



*Smiz*kids511

New Starters information and policies booklet

Smisby Day Nursery Limited
The Old School
Main Street
Smisby
Ashby de la Zouch
Leicestershire
LE65 2TY

Telephone: 01530 416279
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Email: info@smisbydaynursery.co.uk
Website: www.smisbydaynursery.co.uk

Thank you for choosing SmizKids511 to provide Out of School care and welfare for your child.

We are pleased to confirm our offer of a place at the club as detailed in the invoice enclosed. Please ensure that you check it carefully as we cannot guarantee that changes can be accommodated without adequate notice.

This placement is subject to our normal terms and conditions as well as your acceptance of key policies which are required for the safe care of your child.

Child 1 Name:	
Child 2 Name:	
Child 3 Name:	
Senior Staff member for club:	

Terms and Conditions

All fees are due monthly in advance. We welcome payment by one of many nursery voucher schemes or by cash or cheque.

Fees are reviewed annually in July for The After School and Holiday Club.

For After School attendees your placement, once confirmed, is an ongoing placement and payment has to be made if your child does not attend through illness or holidays. This is the only way we can guarantee that your child can retain their place in the club.

Any payment made for which there is insufficient funds to meet and result in a charge to Smisby Day Nursery Limited will result in any additional charges being passed on to yourselves. We also reserve the right to charge additional charges for payments made which are late at a rate of £5.00 per day. This is necessary as our largest bill is our staff and we will NEVER pay our staff late for caring for your child—even if you pay us late. We also reserve the right to remove any discounts applied retrospectively for any late payments made.

Your co-operation and understanding in this matter is appreciated.



Admissions Policy

As our mailing list is long we have to give priority to full time placements. All other placements are allocated in order according to their booking date and availability.

OPENING HOURS

We are open from 8 AM until 6 PM Monday to Friday during the school holidays and from school closing time to 6PM during term time.

The club is closed on all bank holidays and also between Christmas and New Year, including Christmas Eve. On the last day of work we close at 5 PM.

Hours of placement

We ask that you consider carefully the days you will require when booking as we have a duty to maintain staffing ratios at all times, and this becomes difficult if children are here longer than the time recorded for them.

If you require extra days or hours from time to time, or are going to be late collecting your child please telephone or ask, in order that we can accommodate the alteration of hours.

Holidays

Once your child has a placement in the After School Club their fees must be paid throughout the school year with the exception of bank holidays and Christmas week.


In case of serious illness or confinement in hospital, exceptions to normal payment agreements may be made.

Notice

One Months notice in writing is required if you wish to terminate your child's placement. Alterations to placement may need less notice and may be done verbally.

Accident Forms

For all injuries, however minor, you will be shown a report detailing the accident. You will be requested to sign the form to assure Senior staff that all relevant information has been passed on to you.



Medication and Illness

If your child needs medication for any reason you will be requested to complete a consent form for us.

We would ask that you make yourself familiar with our policy on the Administration of Medication.

If your child has any infectious illness you are requested to check our exclusion policy to ensure that appropriate action is taken. Should a child be left at nursery and we later discover that they have an illness that is covered in our exclusion policy we will contact you immediately and ask you to collect your child. If you are in any doubt about your child's health please consult your GP before bringing your child to the club.

Further Information

It would be helpful if all clothing and footwear for your child is clearly marked with their name or initials.

Children are requested not to bring personal items such as toys or mobile phones into the club as these can sometimes become lost or broken. Should children bring in items such as Gameboys etc. then the club cannot be held responsible for losses or damage to these items.

Induction

On your child's first day you will be shown everything relevant for the care of your child and a member of staff will complete the induction form contained within the centre section. We will then ask you to sign that you have received all of that information to ensure that you have complete confidence in our records and information that we need to care for your child.

Health and Safety General Statement

Our policy is to provide and maintain safe and healthy working conditions, equipment and systems of work for all our employees, and to provide such information, training and supervision as they need for this purpose. We also accept our responsibility for the health and safety of other people who may be affected by our activities.

The allocation of health and safety matters and the particular arrangements which we will make to implement a proper Health and Safety Policy are set out clearly and sufficient resources will be made available to honour our commitment.

All staff are familiar with this policy and have a duty of care to ensure that everyone follows it at all times for the safety of everyone.

