



HAPPY HOURS
Pre-School

Policies and Procedures

Updated July 2016

This document details the key policies and procedures operated at Happy Hours Pre-school. These are regularly monitored and updated. Recent changes may not be reflected in this document.

List of policies and procedure July 2015

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All policies are offered to the AGM for approval each year – the last review represents the last occasion on which amendments were made to the policy.

Admissions Policy

It is our intention to make our pre-school accessible to children and families from all sections of the community, through open, fair and clearly communicated procedures.

- We will not exclude any child, family or other adults into the setting on the grounds of gender, sexuality, class, family status, disability, culture, religion or ethnic origin. We make our Equal Opportunities Policy widely known.
- Children can enter Happy Hours the half term after they turn 2.5 years of age at management discretion; as a rising 3 or once funded i.e. the term after they turn 3 years of age. Sessions include a mixture of age groups to maximise the learning potential of the children.
- We operate an open door policy to any potential parents. If preferred, a visit can be arranged with the manager, as an opportunity to ask questions and view the premises.
- Children must register a minimum of two three hour sessions per week.

Procedure

- We describe our setting and its practices in terms that make clear that it welcomes fathers and mothers, other relations and other carers, including childminders.
- We describe our setting and its practices in terms of how it treats each child and their family, having regard to their needs arising from their gender, special educational needs, disabilities, social background, religion, ethnicity or English being a new acquired additional language.
- Application forms can be obtained either from Happy Hours directly or via the website. This should be completed and returned to Happy Hours along with a non refundable payment of £25 admission fee.
- Happy Hours operate an admissions waiting list when at full capacity. Limited places may be offered using the following criteria:
 - Date order of completion of registration form along with payment of admission fee – according to date stamp of Happy Hours Manager.
 - Siblings of children who are currently attending Happy Hours, if registered two terms before the eligible start date. Siblings are defined as children who share one or both parents and live at the same address;
 - SEN/Cared for children
 - If you are offered sessions and you do not take them then you then you will go to the bottom of the waiting list for that school year.
 - All of the above is at management discretion.
- If financially viable, a place is kept vacant to accommodate emergency admissions
- If a place is no longer required please inform the registration secretary as soon as possible.
- Government funding is available for children aged 3 to 5 years for 15 hours a week, available from the term starting after a child's third birthday. Children are initially offered two sessions chargeable at the standard session rate. Children are allocated a mix of morning and afternoon sessions.
- Happy Hours management committee reserves the right to refuse to offer a place if it considers there is a valid reason to do so.
- If a child leaves Happy Hours before they are of infant school age, they are required to give half a terms notice period. Failure to give sufficient notice, may lead to a fee request for lost fees that could have been earned from offering the place to another child.
- If you do not accept all sessions when offered we cannot guarantee availability at a later date.

Fee Policy

Our fees are set and agreed by our Committee with consultation with the pre-school manager. We aim to ensure our fees are sufficient to cover the costs of running the session. We do not aim to make substantial profits but enough to ensure the effective running of the setting. We aim to ensure that our fees can be settled in a variety of ways to ensure we meet differing family needs.

Procedures

- Fees are payable on a half termly basis. There are six half terms a year. Parents receive an invoice within the first two weeks of a half term. Settlement is due within two weeks of receipt of invoice by cash, cheque or child care vouchers.
- Failure to pay fees by the date stated on your invoice will result in a single reminder with a request to pay. If fees remain outstanding, sessions may be reduced or cancelled and all lunch clubs and wraparound time will be cancelled.
- If a parent/guardian is experiencing difficulties in meeting fees, we would urge them to speak to the manager confidentially. In most cases an alternative payment plan can be arranged to suit both pre school and parent/guardian.
- In situations of non payment of fees the setting has the right to exclude the child. It is our wish to retain positive relationships with our parents/guardians and would prefer to resolve issues before they escalate.
- We reserve the right to recover, through appropriate legal action, any fees that remain unpaid.
- We are registered to receive DfES Nursery Education grant funding. Children are eligible for funding from the term after their third birthday (see table below). They are entitled to 15 hours a week for 38 weeks per year as detailed on the Wokingham Borough Council Parent Provider Contract you will be asked to sign when claiming funding.
- Fees will be chargeable for any sessions over and above the 15hrs for those receiving funding, and all sessions will be chargeable for children not yet eligible for funding.
- We review our fees annually and we will notify parents/guardians of any changes to these a term in advance.
- See table below for current rates.
- Fees, lunch club and wraparound continue to be charged during a child's holiday or absence if this falls in term time.
- We require one half terms written notice when withdrawing a child from the setting. If sufficient notice is not given, we reserve the right to charge one half term's fees.
- If a child does not take up a reserved place, we reserve the right to invoice parents the equivalent of one half term's fees.

Table 1.

Birth Dates and Funding		
Birthday from:	To:	Term Funding Available:
1 st January	31 st March	Summer Term (April)
1 st April	31 st August	Autumn Term (September)
1 st September	31 st December	Spring Term (January)

Current Charges as at April 2015 Highlighted figures agreed from January 2017			
Un-funded Session Hourly Rate	Un-funded Session – 3 hours	Lunch club 11.45am – 12.15pm	Wraparound 2.45pm – 3.15pm
£5 per hour	£15 per session	£3 per day	£3 per day
£5.33 per hour	£16 Per Session	£3.50 per day	£3.50 per day

Settling-In Policy

We aim for all children to feel safe, stimulated and happy in our setting and to feel secure and comfortable with staff. We want parents to have confidence in both their children's well being and their role as active partners with the pre-school.

Procedure

- We follow a detailed induction programme which ensures that new children and their families feel welcome and ready to start at Happy Hours. For details on the programme ask the manager.
- Each child will have a pre-school settling-in visit. This is an informal visit where parents/carers bring and stay with their child for a session. The Manager or a Senior Staff Member will be available to answer any questions and give briefings on the running of the group (including Child Protection procedures – a legal requirement).
- Happy Hours will respect and support the parent/carer's wishes as to how to proceed in order for each child to settle into the group. Some parents/carers choose to stay for the first (or more) sessions to provide familiarity and reassurance for their child, others wish to leave their child from day one.
- Parents/carers must be contactable and should be able to return within 30 minutes whilst a child is still settling into the setting. In the rare instances where a child becomes distressed and cannot be pacified by staff, the parent/carer will be contacted to return to the setting and remain with the child for the remainder of the sessions.
- A key person is allocated to each child. We believe that children settle best when they have a key person to relate to, who knows them and their parents well. The role of a key person is set out in the welfare requirements of the Statutory Framework for the Early Years Foundation Stage.
- The key person acts as the key contact for the parents. They are responsible for the child's developmental records and for sharing information on a regular basis with parents including use of a communication book.
- Younger children may take longer to settle, as will children who have not previously spent time away from home. In our experience children generally take up to two weeks to settle into the setting. If after two weeks the child has not settled we will discuss with the parent/carer about whether to continue or defer the child's start date.
- Children that are new to Happy Hours will be guided through each session while they familiarize themselves with the routine and their new environment..

Arrival/departure of children Procedure

Happy Hours Pre-school operates a number of procedures to ensure the safe arrival and departure of all children.

- Sessions start at 8.45 am and 12.15 pm, for the morning and afternoon sessions, respectively. Children must not be left until a member of staff has declared Pre-school open for that session. Full day sessions open at 8.45 am and close at 3.15pm.
- Children are marked onto the register upon arrival, during each session the children will sit for a short formal registration.
- Children are marked off the register when collected at the end of a session by an authorised adult.
- Where a child is to be collected by an alternative adult, known to staff, such as a childminder or grandparents, the adult should be named and recorded on the white collection notice board retained at the Happy Hour setting.
- We operate a password system where a child is to be collected by an adult that does not regularly collect a child.
- Parents /carers are provided with a contact number to inform Happy Hour staff on occasions where an authorised person cannot collect the child. The person collecting the child should be informed of the password.
- Parents/carers wishing to collect their child early should inform a member of staff so that the attendance records can be amended accordingly.

