeting will be arranged within 15 days of the employee's request and the outcome will be confirmed in writing within 10 days following the meeting.

Where an employee's conduct or performance fails to improve as a result of advice or coaching, or where the offence is more serious, then the disciplinary procedure will be applied i.e. a series of formal meetings issuing the appropriate disciplinary penalties as follows. The gravity of the offence will determine which penalty is issued with 1. being the least serious and 5. being the most serious.

1. formal verbal warning (first formal warning). This must be confirmed in writing and will be valid for 3 months
2. written warning – valid for 6 months
3. final written warning – valid for 12 months
4. dismissal with notice
5. summary dismissal.

If the warning relates to unsatisfactory performance, then it should set out the performance required, the improvement required, the timescale for improvement, any review date and any assistance being offered to assist the employee to improve their performance. If the warning relates to conduct, then the nature of the misconduct and the change in behaviour required should be set out in the warning letter. To reiterate, an employee may be accompanied at the meeting by a work colleague or trade union representative.

Instant dismissal without notice is possible only where an employee does not have a work permit or in extreme circumstances of gross misconduct including:

a. theft, fraud and deliberate falsification of records
b. physical violence
c. serious bullying or harrassment
d. deliberate damage to property
e. serious insubordination
f. misuse of the settings property or name
g. bringing the organisation into serious disrepute
h. serious incapability whilst on duty brought on by alcohol or illegal drugs
i. serious negligence which causes or might cause unacceptable loss, damage or injury
j. serious infringement of health and safety rules
k. serious breach of confidentiality (subject to the Public Interest (Disclosure) Act 1998)
l. serious failure to comply with procedures that safeguard children

Please note in these circumstances, 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 hearing (otherwise it can be rearranged to a more convenient time).

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 nuture 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.

Grievance Procedure

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 employees 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 trade union representative or 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.

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 are also 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 by cheque and on the day of use.

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 a 'wraparound 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 are subject to a 10% booking fee (minimum £2), 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. 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, etc
9.00am – 9.30am	Breakfast time. After breakfast the nursery carry out the first routine nappy change.
9.30am - 12.00am	Morning Education Session. 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 garden play.
12.00pm - 1.00pm	Lunch time. After lunch the nursery carry out the second routine nappy change.
1.00pm – 2.00pm (approx.)	Sleep/quiet rest period.
2.00pm - 4.00pm	Afternoon Education Session. 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 garden play.
4.00pm – 4.30pm	Tea time. After tea the nursery carry out the third 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.

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. Their staff hold recognised child care qualifications such as Early Years Professional Status, Early Years Degree and/or Foundation Degree, NVQ4, NVQ3, NNEB, BTEC, NVQ2, HNC, DPP, PPA and teaching certificates.

Key Person policy

Sunnyfields operates 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 in which they are based. The key person ensures that the child's care needs (toileting, food, drink etc) are met on a daily basis, that they have equal access and are fully included within the nursery. The key person will feedback to the parent at the end of their child's session via the feedback folder/diary and personally when possible. In addition, the key person carries out regular observations on the child which forms part of their individual Personal Achievement Report to ensure they are developing appropriately.

The child will be assigned a new keyworker from each unit as they move into it. The previous and new keyworkers will work closely together to transfer information and ensure continuity of care.

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 policies and procedures will be reviewed on a yearly basis and any changes needed will be made. 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 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 annually, 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.

Accreditation

Sunnyfields are committed to raising the quality of their provision by continuous self-evaluation and through setting action plans. As a result, using Anna Bailey's 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 and 'Manager Swap'

The Managers from both nurseries meet with the Managing Director off-site once a month to discuss forthcoming issues and events, to introduce new ideas, to feedback on their nurseries, 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 have introduced 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 give suggestions on how the daily operations could be improved.

Admissions policy, deposit and registration fee

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 D&R cheques) are kept in date order and places are offered in that order.

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.

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.

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 will ask you questions about your child's routine, allergies and any other relevant information.
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.