Complaints Procedure

We take seriously any complaint or grievance, and we hope that each is dealt with in a satisfactory manner.

The following is the procedure available to you in the event of a complaint. We hope that most problems will be dealt with quickly and easily.

In the first instance please raise your concern with your child's designated key-worker. If the complaint is about the key-worker then please raise the issue with either the person in charge of the room or the Officer in Charge.

If you are not happy with the outcome of your complaint then please raise the issue with a Director of the Company.

If you still feel a satisfactory solution has not been obtained then please contact this number below.

OfSTED North Regional Centre, Manchester
Complaints and Enforcement: 08456 404040

Please quote the name of the club and full details of the nature of your complaint. It would be helpful if you would maintain notes of all complaints and issues you have raised at the club as we will have kept records of all complaints you have raised with us.

UNHAPPY ? GOT A PROBLEM ? - TELL US!
HAPPY ? - TELL YOUR FRIENDS!

The club has a number of key policies which are vital to the safe care of your child. On the following pages you will find all of the relevant policies. You are requested to read and make yourself familiar with these policies and sign to say you accept these policies in the care of your child in the information pages in the middle of this booklet.

Equal Opportunities Policy

All children, adults and staff should be supported in valuing themselves and other people.

Staff and helpers should have high expectations for all children ensuring they reach their full potential, also helping everyone to develop an awareness and sensitivity towards the needs, views and feelings of others.

The Out of School environment will aim to nurture through play others experiences and lifestyles , regardless of whether they resemble our own.

Individuals develop to their full potential only if they experience an environment which reflects their own needs, identity and beliefs.

Sunscreen Policy

The Children's Protection against the harmful effects of the Sun.

It is required that parents supply an adequate sun block for their Child/ren in the hot weather, especially summer months, for when they go outside to play. The sun block can be labelled and kept at the club or left in the child's bag ready for use. It is the club's responsibility to provide a shaded area for the children, if there is no shaded area available, the time of outside play will be limited.

Parents are also responsible for ensuring that their child/ren have a suitable sun hat, and if necessary, a pair of sunglasses. The club does hold a limited stock of sun hats should you forget to bring one. However we cannot provide sunglasses.

Sunshine Kids Respect for the Sun

Walking or playing, Garden or shop, Don't forget **Slip! Slap! Slop!**

- ◆ **Slip** on a shirt
- ◆ **Slap** on a hat
- ◆ **Slop** on some Sun Screen

*"Between 11 and 3 get under a tree
or find some shade for outdoor fun "*

Smiz Kids 511 Placement Details Form

Please fill out the entire form and return it to Smisby Day Nursery Limited as soon as possible in order for us to ensure that the information we hold on our system is accurate and up to date.

Should any information in this form change please notify us at the earliest opportunity in order for us to update our records.

Child's Surname			
Child's Forename			
Address			
Address			
Town			
County		Postcode	
Home Tel No			
Date of birth		Start Date	
Ethnic Origin		First Language	
Guardian 1 Name		Relationship	
Employer			
Work Tel No			
Mobile Tel No			
Email Address			
Guardian 2 Name		Relationship	
Employer			
Work Tel No			
Mobile Tel No			
Email Address			
Other responsible person (in case of emergency)			
Name			
Address			
Daytime Tel No			

Persons Authorised to collect the child		(proof of identity needed)			
Name					
Relationship					
Name					
Relationship					
Name					
Relationship					
Check list at the time of starting Club		(Please tick all relevant)			
Blind	<input type="checkbox"/>	Partially sighted	<input type="checkbox"/>	Deaf	<input type="checkbox"/>
Respiratory problems	<input type="checkbox"/>	Spectacles	<input type="checkbox"/>	Hearing aid	<input type="checkbox"/>
Outgoing personality	<input type="checkbox"/>	Shy / Introverted	<input type="checkbox"/>	Special diet	<input type="checkbox"/>
Special Factors		(Allergies, disabilities, diet etc)			
<p>Children who utilise SmizKids511 for Out of School care should have received all relevant immunisations for the following: Diphtheria, Tetanus, Polio, Whooping Cough, Hib, Meninga C and M.M.R (Measles, Mumps & Rubella). * My child has / has not received all relevant vaccinations prior to attending the Out of School Club.</p>					
Doctor					
Surgery Name					
Surgery Tel No					

The club has a number of consents which you need to sign as part of our care provision for your child. Please read these carefully before deleting and signing where applicable.