Non-collection of Children Policy

Where a child is not collected by an authorised person at the end of a session, we endeavour to provide a child with a standard of care to minimise the distress to the child. We inform parents/carers of our procedures so that they will be reassured that their children will be properly cared for in the event that they are delayed.

Procedure

- Parents/carers are required to complete a contact information form, detailing home address, telephone number, work number, mobile number and emergency contact details for an alternative adult. Any changes to these details must be communicated immediately to Happy Hours.
- Any non-collected child will continue to be supervised by at least two members of staff.
- Staff will endeavour to contact the parent/carers on any of the contact numbers listed with the staff. Where no contact can be made with the parent/carer, staff will contact and take guidance from local social services departments.
- It is our legal duty to report to social services any child who is left in our care an hour after the end of a session without any contact from the parent/carer. A full written report of the incident is recorded.
- Depending on circumstances, we reserve the right to charge parents/carers £5.00 for each 15 minute period that the child is not collected beyond the session end time

Security Policy

We aim to ensure that our setting is a secure and safe environment, where children remain supervised at all times and parents can feel confident their children are protected when left at our setting.

Procedure

- All exits have been made safe with locks, bolts and/or alarms. Locks and bolts on doors and gates can be accessed by adults but not children.
- The Staff are positioned around the rooms and outside areas to ensure that the children are supervised at all times. This makes it extremely difficult for a child to leave the premises unobserved. This also allows a rapid exit for the whole group from the premises in the case of emergency.
- A member of staff uses a “clicker” to count children entering the setting at the start and end of each session. The register is taken at the beginning of each session and the number of children (and adults) present is recorded on the chalkboard hanging in the main room. The number of children registered is checked against the number recorded on the “clicker”.
- If a child arrives ten minutes after the start of a session, this is recorded in the register and the chalkboard amended.
- If any child or adult leaves the group during the session, this is recorded in the register and the chalkboard amended.
- Visitors are recorded in the visitors file maintained at the setting and numbers are amended on the chalkboard. Visitors are asked to read the non disclosure information and place their mobile phone in the office.
- In the unlikely event that it becomes apparent that a child is missing, the following procedures are implemented to ensure the child is located and returned to safety as quickly as possible.
 1. Assemble all children together;
 2. Identify which child is missing (call register);
 3. Ascertain when the child was last seen and by whom;
 4. Keep remaining children in the quiet room with a ratio of at least 1:8 (adults:children);
 5. This should leave 2 adults free to search for the missing child(ren);
 6. Search the building and patio area;
 7. Inform school and extend search to school field; and
 8. If sufficient adults present, extend the search to surrounding area of the school grounds.
- If by this time the child has not been located and a period of 10 minutes has passed, the police and the child’s parents would be contacted. The staff will then inform the chair of the management committee.
- Advice would then be taken from the police and the Early Years Team contacted.

Behaviour Management Policy

We believe that children flourish best 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 else.

Procedures

- We promote a positive approach to behaviour by encouraging children to take responsibility within the group. We actively encourage the children to resolve conflicts that arise amongst themselves.
- We praise good behaviour traits such as listening, sharing and consideration of others when demonstrated in the group.
- We never use physical punishment, such as smacking or shaking or other frightening/ humiliating methods of behaviour control.
- We never send children out of the room by themselves.
- Unacceptable and disruptive behaviour is handled consistently by staff. Disruptive behaviour, such as running around, climbing on the furniture and dangerous play is discouraged to prevent injury to themselves and to others. Children are encouraged to consider and discuss their actions.
- In situations of serious misbehaviour, such as racial or other abuse, the member of staff will make clear the unacceptability of the behaviour and attitudes, by means of explanations rather than personal blame.
- In cases of reoccurring disruptive behaviour, we aim to work with parents/carers to understand the cause and decide jointly a way forward to respond appropriately.
- We reserve the right to exclude a child if there is continued disruptive behaviour that is impacting the well being of the group.
- If there continues to be persistent disruptive behaviour, the child may be asked to leave Happy Hours.

Bullying

- Bullying, defined as persistent physical, verbal, emotional or psychological abuse, is not accepted in any form amongst children or adults.
- In the event of a child bullying another child or children, staff work to the following guidelines:
 - We remain calm;
 - We intervene to stop the harming of children;
 - We give reassurance and comfort to the child(ren) who have been bullied;
 - We give child(ren) bullying others the opportunity to understand the consequences of their actions and apologise;
 - We praise demonstration of acceptable behaviour by a child who has performed the bullying;
 - We do not label a child a bully; and
 - We inform all parents/carers of the parties involved and work with them to resolve a way forward to address the behaviours.
- Abusive behaviour towards staff will not be tolerated. If such a situation arises and cannot be resolved to the satisfaction of the Happy Hours management committee, the committee reserves the right to withdraw the child's place.
- Incidences where an adult bullies another person we follow the Disciplinary Policy and procedures.

Safeguarding Children Policy

Happy Hours pre-school aims to work with the children, parents and the community to ensure the rights and safety of children and to give them the very best start in life.

We aim to create an environment that encourages the development of positive self-image, regardless of race, language, religion, culture or home background.

Safeguarding includes everything a setting can do to keep children safe. This involves minimizing the risk of harm and accidents (See Health & Safety Policy). It also includes protecting children from suspected abuse or neglect (See below)

Procedures

Staff and volunteers

- Our designated person who co-ordinates child protection issues are Happy Hours manager, Kate Cromar; Assistant LSP – Hilary Chapman.
- Our designated officer who oversees this work is Happy Hours Committee Chair, Ruth Reid
- We provide adequate and appropriate staffing resources to meet the needs of children; we operate a best practice ratio of 1:5, Adult: child (1:4 2 yr olds).
- Applicants are clearly informed that the positions are exempt from the Rehabilitation of Offenders Act 1974.
- References are requested and checked and “enhanced disclosure” checks with the Criminal Records Bureau are performed on all applicants before positions are confirmed. Where applications are rejected as a result of information disclosed, applicants have the right to know and challenge any incorrect information.
- We abide by Ofsted requirements in respect of references and D checks for staff, volunteers and committee members to ensure that no disqualified person or unfit person works at Happy Hours or has access to the children.
- We abide by the Protection of Children Act and Safeguarding Vulnerable Groups Act requirements in respect of any person who is dismissed from our employment, or resigns in circumstances that would otherwise have led to dismissal for reasons of child protection concern
- We have procedures for recording the details of visitors to Happy Hours.
- We take security steps to ensure that we have control over who comes into Happy-Hours so that no unauthorised person has unsupervised access to the children. Volunteers do not work unsupervised.
- Persons responsible for recruiting new staff will have successfully completed the “Recruiting Safely” course.
- Berkshire Local Safeguarding Children Coords Child Protection Procedures are available in full online at <http://berks.proceduresonline.com/index.htm>
- Staff, Visitors and Committee members are required to follow the mobile phone, camera and social networking sites policy (please see page 13) to ensure safe guarding standards are adhered to.

Legal framework

- The legal framework within which we operate includes but is not limited to:
 - The Children Act - 1989
 - Human Rights Act - 1999
 - Data Protection Act – 1998 and 2003
 - The Protection of Children Act - 1999
 - The Children Act (Every child matters) - 2004
 - The Rehabilitation of Offenders Act - 1974
 - Safeguarding Vulnerable Groups Act – 2006
 - Statutory Framework for the Early Years Foundation - 2012

Liaison with other bodies

- We work within the Local Safeguarding Children Board guidelines which are available on line – <http://berks.proceduresonline.com/index.htm> which is available for staff and parents;
- The registration authority (Ofsted) are notified of any incident, accident or any changes in our arrangements which may affect the well being of children;
- Procedures are in place for contacting local authorities on child protection issues, including a list of names, addresses and contact numbers of local social workers, so that it is easy, in any emergency, that the setting can work together well with social services;
- Contact details for the local National Society for the Prevention of Cruelty to Children (NSPCC) are also kept;
- If a referral is to be made to the authorities, we act within the Safeguarding Children and Child Protection guidance in deciding whether we must inform the child's parents at the same time.

