



PARENT POLICY PACK

Policy pack includes:

- Curriculum policy
- Equal Opportunities Policy
- Drop off and collection procedure
- Behaviour management
- Policy Complaints Policy
- Parent involvement policy

CURRICULUM POLICY

Little Peoples curriculum policy is written in accordance with Early Years Foundation Stage framework. The Early Years framework 'describes how early years practitioners should work with children and their families to support their development and learning.'

The early years Foundation stage is based on four principles:

- A unique child – 'every child is a competent learner from birth who can be resilient, capable, confident and self assured.'
- Positive Relationships – 'Children learn to be strong and independent from a base of a loving and secure relationship with parents and / or a key person.'
- Enabling environments – 'The environment plays a key role in supporting and extending children's development and learning.'
- Learning and development - 'Children develop and learn in different ways and at different rates and all areas of learning and development are equally important and interconnected.'

Planning and assessment

The child's key person will make observations on their key group children, these observations will help the key person to decide on the next steps for the child. The steps could include introducing a special event or celebration in the nursery, making an enhancement to the nursery environment based on a child's interest or planning a specific activity or experience for a key group of children to develop a skill or practise existing skills.

We will use the information that we gather from observations, as well as photographs of the children, to document their progress and where this may be leading them. We believe that parents know their children best and we will ask them to contribute to assessment by sharing information about what their children like to do at home.

These observations and photographs of the children help to build up their learning journeys, a summary of the child's achievements during their time at nursery.

Key Person system

Every child and parent at Little Peoples nursery will receive the support and advice from a key person (an experienced nursery nurse who is responsible for your child's needs).

The key person will build up a special bond with the children in their key group and ensure that their experiences at Little Peoples are happy, enjoyable and successful. The key person is someone that can help and give advice to parents and carers

The key person will be responsible for monitoring development, progress and achievements and keeping confidential records on the children in their key group.

The key person is also responsible for planning activities and experiences to suit the needs of the children in their key group.

Garden

There are a great many benefits from children having access and the opportunities to be outside, some of these benefits include:

- Opportunities for doing things in different ways and on different scales than when indoors.
- It gives children first-hand contact with weather, seasons and the natural world.
- Offer children freedom to explore, use their senses, and be physically active and exuberant.

We like to make the most of our outdoor spaces and so we will always take the children out into the gardens in '**all weathers**'. As long as the children come into nursery suitably dressed for nursery activities and are fit and well, we will go out to the gardens to play. We have the use of wet weather overalls and spare jumpers and coats if required.

It will be at the Room Leader's discretion to make the decision if the weather conditions and garden areas are suitable to use before each session.

Superhero play

Super hero play has become a natural part of children's play experiences and though on occasions it can look quite boisterous the children are actually developing a lot of skills

With this in mind, we, as Little Peoples nursery does not have Zone Tolerant on superhero. We will allow the children to play out these experiences whilst respecting the nursery rules and boundaries, which are in place to keep them safe. We are happy to allow children to use construction materials to build model of their choosing. We will not allow replica weaponry to be brought into nursery.

Superhero play often has the following ideas at its core:

- Chasing games - running circles and lines around an area
- The theme of goodies and baddies
- Rescue games, problem solving scenarios
- **The benefits of superhero play:**
- It encourages positive opportunities for developing cooperative skills
- It encourages children to share and express their feelings
- It helps to encourage negotiation skills
- It helps to explore concepts of right and wrong.
- **How we will manage this play:**
- The children will be made aware of the nursery rules and boundaries in the setting and consequences for breaking these. These rules ensure a safe and secure environment and children are aware of their expectations of behavior.
- Encouraging the children to express their feelings about the play, giving them the words to use if they do not wish to be a part of the play and make other children be aware that not everybody wishes to play these games.
- Empowering to say 'No' when they do not wish to participate
- Develop the games and play – we will tune in to the content of the play and perhaps suggest alternative strategies for heroes, making the most of the most 'teachable' moments to encourage empathy and lateral thinking to explore alternative scenarios for conflict resolution.

Signed _____ Nursery Manager

Date: July 2013

Date to be reviewed: July 2014

EQUAL OPPORTUNITIES POLICY

Little Peoples Nursery is an equal opportunities group, and there will be equal access to the group's activities for all staff, children and parents: regardless of gender, race, colour, ethnic origin, nationality, disability, age, marital status, sexual orientation or religion. We aim to support everyone's need to the best of our ability.

We aim to ensure that all who wish to work and volunteer in our nursery have an equal chance to do so. Little Peoples nursery works in accordance with following legislation including:

Care standards Act 2000
Disability Discrimination Act 1995
Children Act 1989, Amendment 2000
Sex Discrimination Act 1986
Race Relations Act 1976 and amendment 2000

Named Person

Hannah Povey is the named person for equal opportunities.