3. The child can be left in the third stage or third day for as shorter day as possible. 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/carer 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/NEG funded rate at the beginning of the academic term following the child's 3rd birthday i.e. September, January or April. 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 statement is issued at the beginning of each month by Sunnyfields invoicing that months fees in advance from the 1st and deducting all payments received from parents in the previous calendar month. This 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, cheques or cash (in limited circumstances). All cash payments must have a duplicate receipt signed by both senior nursery staff and the parent 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.

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.

Please note, if a cheque bounces, Sunnyfields require reimbursement of bank charges in the sum of £4 per cheque. In addition, 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/cheque.

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 he charged at the 'baby-sitting rate' until the child is picked up to be paid for immediately and may be subject to a £15 fine by the Manager after one warning.

The 'Free Entitlement' / Nursery Education Grant (NEG)

The Government currently offers a 'free entitlement' to rising 3 year olds and all 4 year olds equivalent to 15 hours per week term time. The aim of this entitlement 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 'free entitlement' and choose to offer it to families already attending the nursery between 3.00pm and 6pm Monday to Friday term time as a means of maximizing their free hours. Parents will be asked to contribute 50p towards the child's tea at 4pm or bring in their own healthy snack to be given at this time. Children currently qualify for the 'free entitlement' in the academic term following their 3rd birthday i.e. September, January or April.

Sunnyfields appreciate the hours of their 'free entitlement' do not suit everyone and therefore will discount a sum equivalent to the 'free entitlement' divided over the whole 52 week year from all of their other private sessions/fees (full day, morning or afternoon) depending on the number of sessions we are eligible to claim on your behalf.

In either case when your child becomes eligible, Sunnyfields 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 'free entitlement' hours per week you wish to claim through Sunnyfields. Sunnyfields then include your claim as part of the termly NEG monitoring with Bromley Early Years and amend your invoice accordingly.

'Affordable Childcare' (currently suspended by the Government due to lack of funding)

Sunnyfields are being funded by the Government to offer an Affordable Places Scheme to families who receive the higher level Child Tax Credit (CTC) for which visual proof is required i.e. a copy of your latest CTC claim form to be updated every new financial year. You can book a minimum of four hours per day for your 0 – 5 year old in accordance with the sessions on offer and subject to availability. You will be charged only the Government's 'affordable hourly rate'. For more information on this rate and how the scheme works, please arrange an appointment with the Nursery Manager.

Terminating a child's place

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 £250 (£220 pre September 2011, £200 pre April 2009 and £100 pre September 2007) 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, the child will receive a Leaving Scroll and a small photo album of their time at Sunnyfields. In addition, Sunnyfields will give parents a copy of their child's Personal Achievement Record and any remaining work in their child's folder.

Environmentally Friendly Policy

Sunnyfields support the environment and incorporate in to their daily routines policies on minimising waste, re-using resources, clinical removal of nappies, 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 targeting local advertising. This includes keeping the local Children's Information 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 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).

Care, Learning and Play

Planning and the curriculum

Sunnyfields support the children in all aspects of the daily routine, 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 flower from pre-school. In addition, they are included in our birthday displays and our photos.

Sunnyfields are dedicated to delivering quality education approved by Ofsted to all age groups. They follow the 'Early Years Foundation Stage' curriculum which is made up of four Principles which underpin effective practice in the care, development and learning of young children. Each Principle is subdivided into a further four commitments which describe how the Principle can be put into practice

The four main Principles and what they mean are as follows:

