



POLICIES & PROCEDURES



Useful numbers

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1. Equality, Diversity and Inclusion Policy

Our name **KALEIDOSCOPE** means

'An ever changing colourful scene' which we feel is a very appropriate description of small children and the fun, stimulating learning environment we provide for them.

The legal frame work for this policy is;

- Data Protection Act 1998
- Children's Act 2004
- Special Educational Needs and Disabilities code of practice 2014
- Equality Act 2010
- Children and Families Act 2014

Kaleidoscope will ensure equality, diversity and inclusion are a thread that runs throughout the day to day life of our provision for all of its staff, volunteers, children and their families by promoting the following aims.

We aim to;

- See the children in our care as individuals, each with their own needs and qualities, each learning, progressing and discovering at their own pace and in their own unique way.
- Provide a safe, secure and accessible environment for all children, their families and our staff.
- Provide an environment that does not tolerate bullying or harassment by or between the children, their families or our staff.
- Ensure our volunteers are recognised as a valued part of our staff team, will be treated in accordance with our Equality, Diversity and Inclusion Policy and referred to as staff members.
- Ensure that all staff and every child in our care will be given equal opportunities to develop their potential regardless of their racial origin, cultural grouping, religious beliefs, gender, disability, family background or those children recognised as 'looked after children' * .
- Be accessible to all families by offering different forms of communication e.g. our notice boards, just to say notes, newsletters, texts and emails, parents evenings, keypersons relationships and our open door policy.
- Provide multicultural activities and equipment that shows a positive image of people of all races, cultures, religion and disabilities.
- Always avoid being stereotypical, racist or sexist towards anyone in any way or use terms to categorise a child or staff as standing out from others.
- Welcome and work with all families and respect that every family live their lives in different ways.
- Encourage our families to partake in pre-school life through helping on outings or show and tell topics.
- Encourage the children, their families and our staff to contribute stories and experiences of their family life, customs or religious beliefs while understanding that these should not be used to adversely influence others.
- Maintain confidentiality between us, our families or staff regarding any personal information concerning their life or family unless it is deemed in the best interest of those concerned to share the information given with other professionals.



How we will implement this;

Admissions

- Kaleidoscope is open to all families and we actively encourage good relationships between ourselves, other organisations and members of the wider community.
- We advertise our provision locally and further afield should this be appropriate.
- Our admissions are based on a fair first come first served basis.
- Information about Kaleidoscope is relayed in clear concise language, in written and spoken form and where necessary, we will try to provide information in different languages, Braille or through an interpreter.
- Children with English as a second language will be valued and respected as an asset to the group and every effort made to communicate clearly with them.
- We do not discriminate against children with disabilities and will work with families and professionals to ensure that it is in the best interest of the child to attend pre-school.
- All parents receive a copy of our policies and procedures booklet.
- We provide a flexible payment system for families of differing means.

Kaleidoscope Committee

- Kaleidoscope Pre-school is managed by an active committee of parents and affiliate members, all of whom are subject to an enhanced DBS check.
- The committee meets regularly to discuss and agree the operational activities of the pre-school.
- Parents are regularly informed of upcoming committee meetings and are warmly invited to attend.
- The committee meets annually to agree members, agree accounts and approve the actions for the coming year.
- The pre-school is a registered charity and operates on a not-for-profit basis.

Staff recruitment (Please refer to our Staff Recruitment Policy for more details)

- All posts are advertised and all applicants are considered on merit, regardless of colour, race, gender or disabilities.
- The applicant that best meets the criteria will be offered the post subject to references and checks by the Disclosure and Barring Service.
- We will monitor our applications process to ensure it is fair and accessible.

Staff training and ongoing support

- We arrange training opportunities for staff to enable them to develop their skills and practise which will in turn enable the children to flourish.
- We will review our practise to ensure all staff are implementing our equality, diversity and inclusion policy.
- Staff attend team meetings and will be provided with one to one support throughout the year.
- All staff attendance is monitored and recorded on a daily basis.

Student Placements

- As part of our commitment to equality, we may offer placements to students undertaking Early Years qualifications and training. We may also offer placements for school pupils on work experience.
- We aim to provide for students on placements with us experiences that contribute to the successful completion of their studies and that provide examples of quality practice in an Early Years setting.



- All students will complete our induction process which includes becoming fully familiar with staff roles and responsibilities and our policies and procedures.
- At all times students will be accompanied by assigned member of staff and will not have unsupervised access to the children.

Our Curriculum

The curriculum offered at Kaleidoscope is drawn from the Early Years Foundation Stage and encourages the children to develop positive attitudes to people who might be different from ourselves, to empathise with and think about the needs of others.

Our learning environment will do this by;

- Ensuring the children feel valued and confident in who they are as individuals.
- Encouraging children to make friendships with others in the group and share their learning experiences.
- Helping the children to understand that discriminatory remarks or behaviour affect others around us and are unacceptable at pre-school.
- Ensuring the learning resources are tailored to the children's needs and interests through our child led planning system.
- Ensuring the children have equal access to learning with an environment that is inclusive of children with Special Educational Needs and Disabilities.
- Avoiding stereotyping when selecting activities.
- Reflecting the widest possible range of different communities in the choice of resources we use.
- Encouraging the children to become familiar with a range of cultures, festivals, clothes and foods from different countries around the world.
- To share with the children different languages from around the world, to offer opportunities to listen to stories and music in different tongues or see languages in written form when appropriate.
- Ensuring that children with English as an additional language (EAL) have full access to the learning environment and are supported in their learning development.

* *The term 'looked after child' denotes a child's current legal status and may include a child that has either been taken into care by the local authority, or have been accommodated by the local authority (a voluntary care arrangement). Most 'looked after children' will be living in foster homes but a smaller number may be in a children's home, living with a relative or even placed back home with their natural parent(s).*



2. Settling Children & Keyperson Policy

- We encourage parents/carers to visit the setting with their child before their first session to help familiarise the child with the environment and staff.
- We understand that every child will settle into pre-school at a different rate. New parents are welcome to stay for a short while at the beginning of the first couple of sessions but experience has shown that if parents stay for prolonged periods children will begin to expect this every time which can lead to confusion.
- We encourage parents/carers to complete the 'All about me' leaflet' with their child. This informs us of any allergies, dietary needs, physical or toilet training needs, as well as items or activities their child especially likes that might be comforting for them on their first visit, or there might be something their child is afraid of that would be good for us to avoid.
- Parents/carers and their children will be introduced to their keyperson and the role of the keyperson explained to them.
- The keyperson will encourage parents/carers to discuss any concerns they might have, or any requirements their child has so we are able to accommodate their needs to make their child's settling in process run as smoothly as possible.
- At Kaleidoscope we strongly encourage good forms of communication with our parents/carers throughout their child's time with us. During the first half term, parents/carers will be invited to meet with their child's keyperson to discuss how settling in has gone and agree any next steps, this half termly opportunity to discuss their child's progress continues throughout their time with us (as detailed below).

Parents/carers ongoing relationship with their child's keyperson

- Once a child has settled their keyperson will continue to be responsible for spending time with them in small groups or one to one planned activities throughout the session. This continues to give the child and keyperson opportunities to get to know one another, form a secure relationship and engage in meaningful conversation through the planned activities.
- The children will be observed both during the main session activities when working in small groups and during one to one activities to assess their interests, learning styles and achievements, these observations then help us identify learning priorities and plan relevant learning experiences for each individual child. We call this 'child led planning'.
- The observations are also used when completing the children's Learning Journals to show how the child is progressing in line with the seven areas of learning of the Early Years Foundation Stage (EYFS). This is shared with their parents/carers and goes with the child as they move onto school.
- During parents/carers half termly keyperson meeting they will have the opportunity to view the photographic and written observations of their child, to share progress and achievements from home and pre-school and to agree their child's next learning steps. Should a child, at any time, be working outside of age appropriate expectations we will first share our observations with their parents/carers. A joint decision between parents/carers, their child's Keyperson and the SENCO (Special educational needs coordinator) will then be made on what



action will be needed to further support the child's development, if appropriate we may seek advice and support from other Early Years professionals.

- We also hold an annual parent's evening for parents/carers to enable working parents to access this information sharing opportunity.
- For day to day information sharing between pre-school and home, your child's keyperson may choose to communicate with you through our "just to say notes".
- Each child's keyperson will then use the opportunity at our half termly feedback meetings to voice their key children's interests, learning style and development needs and the effectiveness of our activities and resources. This information is then used to shape and influence our next topic and learning theme.
- Practitioners that are partaking in training may be required to use observations of the children in their course work, the children will be referred to as child A etc. Should a child's name or any details need to be included, we will seek parental permission.