Responding to suspicions of abuse

- We acknowledge that abuse of children can take different forms - physical, emotional, sexual, and neglect and will also include the witnessing either directly or indirectly of domestic abuse.
- When children are suffering from physical, sexual or emotional abuse, this may be demonstrated through changes in their appearance, behaviour, or in their play.
- Where such changes occur, that give cause for concern, Happy Hours will investigate following set out procedures.
- Staff will take care not to influence the outcome either through the way they speak to children or ask questions of children.
- Where a child shows signs and symptoms of 'failure to thrive' or neglect, we make appropriate referrals to the local authority children's social care department. In some cases this may mean the involvement of the Police or other agencies identified by the Local Safeguarding Children's Board.

Recording suspicions of abuse and disclosure

- Where a child makes a disclosure to a member of staff or the staff observe signs that give cause for concern such as changes in behaviour; deterioration in general well being; unexplained bruising, marks or signs of possible abuse or neglect, that member of staff offers support to the child, listens and gives reassurance that she or he will take action.
- The member of staff does not question the child.
- The staff member will make a written record that forms an objective record of the observation of disclosure, which includes:
 - The child's name, address and age of the child;

- The date and time of the observation or the disclosure;
 - The exact words spoken by the child;
 - The name of the person to whom the concern was reported, with date and time; and
 - The name of any other present at the time
- These records are signed and dated and kept in a separate confidential file. All members of staff know the procedures for recording and reporting.

Informing parents

- Parents are normally the first point of contact in situations where contact with Social Services is required.
- If a suspicion of abuse is recorded, parents are informed at the same time as the report is made, except where the guideline of the Local Safeguarding Children Board does not allow this.
- The only time we do not inform parents is where the child is considered at significant risk. In these cases the investigating officers will inform parents.

Confidentiality

- All suspicions and investigations are kept confidential and shared only with those who need to know. Any information is shared under the guidance of the Local Safeguarding Children Board.

Support to families

- We aim to build trusting and supportive relationships with families, staff and volunteers in the group.
- We continue to welcome the child and the family whilst investigations are being made in relation to alleged abuse.
- Confidential records kept on a child are shared with the child's parents or those who have parental responsibility for the child only if appropriate under the guidance of the Local Safeguarding Children Board.
- We ensure that all parents understand our role and responsibilities in relation to child protection policy and procedures.

Complaints against staff

- We ensure that all parents know how to complain about staff or volunteer action within Happy Hours, which may include an allegation of abuse.
- We follow the guidance of the Local Safeguarding Children Board when investigating any complaints that a member of staff or volunteer has abused a child. Details of the Local Authority Designated Officer (LADO) are displayed in the office;
- We follow all the disclosure and recording procedures when investigating an allegation that a member of staff or volunteer has abused a child as if it were an allegation of abuse by any other person.
- We report any such allegations to the local authorities social care department for their investigation. We co-operate fully with such investigations carried out in conjunction with the Police.
- We report any such allegations to Ofsted and report what measures we have taken in respect of

the situation.

- Parents have the right to complain to, or contact OFSTED. Contact details are on display in the hallway of the school.

Disciplinary Action

- Where a member of staff or a volunteer is dismissed from Happy Hours or internally disciplined because of misconduct relating to a child, we notify the Disclosure and Barring Services administrators so that the name may be included on the List for the Protection of Children and Vulnerable Adults.

Training

- We seek out training opportunities for all adults involved in Happy Hours to ensure that they are able to recognise the signs and symptoms of possible physical abuse, emotional abuse, sexual abuse and neglect and so that they are aware of the local authority guidelines for making referrals.
- We ensure that all staff know the procedures for reporting and recording their concern in Happy Hours.
- Persons responsible for recruiting new staff will have successfully completed the “Recruiting Safely” course.

Curriculum

- We introduce key elements of child protection into our foundation stage curriculum, so that children can develop understanding of why and how to keep safe.
- We create within Happy Hours a culture of value and respect for the individual.
- We ensure that this is carried out in a way that is appropriate for the age and stage of our children.

Mobile Phone, Camera and Social Networking Policy

We have a duty to safeguard and protect the children in our care and reduce risks to a minimum. We are required to keep up with the advances in technology and the impact that this could have on a setting. Following the revised Statutory Framework clarity is required on how such technologies are viewed at Happy Hours.

Procedures

Mobiles

- Before the start of each session, staff and visitors must place their mobile phones in the container in the office.
- Mobile phones must not be kept, either switched on or off, about your person during a session, without exception.
- Staff are asked that if they need to be contacted during office hours to give the Happy Hours landline 0118 934 9088 as the emergency contact number rather than their personal mobile number.
- Mobile phone should only be used in an emergency.
- In such cases that the use of a personal mobile phone is necessary, this will be made possible by the manager and a call or text can take place in the office away from the children.

Cameras

- The Happy Hours camera will only be used to take photographic evidence of learning and development of children through individual/group activities and outings.
- Photographs will only be taken of children whose parents have given written permission to do so.
- Once photographs have been printed, images will be deleted from the memory card and held on the computer until the child leaves Happy Hours.

Social Networking Sites

- No person working at Happy Hours, or supporting Happy Hours through committee activities should use a social networking site to refer in any way whatsoever to Happy Hours pre school or to staff, parents, visitors and children that attend the setting.
- We would discourage staff from having parents as friends on a social networking site where reference to Happy Hours pre school on such sites by staff/students could result in the setting being brought into disrepute.

Information Technology

- Computers for use by the children in Happy Hours use stand alone age appropriate games and are not internet enabled.
- Office based laptop is password protected and has appropriate virus protection and net nanny restrictions.

Confidentiality Policy

The staff's role, and occasionally committee will sometimes result in the knowledge of confidential information about children and their families. In order to maintain the trust of parents/carers we appreciate the importance of confidentiality.

Procedures

- We are aware that all records/conversations and correspondence between the pre-school and parent/carers are confidential.
- Parents/carers will have ready access to the files and records of their own children but will not have access to information about any other child.
- Personal information about children, families and staff are kept securely in a lockable cupboard.
- Parent/carers are contacted in a first instance before outside agencies are involved, except where child protection concerns are raised.
- Issues involving staff are treated with confidentiality and knowledge of such is limited to those involved in the issue.
- All staff and committee members sign a confidentiality agreement and visitors are required to read our policy on non-disclosure and sign to confirm they will abide by this policy.

Record keeping Policy

In the running of our setting we come into contact with confidential information. All are records are regarded as confidential due to the subject nature. We have procedures in places to ensure we maintain confidentiality for all children and staff records.

Procedures

- Records are maintained for each child by their nominated record keeper (Key Person). Observations are collated and recorded in accordance with Early Years Foundation Stage guidance.
- Each child's individual file is retained on-site and kept securely.
- Records relating to the business such as employee records; financial information; attendance records; SEN records; risk assessments and registration details are the responsibility of the management committee who ensure records are retained securely on or off-site, as appropriate.
- Children's individual files may contain photographs of them during a range of activities. These may be used for displays, publicity and evidence for Ofsted inspections, with parental consent.
- Children's files are passed to the schools to which the child attends, following their time at our setting. The files are the property of the child's parents at the end of the foundation stage of education.

Curriculum Planning Policy

We aim to deliver a full and varied curriculum which provides opportunities for children to learn through play, new skills and build their confidence. Our curriculum is well planned in accordance with Early Years Foundation Stage, part of the national curriculum.

Procedures

- We ensure that all children have equal access to all activities. They are encouraged to take part in all activities but we never insist on a child doing something they are not comfortable with doing.
- We plan each area of the curriculum to incorporate principles of equality and to promote positive attitudes to diversity.
- We aim to make children feel valued by positive feedback. Toys are stored for self selection and the children have free choice time.
- Children's work is valued and we try to display work at the setting, where possible.
- We assess the children using observation. Frameworks are employed to highlight individual needs of each child. Additional support will be made in areas identified as development areas.
- We liaise closely with local primary school education providers to ensure we are up to date with the current educational theories and practices.
- Our long term planning shows a two year rolling program of half-termly topics. Each of these topics is planned to provide the children with a range of activities to meet the seven areas of the Early Years Foundation Stage :
 - Personal, Social and Emotional Development;
 - Communication and Language;
 - Physical Development;
 - Literacy;
 - Mathematics;
 - Understanding the world;
 - Expressive Arts and Design
- We welcome any suggestions, questions or comments about our curriculum.