1. **A Unique Child** - Every child is a competent learner from birth who can be resilient, capable, confident and self assured. This is achieved through:
   a. *Child Development* – Babies and children develop in individual ways and at varying rates. Every area of development – physical, cognitive, linguistic, spiritual, social and emotional – is equally important.
   b. *Inclusive Practice* – The diversity of individuals and communities is valued and respected. No child or family is discriminated against.
   c. *Keeping Safe* – Young children are vulnerable. They develop their resilience when their physical and psychological well-being is protected by adults.
   d. *Health and Well-being* - Children's health is an integral part of their emotional, mental, social, environmental and spiritual well-being and is supported by attention to these aspects.
2. **Positive Relationships** - Children learn to be strong and independent from a base of loving and secure relationships with parents and/or a key person. This is achieved through:
   a. *Respecting Each Other* – Every interaction is based on caring professional relationships and respectful acknowledgement of the feelings of children and their families.
   b. *Parents as Partners* – Parents are children's first and most enduring educators. When parents and practitioners work together in early years settings, the results have a positive impact on children's development and learning.
   c. *Supporting Learning* – Warm, trusting relationships with knowledgeable adults support children's learning more effectively than any amount of resources.
   d. *Key Person* – A key person has special responsibilities for working with a small number of children, giving them the reassurance to feel safe and cared for and building relationships with their parents.
3. **Enabling Environments** - The environment plays a key role in supporting and extending children's development and learning. This is achieved through:
   a. *Observation, Assessment and Planning* – Babies and young children are individuals first, each with a unique profile of abilities. Schedules and routines should flow with the child's needs. All planning starts with observing children in order to understand and consider their current interests, development and learning.
   b. *Supporting Every Child* – The environment supports every child's learning through planned experiences and activities that are challenging but achievable.
   c. *The Learning Environment* – A rich and varied environment supports children's learning and development. It gives them the confidence to explore and learn in secure and safe, yet challenging, indoor and outdoor spaces.

d. *The Wider Context* – Working in partnership with other settings, other professionals and with individuals and groups in the community supports children's development and progress towards the outcomes of 'Every Child Matters: being healthy, staying safe, enjoying and achieving, making a positive contribution and economic well-being.

4. **Learning and Development** - Children learn and develop in different ways and at different rates and all areas of Learning and Development are equally important and inter-connected. This is achieved through:
   a. *Play and Exploration* – Children's play reflects their wide ranging and varied interests and preoccupations. In their play children learn at their highest level. Play with peers is important for children's development.
   b. *Active Learning* – Children learn best through physical and mental challenges. Active learning involves other people, objects, ideas and events that engage and involve children for sustained periods.
   c. *Creative and Critical Thinking* – When children have opportunities to play with ideas in different situations and with a variety of resources, they discover connections and come to new and better understandings and ways of doing things. Adult support in this process enhances their ability to think critically and ask questions.
   d. *Areas of Learning and Development* – The Early Years Foundation Stage (EYFS) is made up of six areas of Learning and Development: Personal, Social and Emotional Development, Communication, Language and Literacy, Problem Solving, Reasoning and Numeracy, Knowledge and Understanding of the World, Creative Development and Physical Development. All areas of Learning and Development are connected to one another and are equally important. All areas of Learning and Development are underpinned by the Principles of the EYFS.

Sunnyfields deliver this curriculum through a range of free choice activities that the children can play with on their own or in a group. The adult interacts to find out what the child is learning, to offer ideas on how they can extend this learning, to encourage children to try out new 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, extend children's understanding, encourage acceptable behaviour, improve children's concentration, promote sharing and taking turns and developing relationships.

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 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 and given a 'Welcome to the Relevant Unit' notice to help them know what to expect and what they can do to ensure a smooth transition for their child. 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 (formerly Sportytots) 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.

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 and to recognise, 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 friends names. Often the children have already picked up on some letters in their friends 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

We do give homework to our oldest pre-schoolers to prepare them for school. This is usually given once a month and 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.

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.

Baby Sign Language 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 visual timetables in toddlers and pre-school to help children structure their day and predict what is coming next.

Finished work

Although most of the child's learning does not produce any physical evidence, Sunnyfields recognises 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.

Personal Achievement Report and parents meeting

When a child first starts the nursery, key staff carry out a series of observations to determine the child's current development. They also refer to information provided by the child's previous carer if available.

After this initial assessment, Sunnyfields regularly carry out observations and informal test activities on the children to ensure they are meeting the appropriate development targets. They log all their findings in the child's Personal Achievement Report (PAR) to ensure there is written evidence of each stage of development and set individual Progress Reports every three months. 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. In addition to the PAR, we also 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 direct to the child's new Provider/Primary School to ensure continuity of care and learning as children settle into their new school 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.