3. Personal, Social & Emotional Development Policy

Our setting believes that children flourish best when their personal, social and emotional needs are met and where there are clear and developmentally appropriate expectations for their behaviour.

The children will be encouraged to co-operate with the behavioural expectations that are used at pre-school to ensure the safety of all the children and staff to enable everyone to enjoy all the activities to the full.

Children need to learn to consider the views and feelings, needs and rights, of others and the impact that their behaviour has on people, places and objects. This is a developmental task that requires support, encouragement, teaching and setting the correct example. We require all our staff to provide a positive model of behavior by treating children, parents and one another with friendliness, care and courtesy.

The children will never be physically punished, food and drink will never be withheld from a child as a form of punishment and children will never be threatened with the use of these.

Physical restraint such as holding will only be used to prevent physical injury to children or adults and/or serious damage to property.

We are aware that the behavioural expectations set at pre-school may be different from those set in the child's home and it may take them time to adjust. We are also aware that unacceptable behaviour from a child sometimes occurs because of other reasons, we will seek to work with a child's family to address and resolve these.

We recognise the importance of celebrating the children's positive steps in their behavior or actions by verbally encouraging and praising the children, in some circumstances we may use reward stickers as a form of encouragement while explaining in a language relevant to them the reasons why their actions or behaviour are being celebrated.

At Kaleidoscope we use the recognised '6 steps to conflict resolution' to assist us in encouraging the children to work through possible conflict situations (for a copy of the steps we use please see the office).

If a child needs to be withdrawn from a game or activity because of unacceptable behaviour the child will be asked to sit on the bench by their peg for a short amount of time (usually this is one minute for each of the child's year in age). We will make sure the reason for this action is explained clearly to the child and in a language that is appropriate to their level of understanding and we will then implement the conflict resolution steps where appropriate.

Regular communication between us and parents/carers is always important when their child has shown new positive steps in their behaviour but also if action has been taken with regards to their child's unacceptable behaviour. For concerns regarding ongoing unacceptable behaviour from a child, our staff are familiar with the specific strategies and keys to good practice we use at pre-school.

Parents are encouraged to share with staff any news from home that may have an influence on their child's behaviour. Any information shared will be treated as confidential and discussed only with the agreed people, unless it is deemed in the best interest of those concerned to share the information given with other professionals.



4. SEND Policy (previously inclusion policy)

At Kaleidoscope we will welcome all children, including those who have already been recognised as needing Special Educational Needs and Disabilities (SEND) support and we will give each child care and support educationally, emotionally and physically to ensure the best possible outcomes for them. We have a dedicated Special Educational Needs Co-ordinator (SENCO) who is responsible for co-ordinating SEND provision for the setting.

At Kaleidoscope we understand that each child develops at their own pace and so we encourage all children to enjoy the experience of learning whatever their ability. We operate within the framework of the Early Years Foundation Stage (EYFS) that supports children's development from birth to the end of the reception year in primary school. The EYFS is made up of seven areas of learning and development. We have a strong embedded system of planning and child monitoring that supports the areas of learning within the EYFS and the learning styles of each individual child.

Each child is allocated a keyperson and their details are shared with you as part of our welcome information before your child starts. This keyperson will work directly with you to settle your child in the first few weeks. In order to maintain a safe and secure relationship the Keyperson, where possible, will remain with your family throughout your time at Kaleidoscope. The first point of contact to raise any concerns you may have is with your child's keyperson.

All staff are trained and experienced in observing, assessing and planning next steps for children and each child has a learning journal where goals and achievements are recorded by their keyperson. At the end of a settling in period we undertake a progress check for all children. Should your child, at any time, be working outside of age appropriate expectations we will first share our observations with you. A joint decision between you, your child's keyperson and the SENCO will then be made on what action will be needed to further support your child's development, if appropriate we may seek advice and support from other Early Years professionals.

Kaleidoscope Pre-school has a dedicated SENCO who has undertaken specific training to support children with SEND requirements and is familiar with the 0-25 Special Educational Needs and Disabilities (SEND) code of practice. In addition all staff undertake training to enhance their own development and practice within the setting. All training is evaluated and key learning outcomes are shared with all staff at team meetings. Training undertaken includes:

General SEND Training

- INCO/SENCO network meetings
- Getting Parents Involved in Learning
- Inclusion – the role of the INCO/SENCO
- Specialised crafts
- Sensory Play in the Early Years
- Learning and Development for Girls and Boys

Behavioural Training

- Promoting positive behaviour

Speech and Language Training

- Let's Get Talking

For further SEND information please our Local Offer



5. Safeguarding Children Policy

Kaleidoscope Safeguarding Officer; Mrs Sandra Wadey- 01798 343204

At Kaleidoscope we promote the personal, social and emotional development of all children so they may grow to be strong, resilient and listened to and develop an understanding of why and how to keep safe.

The layout of our setting allows for constant supervision, no child is left alone with staff or volunteers in a one to one situation without being visible to others.

We provide a staffing ratio in line with the Safeguarding and Welfare Requirements of the Early Years Foundation Stage to ensure that the children have sufficient individual attention and to guarantee care and education of a high quality. For more information on current ratio guidelines please contact with the manager.

We carry out risk assessments to ensure the children are not made vulnerable within any part of our premises, activity or routine.

At the start of each morning and afternoon session a register is taken as children enter the building, this includes a record of the time the children arrive and leave the premises. The supervisor will confirm children numbers at group time, the register is then returned to the office.

Only child care trained and DBS checked staff will have any toileting or changing responsibilities. Our toileting and changing facilities are comfortable and child friendly. Whilst easy access encourages independence for the children, the design ensure the children's dignity and privacy are protected. Staff will inform their colleagues when assisting a child with their toileting or changing needs.

All staff are regularly trained to have an up to date knowledge of all safeguarding issues, how to recognise any symptoms of children at risk and of their responsibility to report to the relevant authorities without delay and keep concerns confidential to as few people as need to know. These may include the police, Multi-Agency Safeguarding Hub (MASH), Social Services and/or Ofsted.

Kaleidoscopes Safeguarding Officer will have ultimate responsibility for any looked after children attending the setting, liaising with the child's keyperson and any other agencies or professionals to ensure that appropriate information is gained and shared through the completion of a care plan.

If any staff member suspects that a child has possibly been physically, emotionally and /or sexually abused or neglected, they will report their concerns immediately to the designated **Safeguarding Officer** or if unavailable the supervisor in charge that session.

The supervisor will then consult the Safeguarding Officer who, if satisfied of reasonable grounds, will inform the relevant authorities to disclose their concerns.

If the Safeguarding Officer is not available the Supervisor will inform the relevant authorities directly.

The practitioner's responsibility does not include investigating the suspected abuse.

The practitioner will however, keep accurate records of their observations and of anything said to them by the child or others in connection with the suspected abuse, by filling in an action sheet. Staff will take care not to influence the disclosure through the way we speak to the children or by asking direct or leading questions of the children.



Anything that has been said to a member of staff is strictly confidential and must not be discussed with other people inside or outside the pre-school other than the relevant professionals in line with our data protection policy.

Allegations Made Procedure

If an allegation is made against a member of staff or volunteer associated with Kaleidoscope Pre-school or a disclosure is made, we will follow the guidance of the Local Safeguarding Children Board.

The Safeguarding Officer will keep accurate records of observations and of anything said, should the allegation or disclosure involve the safeguarding officer, the management committee chair will take responsibility. The member of staff will be advised of the nature of the allegation and their full co-operation will be sought during the investigation.

Where the management team and children's social care agree it is appropriate in the circumstances the individual would be immediately suspended until the investigation is concluded. This is not an indication of admission that the alleged incident has taken place but is to protect the staff as well as the children and families throughout the process.

The safeguarding officer will inform the parents/carers, Social Services and Ofsted of the allegations made and fully co-operate with any investigations following the allegations.

Staff at Kaleidoscope Pre-school will give their fullest co-operation to the Police, Social Services and Ofsted.

The Safeguarding Officer will also seek advice from LADO to investigate and assist staff with any professionally demanding situations and stress that might be caused.

In the event of an allegation leading to a dismissal of a member of staff or the resignation that would have otherwise lead to a dismissal due to Safeguarding concerns, we will abide by the current legal government guidelines, which will include a referral to the Disclosure and Barring Service (as stated in the 'Working Together to Safeguard Children' guidance).