Supplies and Equipment Policy

We aim to provide children with resources, toys and equipment to give opportunities for children, with adult supervision, to develop skills and concepts in the course of their play and exploration.

Procedures

- We select books, equipment and resources which promote positive images of people, both male and female, from a range of ethnic and cultural backgrounds, with and without disabilities.
- Equipment purchased is age and developmental stage appropriate. A risk assessment is performed for items purchased and activities performed using preschool equipment.
- We aim to purchase quality toys and equipment, consistent with liability insurance policies. The toys and equipment are regularly reviewed to ensure damaged or inappropriate items are removed and/or replaced.
- Resources, toys and equipment are stored so children can choose and access items independently or with adult assistance.

Complaints Policy

We welcome any suggestions regarding the running of the setting. We believe that we should work with parents/carers to ensure that we operate as efficiently and effectively as possible. We believe that most concerns will be dealt with through informal communication with staff members. Where this is not sufficient, we have set out procedures for dealing with concerns. We aim to resolve any issues to the satisfaction of the parties involved.

Procedures

Making a complaint

Stage 1

- A parent/carer who has concerns about any aspect of the group's provision should first talk over any worries and anxieties with the Manager.

Stage 2

- If this does not have a satisfactory outcome, or if the problem recurs, the parent/carer should put the concerns or complaint in writing to the manager and the chairperson of the management committee.
- Most complaints should be able to be resolved amicably and informally at stages 1 or 2.

Stage 3

- If the matter is not resolved to the parent's/carer's satisfaction, the parent/carer should request a meeting with the Manager and the chairperson of the management committee. The parent/carers should have a friend or partner present if required. The manager has the support of the management committee chairperson. An agreed written record of the discussion should be made along with any decisions or actions to take as a result of the meeting. All of the parties present at the meeting sign the record and receive a copy of it.

Stage 4

- If no agreement is reached at the stage three meeting between the parent/carer and the setting, an external mediator will be invited to help settle the complaint. The mediator should be acceptable to both parties, to listen to both sides and offer advice. A mediator has no legal powers but can help define the problem, review the actions so far and suggest further ways in which the situation might be resolved.
- Staff or volunteers within the Pre-school Learning Alliance will be available to act as mediator if both parties wish it.
- The mediator will keep all discussions confidential. S/he can hold separate meetings with the setting personnel (Manager and chairperson) and the parent/carer, if this is deemed to be helpful. S/he will keep an agreed written record of any meetings that are held and of any advice s/he has given.

Stage 5

- When the mediator has concluded their investigations, a final meeting between the parent/carer, Manager and chairperson 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 can be present at the meeting if agreed by all parties.
- A record is kept, including the decision/s reached, and everyone present signs and receives a copy. This record signifies that the procedure has concluded.

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

- In some circumstances, it will be necessary to bring in the local authority registration and inspection unit (OFSTED), who have a duty to ensure laid down requirements are adhered to and with whom the Pre-school Learning Alliance works in partnership to encourage high standards.
- The address and telephone number of our OFSTED regional centre are:

North Regional Centre,
3rd Floor, Royal Exchange Building,
St Anne Square,
Manchester,
M 7LA.
0300 123 123 1

- Details above are displayed on the notice board in the hallway at the setting.
- The registering authority would be involved if a child appeared to be at risk or where there seemed to be a possible breach of registration requirements. In these cases both parent and pre-school would be informed and the Pre-school Learning Alliance fieldworker would work with the Social Services department to ensure a proper investigation of the complaint followed by appropriate action. If a child appears to be at risk, Happy Hours follow the procedures of the Area Child Protection Committee in our local authority.
- Parents may approach Ofsted directly at any stage.

Records

- A record of complaints against Happy Hours and/or the children and/or the staff/volunteers is kept, including the date, the circumstances of the complaint and how the complaint was managed.
- Written complaints from parents are stored in the child's personal file. Where the complaint involves a detailed investigation, a separate file may be maintained relating to the specific complaint.

Equal Opportunities Policy

We believe that our setting should be open and accessible to all children and families in the community, and to all adults committed to the children's welfare.

We aim to ensure that all wish to work in the setting or volunteer to help, have an equal chance to do so, irrespective of ethnic, social and economic background, gender, ability or disability.

Procedures

Admissions

- Our setting is open to all members of the community.
- Our setting is widely advertised in public places (E.G Doctor's surgery; Library; village notice boards; websites etc) and our notices have clear contact details.
- We base our admissions policy on a fair system.
- We ensure all potential parents are made aware of our equal opportunities policy.
- We do not discriminate against a child or their family on the basis of ethnic, religious or social background; disability, gender or economic situation.
- We offer flexible payment systems for families with differing means, and where necessary, we liaise with Social Services and/or Pre-School Learning Alliance for possible assistance with fees.

Employment

- We advertise positions on the Wokingham Council websites. We use local newspapers; newsagents; local school newsletters; through our website and our setting.
- We welcome applicants from all backgrounds.
- We appoint the best person for the position, subject to references and checks by the Criminal Records Bureau. We treat all applicants fairly.
- All staff are made aware of equal opportunities policies and procedures and are expected to put into practice whilst at the setting.

Training

- We seek out training opportunities for staff and volunteers to enable them to develop anti-discriminatory practices, which enable all children to flourish.
- We regularly review our practices to ensure that we are fully implementing our policy for promoting equality, valuing diversity and inclusion.

Curriculum

- We encourage children to develop positive attitudes about themselves and towards others, regardless of differences.
- All children are respected and valued. Children's individuality and potential is recognised.
- We ensure resources; toys and equipment reflect a wide range of cultural, ethnic, religious and social backgrounds to enable children to develop in an environment free from prejudice and discrimination.

- We aim to show respectful awareness of major events in the lives of children and families in our setting, and in our society and welcome the diversity of backgrounds from which they come.
- We celebrate a while range of festivals and aim to make children aware of festivals being celebrated by their own families and others.
- We help children to understand that discriminatory behaviour and remarks are unacceptable.
- We ensure that our curriculum is inclusive of children with special educational needs and children with disabilities. We have a special needs policy.

Language

- We endeavor to communicate written and verbally, in as many languages as necessary. Multi-lingual children and adults are seen as an asset and their languages will be recognised and respected in the setting.

Food

- We ensure that medical, cultural and dietary needs of children are met.
- We encourage children to learn about a range of food.

Meetings

- The time, place and conduct of meetings ensure all families have an equal opportunity to be involved in the running of the setting.

Legal Framework

- We work within the following legal frameworks:
 - Equalities Act 2006;
 - Disability Discrimination Act 2005;
 - Race Relations Act 1976;
 - Sex Discriminations Act 1976, 1986;
 - Children Act 1989, 2004 and
 - Special Educational Needs & Disability Act 2001

Special Educational Needs/Disability Policy

We aim to provide an environment in which all children, including those with special educational needs, are supported to reach their full potential.

We include all children irrespective of any special educational needs (SEN) or disabilities. We aim to identify the specific needs of children with SEN or disabilities and to ensure their needs are met through a range of strategies.