Every six months over one week Sunnyfields invite parents to come in to nursery and discuss their child's report and development 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.

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

Sunnyfields like to reward the children for their good performance in a variety of areas i.e. effort, behaviour, helpfulness and so on. They issue certificates periodically for the children to take home and show off to their parents.

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

Approximately every three months the children are invited to take part in a special event 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. Prior permission is obtained from parents for their children to attend and usually a small contribution is requested to help towards the additional costs of the day. If the event involves leaving the nursery, then Sunnyfields follows its Outing Policy detailed under the Safety section of this manual.

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 to give parents an idea of what the children have been up to at nursery over the last few weeks. When a new film is developed and the new photos replace those in the entrance, the old photos are then divided up. Most are displayed throughout the nursery at child height so the children can take pride in seeing themselves at play, while others will be used as evidence in children's Personal Achievement Reports. 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.

Permission for the children to have their photo taken and displayed within the nursery only is automatic as part of the Sunnyfields contract to look after a child. 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.

Portrait Photos and Video's of Children

Twice a year, Sunnyfields organize an outside company to come into the nursery and take professional photos and themed videos of your children to be purchased by yourselves. We work hard to make this event relaxing and fun for the children to get good results, however, there is no obligation to buy.

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. 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 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.

Physical Environment and Equipment

Layout of nursery

In Bromley, the day nursery occupies the ground and first floors of a large detached period 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 idyllic natural surroundings. 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.

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.

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 and all visitors.
2) Their Daily Feedback Display including their routine, curriculum planning, menu, team photos and individual feedback folder or books
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 Photograph Display of recent photos taken throughout the nursery showing some of the things the children have been doing in nursery

There is also a suggestions box for parents / carers to give Sunnyfields ideas on how they can improve their service, relevant literature from local children's, medical or tax credit agencies, samples of the nursery uniform available and books / other items for sale from external companies.

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 to ensure the vehicle does not become marked to the nursery.

Buggy storage

If parents come to nursery on foot, there is a buggy shed for them to store their collapsed pushchairs for the day. Please note we do not allow buggy's 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 are taken on a local walk every day in place of one of their garden sessions. They go out in groups 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 and the accompanying staff carries the nursery mobile phone.

Contingency Planning in an Unforseen 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 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 a 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 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.

Safety

Health & Safety at Work Statement

Anna Bailey, as Managing Director of Sunnyfields Day Nurseries Limited, recognises and accepts 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 Stuart Bailey, the Director responsible for property 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 once a year 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 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 Health and Safety file in the office.

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 every 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.

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.

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.

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.

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. Unless they have an appointment with the nursery manager 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 staff 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 an hour 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 the children out in their key working groups 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, they draw up a schedule of the children giving a brief description of what they are wearing and take the charged nursery mobile phone with them.

On end of term '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.
- All children wear badges with the name of the nursery and a contact number on. In addition, a schedule of all the children is completed showing a brief description of each child and what they are wearing.
- 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. 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 criminal checks. All children use either a child safety seat provided by the nursery or lent by their 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.

Insurance policy

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

Sleeping children policy

A member of staff in each unit sits with the children 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 checked by staff every five minutes when there is a baby sleeping in there to ensure they are still breathing.

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.

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 more than one case is 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 three 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 Medication 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 medication 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 that 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 of any further action they may wish 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, a written 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 in an accident / incident form and endorsing it with their signature. They will then inform the nursery manager who also signs the form. Regular reviews of recent accident/incidents prior to filing will highlight any 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 'Contigency Policy' below.

Any accident or injury that the child sustains at home should be notified to staff when the child next attends the nursery.

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 the 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.