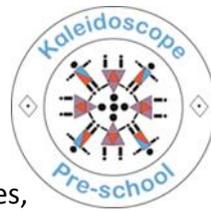
Electronic safety

Use of mobile phones and cameras; (Visitors or visiting parents - please see our 'Visitors Policy')

Staff – Before any children are welcomed into the setting, all staff are required to leave all personal electronic devices such as mobile phones, iPads and cameras in the designated container situated in the locked kitchen. The use of personal camera devices is strictly prohibited at all times. The manager reserves the right to check the image content of staff devices should there be cause for concern over the appropriate use of it. Staff are permitted to check and use their electronic devices during their lunch break while in the kitchen area and having informed a senior member of staff.

Staff setting cameras – Cameras used by staff to obtain photographic observations of the children are stored in the locked office when not in use and are not permitted to leave the setting. Photographs are uploaded onto the settings laptop and deleted from the cameras on a regular basis. The use of photographs of the children is strictly regulated through our parental permission data. This laptop is stored in a locked cabinet in the office when not in use.

Setting mobile phone – The setting has a camera and internet free mobile phone for the use of communicating with parents and emergency use on outings.



Email use – For the purpose of running our setting effectively we have pre-school email addresses, these are only accessed by the designated office staff. Images and names of children are not shared via email unless parental permission obtained or it is deemed in the interest of the child. Parents are welcome to contact us via email regarding any pre-school matters.

Internet usage

Staff – Staff are entitled to use the internet for the purpose of the effective running of pre-school only.
Children – The children do not have unsupervised access to the internet.

Radicalisation – (Also known as PREVENT)

At Kaleidoscope we recognise that safe guarding against radicalisation is no different from safeguarding against any other vulnerability. All staff are expected to uphold and promote the fundamental principles of British values including democracy, the rule of the law, individual liberty and mutual respect, and tolerance of those with different faiths and beliefs.
All staff are expected to have an understanding of what radicalisation and extremism are and why staff need to be vigilant. It is recognised that children with low aspirations are more vulnerable to radicalisations.

As mentioned in our Equality, Diversity and Inclusion policy we encourage the children to share their views and recognise they are entitled to have their own different beliefs which should not be used to adversely influence others.



6. The Collection of Children Procedure

- Children can only be collected by the named persons identified on the child's registration form unless the parents have informed us in person, by letter or telephone that someone else is collecting their child/ren.
- No child/ren will leave the setting with an unauthorised person.
- Kaleidoscope Pre-school staff may ask Parents/carers to use a password system with the collecting person.
- If there is any uncertainty, the supervisor will contact the parent/carer to confirm the arrangements before the child/ren are able to leave.
- In an emergency and if the emergency contact on the registration form are unable to collect the child/ren, the parent/carer will be required to telephone the pre-school and make alternative arrangements, if in any doubt the Pre-school may then call the parent /carer back to confirm their identity and the arrangements.
- Kaleidoscope Pre-school cannot intervene in marital and/or domestic issues and therefore cannot prevent a parent from collecting their child from the pre-school unless they are legally prohibited from doing so. However should a situation arise and a parent (that is not registered with Kaleidoscope) wishes to take a child/ren off the premises the supervisor will make every effort to explain the collection procedure to the unregistered parent, the supervisor will also contact the registered parent to inform them of the situation.
- Kaleidoscope Pre-school has a duty of care not to release children to anyone under the influence of alcohol or other substances, should this situation arise we may contact the police, social services or other appropriate authorities to seek advice.
- Kaleidoscope Pre-school will not tolerate consumption of alcohol or other substances on the premises or accessing the pre-school site whilst intoxicated, such behaviors may be reported to the Police or other appropriate authorities.

Late collection

Please note parents/carers may be charged for repeated late collection of their child/ren

- If the parent/carers are late in collecting the child/ren at the end of a session, Kaleidoscope staff will take care of the child for up to half an hour. During this time the supervisor will make every effort to contact the parents/carers or the emergency contact as noted on the child/ren's registration form. If this proves unsuccessful and the child/ren have not been collected within the half hour the supervisor will follow the steps below.

In the event of no response from the parents/carers or the emergency contact telephone numbers;

- If after half an hour it appears that there have been no alternative arrangements made for the collection of the child/ren and if the supervisor has taken all reasonable steps to make contact with the parents/carers and emergency contacts the supervisor will seek the advice of Social Services. Social Services will be given the child/ren's name, address, date of birth, the contact numbers held by pre-school and a brief summary of the action taken so far. The supervisor will leave a contact number where Social Services can contact the pre-school.

The supervisor will make a note of the Social Worker to whom the information was given and the date and time of the call, and continue to follow their advice.

A contact number will also be left on the premises in the event of the parent/carer arriving later.



7. Missing Child Procedure

At the start of each morning and afternoon session a register is taken as children enter the building, this includes a record of the time the children arrive and leave the premises. The register is handed over to the session supervisor who will confirm numbers at group time, the register is then returned to the office.

On finding a child is missing staff will take the following action.

1. Inform the Manager, lead supervisor and other relevant members of staff.
2. Check the register to make sure the child was recorded as present.
3. Check that the child has not been signed out of the register.
4. Thoroughly check the premises, checking hiding places inside and out.
5. Where staff ratios allow, check area and buildings surrounding the pre-school premises
6. Ask the other children in a calm manner if they have seen the missing child.
7. Telephone the parent/carers/emergency contact number on the child's registration form.
8. Telephone the police on 0845 607 0999.
9. Telephone MASH on 01403 229900.
10. Continue to look for the child while waiting for the police to arrive.
11. Make sure a description/photo if possible and other relevant information is ready for when the police arrive.
12. Telephone Ofsted on 0300 123 1231 to report the incident.

If the child is found on the premises staff are to;

- Stay calm and give reassurance to the child.
- Check that the child is alright.
- Contact all people previously contacted to let them know the child is safe.



8. Visitors Procedure

Anyone visiting Kaleidoscope Pre-school will need to report to the office in the entrance area where they will be welcomed and asked the nature of their visit, they will be asked to show any ID they may have. In the event of no one being available in the office visitors may ring the doorbell to alert the attention of staff.

Visitors will not have unsupervised contact with the children.

All visitors entering the setting, whose visit includes spending time in the main setting environment while the children are present, will not be permitted to use electronic devices such as mobile phones, iPads and cameras, such devices should be stowed securely or in the designated container in the locked kitchen or left in the locked office.

When visitor appointments are being held in areas of the setting with no children present, or when parents/carers are dropping off or collecting their children they will be required to refrain from using all electrical devices such as mobile phones, iPads and cameras.

Visitors will also be informed of our no smoking policy and given a brief explanation of our fire procedures.

Before being welcomed into the setting they will be asked by a member of staff to complete an entry in our visitor's book.

If the visitor is staying any length of time we may ask that they wear one of our VISITOR badges.



9. Staff Recruiting Policy

Where it is necessary to advertise for staff or volunteers, each applicant will be considered on merit, regardless of colour, race, gender, age or disabilities, however all positions at Kaleidoscope are exempt from the provision of section 4 of the Rehabilitation of offenders act 1974 (Exemptions order 1975), and applicants are required to disclose all convictions, cautions, reprimands or final warnings, including those that have become spent.

Having completed our application and interview process, posts will be offered to the applicant best suited to the position fulfilling the job description requirements, subject to references and Disclosure and Barring Service Checks (formally CRB).

Throughout the DBS checking process we will.....

- Meet the obligations with regards to the DBS code of practice.
- Require the applicant to provide ID. (Any information given will be kept in accordance with our Data Protection Policy).
- Follow government guidelines with regards to recruiting ex-offenders.

All new members of staff or volunteers are then required to complete our induction process, which includes becoming fully familiar with staff roles and responsibilities, our policies and procedures and our health and safety routines.

Any position is subject to a probation period and, until an enhanced DBS check has been completed, no unsupervised contact with children is permitted.

After a successful probationary period a contract of employment will be issued and ongoing staff monitoring procedures will include appraisals.

Further guidelines for recruiting staff will be followed as laid out in the Recruiting and Retaining your staff team booklet published by the Early Childhood Service. This can be found at www.westsussex.gov.uk

To ensure on-going safety at Kaleidoscope, all members of staff and voluntary practitioners will have a new DBS check every 5 years and every 10 years for committee members.



10. Staff Absence Procedure

All absences will be recorded and monitored.