Procedures

- We designate a member of staff to be Special Educational Needs Co-ordinator (SENCO) and give his/her name to parents.
- We provide a statement showing how we provide for children with SEN/disabilities.
- We ensure that the provision for children with SEN/disabilities is the responsibility of all members of the setting
- We ensure that our inclusive admission practice ensure equality of access and opportunity
- We ensure that our physical environment is, as far as possible suitable for children with disabilities.
- We work closely with parents of children with SEN/disabilities to create and maintain a positive partnership.
- We ensure that parents are informed at all stages of the assessment, planning, provision and review of their children's education.
- We provide parents with information on sources of independent advice with support.
- We liaise with other professionals involved with children with SEN/disabilities and their families, including transfer arrangements to other settings and schools.
- We use the graduated response system for identifying, assessing and responding to children's special educational needs. We ensure that children with SEN/disabilities are appropriately involved at all stages of the graduated response: taking into account their levels of ability.
- We provide a broad and balanced curriculum for all children with SEN/disabilities to meet individual needs and abilities.
- We use a system of planning, implementing, monitoring, evaluating and reviewing individual educational plans (IEPs) for children with SEN/disabilities. Records are retained in accordance with our record keeping policy.
- We provide resources (human and financial) to implement our SEN/disability policy.
- We provide in-service training for practitioners and volunteers.
- We ensure the effectiveness of our SEN/disabilities provision by collecting information from a range of sources e.g. reviews, staff and management meetings, parental and external agency's views, inspections and complaints. This information is collated, evaluated and regularly reviewed.
- We raise awareness of any specialism the setting has to offer,

Managing Children with Allergies/ Medical conditions Policy

We will not exclude children on the basis of allergies or medical conditions. We aim to provide a safe environment for children with allergies and/or medical conditions but preventing contact with substances causing allergic reactions. We ensure that affected children are not made to feel different or uncomfortable about their allergies or medical conditions.

Procedures

- Known allergies or medical conditions must be recorded on the medical information sheet when a child joins the pre-school setting.
- Where a child has an allergy, staff will discuss with the parent/carer the details of the allergy – including what causes the allergy; the nature of the allergic reaction; what to do if such a reaction occurs and what the setting can do to minimise the risk of exposure to the allergen. This information is recorded on the child's personal file and all staff is informed of the details.
- Where a child has a medical condition/illness, staff will discuss with the parent/carer the details of the medical condition – including the exact nature of the condition; the symptoms arising from the condition, any implications for the child or others; what limitations, if any the condition causes the child and what medication/ procedures need to be administered or performed.
- Regular reviews will be performed to ensure that procedures in place to deal with known allergies or specific medical condition are still considered appropriate.
- We aim to ensure that no nuts or nut related products are brought into the setting.
- Where a child has prescribed medication(s) to treat allergies, medical conditions or illnesses, it should be prescribed by the child's own GP. The medicine(s) must be clearly labelled with the child's name.
- All medication must be recorded in the medical file and signed before and after administration by parent/carer.
- All medication must be explained to staff for: what condition the medication is required for; how and when the medication should be administered and any other relevant information, such as how to store the medication.
- Medication will only be administered by appropriately trained staff and will be witnessed by another trained First Aider or the setting manager. All medication administered will be recorded in the Medicine Register.

Health and Safety Policy

We aim to operate our setting within Health and Safety guidelines and relevant statutory requirements to ensure that children thrive in a safe and secure environment. This includes assessing the setting for potential risks, ensuring the environment is appropriately maintained and that appropriate procedures are in place to deal with incidents that arise.

Procedures

Risk assessment

- Our risk assessment process includes:
 - Checking for hazards and risks indoors and outside, and in our activities and procedures. Our assessment covers adults and children;
 - Evaluating which areas need attention;
 - Developing an action plan that specifies the action required, timescales for actions, the person responsible for the actions and any funding required;
 - A daily health and safety risk assessment form is filled in by the Manager or in her absence the Senior staff member; and
 - We maintain lists of health and safety issues that are checked daily before the session begins, and at the end of each day.

Insurance Cover

- We have public liability insurance and employers' liability insurance. The certificate is displayed at the setting premises.

Security

- For procedures relating to children's security see "Security Policy" and "Arrival/Departure of children Procedures".

Children's Safety

- See "Child Protection Policy" for procedures on appointment of staff and volunteers, implemented to ensure the safety of children whilst in the setting.

Electrical equipment

- We ensure electrical equipment conforms to safety requirements and that they are regularly checked by qualified engineers.
- Equipment is checked to prevent injury to children and/or staff.
- All electrical equipment conforms to safety requirements and is checked regularly. Heaters, electrical sockets, wire and leads are properly guarded and the children are taught not to touch them. Storage heaters are checked daily to make sure they are not covered. There are sufficient sockets to prevent overloading. Lighting and ventilation is adequate in all areas including storage areas.

Ensuring a Safe Environment

- We endeavour to ensure no unsafe equipment or objects are permitted in the setting or are used by children and/or staff.
- Adults are provided with guidance about the safe storage, movement, lifting and erection of large pieces of equipment

- All pre-school equipment and toys used are checked regularly and any items identified as unsafe will be removed from circulation. Damaged equipment will be recorded in the equipment book.
- There are daily cleaning routines for all areas within the setting including tables and chairs; a schedule for cleaning resources and equipment, dressing up clothing and furnishings.
- The toilet facilities are maintained to high standard of hygiene.
- Where incidents that occur within the setting that consist of blood, vomit, urine or excrement, staff/volunteers will wear disposable latex gloves when cleaning up and disposing the substances, (except where the child has a known allergy against latex). A sanitising agent is then used to clean the floors and affected areas.
- We currently have no facilities to dispose of nappies/pull ups and therefore these must be taken home by the parent/carer. All nappy equipment such as nappy sacks and baby wipes should be supplied by the parent/carer.

Fire procedures

- Fire drills are carried out at least twice a term and details recorded in the register. Actual incidents of fire are also recorded in the register.
- The Fire Authority regularly inspects the fire apparatus. Any recommendations made will be implemented where possible.
- Fire doors are clearly marked, never obstructed and easily opened from the inside.
- The fire procedure is displayed clearly on the inside of the front door at the setting and in both rooms.
- Staffs are required to be familiar with the use of the fire fighting equipment.
- Happy Hours operate a non-smoking policy. Smoking is prohibited in the pre-school building and grounds.
- In the event of an actual fire and we are unable to return to the building we will assemble at the far end of the field and take instructions from the fire brigade. If we are unable to re-enter the building children will be taken to Cedar Park Nursery where they will be supervised by Happy Hour staff, until collected by parents/carers.

Fire Drill

- An alarm is raised by the person to discover the fire using a whistle, one of which is kept in each room.
- The senior staff member will call the children to line up at the safest exit point. The children, staff and visitors will then be lead out onto the school field furthest from the building.
- The Manager or designated person in charge will check all rooms to ensure the building is clear and collect the register and mobile phone to alert the fire service.
- The Manager will perform a head count of all children and adults and call the register.
- If it is safe to do so, children will be seated on the field, school hall or at Cedar Park Nursery.
- Parents/carers will be called to collect children.
- Staff will remain with the children at all times until they are collected.

No Smoking Policy

Smoking is prohibited in all parts of the pre-school building and is not allowed within the grounds of the school where the pre-school is situated.

First Aid Procedures

- The First Aid box is easily accessible to adults but kept out of reach of children. The box is checked regularly and restocked by the manager. A First Aid book is retained with the first aid box for reference.
- At least one member of staff will have a current First Aid Training certificate, which includes First Aid training for infants and young children. All staff will have an up to date knowledge of First Aid.
- Parents/carers are required to complete an emergency medical permission consent form when children start at the setting.
- All dressings are stored in a sterile condition. For open wounds – grazes are covered using non-allergic coverings.
- Parents/carers will be required to sign an accident register on any occasion where their child has received First Aid. This is reviewed regularly to identify potential or actual hazards. OFSTED is notified of any injury requiring treatment by a general practitioner or hospital, or death of a child or adult.
- Parents/carers must inform the setting about any allergies or specific medical conditions/requirements. Appropriate measures are implemented to deal with these conditions – see our “Allergy/Illness Policy”.

Kitchen Procedures

- The kitchen must be kept clean at all times.
- Separate cloths and bowls are used for cleaning floors; table tops and washing up.
- Cleaning equipment and kitchen utensils are stored in a childproof cupboard under the sink. Cleaning fluids are kept in the cloakroom cupboard, out of the reach of the children.
- There are separate facilities for hand washing.
- Children are not permitted in the kitchen area. The gate remains closed and locked at all times.