Curriculum

Every child in Little Peoples nursery will be respected and valued. Their own individuality and potential will be recognised. Appropriate opportunities will be given to the children to explore, acknowledge and value similarities and the difference between themselves and others. Activities and the use of play equipment will offer the children opportunities to develop in an environment free from prejudice and discrimination.

These will be chosen to give the children a balanced view of the world and our multi cultural society.

Materials will be selected to help the children to develop their self respect and to respect other people by avoiding stereotypes and by using positive images and words that reflect all members of society.

We ensure that:

All children have equality of access to learning

- Make reasonable adjustments to the environment and resources to accommodate a wide range of learning, physical and sensory impairments
- Help children to learn about a range of food, and of cultural approaches to meal times and eating and to respect the differences among them.
- Avoiding stereotypes or derogatory images in the selection of books or other visual materials
- Create an environment of mutual respect and tolerance.

Employment

Any Vacancies will be advertised. Little Peoples nursery will appoint the best person for the job and will treat all applicants fairly. All job descriptions include a commitment to promoting equality and recognising and respecting diversity as part of their specifications. Equal opportunities issues are included in the staff induction, with all staff encouraged to undertake relevant training wherever possible.

Cultural diversity

We celebrate cultural diversity and include all children and their families whatever their culture, race or religion. We encourage families to share information about their culture so that all children can understand the diversity of our society.

In order to achieve this:

- We aim to acknowledge all major festivals celebrated by the families involved in the nursery.
- Children and families, who celebrate different festivals unfamiliar to the rest of the nursery, will be invited to share their festival with the rest of the group if they so wish.
- Children will be given the opportunity to become familiar with and enjoy taking part in a wide range of festivals.
- Offering children opportunities to share their experiences of their culture

Discriminatory Behaviour / Remarks

Any discriminatory language, behaviour or remarks by children, parents or any other adult is unacceptable in Little Peoples and it will be made very clear that discriminatory behaviour will not be tolerated. Any such occurrences will be discussed with the child concerned to explain why the behaviour is not appropriate and will be recorded on incident sheets and filed. Incidents of adult's discriminatory behaviour recorded on incident sheets and filed.

English as an additional language (EAL)

Basic information, written and spoken, will be clearly communicated in as many languages that are necessary and possible. Children and parents who have English as an additional language will be valued and their language recognised and respected in the nursery. We positively support children and families to maintain their home language and celebrate the ability to speak two or more languages. Additional help from outside the nursery will be sought E.G EMAS service. We aim to make all children and families feel happy and settled and promote a sense of belonging by:

- Displaying visual cues around the nursery environment to help the children understand what is happening
- Learning a few key phrases in the home language to speak to the child
- Seeking EMAS support to help with translations of letters, newsletters and information for parents and // or 1:1 support for the children.

Meetings

Little Peoples will make every effort to ensure that the time and place of meetings, parent's evenings and outings enables the majorities of parents to attend. This will give all the families an equal opportunity to be involved in and informed about the nursery. Copies of minutes of meetings will be available to all parents as a source of information for those unable to attend.

Signed _____ Nursery Manager

Date: July 2013

Date to be reviewed: July 2014

DROP OFF AND COLLECTION PROCEDURE

Drop off Procedure

- Parents ring the bell for entry to the nursery grounds, Staff will confirm your identity and allow you access.
- Please bring your child into the nursery rooms, and always stay for a few moments to settle them, ensuring that you hand them over to a member of staff
- Please ensure that your child is dropped off at their contracted start time
- A member of staff will immediately mark your child's time of arrival in the register
- Please inform staff of any change to collection time, or person collecting your child
- Please also inform staff of any other issues regarding your child's well being e.g. health, injuries, diet
- When you are ready to leave always say goodbye and leave quickly. Your child needs to learn that you are going, and that you will come back.

Collection Procedure

Whilst your child is in nursery's care, we shall do our utmost to provide a secure environment, and it is very important that our procedures for collection of children are clearly known and understood by parents / carers.

- We require the names and contact details of **two people, other than parents** who are authorised to collect your child.
- Please ensure that both parents are known and recognised by staff as well as relatives and friends that have been nominated to collect.
- Please notify us of any changes in family circumstances, which may affect permission to collect, particularly in the case of separated parents.
- Please tell us on a daily basis who will be collecting, if this will vary.
- Parents / carers must inform nursery manager if they wish to add every new person you authorise to collect their child and this will be amended immediately on the systems. Except in an emergency when a telephone call is acceptable and the person gives the child's emergency password.
- If you have not informed us we will ask the person to wait whilst we contact the parent / carer to confirm which is embarrassing for all concerned
- Children will not be released to minors under the age of sixteen
- Please contact the nursery if you are going to be late so we can reassure the child
- Each parent / carer will be informed about their child's day and asked to read and sign any relevant forms, if necessary
- When parents / carers come to collect their child/ren , they will be given access into the nursery rooms and the parents / carers can have the opportunity to talk about their child's day.
- The departure time of all children is recorded daily in the room registers, including late collections.
- Once a child has been handed to a parent / carer and signed out, they are no longer the responsibility of the nursery.