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 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 sterile gauze (*cut to size*) to clean open wounds with cooled boiled water and use as dressings
- Use non-allergenic micro-pore adhesive tape to secure dressings in place
- Use blue waterproof plasters for adults only
- A leaflet on basic First Aid
- Sharp scizzors
- Tweezers
- Use small bandage or child's clothing with safety pin to form sling
- Forehead Thermometer *(& normal temperature details)*
- Measuring spoon (*please sterile after each use*)
- Eye bath (*please sterile after each use*)
- Disposable gloves

A list of these items is stuck on the inside cover of the box and the contents are checked against the list regularly and replaced when necessary. The box is kept in an accessible place out of the reach of children. The Manager, Deputy and all Senior staff are sent on 12 hour First Aid Training 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 a consent form for us 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. 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 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 clinical 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 in 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), baby flannels, 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, after 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 a schedule in the nappy changing areas and transfer this information to the parent feedback folder/booklets by the end of the day. 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 in the feedback form / book and what action was taken to make the child feel more comfortable.

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, where they 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 in the nursery and they ask parents / carers and / or staff to smoke away from the nursery premises and to freshen up before entering the nursery.

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 which is clearly labeled with the child's name. Skin protection cream with a minimum 25 SPF and sun hats must be provided at the beginning of summer to allow your children to make full use of the outdoors in good weather. Please note Sunnyfields do not apply any sun cream other than the child's own in case of an allergic reaction. Wellington boots and warm coats must be provided at the beginning of winter to allow your children to make full use of the outdoors in colder weather. We ask parents to use our 'welcome' draw string bags to store their children's belongings or make one of their own.

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.

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.

Our Frozen Foods are set up as a separate food business, follow their own customised Hazard Analysis Critical Control Point (HACCP) to minimize any associated risks and undego their own Environmental Health kitchen inspection.

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 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 at the appropriate temperature (see below) until they wake up. All left overs are thrown away.

Safety Temperatures

Sterilisation / Boiling (most bacteria killed)	100ºC or above
Disinfection using dishwasher (bacteria at safe level)	82ºC or above
Cooking and reheating *Please note food can cool to a safe eating temperature as long as it is eaten within 1 hour of cooking*	75ºC or above
Hot holding	63ºC or above
Body temperature (peak of bacterial growth)	37ºC
Chilling and Fridge food temperature	8ºC or below
Freezer food temperature	-18ºC 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 tummy's, partly organic and what we would cook at home. It offers chicken and fish once a week, otherwise it is vegetarian to cater for most dietary requirements. In addition, fruit is served every day at tea time. 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.

Allergies and other Special Dietary Needs

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 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 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 at 12pm and tea at 4pm. Children are allowed to chose 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. 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 have signed up to an organisation called Coolmilk who deliver the 'free' milk direct to the nursery on a daily basis. This is served to the children mid morning during 'milk time'according to their daily routines. Based on the recommendations of Coolmilk, 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. For your information, water is also available at these times for children who really don't like or are allergic to milk.

In addition, water is offered every mealtime for the children. In between meals, water is available on demand in the baby and toddler units 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 complete Food Hygiene Training every three years to ensure their knowledge in this field is kept up to date. All other staff undertake Food Handling Training delivered once a year 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.

Sunnyfields Frozen Foods

As an exclusive service to families using our nurseries, Sunnyfields cook a range of frozen meals and puddings which parents can purchase in the evenings when they arrive to pick up their children. All meals are prepared in-house by our own experienced chef Cecilia, can be cooked immediately or continue to be frozen for later use and will be popular with all members of the family and your guests. We use fresh ingredients, loads of vegetables and no added salt to create these tasty and comforting meals. Please see the Frozen Foods display in the nursery entrance for details on the meals available and prices.

Equal Opportunities

Equal Opportunities (anti bias) and Special Educational Needs (SENCO) Coordinators

Each nursery must have a named anti bias and senco co-ordinator. The names of the co-ordinators in each nursery are displayed on the Feedback Board in the nursery entrance. The role of the co-ordinators are to ensure the following –

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. Children's individual learning plans are complete and up to date,
4. Parents are kept fully informed of their child's progress and development.

Each co-ordinator 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.

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. Using this and other information given on their enrolment form, Sunnyfields are able to determine which age/ability learning group the child should enter.