CONSENTS

We keep a supply of Calpol Infant Suspension at the nursery in the event that your child develops a fever whilst at the nursery. Should the staff responsible for your child's care deem that your child will benefit from being given Calpol we will contact you by phone before administering the first dose and to obtain your verbal consent. When you collect your child you will be asked to sign a written confirmation of the medication your child has received.

In a few rare cases it has been known to have a reaction on certain children - whilst not serious, we obviously have to be aware of the possibility of it happening to a child who has never been given it before. We therefore need to know if your child has been given Calpol before

* My child **Has / Has Not** been given Calpol before.

* I **Give / Do not give** my consent to the staff at Smisby Day Nursery Ltd, under the authorisation of the Officer or Deputy in Charge, to administer Calpol should the need arise on the express understanding that the staff will contact me by phone prior to the administration of the first dose.

I have read and understood the **Administration of Medication** Policy

We need your consent if, in an emergency situation, our trained First Aid staff on duty have to make a decision on the treatment and / or Hospitalisation for a serious injury to your child.

* I **give / Do not give** my consent to the staff at Smisby Day Nursery Ltd, Under the authorisation of the Officer or Deputy in Charge, to administer Emergency First Aid if the need arise. This could include transport to hospital where the staff have not been able to contact parents in a timely fashion or that time is a major issue.

Children in the After School and Holiday Club sometimes go on swimming outings. We need to know what level of swimmer your child is before they go on such trips and your approval to take them on these outings

* I **give / Do not give** my consent to the staff at Smisby Day Nursery Ltd to take my child swimming to a recognised swimming establishment where they will be supervised according to ASA regulations at all times.

* My child **is a competent swimmer / can swim with aids / non-swimmer**

Smisby has a recreation ground which has been recently fitted with new play equipment. In order for the nursery to take your child on short walks around the village and to the recreation ground we need your consent for these short outings

* I **give / Do not give** my consent to the staff at Smisby Day Nursery Ltd to take my child on short outings around the village and to the recreation ground to play on the equipment.

** Delete where necessary*

Children will be collected from their respective schools, or go on short outings, by one of the following methods:
 In the nursery vehicles or private staff vehicles which are all insured for Class 1 business usage and all have appropriate Road Fund Licence, MOT, seat belts and, where appropriate, booster seats.
 On longer trips the club will hire coaches where each child will have a seat to themselves and a seat belt.
 I have read and understood the methods of transport used by Smisby Day Nursery Ltd to collect children from school or go on outings.
 * I give / Do not give my consent for my child to be transported to and/or from school or on outings by the above stated methods.

I/We confirm that I/We have read & understood the information on Smizkids policies & procedures contained in this Policies booklet and have made ourselves aware of all policies relating to the care of our child.
 I/We have provided contact numbers for use in an emergency during the daytime and will ensure that the organisation is kept informed of any changes to emergency contact numbers.
 I/We will ensure that my/our child is well enough to attend the club at the start of each day they attend.
 My/Our child will wear, and bring, relevant clothing for their stay in the club including an appropriate hat, sunglasses and sunscreen.
 I/We accept that any cancellation after confirmation of booking must be paid for in full and that I/We must give one month's notice, or payment in Lieu of Notice, to terminate this agreement if using the After School Club.
 I/We agree to make payment of fees promptly when they are due as detailed in the policies booklet and accept that an additional charge of £5 per day may be applied to my account in the event of late payment as well as the removal of discounts applied to the account retrospectively for up to 6 months. I/We agree to pay any charges incurred by Smisby Day Nursery because of a failed or returned payment by myself.
 Unless there are two signatures below I sign this form on behalf of all parent(s)/guardian(s) named on the first page of this placement details form and accept, on their behalf, that all responsibility for the child is a joint responsibility, including the financial liability.

Parent/Guardian Signature	
Parent/Guardian Signature	
Date	
<i>* Delete where necessary</i>	

Trips outside the SmizKids511 premises

As part of our care the children may be taken for local walks, visits etc. off the premises and permission will be sought for your child to be included in such outings.

A staff member will inform you in advance of any visits of outings involving the transportation of children away from the nursery.

The nursery will inform parents whether a school vehicle, private passenger vehicle, public transport or on foot is the method of transportation.