SignedNursery Manager

Date: July 2013

Date to be reviewed: July 2014

BEHAVIOUR MANAGEMENT POLICY

Within Little Peoples nursery we operate a behaviour management policy. All staff should be clear and consistent about their expectations and fair in their demands. They need to think ahead and state the rules clearly and keep them simple.

We believe that children and adults fulfil their own potential in an ordered environment in which everyone knows what is expected of them and children are free to develop their play and learning without fear of being hurt or hindered by anyone.

We believe that staff should act as positive role models for children with regards to friendliness, care and courtesy and offer support.

Our named person for Behaviour Management is: Hannah Povey

Little Peoples nursery promotes good behaviour by:

- Acknowledging and encouraging positive behaviour through praising and encouraging comments 'Thank you I'm glad you have come to join us on the carpet.'
- Minimising negative behaviour with room rules for 2 – 5 yr olds and consequences for breaking rules (warnings and time outs)
- Adults providing safe and consistently applied boundaries
- Distracting and not confronting young children
- Encouraging the use of language to express themselves
- Providing a caring and safe environment
- Providing a stimulating and developmentally appropriate curriculum
- Providing equipment and materials through which children can play out their strong feelings
- Staff limiting the use of negative phrases such as ' don't and 'no'. Instead set limits positively ' The throwing needs to stop, it will hurt someone.'

When children behave in unacceptable ways

There are consequences for breaking room rules. If a child breaks a rule they will be taken to the room rules and shown the rule that has been broken and given one warning. A second rule break will result in 'TIME OUT' (time out rule is 1 minute for every year of their life.) **ANY aggressive actions such as hitting, kicking, throwing, spitting or biting will result in immediate TIME OUT** and parents / carers will be informed. Whenever physical intervention (holding child to prevent injury or moving a child during a group activity) has been used the parent / carer will also be informed and this will be recorded on a behaviour management record, which is kept in the child's file.

- Staff will liaise with a child's parent / carer if a child is displaying difficult behaviour. In order to establish a cause or trigger for behaviours, Staff will complete observations. They will discuss the child's needs and will work together with the family to ensure a positive result. In some cases we might recommend the intervention of other professionals.
- Physical punishment such as smacking or shaking will not be tolerated or used as means of behaviour management
- Adults will not shout or raise their voices in threatening way
- Adults in the nursery will make themselves aware of, and respect a range of cultural expectations regarding interactions between people.

Bullying and hurtful behaviour

At Little Peoples nursery we take bullying seriously. Bullying can be characterised by intent to hurt and accompanied by an awareness of the impact of the bullying behaviour.

If a child bullies another child:

- We show the children who have been bullied that we are able to listen to their concerns and act upon them.
- We will intervene to stop the child who is bullying from harming the other children
- We give reassurance to the child/ren who have been bullied
- We make sure that children who bully receive feedback about using positive actions and behaviours in nursery and they are given plenty of opportunities to practise this.
- We discuss what happened with parents / carers of the child who has been bullying and work out with them a plan for handling the child's behaviour.

- We share what has happened with the parents of the child/ren who has been bullied and explain that the child who has been bullying is be helped to adopt more acceptable ways of behaving in nursery.

Dealing with children’s conflicts

When dealing with children’s conflicts and disagreements the staff at Little Peoples nursery are committed to using the following conflict resolution steps, to achieve a positive outcome. The steps are as follows:

1. Placing themselves between the children, on their level (using a calm voice and gentle touch, hold the object / toy – that has caused the disagreement)
‘I’m going to hold this and we can talk.’
2. Acknowledge child’s feelings. If needed, set limits positively.
‘You look really upset.’
‘Pushing needs to stop, it’s going to hurt someone.’
3. *‘What’s the problem.’* Or describe the problem they see and look for yes or no response.
Re state the problem to the child. *‘so the problem is...’*
4. *‘what can we do to solve the problem.’* Help and encourage the children to think up solutions.
Suggest a timer to wait for object or distract with an activity while they wait.
5. *‘you’ve solved the problem.’* Be prepared to give follow up support and re state the solution *Do you remember that we said that we are going to set the timer and wait.’*

Room rules and consequences for broken rules and conflict resolution steps are displayed in the nursery rooms and staff are explained to about our behaviour management techniques and methods on induction.