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, age or gender. Each new applicant must complete an application form, attend an interview and visit the nursery 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.

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 SEN Code of Practice and the Disability Discrimination Act (DDA) 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 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 the Early Years Action and Early Years Action Plus and those with statements.
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 Early Years Action or Early Years Action Plus lists using Bromley's early years SEN criteria (in line with the Code of Practice 2002)
    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,

measureable, achievable, relevant and time bound. 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 organized by the borough 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 a child's favourite activities in their IEP.
9. Complaints Procedure: To address any complaints fairly and thoroughly in accordance with 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.

Behaviour

Behaviour Management Coordinator

Each nursery must have a named behaviour management co-ordinator. The named co-ordinator of each nursery is displayed on the Feedback Board in the nursery entrance. The role of the co-ordinator is to ensure the following –

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. Children's individual learning plans are complete and up to date,
4. Parents are kept fully informed of their child's progress and development.

The co-ordinator 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.

Behaviour Management policy

Sunnyfields believe that praise for good behaviour is far more effective than actions for misbehaviour and have developed their policies and procedures to reflect this.

Procedures to encourage good behaviour

Sunnyfields try to encourage self-discipline, 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. Sunnyfields reward good behaviour by specific praise from staff members, certificates to take home, well done stickers, treats and so on.

Procedure to follow to challenge misbehaviour

Misbehaviour can take the form of bullying, biting, kicking, 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 by 'time out' i.e. the removal of the child from the situation by a member of staff. 'Time out' is given to children from as young as 15 months and can last up to a maximum of five minutes depending on the age of the child. They will usually be sat on the floor or on a chair to the side of the room and while they are there it will be explained to the child why such behaviour is unacceptable and the incident discussed. The child will then be asked to apologize to the recipient if applicable and asked to rejoin the class. If the wrongdoing continues despite repeated explanations by the staff as to why they should not do it, then the child's parent/carer may be asked to attend the nursery to discuss their child's behaviour. Withdrawal of a child will only be necessary if the child's behaviour becomes detrimental to the well-being of the nursery. This decision will be made by the Nursery Manager.

Please note that some behaviour does not warrant 'time out' i.e. tantrums. This behaviour is best ignored.

Under no circumstances will a child be smacked, shaken or roughly handled. The staff will not use degrading or frightening language. Children will not be deprived of food or drink.

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 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. However, bullying of any sort prevents this from happening i.e. regularly and purposefully name calling, physical violence, ridicule, etc. We work hard to ensure that all children and staff understand that this is unacceptable behaviour that will not be tolerated. We encourage the following procedure when any incidence of bullying is reported to us by the victim themselves or by a third party whether adult or child. This can be done anonymously by posting a letter in the 'suggestions box' located in the entrance to the nursery.

Procedure: The manager listens to the victim in private and logs all bullying incidents and worries. They then discuss the next course of action with the child and staff. Though all cases are unique and need to be managed individually, we try, in the first instance, to empower the victim to stop the bullying themselves and we give them suggestions on how to achieve this. If nothing changes, then the manager will talk to the bully, inform them of the consequences of their actions and give them a chance to put things right. If the bullying persists then the manager will speak to the bully's parents and agree a course of action i.e. excluding them from favoured activities both at home and in the nursery. If the bullying still continues, then the bully may be excluded from the nursery permanently. However, if the bullying stops, we will reward this changed behaviour with praise. All the time, we will be keep in close contact with the victim, supporting him/her through every stage and recording all events.