All absences must be reported to the manager immediately, along with an estimated return date. Kaleidoscope is committed to supporting staff during their absence and assisting their return to work.

Kaleidoscope will adhere to all current legislations regarding any leave staff are entitled to.

If the absence is due to illness and exceeds seven days a medical statement should be obtained from a doctor. This statement should be sent to Kaleidoscope to confirm the reason for their absence. However, a prolonged period of absence cannot be sustained indefinitely, and Kaleidoscope may need to review their continued employment periodically. Before any decision is made in relation to termination of their employment on the grounds of capability, Kaleidoscope will consult fully with the member of staff and obtain up-to-date medical advice.

The procedure adhered to by Kaleidoscope Pre-school regarding prolonged or frequent periods of staff absence are as follows.....

Step 1 – An informal conversation between the manager and the member of staff.

This is a good opportunity to discuss your reasons for your level of absence with the manager. The level of absence will be recorded and monitored. Concern may be expressed if there are 3 episodes of absence in a consecutive 6-week period (this includes one day absences). If such concerns are raised the manager/committee will consider personal circumstances.

Step 2 – If the manager feels that further action is required the committee will be informed and will implement a written, formal warning.

Step 3 – In the event that further action is still required; a suspension of duties or dismissal may be put into place as an outcome of committee discussion.



11. Staff Disciplinary Procedure

In the event of concerns with regards to a member of staff's misconduct or inadequate performance of duties, including being under the influence of alcohol or any other substance, the disciplinary procedures adhered to by Kaleidoscope Pre-school are as follows.....

Step 1 – If appropriate, an informal conversation between the manager and the member of staff will take place. This is a good opportunity for both manager and member of staff to give their own reasons for holding this informal meeting.

Step 2 – If further action is required the committee will be informed and will implement a written, formal warning. Kaleidoscope will define the unacceptable act and explain the conduct and standards required in future.

Step 3 – In the event that further action is still required; a suspension of duties or dismissal may be put into place as an outcome of committee discussion.

Should allegations or misconduct of a safeguarding nature be raised, an immediate suspension or dismissal may be required, in line with our allegations made section in our Safeguarding Policy.



12. Health and Safety Policy

Policy statement

Kaleidoscope Health and Safety Officer; Mrs Sandra Wadey - 01798 343204

At Kaleidoscope Pre-school we believe the health and safety of our staff, volunteers, children and their families is of paramount importance. We aim to make our staff, volunteers, children and their families aware of health and safety issues and to minimize the hazards and risks to enable everyone to thrive in a healthy and safe environment.

- We will seek information from and ensure the Health and Safety Law, and Health Protection Agency posters are kept up to date and clearly displayed.
- We will ensure the relevant public liability and employers liability insurance is in place and documents are clearly displayed.
- We will ensure when appropriate, accidents and ill health at work will be reported under RIDDOR, Reporting of Injuries, Diseases and Dangerous Occurrences Regulations. Tel 0345 3009923.
- We will consult with our employees on matters affecting their health and safety, and ensure they are competent to fulfill their job role and have adequate training to prevent accidents and cases of work-related ill health.

Risk Assessment

Risks identified	Who is at risk and how?	What is already in place	Any further action needed	Action to be taken when and by whom	Action reviewed, effective and ongoing
Unauthorized persons entering premises	Children and Staff	<ul style="list-style-type: none"> • The main entrance door is locked during session time • Entry setting by bell only • All visitors details are entered and kept in the visitor book • See collection of children policy 	To continue throughout each session	To continue throughout each session Manager deputy manager supervisor	April 2017

<p>Play equipment inside and out</p>	<p>Children and Staff.</p> <p>Broken parts could be hazardous. Play sand could be contaminated. Inappropriate use could be dangerous. Dangerous or badly stored resources could cause injury.</p>	<ul style="list-style-type: none"> • Age appropriate equipment is used within the setting • Children will be shown how to use equipment/resources appropriately to ensure their own safety • The layout of play equipment allows adults and children to move safely between activities • Sand pit is to be kept covered when not in use • All equipment inside and out is checked prior to and after each use, anything found dirty or faulty is cleaned, repaired or replaced • All equipment conforms with the BSEN safety standards or the toy (safety) regulations where applicable • All resources such as paint and glue are non toxic • All resources and materials are stored safely 	<p>To continue daily. Any damages reported to the manager and noted in the Health & Safety defect sheet</p>	<p>To continue daily All staff</p>	<p>April 2017</p>
<p>Electricity and electrical equipment</p>	<p>Children and staff could suffer burns or electric shocks</p>	<ul style="list-style-type: none"> • All lighting and electrical appliances where appropriate are checked by designated professionals and are monitored and recorded by staff • Safety covers are used in sockets and sockets are not overloaded • Electrical meter cupboard not accessible by children and only by authorised adults • Hot water boiler is thermostat regulated to a child safe temperature • Lighting and ventilation is adequate and emergency lighting is installed where appropriate • Heating units are installed at ceiling height, serviced regularly and never covered 	<p>To continue to monitor checks</p>	<p>To continue to monitor checks Manager</p>	<p>April 2017</p>
<p>Floors</p>	<p>Children and Staff through slips and trips</p>	<ul style="list-style-type: none"> • Where recommended safety non-slip flooring has been fitted. • The floor is checked for hazards at the beginning and throughout the session times • All areas are well lit with no trailing cables etc. 	<p>To continue daily</p>	<p>To continue daily All staff</p>	<p>April 2017</p>

Furniture	Children and Staff broken parts could be hazardous	<ul style="list-style-type: none"> Any new furniture has been sourced from Early Years specialists and where appropriate complies with the new standard BSEN1729 parts 1 & 2. The furniture is checked daily for damages and replaced if necessary 	To continue daily any damages reported to the manager and noted in the Health & Safety defect sheet	To continue daily All staff	April 2017
Hot liquids	Children and staff could suffer burns or scalding from hot drinks	<ul style="list-style-type: none"> All hot drinks are kept out of the children's reach in the kitchen where the children do not have access. If necessary hot drinks will be transported from one area to another using insulated lidded mug containers This information is clearly on display in the kitchen 	To continue throughout each session	To continue throughout each session All staff	April 2017
Fire evacuation	Children ,Staff & Visitors could suffer injuries from smoke inhalation or burns potentially fatal	<ul style="list-style-type: none"> All children and staff will partake in regular fire drills. All staff are aware of the fire and evacuation procedures. New staff will be informed of fire and evacuation procedures during their induction process. Heaters will not be covered. The oven kept clear at all times Matches and flammable products to be kept on shelf in kitchen cupboard Fire exits are clearly signed and never obstructed Fire log book used to record fire drills When appropriate advice/training sought from a fire safety consultant Smoke detectors/alarms and fire fighting appliances are installed and serviced by a registered fire safety consultant and checks recorded. 	To ensure the actions in the fire risk assessment are complied with	Ongoing Manager Deputy manager	April 2017

Manual handling	Staff could suffer from back injuries if trying to lift heavy or awkward equipment	<ul style="list-style-type: none"> All staff are aware of the need to avoid lifting heavy or awkward objects Ask for assistance or use relevant equipment if necessary. A step ladder is supplied for supervised use by authorised staff 	Staff to attend manual handling training when necessary	Ongoing All Staff	April 2017
Hazardous substances	Staff/children Potential for poisoning or contact with skin or eyes	<ul style="list-style-type: none"> Children do not have access to the kitchen. All hazardous and cleaning substances will be kept in a locked cupboard away from the reach of the children Safety advice is clearly displayed in the cupboard 	Ongoing	Ongoing All Staff	April 2017
Outside area	Staff/children Danger of injury. Potential for poisoning. Danger of drowning	<ul style="list-style-type: none"> The outside area is checked and cleared rubbish before use. The planting plan has ensure that no hazardous plants have been used Our pond is securely covered and supervised at all times 	Ongoing No further action needed - ensure any additional plants are not poisonous.	Ongoing All Staff	April 2017
Outside play apparatus	Children/staff Potential for injury if not safe Children Contamination of sand	<ul style="list-style-type: none"> Apparatus to be checked on a termly basis Faults reported immediately The sand pit to be kept covered when not in use 	Ongoing Any damages reported to the manager and noted in the Health & Safety defect sheet	Ongoing All Staff	April 2017
Boundaries to the area	Children escaping Unsupervised adults entering	<ul style="list-style-type: none"> Secure fencing encompasses the whole boundary Access gates are bolted above child height but are adult accessible if required in an emergency 	No further action needed		April 2017
Toileting and general hygiene Please also see our kitchen	Children/staff	<ul style="list-style-type: none"> Staff will demonstrate and instill in the children good hygiene practices within the day to day routines of the setting Regular cleaning routines/rotas are in place for the setting, the toilets and the play equipment and 	Continue with checks	Fortnightly Authorised staff Ongoing	April 2017