When taking a child on such a trip the nursery will:

- ◆ Ask for signed parental consent
- ◆ Advise parents of the time, date and place of the visit
- ◆ Advise parents on the clothing and any equipment likely to be needed by the children
- ◆ The ratio for staff to children depends on the age group and will be advised at the time
- ◆ Ask for parents to be available to help with trips to ensure safe ratios

The staff members participating in trips will:

- ◆ Divide the children into small groups keeping the keyworker system as continuity wherever possible
- ◆ Take the register with them
- ◆ Take a first aid kit and at least one registered First Aid member of staff
- ◆ Take parents contact numbers
- ◆ Provide the children with badges containing details of the nursery including telephone number. They will also be provided with a nursery baseball cap for easy identification
- ◆ A mobile phone will be taken and contact made at least once with the nursery
- ◆ The register will be taken before setting off, on arrival at destination, half way through the trip, before departure and again on arrival back at premises
- ◆ Take any other items of equipment deemed necessary for the visit.

Policy for action to be taken after a major accident

- ◆ If the accident is serious enough we do not hesitate, we call an ambulance
- ◆ We ring parents to inform them of the accident and take instruction from the parent. If possible we wait for the parent to arrive at Nursery and then go to the hospital with them and the child if the parent needs assistance. Alternatively a member of staff can accompany the parent to the hospital if the child has been taken in an ambulance
- ◆ If the child has been taken to hospital by ambulance and a parent has not arrived at the nursery, we telephone the parent and inform them which hospital the child has been taken to, so that they can make a decision to either come to the nursery or go straight to the hospital themselves
- ◆ If a child is taken by ambulance to the hospital then a member of staff known to the child accompanies the child to hospital, and has a mobile phone with them and the emergency contact details for the child to keep parents informed of progress
- ◆ The member of staff accompanying the child will remain at the hospital with the parent to give support until another parent or relative arrives
- ◆ Once the child is under medical care and the situation is stable then a complete record of the events must be made by all staff involved in the incident in accordance with the Health and Safety Policy

Safeguarding Children and Every Child Matters Policy

It is the aim of this policy for all staff to be aware of the signs and symptoms of abuse and to follow the procedures and to support, the 5 outcomes of Every Child Matters. It promotes strategies of:

- ◆ Being Healthy
- ◆ Staying Safe
- ◆ Enjoy & Achieve
- ◆ Making A Positive Contribution
- ◆ Achieve Economic Well Being

Terms of Reference: - Legislation – section 47(1) The Children’s Act 1989

“The local authority has a duty to investigate situations where it has

‘reasonable cause to suspect that a child who lives, or is found in their area is suffering; or likely to suffer significant harm’. Enquiries must be made to decide whether it should take any action to safeguard the child’s welfare.”

We as an organisation have a duty to ensure the welfare and well being of all the children in our care. Most children spend a great deal of their time being cared for by ourselves and as such staff will often be the first people to sense their may be a problem, they may also be the first people that a child may confide in.

Smisby Day Nursery follows and takes account of the Derbyshire Early Years” child protection procedures outlined in the “Safeguarding Children” Handbook.

Categories of concern

- ◆ Neglect
- ◆ Physical Abuse
- ◆ Sexual Abuse
- ◆ Emotional Abuse

Recognition of possible abuse

It is extremely difficult to determine if abuse has occurred. Staff should look carefully at the behaviour of all children and be alert for significant changes. Staff should be aware that children may exhibit many different signs without abuse having occurred

Emergency Procedures and Flowchart

The Nursery has a detailed procedure to follow by all members of staff in the event that they become aware of a safeguarding children matter. Each room has a copy of the policy and flowchart kept to hand and all staff have received training in it’s use.

Any concerns regarding the treatment of the children by staff should be reported to the Officer in Charge/ Director. Staff will be offered the chance to discuss this. It may be necessary to suspend a member of staff whilst investigating any accusation. If proven then disciplinary procedures will follow and the Local Authority will be notified.

Member of Staff responsible for Child Protection:

Sheila Higginbotham

Anti-bullying Policy

We are committed to providing a caring, friendly and safe environment for all of our children so they can learn and play in a relaxed and secure atmosphere. Bullying of any kind is unacceptable at our nursery and After School Club / Holiday Club. If bullying does occur, all children should be able to 'tell' and know that incidents will be dealt with promptly and effectively. We are a TELLING establishment. This means that anyone who knows that bullying is happening is expected to tell the staff.