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 termly 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 insurance certificate, a copy of our parents information booklet and our fire emergency plan. On the Photographs 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 samples of our school uniform, health information and periods of exclusion from the nursery for infectious illnesses.
2. There are further displays for parents to look at throughout the nursery and in the play rooms including weekly planning, what main activities have taken part that day, more photographs and the children's own work. In addition, the resources are visible and often set up to stimulate the children's learning.
3. Sunnyfields operate a daily 'Feedback Folder' for parents/carers to look at which is located just inside the play units. It contains daily feedback sheets on each child in that unit listed alphabetically according to the child's first name. The sheets provide information on how much the child has eaten, when they had their nappy changed if applicable, when they slept if applicable, what activities they particularly enjoyed and whether the nursery needs any more supplies like nappies. Sunnyfields ensure the confidentiality of these forms by making sure staff are always present whilst a parent reviews their section of the folder only. Unfortunately Sunnyfields cannot operate a system where a feedback book goes home each day as this daily

information is evidence of the care we have provided should Ofsted come to visit. They do, however, operate a small carbon copy feedback book in some circumstances so parents of these children can take home the rip out section each day. We use the inside of the Nursery front door, our monthly group email and regular text messages to highlight forthcoming events and other important issues.

4. We use a 'Staff Communication Book' between the staff on different shifts to pass on messages from parents about their children to their child's keyworker.
5. Each nursery distributes quarterly newsletters to all it's 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.
6. Each nursery sends regular group texts to all it's parent's giving last minute reminders of events going on and things they need to bring in to nursery.
7. Sunnyfields Head Office send monthly group emails to all parents giving an overview of what's been going on in both 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.

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 'fund raising' Family Fun Day and Barbeque in June to bring all Sunnyfields families (across both nurseries) together. The children will be singing together and take part in a sporty session. 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. The atmosphere is lively, but we want all families to bring along their picnic rugs (and stronger beverages), set up a base and enjoy mingling with the other families.

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

Apart from childcare, Sunnyfields deliver some additional services to help busy young families manage their time better:

- We sell frozen 'organic' meals made in-house by one of our nursery chefs which can be cooked immediately or continue to be frozen for later use. There is a choice of seven family meals (one for each day of the week) and two puddings all or which come with clear cooking instructions. For more information, please see the Frozen Foods display in the nursery entrance or speak to the Manager.
- 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 a wraparound baby-siting 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 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 want to come and where parents want to leave their children. If parents should have a complaint about the service, a parent or 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.
5. If parents are still unable to reach a satisfactory result, please contact Ofsted at Piccadilly Gate, Store Street, Manchester, M1 2WD 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 deal with them promptly and in a professional manner.

Child Protection

Child Protection Coordinator

Each nursery must have a named child protection co-ordinator. The named co-ordinator of each nursery is displayed on the Feedback Board in the nursery entrance. The role of the co-ordinator is to ensure the following –

1. Guidance, advice and training are given to staff if needed.
2. The Managing Director is made fully aware of any concerns as they occur and to be kept updated throughout.
3. Children's individual learning plans are complete and up to date,
4. Parents are kept fully informed of their child's progress and development.

The co-ordinator 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.

Sunnyfields duty to protect the children in their care

Under the Children Act 1989/2004, it is Sunnyfields responsibility to report any suspicions of child abuse (see below for common signs) to the Bromley Child Protection Team and follow guidance detailed in a government booklet entitled 'What to do if you're worried a child is being abused'. This document is available in the Nursery office for everyone to read.

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, previous convictions or social service orders. In addition, they apply for Criminal Record checks and follow up at least two recent references supplied by the applicant.

Common signs of child abuse

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 2. Cigarette or other burns 3. Recurrant aches, pains or injuries. The frequency is relevant. 4. The child pulling away from affection as it may hurt their injuries 5. Behaviour may change 6. Extreme signs of violence	1. Unwashed, unfed, undernourished, poorly dressed, unsuitable clothing for weather or not the right size. 2. Basic needs not met i.e. not taken to the dentist, doctor or optician. 3. Illnesses do not go away. 4. Lots or bruises as they are not being suitably supervised. 5. Withdrawn behaviour. 6. Denying a child their development i.e. treating them like a baby when they are pre-school age.	1. Withdrawn or bullish behaviour. 2. Regressive behaviour e.g. bed wetting. 3. Inappropiate sexual language and behaviour for a child 4. Play with themselves sexually 5. Catching a sexually related illness.	1. Withdrawn behaviour. Child has low self esteem. 2. Childbecomes unually emotional or crying 3. Child does not join in activities 4. Lack of interaction between parent and child 5. Child says 'mummy doesn't like me' 6. Child becomes over attached to one teacher

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 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 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 will be recorded on an Accident / Incident form which is signed by the parent, countersigned by the nursery and kept on the child's file. 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.