Hygiene Policy		<p>resources</p> <ul style="list-style-type: none"> Protective clothing such as gloves and aprons are provided and additional resources such as tissues, wipes, extra toilet rolls and spare clothes are readily available. 	Ensure adequate stock levels	Ongoing All staff Manager/ Deputy manager	April 2017
Windows and doors	Children	<ul style="list-style-type: none"> All external doors are fitted with key pad security At collection and drop off times, these doors are monitored by a member of staff to ensure the safety of the children Hinge covers are fitted to doors where appropriate Low level windows are fitted with child safe locks Window blind cords are secured out of children's reach 	To regularly check security measures are still functioning/ in place any damages reported to the manager	Ongoing All staff	April 2017
Animals in the setting	Children/staff	<ul style="list-style-type: none"> Currently the setting only has fish outside in the pond. We ensure the correct food is given by supervised children. Children and staff will wash their hands immediately after coming into contact with the fish or their food/environment. 	To ensure the safety measures are implemented at all times	Ongoing All staff	April 2017

No-smoking Policy

At Kaleidoscope Pre-school we comply with health and safety and the Safeguarding and Welfare requirements of the Early Years Foundation Stage in making our setting a no-smoking environment – both indoors and outdoors. This includes all E-cigarettes and vaping devices.

- All staff, parents and volunteers are made aware of our No-smoking Policy.
- We display no-smoking signs.
- Staff and volunteers who smoke do not do so during working hours, unless on an authorised break and off the premises and make every effort to reduce the effect of the odour and lingering effects of passive smoking for children and colleagues.

Kitchen Hygiene Policy

Kaleidoscope Pre-school is registered with the Environmental Health Department and will adhere to their requirements and to the routines below when preparing food or using the kitchen. Please also see allergies contained in our 'Health Policy'.

- Staff will follow the guidelines of Safer Food, Better Business, this will include daily opening and closing checks.
- All relevant staff will receive food hygiene training.
- Always wash hands before handling food in designated hand washing facility and disposable paper towels should be used to dry hands.
- Check utensils are cleaned regularly and surfaces are regularly cleaned with an anti-bacterial spray.
- All foods are stored at the correct temperature and in suitable containers, best before and use by dates checked regularly, disposing of any out of date food.
- Keep cooked and raw food separate at all times.
- Cloths, tea towels and hand towels are changed/ washed regularly and 'dirty cleaning' and 'washing up' cloths are kept separate at all times.
- Food waste is disposed of and kitchen bin is emptied daily. This is cleaned regularly and always kept away from food.

Food and Drink Policy

At Kaleidoscope Pre-school we regard cooking activities, snack and meal times an important part of routines. Eating and cooking represent a social time for children and adults and helps children to learn about healthy eating and developing their independence through making choices. At cooking, snack and meal times, we aim to provide nutritious food, which meets the children's individual dietary needs (please see our Allergy and Dietary Policy).

- On registering a child, parents/carers are asked to state any dietary or allergy needs or cultural and religious preferences on the registration form and update us of any changes when necessary.
- Such information will be clearly displayed so all staff and volunteers are fully informed.
- Implement systems to ensure that children receive only food and drink that is consistent with their dietary/allergy needs and their parents' wishes.
- Display snack menus for parents to view.
- Children are provided with age and development appropriate utensils.
- Fresh drinking water is constantly available for the children to access independently and this information is shared with them regularly.
- Children's lunch boxes will be stored in a cool place and the food served within four hours, in warm conditions parents are advised to ensure the lunch boxes contain an ice pack to keep the food cool.
- When appropriate parents are provided with local government information on providing healthy lunch boxes.
- Staff will be present at snack and meal times to encourage independence and social interaction.
- Throughout cooking activities, snack and meal times staff will encourage the children's understanding of health and self-care routines such as washing hands after toileting and nose blowing and before coming into contact with food.

Fire and emergency evacuation procedure

This procedure is clearly displayed in the premises, it is explained to all members of staff, volunteers and parents and practised regularly.

In the event of a real fire or emergency evacuation

Should the fire alarm fail or in the event of an emergency evacuation, we will blow the whistle situated on the kitchen notice board on detection of the incident.

A senior member of staff will oversee and orchestrate the following

- Designate a member of staff to collect the register, setting mobile phone, child registration forms and visitors book.
- Assign a member of staff to check the kitchen area.
- Assign a member of staff to check toilets and storage room.
- Designate a member of staff to gather and guide the children to an emergency exit.
- Lead children, staff and visitors outside to the emergency evacuation point situated on the community building site or if necessary to the Lucking Brothers Offices.
- Telephone the emergency services.
- Take the child and staff register and check the visitors book.
- Contact parents/carers.

Fire and emergency evacuation drill

Rehearsing the above procedure benefits both staff and children preparing them for such an event.

The above **Fire and emergency evacuation procedure** will be followed and any actions will be demonstrated to the children.

Each drill will be recorded and this record will contain; the date and time of the drill, how long it took, any problems and comments or further action required.

- We will familiarise the children with the sound of the alarm/whistle and discuss what is going to happen explaining that there is not a real fire or emergency but that this is what would happen to make sure everyone is kept safe.
- We will ensure this is shared with the children in an age/developmentally appropriate way so they understand they are expected to listen to the instructions given and participate in a sensible manner.
- The drill procedure will be carried out in a swift but calm and reassuring manner not causing panic or alarm



13. Health & Wellbeing Policy

Illness

Child

Should a child become ill during a session at Kaleidoscope Pre-school we will;

- Assess the severity and nature of the child's illness.

For minor illness we will;

- See to the child's needs and make them as comfortable as possible.
- Refer to child's registration documents regarding any known medical conditions.
- Contact the parents/carers using the telephone number given on the child's registration form.
- If we are unable to contact the parents/carers we will then try contacting the emergency number given on the registration form.
- Should this prove unsuccessful and the child's condition was not serious we will make the child as comfortable as possible and continue to try and make contact with the parents/carers.

For more serious illnesses we will;

- See to the child's needs and make them as comfortable as possible.
- Refer to child's registration documents regarding any known medical/allergy conditions.
- Contact the parents/carers using the telephone number given on the child's registration form.
- If the parents/carers cannot be contacted, on checking the consent form Kaleidoscope staff may obtain emergency advice/treatment for the child, continuing to try and contact the parents/ carers throughout.

Staff

Should a member of staff become ill during a session at Kaleidoscope Pre-school we will;

- Assess the severity and nature of the member of staffs illness.

For minor illness we will;

- See to the staffs needs and ensure they are as comfortable as possible.
- Refer to the staff details documents regarding any known medical/allergy conditions.
- Ascertain and agree one of the following steps;
 1. They will leave the setting to seek medical advice
 2. They will leave the setting to go home and rest
 3. We will contact the person stated as emergency contact if unable to make their own way home.
- We will ensure the role of absent staff has been adequately covered.



For more serious illnesses we will;

- See to the member of staffs needs and make them as comfortable as possible.
- Refer to the staff details documents regarding any known medical conditions.
- Contact the person stated as the emergency contact given on the staff details form.
- If the emergency contact cannot be reached, we will go about seeking emergency advice/treatment, continuing to try and reach the emergency contact throughout.

We will refer to the Health Protection Agency poster for advice, including any exclusion period from pre-school and will advise parents/carers/staff/HPA accordingly.

We will advise all parents/carers/staff if the illness is that of a contagious nature.

Parents/carers are advised to inform us if their child has had or been in contact with a contagious illness.

Any staff or child illness that evolves into a life threatening situation we will follow the 'Accidents/incidents of a more serious nature' procedure.

Administration of medicines

Should it be necessary to administer a prescribed medication to a child whilst s/he is attending Kaleidoscope Pre-school we will;

- Obtain sufficient information about the medical condition requiring medication.
- Ensure the parent/carer has given written permission for each medication before it can be administered which will state;
 1. The child's name
 2. Name of medication to be administered
 3. Prescribers name
 4. The condition for which the medication is prescribed
 5. Date, amount and time the medication is to be administered
 6. Storage of medication instructions
 7. Parents name, signature and date
- We will ensure the medication is clearly labeled with the child's name, prescriber's name and instructions for administration, that it is within its expiry date and wherever possible in the original container in which it was dispensed.
- If deemed appropriate obtain and record the dose and time/s of when the medication was last administered and when it is due again.
- Ensure the medication is stored in accordance to the product instructions in a safe place out of the reach of all children and unauthorised adults.