Prevention

We will use KIDSCAPE (<http://www.kidscape.org.uk>) methods for helping children to prevent bullying. As and when appropriate these may include:

- ◆ Writing a set of rules
- ◆ Signing a behaviour contract
- ◆ Writing stories or poems or drawing pictures about bullying
- ◆ Reading stories about bullying or having them read to the group
- ◆ Making up role-plays (or using KIDSCAPE role-plays)
- ◆ Having discussions about bullying and why it matters

Procedures

Report bullying incidents to staff. In cases of serious bullying, staff will record the incidents. In serious cases parents should be informed and will be asked to come in to a meeting to discuss the problem. If necessary and appropriate, police will be consulted. The bullying behaviour or threats of bullying must be investigated and the bullying stopped quickly. An attempt will be made to help the bully (bullies) change their behaviour.

Outcomes

The bully (bullies) may be asked to genuinely apologise. Other consequences may take place. In serious cases, suspension or even exclusion will be considered. If possible, the children will be reconciled.

After the incident / incidents have been investigated and dealt with, each case will be monitored to ensure repeated bullying does not take place.

Special Educational needs Policy

We are aware and understand that in children's development, all children progress at different rates and are at different levels.

Guidelines are given to us as a basis to help us support all children to achieve certain standards of knowledge and skills on entry to school.

To achieve these desirable learning outcomes we will provide extra one to one help for those children needing extra support. With regular and up to date recording we can identify children having difficulties early, which enables us to give them the extra support they need.

Behavioural Policy

We encourage the development of a sense of right and wrong behaviour.

The emphasis is on positive images to develop:

- ◆ Good Manners
- ◆ Politeness
- ◆ Sharing
- ◆ Good interaction with their peers
- ◆ Respect for; Adults, Children & Equipment
- ◆ Social awareness

Boundaries do have to be set for the safety of the child and the safety of their peers and staff.

Positive techniques such as re-direction, and distraction are encouraged. Early intervention to prevent disagreements will be used. The reasons for the child's behaviour being unacceptable will always be explained to them using a language that the child can clearly understand.

Sanctions applied in the case of unacceptable behaviour will take into account the age and stage of development of the child. Sometimes it may be necessary to remove a child from a particular activity for a short while, this may be used at the discretion of the staff.

It will always be made clear to the child that it is the behaviour we are rejecting and not them.

The child will be encouraged to speak to the person they have hurt and to apologise for their behaviour.

Under NO circumstances is any physical punishment every used, i.e. smacking.

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Behavioural Policy

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As the children get older they are prone to want to push boundaries and question authority. Whilst the staff of SmizKids511 are always aware of such issues, it does sometimes become a problem. In the past we have suffered damage to vehicles, toys, furniture, fixtures and fittings—sometimes through malicious damage.

Whilst the staff, to a degree, are trained to deal with such issues on a day to day basis they are not there to be abused either physically or verbally and therefore we have a duty of care to our staff to protect them.

Should a child become disruptive, abusive or cause wilful damage to possessions or property we will ask you to remove them from the club immediately. We do this for the safety of both the staff and the remaining children.

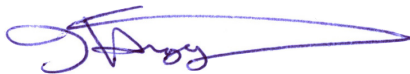
Whilst some children may think it is fun to disrupt mealtimes or quiet periods, use the pool table as a bed or play football in the room these activities eventually lead to sanctions and/or damage to our property. Sanctions will never involve the withdrawal of food or drink or any thing else which is deemed detrimental to the child's health. We will always discuss any such sanctions with the child concerned and then discuss them with the parent or guardian who collects them.

We will always be open and honest in our discussions with parents about any such issues which do occur but we do reserve the right to withdraw any placement with immediate effect should the situation not improve to a manageable level.

At the end of the day we are trying to care for the most precious thing in your life - your child. We need your help and support to do this in an effective way whilst trying to give them as much fun as possible whilst they are with us.

Eventually children do grow out of a holiday club or After School club and need to move on. We will always try to be honest with you if we feel that your child no longer enjoys their time with us.

Please feel free to discuss any concerns or issues you may have with the staff of SmizKids511 or the Officer in Charge.



Ian Higginbotham
Managing Director