Measures taken by staff to protect themselves against allegations of child abuse

Sunnyfields realizes 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 with the children. For example, staff must

1. keep other staff informed of their movements, particularly with regards to changing nappies or children's clothes.
2. make sure they *can* be witnessed with the children at any time by another member of staff e.g. leaving a door open.
3. not be too tactile with the children e.g. inappropriate cuddling, touching, kissing or letting the children climb or lie on them.
4. not be rough with the children and adhere to our behaviour management policy.

Procedure if staff suspect abuse and who is the child protection coordinator

If staff suspect abuse, the Day Nursery's first concern **must** be to protect the child. For this reason, the staff seeing signs of abuse from home or witnessing a member or group of staff carrying out abuse, must immediately report his / her suspicions to the Nursery Manager who is usually the designated child protection coordinator 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 and kept securely in the child's file. The Nursery Manager then assesses the situation and, if he / she agrees with the suspicions of the nursery staff, reports these suspicions immediately to the Bromley Child Protection Team following guidance detailed in government booklet 'What to do if you're worried a child is being abused'. The names and contact numbers of the current Bromley Child Protection Officers are listed on their website www.bromleysafeguarding.org along with other useful information.

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

Once the nursery manager has reported their suspicions to the Bromley Child Protection team, then an officer from the team will be assigned to investigate the case in more detail. Sunnyfields agree to be open, honest, helpful and confidential in supporting the Bromley Child Protection Team. This will involve the officer 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.

Staff training and children with special needs

All staff receive Child Protection Training every three years in-house to ensure their knowledge in this field is kept up to date. The Child Protection Co-ordinator/Nursery Manager receives certified external training every three years. A log of all training is kept in the manager's office to ensure no one is overlooked.

In addition, 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.

Allegations against a member of staff

Sunnyfields have a duty to report all allegations against a member of their staff team to the Local Authority Designated Officer for Safeguarding and follow their advice.

If a member of staff is accused of child abuse or inappropriate behavior with children, then they will be suspended from duties on full 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 Local Authority Child Protection Team.

Documentation

Data protection policy

Sunnyfields ensure all personal data remains confidential within the nursery. All enrolment forms and staff files are kept locked in the filing cabinet in the nursery office and only the nursery manager and deputy have access to the key. Other data includes medical forms, daily feedback forms, personal achievement reports and accidents/incident forms which are kept in the child's unit under supervision of the staff team to ensure only the relevant parent has access to it. Used accident/incident and medicine forms when completed are filed in the child's or staff's individual files. Where information needs to be available to the public i.e. complaints log book and accident/incident log book, all child and parent names are blacked out.

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. work and mobile numbers, email address, medical information should an emergency happen to the child while they are at nursery and require immediate medical attention, personal information about their family 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. All this information is stored in the child's individual file which is located in the locked filing cabinet in the nursery office. Sunnyfields store this information for three years as outlined in current legislation after a child has left the provision in case they are required as evidence of any future allegations surrounding the child or their family.

Information on staff

From the time a new staff member starts at Sunnyfields, they have their own file 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, CRB clearance (reference and date only), references, employment contracts, appraisals and personal development plans, promotions, warnings, etc. Their pay slips and other personal tax information are kept safe with the managing director who is responsible for making sure all staff meet their personal tax responsibilities and is only shared with the relevant nursery manager.

Information on nursery accountability

Each nursery manager is required to complete management feedback 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 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 and forecast attendance figures, extra days by children, monthly shopping list for pantry, over stocks of food, monthly repair jobs, staff meeting minutes, monthly marketing of phonecalls/visits, four week Health & Safety review, newsletters (when applicable), staff appraisal notes and any other relevant information.

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 annually 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 start what is expected of them should a relevant situation arise concerning their child.