- Keep regular communication with parents/carer with regards to the child's medical condition or any changes to the medication prescription and to keep an up to date written record of these.

When administering the medication we will;

- Ensure that one member of staff administer the medication witnessed by a second member of staff
- Ensure that the information is permanently recorded and then kept available for inspection, the records will clearly state;
 1. The child's name
 2. The name of the medication
 3. The condition for which the medication is prescribed
 4. The date and time of dose given
 5. Amount of medication given
 6. Signatures of staff who administered medication and staff witness
 7. Parent/carer signature

Please note any non-prescribed medication will only be administered in exceptional circumstances on a session by session basis and at the discretion of the manager or deputy manager.

If there are any concerns regarding the administration of medication as a setting we may refuse.

If necessary we will seek training for the administration of medication should it require specific technical/medical knowledge.

Allergy & Dietary Policy

Before a child starts attending the setting, we will;

- Seek information from parents/carers on the child's registration form regarding any dietary needs, preferences or allergies.

Should any such information be stated we will;



- Discuss with parents/carers the declared information and any specific requirements needed.
- Display current information about individual children's allergy and/or dietary needs in the kitchen so that all staff and volunteers are fully informed.
- Implement systems to ensure that children receive only food and drink that is consistent with their dietary/allergy needs and their parents' wishes.
- Protect children with food allergies, by not allowing the children to share or swap their foods with each other.
- At all times do our utmost to prevent a child coming into contact with an allergy trigger.
- Regularly consult with parents/carers to ensure that our records of their children's dietary needs are up to date.

In some cases all parent/carers may be asked to be extra vigilant when making lunch boxes and refrain from using products containing ingredients such as nuts or eggs.

Any medication needed for the prevention or treatment of allergies will be used in accordance with our medicine administration policy.

Accidents and Incidents

Child

Please note by minor, it is meant scratches, grazes and light bruising.

Should a graze or wound need covering Kaleidoscope staff may administer a plaster if parental consent is given (or in exceptional circumstances if deemed in the interest of the child).

For minor accidents/incidents we will;

- Assess the severity and nature of the accident/incident.
- See to the child's needs and make them as comfortable as possible.
- Refer to child's registration/permission documents regarding any known medical/allergy conditions.
- Apply cold compress to injured area if appropriate.
- Inform relevant members of staff so child can be monitored throughout the rest of their session.
- Record details of accident/incident in relevant book.

In addition to the above steps when an accident/incident has potential ongoing cause for concern we will;

- Contact the parents/carers using the telephone number given on the child's registration form informing them of the situation and discussing the possible early collection of their child.
- If we are unable to contact the parents/carers we will then try contacting the emergency



number given on the registration form.

- If the emergency contact cannot be reached, we may go about seeking emergency advice/treatment, continuing to try and reach the emergency contact throughout.

For accidents/incidents of a more serious nature we will;

- Assess the severity and nature of the accident/incident, call for assistance and ensure the area is checked for any further danger and all other children are removed from the immediate area.
- See to the child's needs and make them as comfortable as possible.
- First aid trained staff will implement emergency first aid and telephone the emergency services.
- As soon as appropriate we will contact the parents/carers or emergency contact given on the child's registration form informing them of the situation.

All accidents/incidents will be recorded and on collection of the child we will inform parents/carers of the situation and obtain their signature.

Staff

Should a member of staff be involved in an accident or incident at Kaleidoscope Pre-school we will;

- Assess the severity and nature of the accident/incident.

Should the accident/incident be deemed very minor we will;

- Ensure the member of staff is comfortable and does not require any further action.

In addition to the above steps when an accident/incident has potential ongoing cause for concern we will;

- Contact the person stated as the emergency contact given on their staff details form to arrange safe assistance home.
- If the emergency contact cannot be reached, we may go about seeking emergency advice/treatment, continuing to try and reach the emergency contact throughout.
- Ensure the details of the accident/incident have been accurately recorded in the relevant book and any relevant organisations informed of the situation.

For accidents/incidents of a more serious nature we will;

- Assess the severity and nature of the accident/incident, call for assistance and ensure the area is checked for any further danger and all children are removed from the immediate area.
- See to the staffs needs and make them as comfortable as possible.
- First aid trained staff will implement emergency first aid and telephone the emergency



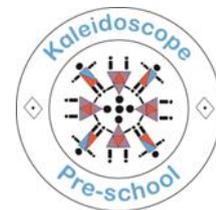
services.

- As soon as appropriate we will contact the named emergency contact given on their staff details form informing them of the situation.
- Ensure the details of the accident/incident have been accurately recorded in the relevant book and any relevant organisations informed of the situation.

If appropriate any relevant organisations such as OFSTED, RIDDOR or the Health and Safety Executive will be informed of the situation.

First Aid

Relevant paediatric first aid training is provided on a regular basis for all staff. This training will be implemented for the wellbeing of children, their families and staff when required. First Aid boxes are placed in a clearly marked prominent position in a cupboard in the locked kitchen, out of children's reach. The pre-school manager will have responsibility for the checking and refilling of the first aid box.



14. Outings Procedure

Below is the procedure Kaleidoscope Pre-school staff will follow when planning an outing;

- Check the chosen destination is suitable (this may require a visit by a member of staff prior to the pre-school outing).
- Organise plans and learning objectives for when at the destination - plan routes, activities or games etc. in advance.
- Do a risk assessment and identify any potential hazards both on the journey and at the destination, share this with other members of staff and highlight preventative actions prior to the outing.
- Check that permission has been given for those children partaking in the outing.
- Check there are appropriate staff levels, ensuring the individual needs of the children are considered.
- Be aware of timing - how long it will take to get there, how long we intend to stay.
- Prepare the items ready to take, the first aid box, mobile phone, register and if appropriate coats, sun hats, drinks and snacks (have sun cream applied by children's parents before you leave).
- Plan the best way of getting there -
 - Walking** - check the route is safe beforehand, can all the children walk that far, are pushchairs needed?
 - Driving** – Kaleidoscope Pre-school does not currently take children on car journeys.

Upon registering their child/ren at Kaleidoscope Pre-school parents/carers are asked to give consent for their child to be taken on outings.

All outing details will be shared with parents/carers in advance and opportunities for discussions will be available.

Our parents/carers may be asked to be responsible for getting their children to and from outing destinations. Kaleidoscope Pre-school can take no responsibility for any arrangements made by parents/carers regarding the transportation of children.

Should a medical emergency arise during an outing we will adhere to our 'Health Policy.



15. Fees Policy

Fees paid by parents/carers are due in advance each half term. Invoices for the next half term will be issued at the end of the preceding term.

The full amount is due in advance during the first week of each half term. To maintain flexibility for our families, fees can be paid on a weekly basis with the agreement of the manager.

To remove or reduce any booked fee paying sessions parents/carers are required to give Kaleidoscope two weeks' notice, unless agreed an exceptional circumstance by the manager.

Unpaid fees

Should an invoice go unpaid after the first week of each half term the following action will be taken:

1. The manager or deputy manager will approach the parent/carer to resolve the late payment and agree a payment schedule
2. Should the payment schedule be breached or fees remain outstanding after a further 7 days a written reminder will be issued.
3. Should the payment schedule be breached again or fees remain outstanding after a further 7 days the committee will be informed and a further reminder issued.
4. Should fees remain outstanding for a further 7 days the committee will issue a letter formally withdrawing fee paying care.

Should a family reach stage two of this policy on more than two occasions then the committee will be informed and a letter will be issued to the parents/carer formally withdrawing fee paying care.

The child's Free Entitlement Funding will not be affected (subject to exceptional circumstances).

Notice period

All families are required to give Kaleidoscope Pre-school two weeks' notice to cancel their child's sessions and leave the pre-school, regardless of whether your child attends any session with us. If the notice period falls within our term opening dates you will be liable for any fees due.

If your child is/would be in receipt of WSCC free entitlement funding (2 or 3+ year old) you are still required to adhere to the two week notice period. Should Kaleidoscope be unable to receive funding for a child during the notice period for any reason or your notice period falls before the free entitlement funding headcount day, parents/carers will be required to pay the outstanding balance.