Accident /Illness Procedures

- On admission to Happy Hours, parents are asked to sign a permission slip to allow trained Happy Hours first aiders to be administer first aid. If permission is not given, we require full details as to what action they require us to take in the instance of an accident or emergency.
- Guidance is taken from the Health Protection Agency for infection control for childcare settings. For any child or adult with symptoms of diarrhoea and/or vomiting they must not return to the setting until 48 hours after the symptoms have stopped. This means 48 hours AFTER last instance of sickness or diarrhoea.
- Parents/carers are asked to inform the setting of any marks from injuries sustained outside of Happy Hours so that it can be recorded, signed and dated.
- If a child becomes unwell, has an accident or requires medical intervention, parents/carers will be contacted and notified immediately.
- Where the incident is not an emergency, a child will not be taken to the GP surgery or hospital without parental permission. If the situation is deemed an emergency a doctor will be called and/or the child taken to hospital immediately and the parents notified as soon as possible.
- Any immediate first aid will be administered by staff/ trained First Aiders where required.
- All incidents and accidents will be recorded in the Accident/Incident Book. Parents/carers will be asked to sign off the entry.
- In order to contact parents/carers in cases of emergency it is essential that contact details are kept up to date and any changes notified immediately.
- Parents can contact the setting on 0118 9349088.

Animals

- Any animals that are brought into the setting are free from disease.
- If a child has an allergy to an animal, it (the animal) would be excluded from the setting. A one week notice period is given of any animals to visit the setting to ensure that any issues can be identified prior to the visitation.

Food and Drink Policy

Snack and meal times are viewed as an important part of the day at the setting. It represents a social time for the children and adults and an opportunity to learn about healthy eating. We aim to offer varied, nutritious snacks and are chosen to reflect cultural and religious backgrounds of the children attending.

Procedures

- We find out from parents/carers any dietary needs and preferences of the children, including any allergies. This information is recorded on each child's records.
- We aim to provide nutritious food at snack times. We operate a voluntary donation scheme of £5.00 a term to help enable the setting to continue provide healthy snacks.
- We do not provide foods containing nuts or nut products and are especially vigilant where a child with a known nut allergy is present at a session.
- The register of specific needs/allergies is consulted prior to the preparation of any food or drink.
- Before any food or drink is prepared, hands are washed by the preparer.
- Food and drink are stored appropriately at the setting. Vegetables and fruit are washed prior to use.
- We encourage children to bring named water bottles during the hotter weather. Fresh drinking water is always available.
- Children are encouraged to wash their hands before consuming any food or drink.
- Snack and meal times are appropriately supervised. Children are not permitted to walk about with food and /or drinks.
- Adults do not carry about or leave within the reach of children, any hot drinks or unauthorised food.

Lunch Club

- We provide a lunch club from 11.45 am to 12.15 pm. Lunch time is supervised on a 2:10 staff to child ratio. Children must be aged 3 years and toilet trained due to the reduced staff to child ratio operated during lunch club.
- We encourage parents to provide a healthy lunch and discourage excessive sweet drinks and large amounts of processed and sweetened foods.
- Please do not include any nuts or nut related products- such as peanut butter, as allergic reactions to nuts are severe in sufferers.
- Staff will eat meals with children to reinforce the social occasion of the event. Staff will help children open packets and drinks etc.
- Children are strongly encouraged to wash their hands before eating their lunch.
- Children can attend a maximum of 3 lunch clubs per week.

Toilet Training Policy

No child is excluded from our setting who may not be toilet trained and is still wearing nappies. We endeavour to work with parents towards toilet training where possible.

Procedure

- We encourage younger children to wear pull ups or trainer pants.
- We have limited changing area facilities but endeavour to ensure children are changed safely and securely.
- All staff are familiar with hygiene procedures when changing nappies.
- Used nappies and/or soiled or wet clothing are bagged up for each parent to take home and dispose of or clean.
- Parents/carers are required to supply nappies and wipes where required.

Emergency and short notice closures Policy

In some circumstances, such as extreme weather, staff illness/shortages or damage to the building, we may be required to close the setting at short notice.

We aim to communicate the closure of the pre-school quickly and effectively to parents/carers. The way in which we communicate this information will vary according to the circumstances.

Procedures

- The pre-school manager maintains a list of most parents/carers internet contact details. In the event of a closure of the setting, parents will receive email notification. Parents will be encouraged to pass on information to any parents where no email addresses are retained by the manager.
- The Happy Hours website will be updated regularly with information about the closure and planned re-opening.
- Where closure is due to extreme weather, we take our lead from Polehampton Infant School. If the school announces its closure on local radio stations etc, the pre-school will follow.

Home Link Policy

We believe that parents are the first and most important educators of their young children. We aim to support parents in the role as educator. We believe that children flourish with parental involvement in the setting. We offer a variety of ways in which parents can become involved with their child and the setting.

Procedures

Committee

- Our setting is run by a voluntary committee made up largely of parents and carers. We rely on parents and carers support either by joining the committee, attending fundraising events or supporting other initiatives.
- There are a number of roles on the committee and we welcome new members who can offer a range of skills and knowledge to help the committee run effectively.
- There is an annual general meeting held at the pre-school premises or at a local larger venue, to which all parents/carers/interested parties are invited to attend. It is an opportunity for parties to contribute in terms of skills, knowledge and/or interests to help the setting.
- Agenda's of committee meetings are posted at the pre-school for parents/carers to view and have an opportunity to comment.

Parent Help Rota

- Parents/carers are encouraged to help at the setting by attending several sessions a term as a helper whilst their child attends the setting.
- The children really enjoy presence of a parent/carer at the setting and see it as an opportunity to show parents/carers what they do at pre-school. The helper is not responsible for the care of the children and is not included in the adult to child ratio.
- We believe that parents/carers should not be a helper for the first time after the child starts at the setting, to ensure they have time to settle in. Nor do we request parents with siblings younger than six months to volunteer as a helper.
- Once siblings are aged 18 months they may accompany parents/carers at the helper session. It is preferable if siblings can be left in the care of someone else, so as to give full attention to the child in attendance at the setting.

Observation Files

- Each child is allocated a key person who is responsible for the maintaining an observation file. The file includes observations about their behavior, achievements, skills and interests. The file typically includes pictures of the children involved in activities at the setting.
- The file may be requested by a parent/carer to borrow and read the contents at home and return to the setting.
- The observation files can be discussed at any time and will form part of the discussions at the parents evenings held.

Parents Evening

- Each term a parents evening event will be held, where parents/carers have the opportunity to meet with the child's key person and discuss the child's achievements and progress.

Communication Books

- Each child is given a communication book at the start of their time at the setting.
- The book will be regularly used while your child settles and then for sharing news, milestones and special events at home and at pre school.
- Parents and carers are encouraged to write points of interests, achievements and progress reports about the children; and their key person should equally make comments about their time at the setting. This is aimed to be a two way communication book to encourage shared information about the child.

Newsletters

- There is a weekly news announcement sent via email at the beginning of each week. This details information about forthcoming events, projects the children are working on and information of interest to the parents. The announcement will also include admin notices and requests.
- If parents/carers do not have an email account or prefer to receive either newsletter as a hard copy, please speak to Kate Cromar, the manager. Important announcements are made via these mediums therefore it is essential that parents/carers receive copies.

Website

- We have a dedicated happy hours website – happyhourspreschool.co.uk
- We update the website with information about the setting, forthcoming events and achievements made by the children and the pre-school.
- The website includes notices and announcements including any closures, term dates and opening times.
- Copies of newsletters and documents relating to the preschool are retained on the website.
- Parents can communicate with the school via the website and the email address set up.

Social events

- We hold regular social events throughout the year to raise money for the preschool and as an opportunity for families/carers to socialise with each other. We actively encourage parents/carers to become involved through attending and helping organise these events where possible.
- Events include fairs, quiz nights, dances, pamper nights and many more. We also try to host a social night once a term for committee, staff and parents – such as bowling, meals out and other ideas, as a chance for committee, staff and parents to interact on a social level.
- We try to arrange a termly preschool outing where parents/carers accompany staff and children on a trip. Previous trips have included: Legoland, farms, picnics and nature trails. Other events involving children include Christmas parties and sports day.