Signed Nursery Manager

Date: July 2013

Date to be reviewed: July 2014

Links to EYFS themes and commitments

Unique Child	Positive Relationships	Enabling Environments	Learning and development
1.1 child development 1.2 Inclusive Practice 1.3 Keeping safe	2.2 Parents as partners 2.3 Supporting learning	3.2 Supporting every child 3.3 The learning environment	4.4 Personal social and emotional development

COMPLAINTS POLICY

Within Little Peoples nursery we aim to offer each individual child and family a warm, caring environment within which all children can learn and develop as they play. We believe children and parents are entitled to expect courtesy and prompt careful attention to their needs. Our intention is to work in partnership with parents and the community generally and we welcome suggestions on how to improve our group at any time. We feel that many concerns can be resolved quickly by an informal approach to the appropriate member of staff. Should the matter not be resolved, then the Nursery Manager should be informed.

If a parent / carer has an issue either involving their individual or Little People's nursery as a whole, they should in the first instance raise the issue with the nursery manager, who will then bring the issue to the attention of the nursery owner. If a parent feels unable to raise the matter this way, they can approach the early years department, the registering body OFSTED.

Issues raised will dealt with within the following appropriate framework:

- A matter relating to an individual child should be discussed between the parent / carer and the nursery manager. The individual's key person may also be involved if the circumstances are appropriate.
- Should the matter not be resolved, the issue will be brought to the attention of the head teacher who will then meet with both parties involved.
- If the matter is still not resolved to the parent's satisfaction, the parent should again contact the registered person. At this point if parent and group cannot reach an agreement, it might help to invite an external mediator, one who is acceptable to both parties, to listen to both sides and offer advice.

A mediator has no legal powers but can help to define the problem, review the action so far and suggest further ways in which it could be resolved.

Staff or volunteers within Portsmouth Early years and childcare service will be available to act as a mediator if both parties agree. The mediator will keep all discussion confidential. S/ he will meet with the group if requested and a written record of any meetings and actions will be made.

The role of the registering Authority

In some circumstances, it will be necessary to bring in the registering body OFSTED, which has a duty to ensure laid down requirements are adhered to. OFSTED will be involved if a child appears to be at risk or where there seems to be a breach of the Early Years Foundation Stage welfare requirements. In these cases both parent and nursery would be informed and the Portsmouth Early Years and childcare service would work with OFSTED to ensure a proper investigation of the complaint followed by appropriate action. The early years Department of Portsmouth City Council can be contacted on 023 92 69 5000;

OFSTED can be contacted directly by writing to Early Years OFSTED (south region centre) Freshford House, Redcliffe Way, Bristol BS1 6NL, or by telephoning 0845 601 4772.

We believe that most complaints re made constructively and can be resolved at an early stage. We believe that it is in the best interests of the nursery and parents that complaints should be taken seriously and dealt with fairly and in a way, which respects confidentiality.

As a part of Children's act regulations we have a requirement to investigate any complaint which relates to one or more of the OFSTED the Early Years Foundation Stage welfare requirements. We will provide the parent who made the complaint with an account of the findings and action taken as result within 28 days. A written account will be made, including the outcome of the investigation and summary provided on request, to any parent.

We believe that it is in the best interests of the nursery and parents that complaints should be taken seriously and dealt with fairly and in a way, which represents confidentiality.

SignedNursery Manager

Date: July 2013

Date to be reviewed: July 2014

PARENT INVOLVEMENT POLICY

We believe that all children benefit from the nursery experience and care, when we work together in partnership with parents/carers.

It is our aim to:

- Offer support to our parents, as their child's first and most important educators
- Involve our parents in the life and workings of our nursery and their children's education
- Be supportive in parents decisions, offer advice on how parents can continue their own education and personal development.

In order to fulfil these aims we will:

- Be committed to ongoing dialogue with our parents and carers to further improve our knowledge of the needs of their own children and support the surroundings.
- Ensure all parents/ carers continue to be regularly informed about the nursery and all our policies and procedures, we will check that all parents and carers understand the information which is given to them.

- Will encourage the parents to play an active role in the nursery wherever possible, including offering ideas and thoughts at regular parent groups.
- Adopt an 'open door' policy, parents are kept regularly informed about their child's progress, either through formal or informal chats, reviews and parents meetings
- Hold meetings in venues which are accessible and appropriate for all
- Ensure that parents are aware of our systems for registering queries, complaints and suggestions. All parents have access to our complaints procedure.
- Share information with our parents about their children's learning, through induction packs for each area and through our planning notice boards.
- Inform our parents of the role of their children's key person and ensure our parents of the role of their child's development trackers and observation sheets.

Signed _____ Nursery Manager

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