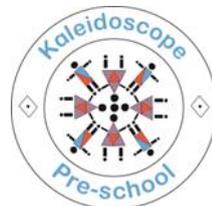
Fees will be due at the start of the two week notice period for all sessions booked during that time.

Free entitlement government funding

Kaleidoscope Pre-school offers care for all children in receipt of 2, 3 and 4 year old free entitlement funding. Information on how to apply for FE funding is available from our office.

It is parents/carers responsibility to ensure any details given when applying for funding are accurate and the application process is updated as instructed.

Should at any point a child's funding be withdrawn or terminated for any reason, parents/carers will be charged for any care already received and our two week notice period will still apply.



16. Data Protection Policy

The Data Protection Act is not a barrier to sharing information but is in place to ensure that personal information is shared appropriately. Kaleidoscope Pre-School intend to comply fully with the requirements and principles of the Data Protection Act 1998.

Kaleidoscope Pre-School will obtain and process data fairly and lawfully. Parents will be informed of the reasons for data collection, the purposes for which the data are held and the likely recipients of the data.

All data held will be adequate, relevant and not excessive in relation to the purpose for which the data is being held. The data will be checked regularly for missing, irrelevant or seemingly excessive information.

Data held about individuals will not be kept for longer than necessary for the purposes registered, in accordance with Data Protection guidelines.

The pre-school will, in general, only disclose data about individuals with their consent and only authorised staff are allowed to make external disclosures of personal data. However there are circumstances under which the pre-school may need to disclose data without explicit consent for that occasion, for example.....

- Data will be shared if deemed in the interest of the child's safety and wellbeing, the information you provide may be shared with Health Visitors, Social Workers, Doctors, and any other professional body in order for them to do their work.
- Children's data disclosed to authorised recipients related to education and administration necessary for the pre-school to perform its statutory duties and obligations.
- Children's data disclosed to parents in respect of their child's progress, learning journals, attendance, attitude or general demeanour within or in the vicinity of the pre-school.
- Staff data disclosed to relevant authorities e.g. in respect of payroll and administrative matters.
- Your child's information could be shared with WSCC departments to aid and improve local children's services e.g Children and family centres.

Please note; All data passed to other organisations becomes the responsibility of that organisation and is subject to their own data protection policy.

Appropriate building security measures are in place, personal and sensitive data is kept within the locked office. Only authorised persons are allowed access to the office. Visitors to the pre-school are required to sign in and out and are, where appropriate, accompanied.

All personal details, when no longer required, will be disposed of sensibly by use of shredder.

General information about the Data Protection Act can be obtained from www.gov.uk/dataprotection



17. Confidentiality Policy

At Kaleidoscope Pre-school we understand that our work might bring us into contact with confidential information. Kaleidoscope Pre-school will comply with all the requirements of the Data Protection Act, please refer to our Data Protection Policy for further information. To ensure that all those accessing our service or working at Kaleidoscope Pre-school can do so with confidence, we will respect confidentiality in the following ways;

- Parents/carers will have ready access to files and records of their own children, but not that of any other child.
- Staff will not discuss individual children or their families with people other than the parents/carers of that child. However information given by parents/carers to Kaleidoscope staff may be discussed with other professional bodies if it is deemed in the best interest of those concerned.
- Information regarding our staff, whether paid or unpaid, will remain confidential to Kaleidoscope's committee and management teams.
- Staff, Volunteers and parents/carers are required to adhere to our Social networking policy, Safeguarding policy and our Data Protection policy in relation to confidential matters.

All the undertakings above are subject to the paramount commitment of the pre-school which is to the safety and well-being of the children.



18. Complaints Policy

Kaleidoscope prides itself in the quality of its work and aims to offer the highest standards of service in all areas. Complaints about any aspect of Kaleidoscope will be taken seriously and processed according to agreed procedures. Kaleidoscope's staff are fully supported by our Committee board and work closely to continually improving its services. Any feedback is used to develop our future. As a team we anticipate that issues will be resolved quickly and relationships with parent/carers are maintained at all times throughout any stages of Kaleidoscope's Complaint Policy.

Stage 1

Any parent/carer/third party who has a concern about an aspect of the setting provision in the first instance should talk over his/her concerns with the relevant staff member/volunteer. It is recorded of how the complaint was addressed, dealt with and resolved.

Most complaints should be resolved amicably and informally at this stage.

If the complaint cannot be resolved satisfactorily then the parent /carer is to move to Stage 2 of Kaleidoscopes Complaints Policy

Stage 2

If the complainant is not happy with the staff member's/volunteer's response or they wish to complain about the staff member or other staff, they will be directed to the Setting Manager.

A discussion to resolve the complaint will be held with the parent/carer and Setting Manager.

This will be recorded and kept on file.

The Setting Manager will investigate the complaint with the Committee support where required and provide time to feedback to the parent within 28 days. A written report of the investigation is kept on file and the matter is concluded.

Stage 3

If the complainant is still not satisfied, or if the complaint is about any of the Management team*, they are asked to forward their complaint verbally or in writing to the person who line manages the setting which is the Chair of the Committee

The Setting Manager/Chair completes a record of the investigation.

A written response is sent to parent /carer to advise that investigations are being carried out whilst a response and outcome is concluded upon Committee discussion.

Once an outcome is formed this will be produced to the parent/carer with an arranged meeting with the Setting Manger and Committee. The parent/carer will then be informed on the actions that will be taken and any amendments to Kaleidoscopes Policies & Procedures as a result of the investigation. The matter is then concluded.

If the matter cannot be concluded by form of agreement by all parties then parent /carer moves to Stage 4 of Kaleidoscopes Complaint Policy see: External Mediator

The Setting Manager will judge if it is best for all parties to meet together or if individual meetings are more appropriate.

Stage 4

If the parent is not satisfied with the outcome of the investigation, he or she can request a meeting with the Setting's Manager and the Chair of the Committee.

The Setting Manager shall determine if the whole Committee is required to be present, the parent/carer can also have a partner/friend present to witness the meeting.

An agreed written record of the discussion is made as well as any decision or action to take as a result. All of the parties present at the meeting should sign the record and receive a copy of it.

This signed record signifies that the procedure has concluded. When the complaint is resolved at this stage, the summarised points are logged in the Complaints Summary Record Book.

External Mediator If at the Stage 3 meeting the parent and setting cannot reach agreement, an external mediator is invited to help to settle the complaint. This person should be acceptable to both parties, 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 might be resolved.

The external mediator shall keep all matters confidential in accordance with Kaleidoscopes Confidentiality Policy and sign Kaleidoscope's Non Disclosure Document.

Stage 5

When the mediator has concluded his/her investigations, a final meeting between the parent, the Setting Manager and the Chair of the Committee is held. The purpose of this meeting is to reach a decision on the action to be taken to deal with the complaint. The mediator's advice is used to reach this conclusion. The mediator is present at the meeting if all parties think this will help a decision to be reached.

A record of this meeting, including the decision on the action to be taken, is made.

Everyone present at the meeting signs the record and receives a copy of it. This signed record signifies that the procedure has concluded.

If the Setting Manager has good reason to believe that the situation has child protection implications then Social Services will be contacted in accordance with our Safeguarding Children Policy (Section 5) If any party involved in the complaint has good reason to believe that a criminal offence has been committed then the police will be contacted.

Committee

Should the nature of the complaint by the parent /carer be about anyone on the Committee Board, the Committee board will determine which trustee shall deal with the case and take ownership of the investigation alongside Management. All stages of this complaint procedure applies to Committee board complaints and parent/carer shall begin the procedure at Stage 1 in accordance with Kaleidoscopes Complaint Policy.

Documentation

Should the complaint not be resolved at Stage 1 and moves to Stage 2 /3 then record of the complaint is kept for at least three years; including the date, the circumstances of the complaint and how the complaint was managed. The outcome of all complaints is recorded in our Complaints Summary Record Book, which is available for parents and Ofsted inspectors to view on request.

Kaleidoscope make the relevant recordings in their Alliance Publication Complaints Summary Record Book

Issued by Preschool Learning Alliance

www.pre-school.org.uk/information-and-advice

The role of the Office for Standards in Education, Early Years Directorate (Ofsted) and the Local Safeguarding Children Board

Parents may approach Ofsted directly at any stage of this complaints procedure. In addition, where there seems to be a possible breach of the setting's registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure the Welfare Requirements of the Early Years Foundation Stage are adhered to. The number to call Ofsted with regard to a complaint is: 0300 123 1231

These details are displayed on our setting's notice board.