Student Policy

We appreciate that our setting is an ideal place for students on placements from schools and college child care courses and/ or those training for childcare related qualifications to see first-hand good quality preschool care in practice.

We encourage such students to participate in our setting to help with their studies.

Procedures

- Students who participate in our setting are not included in the adult to child ratios. They are considered a volunteer and are not left unsupervised with the children.
- To ensure consistency for the children we limit the number of students attending our setting to a maximum of two per term.
-
- Each student is required to meet the suitable person requirements of Ofsted and undergo any Criminal Record Bureau police checks and assessments.
- Students under the age of 17 are required to obtain a reference from their school/college to vouch for their good character.
- Students are made aware of all our policies and procedures prior to starting their placement, with particular reference to Health and Safety Policy; Child Protection Policy, Equal Opportunities Policy and Confidential Policy.
- A member of staff is allocated as a mentor for each student. All staff members ensure that the students are supervised and supported.
- Students required to conduct child studies will obtain written permission from the parent of the child to be studied.
- Any information gained by the students about children, families or other adults in the pre-school must remain confidential. Students will be asked to sign a non-disclosure agreement at the start of their placement.
- Students, trainees and volunteers are covered by our employer's liability and public liability insurances.

Staff and Employment

We want our parents and carers to be assured that their children are being cared for by qualified, experienced practitioners.

Procedures

Recruitment and appointment

- We are committed to recruiting, appointing and employing staff in accordance with all relevant legislation.
- Vacancies are open to all sections of the community and are advertised in local papers, websites, shops and amenities. We will not place applicants at a disadvantage by imposing unfair or unjustifiable conditions or requirements. Application forms can be obtained from the setting manager.
- Submitted application forms are assessed by and subsequent interviews performed by, the manager and officers of the committee.
- All applications will be considered on suitability to the post, regardless of marital status, age, gender, culture, religious belief, ethnic origin or sexual orientation. The best person for the position will be appointed.
- Prior to appointment, references will be obtained; Criminal Record Bureau police checks and OfSTED suitability assessments will be performed.
- Our “Induction Programme for New Employees” is set out in detail within the Happy Hours “Induction procedure for new employee’s” document which outlines all the information a new employee will receive upon appointment, and key information about their role as a Happy Hours Employee. If you would like to see a copy of this document please speak to the Happy Hours manager.
 - All employees are required to read the policies and procedures with particular reference to Equal opportunities, Health and Safety and Child Protection policies;
 - All employees are required to read the employer’s hand book which refers to the “discipline and grievances” policy adhered to and other policies including but not limited to: use of social networking sites, mobile phone and sick leave;
 - Employees are required to sign to confirm that they have followed the induction procedures.

Staff organisation

- We are registered for 22 children per session (a discretionary increase to 24 children per session in exceptional circumstances.) We operate our ratios in line with the Statutory Framework for the Early Years Foundation Stage with 2-3yr olds on 1:4 and 3-5yr olds on 1:8 respectively. We aim to operate a higher than necessary ratio of 1:5 for 3-5yr olds.
- Our staffing structure ensures each child has one particular staff member, their key-person who takes a special interest in them, although they will not necessarily be present at every session.
- Regular staff meetings are held where curriculum planning, children’s progress, their achievements and any difficulties that may arise from time to time are discussed.
- The manager and senior staff members monitor the fitness levels of staff. Where considered that a member of staff are unfit, either physically, mentally or emotionally, they may be required to leave the premises until considered fit for duty. In some cases, a medical sign off may be required before staff can return to work.

- Staff are paid on an hourly basis for working morning and/or afternoon sessions, unless a salaried full time staff member. Timesheets are completed each month for hours completed, by the 17th of the month. Payment is made by the end of the month via BACs directly into staff member's bank accounts.
- The hourly rate is determined by the manager and committee. Factors considered include: experience, qualification and responsibilities. The hourly rates are regularly reviewed by the committee.
- The Staff are required to be present at the preschool, fifteen minutes before and after their allocated sessions to set up and clear up.
- The Staff are requested to take holiday entitlement when the setting is closed i.e. the school holidays. Where time off is required during term time, staff members must arrange cover by other staff members.
- The Staff on hourly rates are entitled to one week's pay when absent due to sickness.

Supervision and Monitoring

- The Staff are all included in the "Happy Hours Appraisal System", where they are encouraged to set short term and long term objectives. Appraisals will be reviewed and monitored throughout the year. There will be an appraisal meeting each term and a formal assessment annually.
- The Staff are encouraged to attend relevant training courses to improve their understanding and further their qualifications. It is part of their job description to attend courses required for them to perform their roles appropriately.
- We aim to ensure that the majority of the staff hold CACHE level 3 (or relevant qualification). We encourage staff to gain further levels and alternate qualifications.
- Supervision provides opportunities for staff to discuss any issues (particularly concerning children's development or well being), identify solutions to address issues as they arise and to receive coaching to improve their personal effectiveness.

Disciplinary, capability and grievance

Disciplinary

- This refers to conduct of staff in their dealings with the children, colleagues, parents, carers and/or committee members.
- Staff members, who are non-compliant with or in breach of the agreed policies and procedures as stipulated within the employer's hand book provided to each employee, may be liable to disciplinary action.
- For each employee agreement to the terms in the employer's hand book are considered a binding part of their employment contract.
- In serious circumstances the setting may refer to the following for guidance:
 - DfES guidelines;
 - Wokingham Borough Learning Education Authorities;
 - LawCall;
 - OfSTED and/or
 - ACAS

Capability

- This refers to quality of teaching/care provided by staff. If a staff members performance is not deemed sufficient, the following procedure will be implemented:

- The manager will inform the chair of the committee of the capability issue.
- The chair/manager will meet with the staff member and set a time frame and action plan to rectify the capability issue. The manager will support the staff member in addressing the concern. The committee will issue a verbal warning.
- The chair/manager will meet the staff member at the end of the agreed time frame and assess the situation. If sufficient improvements have not been made, a second verbal warning will be issued by the committee. Further support and a second time frame is agreed.
- If no improvements are made at the end of the second time frame, a written warning will be issued by the committee.
- If there remains no improvement in capability, a dismissal notice will be issued by the committee.
- It is hoped most matters will be resolved at the first meeting with the manager and chair.

Grievance

- Relates to complaints by staff relating to their treatment as a staff member of Happy Hours Preschool.
- Any grievances should be made in writing to the chair of the committee. The chairperson will then follow the procedures as set out in the Complaints Policy.
- The staff member can request that the matter be raised to the full committee, whose decision is seen as binding.

Managing Staff Sickness, Absence and Dependency Leave

Happy Hours Pre School recognises that employees may be absent from the organisation for a variety of reasons. To ensure that all staff are treated in a consistent and equitable manner the following policy and procedures will be followed.

Policy

To support employees who are genuinely sick and unable to come to work and to act reasonably at all times in dealings with employees. To support the requirement for time off to deal with a genuine emergency.

Procedure

1. It is expected that all employees attend work unless genuinely ill or absence required to attend an emergency.
2. If an employee becomes ill while at work and feels too unwell to continue working, s/he must speak to their manager who will give permission for the individual to leave work (either for medical treatment, a break or to go home).
3. Employees must ensure that any accident, injury or near miss at work is recorded in line with current procedure and shared with management.
4. An employee who is unwell and cannot attend work should normally contact the manager by telephone as early as possible on the first day of absence and at least within 30 minutes before the time when s/he would be expected to start work. Employees should not ask anyone else to make contact on their behalf unless it is not possible for them to make contact personally.
5. When an employee returns to work, they should complete the appropriate forms with manager and provide either self-certification or Doctors Certificate.
6. In cases of sickness or diarrhoea, the same exclusion period applies as for the children in our care. 48 hours form the last bought of illness.
7. If an emergency arises and dependency leave is necessary, the procedures in 2 and 4 apply.
8. Where possible, appointments for Doctor Dentist, Optician, Hospital etc. should be made outside of normal working hours. Staff to liaise with manager directly if this is not possible.

Payment during absence.

1. SSP (Statutory Sick Pay) A statutory weekly amount of sick pay, determined by the Government, which becomes payable for absences of at least 4 calendar days in a row (contracted or non-contracted work days), for those who meet the minimum earnings requirement. The 4 days leading up to an employee's eligibility to apply for SSP can be paid from OSP, or unpaid leave.
2. OSP (Occupational Sick Pay) an enhanced amount of sick pay, decided by the Happy Hours Committee, which is paid from the first day of an absence, provided notification and certification requirements are met and the maximum amount payable has not been exceeded.
3. If staff attend work and are sent home this does not count as a sick day and staff will be paid for attendance.
4. Happy Hours Committee recognises that some sickness is likely to be incurred due to the nature of the work and so at the manager's and committee's agreement up to 5 days paid leave (pro rata) will be offered per year. This is available on a pro rata basis and applies to working hours as follows:

Contracted Hours Worked per week	Entitlement per year	Rate
3.5	3.5	Full Pay
7	7	Full Pay
10.5	10.5	Full Pay
14	14	Full Pay
17.5	17.5	Full Pay
21	21	Full Pay
24.5	24.5	Full Pay
28	28	Full Pay
31.5	31.5	Full Pay
35	35	Full Pay

Maternity

Absence relating to pregnancy will be recorded separately from sickness records. Employees are entitled to reasonable time off with pay, to attend antenatal clinics. Statutory Maternity Pay will apply as appropriate. Staff should endeavor to make routine appointments outside of work time where possible.

Smoking, Alcohol and Drugs Policy

Happy Hours Preschool is concerned for the health, wellbeing and safety of the children in our care and therefore consider that the following policy on smoking, vaping, alcohol and drugs will apply without exception to staff, visitors and parents/carers while at Happy Hours.

Smoking

As stated in our Fire Policy, a no smoking policy operates within the building and grounds. Staff who accompany children outside Happy Hours are not permitted to smoke while they have children in their care.

Since 1st October 2015,

Alcohol

It is forbidden to bring alcohol into Happy Hours with the exception of donations for fundraising purposes. Any items given as donations must be safely stored out of reach of children and removed from the premises as soon as is practicable. Any member of staff, visitor or parent/carer, who is suspected of being under the influence of alcohol or drugs on arrival at Happy Hours, will be asked to leave immediately.

Drugs

It is accepted as a low risk of danger that prescribed medication or that obtained over the counter from a chemist or similar, kept in a sealed container and retained personally whilst visiting Happy Hours or picking up/dropping off a child. For staff members, and anyone on the premises for any length of time, the manager must be informed and a risk assessment made for any necessary precautionary measures. Prescribed/non prescribed medications must be kept in a sealed container and stored in the cupboard or fridge in the gated kitchen until they need to be taken. Arrangements need to be made for any medication to be taken by adults to be done so in an area away from children.

Should any person, staff, visitors or parents/carers be taking any medication that could have adverse side effects which could impact those around them or the children in their care, then it is requested that the person in charge be informed.

It is strictly forbidden to bring any non-proprietary drugs onto the premises.

Appendix to Safeguarding Policy

The Prevent Duty & Promoting British Values

From the 1st July 2015 all schools, registered early years childcare providers and registered later years childcare providers are subject to a duty under section 26 of the Counter-Terrorism and Security Act 2015, in the exercise of their functions, to have “due regard to the need to prevent people from being drawn into terrorism” This is duty is known as the Prevent Duty.

Here at Happy Hours Pre School we take safeguarding very seriously, therefore to ensure that we adhere to and achieve the Prevent Duty we will endeavour to:

- Provide appropriate training for staff as soon as possible. Part of this training will enable staff to identify children who may be at risk of radicalisation.
- We will build the children’s resilience by promoting fundamental British values and enable them to challenge extremist views (In early years, the statutory framework for the EYFS sets standards for learning, development and care for children 0-5, thereby assisting personal, social and emotional development and understanding of the world)
- We will assess the risk, by means of formal risk assessment, of children being drawn into terrorism, including support for extremist ideas that are part of the terrorist ideology.
- We will ensure staff understand the risks so they can respond in an appropriate and proportionate way.
- We will be aware of the online risk of radicalisation through the use of social media and the internet.
- As with managing our safeguarding risks, our staff will be alert to changes in children’s behaviour which could indicate that they may be in need of help or protection (children at risk of radicalisation may display different signs or may seek to hide their views). The key person approach means we already know our children well and so we will notice any changes in behaviour, demeanour or personality quickly.
- We will not carry out unnecessary intrusion into family life but we will take action when we observe behaviour of concern. The key person approach means we already have a rapport with our families so we will notice any changes in behaviour, demeanour or personality quickly.
- We will work in partnership with our local LSCB for guidance and support.
- We will build up an effective engagement with parents/carers and families (This is important as they are in a key person position to spot signs of radicalisation)
- We will assist and advise families who raise concerns with us. It is important to assist and advise families who raise concerns and be able to point them in the right direction and the right support mechanisms.

- We will ensure that our staff will undertake Prevent awareness training (as a minimum) so that they can offer advice and support to other members of staff.
- We will ensure that any resources used in the nursery are age appropriate for the children in our care and that our staff have the knowledge and confidence to use the resources effectively.

For further information with regards to how the EYFS can help children and staff understand British Values and The Prevent Duty, please refer to sections Personal, Social and Emotional Development (PSED) and Understanding the World (UTW)

To help understand how this is put into practice a few examples are as follows:

Democracy: Making decisions together: PSED

- Managers and staff can encourage children to see their role in the bigger picture, encouraging children to know their views count, value each other's views and values and talk about their feelings, for example when they do or do not need help. When appropriate demonstrate democracy in action, for example, children sharing views on what the theme of their role play area could be with a show of hands.
- Staff can support the decisions that children make and provide activities that involve turn taking, sharing and collaboration. Children should be given opportunities to develop enquiring minds in an atmosphere where questions are valued.

Rule of Law: Understanding rules matter: PSED

- Staff can ensure that children understand their own and other's behaviours and its consequences, and to distinguish right from wrong.
- Staff can collaborate with children to create the rules and codes of expected behaviour, for example, to agree the rules about tidying up and ensure all children understand rules apply to everyone.

Individual Liberty: Freedom for all: PSED & UTW

- Children should develop a positive sense of themselves. Staff can provide opportunities for children to develop their self-knowledge, self-esteem and increase their confidence in their own abilities, for example, allowing children to take risks on an obstacle course, mixing colours, talking about their experiences and learning.
- Staff should encourage a range of experiences that allow children to explore the language of feelings and responsibility, reflect on their differences and understand we are free to have different opinions, for example, in a small group discuss how they feel about the transition from nursery to school.

Mutual Respect and Tolerance: treat others as you want to be treated: PSED & UTW

- Managers and leaders should create an ethos of inclusivity and tolerance where views, faiths, cultures and race are valued and children are engaged with the wider community.
- Children should acquire a tolerance and appreciation of and respect their own and other cultures: know about similarities and differences between themselves and other among families, faiths, communities, cultures and traditions and share practices, celebrations and experiences.
- Staff should encourage and explain the importance of tolerant behaviours such as sharing and respecting other people's opinions.
- Staff should promote diverse attitudes and challenge stereotypes, for example, sharing stories that reflect and value diversity of children's experiences and providing resources and activities that challenge gender, cultural and racial stereotyping.

What is not acceptable:

- Actively promoting intolerance of other faiths, cultures and races/
- Failure to challenge gender stereotypes and routinely segregating boys and girls.
- Isolating children from the wider community.
- Failure to challenge behaviours (whether this is staff, children or parents) that are not in line with the fundamental British values of democracy, rule of law, individual liberty, mutual respect and tolerance for those with different faiths and beliefs.

This document was adopted at the Annual General Meeting of Happy Hours Pre-School and the committee

Held on the 14th July, 2016

Signed on behalf of the pre-school(Kate Cromar– Manager)

Signed on behalf of the committee(R Riley– Chair person)