*Management Team :

Setting Manager

Office Manager

Deputy Manager

This policy was adopted by Kaleidoscope Committee on:

This policy was last updated on:

To be reviewed on:



19. Parental Behaviour Policy

At Kaleidoscope Pre-school we believe strongly in developing positive relationships with our parents and carers and we maintain this through the friendly approachable service we offer our families. We, alongside our parents, recognise that a child's time at Pre-school requires a partnership between home and pre-school which is vitally important in providing the best consistency of care for the children.

We are very fortunate to have such supportive and friendly parents. The purpose of this policy is to provide a reminder to all parents and visitors to our pre-school about expected conduct so that we can work together to ensure a safe and positive environment for our children. This policy should be considered alongside our Equality and Diversity policy.

Respect and concern for others and their rights

We expect parents and carers to show respect and concern for others by;

- Supporting the respectful ethos of our Pre-school by setting a good example in their own speech and behaviour towards all members of the Pre-school community including staff, volunteers, committee members other parents and children
- Maintaining positive lines of communication and working together with staff for the benefit of children.
- Resolving issues of concern or clarifying specific events with staff whilst they are in the setting and being mindful that whilst staff and volunteers wish to maintain a positive relationship they may be unable, to discuss issues when away from the setting.
- Correcting own child's behaviour, especially on the Pre-school premises where it could otherwise lead to conflict, aggressive or unsafe behaviour
- Respecting the Pre-school environment.
- Following the parking guide lines and being responsible for own children and mindful of others when using the parking area.

In order to support a peaceful and safe Pre-school environment, Kaleidoscope Pre-school cannot tolerate:-

- Smoking in our premises and grounds.
- Use of disruptive behaviour which interferes with the operation of the Pre-school.
- Use of loud and/or offensive language or displaying temper.
- Threatening harm or the use of physical aggression towards staff or other families.
- Abusive or threatening emails, phone or social network messages.
- Slandorous comments about incidents or alleged incidents relating to Pre-school, the staff or other families.
- Consumption of alcohol or other substances on the premises or accessing the Pre-school site whilst intoxicated.

The above behaviours on Kaleidoscope premises will be reported to the Police or appropriate authorities and having consulted the Kaleidoscope Committee could result in prohibiting an offending adult and their family from entering the Pre-school grounds on a permanent basis. We trust that parents and carers will assist our Pre-school with the implementation of this policy and thank you for your continuing support.



20. Social Networking Policy

Kaleidoscope Pre-school realises that social networking has now become an integral part of everyday life and that many people enjoy membership of social network sites such as Facebook or Twitter. Kaleidoscope Pre-school for example uses such sites as a communication tool to positively promote our setting. However, we are also well aware that these sites can become a negative forum for complaining or gossiping and care must be taken not to breach our confidentiality policy or offend anyone when using these sites.

Staff breach of confidentiality will result in disciplinary action and may result in the termination of their contract.

The following policy has been designed to give staff members, volunteers, committee members and parents/carers clear guidelines as to what we at Kaleidoscope Pre-school expect regarding accessing social networking sites.

The absence of, or lack of explicit reference to Kaleidoscope Pre-school does not limit the extent of the application of this policy.

When using social networking sites parents/carers, staff, volunteers, and committee members should always be respectful to;

- Kaleidoscope Pre-school
- Staff members
- Parents/carers and relatives
- Children
- Competitors

Any disrespectful comments to the above may be seen as libellous.

In particular staff should be aware that.....

- Social media activities should not interfere with staff work commitments.
- At all times in or out of working hours they are ambassadors for Kaleidoscope Pre-school, ones online presence reflects on the setting.
- Actions captured via images, posts or comments can also reflect on our setting.
- They are required to use their professional judgment, take the most prudent action possible and consult the manager if concerned about any social networking matters.



21. Babysitting Policy

Kaleidoscope Pre-school exercises precautions in employing staff as set out in our staff recruitment policy to ensure to the best of our abilities that staff members are suitable to be employed to work with children. However, we are unable to provide assurances to parents and carers as to a staff member's suitability to look after their child unsupervised in a babysitting situation.

If a staff member is going to babysit a child who attends Kaleidoscope Pre-school, including the drop off and collection of a child, we require the staff member and the parent to sign an agreement regarding the arrangement. This acknowledges that the arrangement is wholly personal and that they understand that any insurances etc which applies to Kaleidoscope Pre-school does not extend to any personal arrangements. This must be signed before the babysitting is to take place and filed with the child's registration documents, a copy will also be filed with the staff members details.

If a staff member is to collect the child from Kaleidoscope Pre-school, the parent or carer must notify the manager in writing of this in advance using the form included in this policy.



22. Emergency/Temporary Closure Policy

Kaleidoscope Pre-school will endeavour to be open for its usual session times without disruption. Any decision to close will not be taken lightly but will take into account the risk to the safety and welfare of the children, parents and staff attending. Where disruption is unavoidable, all involved in the pre-school will be kept informed and the pre-school will reopen at the earliest possible opportunity.

An emergency/temporary closure will be implemented in the following circumstances;

- When the setting is unusable through accidental or malicious damage.
- When the setting is unusable due to required emergency repair.
- When an outbreak of illness within the Pre-school community requires closure in line with Health Protection Agency and Ofsted guidelines.
- When adverse weather conditions make attendance impossible or dangerous for staff and/or children.
- When illness or another event means it is impossible to maintain the correct ratios of suitable adults to children.
- When an emergency occurs during the Pre-school session which requires the Pre-school to close early.

Where possible the staff and committee members will endeavour to arrange for alternative or temporary staff to attend to avoid closure. In the event of an incident occurring which requires Kaleidoscope to not open, the manager will make contact with the families of the children affected for that session in advance of the day where possible and also inform staff due to work that day. A notice will also be placed on the pre-school website www.kaleidoscopepreschool.org. If the closure is due to adverse weather conditions parents should be aware of the procedure the pre-school will follow as outlined below.

The manager will also be responsible for informing the relevant authorities of the unexpected closure, such as West Sussex County Council, Ofsted, HPA, Local Health Authority, Health and Safety Executive and RIDDOR, depending on the circumstances of the closure.

Emergency closure after a session has started

- In the event of an emergency closure after the session has started, parents and carers will be informed by telephone that they are required to collect their child as soon as possible. Should contact not be possible the pre-school will follow the 'Collection of Children' procedure.
- If the closure is due to sickness, the children and staff who are unaffected will remain on the premises until all children can be collected.
- If closure is due to an emergency which requires the building to be evacuated, the children will be safely evacuated according to the 'Fire Evacuation Procedure'

Adverse Weather Conditions Procedure

In the event Kaleidoscope has to be closed due to adverse weather conditions the following will apply;

- The pre-school manager will take the decision to close the Pre-school.
- The pre-school manager will notify all staff due to work that day of the closure.
- The pre-school manager will notify West Sussex County Council of the closure.
- Parents will be advised of closure by way of notification on the pre-school website. Parents may also be notified by broadcast on the West Sussex County Council website and local radio.

Should the adverse weather begin after the pre-school has opened the emergency closure procedure above will be implemented.



23. Banking Procedure

To enhance the administrative effectiveness of the setting the office team will follow the procedures below when using online banking, debit cards, cheque books or handling cash.

To protect the interests of our staff and the setting, authorised staff will ensure that whenever accessing internet banking, a staff witness is present.

Staff will advise a colleague when dealing with petty cash or preparing to bank cash amounts.

Kaleidoscope Pre-school constitution states that;

“Any one authorised signatories for amounts up to and including £1500 and two authorised signatories over this amount”.

24. Waste Disposal Policy

All waste will be placed in the relevant bin found at various points around the setting. Kitchen waste is to be placed in the lined bin in the kitchen.

Having sought advice from Chichester District Council all soiled nappies and pull up pants are to be placed in lined bins in the toilet areas and are not considered hazardous.

The bins will be emptied at the end of every day and placed in the large wheelie bin which is stored around the side of the property and are supplied by Chichester District council and collected weekly by their contractor.

25 Dogs on site Policy

Any dogs that are brought onto Kaleidoscope Pre-school site are to be kept away from other Parents and children and are to be securely tethered to the “dog rest” area on the fencing behind the buggy storage area.

Dog owners are asked to ensure that the dog does not foul on the Pre-school site.

We ask that parents/carers check with the dog’s owner before allowing their child to handle any dogs waiting there and then do so at their own risk.

