

# Woodcote Pre-school

Registered Charity number 1020592

## Prospectus 2006

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## **1. INTRODUCTION**

Welcome to Woodcote Pre-school. This Prospectus aims to give you all the information you will need with regard to the procedures and practices adopted for use in the Pre-school. However, as we work closely with parents, please do not hesitate to discuss any anxieties or queries you might have with the Staff.

Above all we hope you and your child have an enjoyable and rewarding time with the Pre-school.

## **2. THE PRE-SCHOOL**

Woodcote Pre-school Group was formed in 1966 and is a registered charity. We are also registered with Ofsted (Office for Standards in Education) and we are a member of the Pre-school Learning Alliance. The Pre-school is owned by the members (i.e. the families which attend), entitling each family with a child in the Pre-school to vote at the Annual General Meeting. It is important that you attend the AGM so that you can vote on a new committee and have a say in how the Pre-school is run.

The Pre-school is based at the Woodcote Village Hall. Our main morning sessions are held in the Pavilion Room, overlooking the Village Green. It is a large, bright, south-facing room with plenty of space for play and projects. Our, Plus 4, lunchtime and afternoon sessions are held in the Committee Room, which has a smaller adjoining room with blinds and cushions, which the children can use for quiet play after lunch or naps. We also have the use of the Function Room, a large carpeted room with easy chairs, ideal for taking out small groups for quiet play. Having the use of three rooms each morning allows us to offer three, small sessions divided roughly by the age groups of 2, 3 and 4 years. The Pre-school has the use of large kitchen facilities for baking and the preparation of hot lunches and it has its own organic allotments. An area of the Village Green can be cordoned off to provide outside play in suitable weather. Where possible the children are taken on short outings, such as to the library, garden centre or playground.

## Staff

We have a very dedicated team of staff who are:

Name	Date Joined Pre-school	Job title	Qualifications
Sharron Rook	1992	Pre-school Leader Special Educational Needs, Behaviour Management and Child Protection Co-ordinator	Diploma in Pre-school Practice First Aid Certificate
Ana Allen	1983	Senior Deputy Pre-school Leader	Diploma in Pre-school Practice First Aid Certificate
Sam Chapman	2002	Junior Deputy Pre-school Leader Equal Opportunities Co-ordinator	NNEB First Aid Certificate
Liz Newland-Smith	2003	Pre-school Assistant	NVQ3 First Aid Certificate

Name	Date Joined Pre-school	Job title	Qualifications
Lucy Gerrard-Carr	2004	Pre-school Assistant	NVQ2 First Aid Certificate
Wendy Powell	2005	Pre-school Assistant	Introducing Childminding Practice First Aid Certificate
Sarah Taylor	2006	Pre-school Assistant	Basic Food Hygiene Certificate
Chris Bernard	1990	Plus 4's Supervisor	Primary School Teacher Cert Ed, B Ed
Avril Thatcher	2002	Lunchtime Supervisor	Basic Food Hygiene Certificate

The staff: children ratios are:

Ages	Staff: Children
3 - 5 years	1:6
2 - 3 years	1:4

A list of staff, together with their qualifications, is on the notice-board in the corridor leading into the Pre-school. A copy of this document is available on request. We also have parental help on an occasional basis.

We are open five days a week, 9.15am to 3.30pm. We have a lunchtime session between 12 noon and 1pm each day during which a nutritious meal is provided.

During the morning sessions we are insured to take a maximum of 37 children. In the afternoon we reduce our numbers to 17. This number is set by Ofsted who inspect our Pre-school once every three to four years to check operational details.

### Session Times

Day (Including Tiddler & Plus 4 sessions)	Morning	Lunchtime	Afternoon
Monday	9.15am to 12noon	12noon to 1.00pm	1.00pm to 3.30pm

Day (Including Tiddler & Plus 4 sessions)	Morning	Lunchtime	Afternoon
Monday  Munch Bunch (parent & toddler group)	10.00am to 11.30am		
Tuesday	9.15am to 11.45am	11.45am to 1.00pm	1.00pm to 3.30pm
Wednesday	9.15am to 12noon	12noon to 1.00pm	1.00pm to 3.30pm
Thursday	9.15am to 11.45am	11.45 to 1.00pm	1.00pm to 3.30pm
Friday	9.15am to 12noon	12noon to 1.00pm	1.00pm to 3.30pm

### **Settling-in Procedure**

Our settling-in procedure for new children is extremely flexible and is guided by your wishes and the needs of your child. We offer specific guidance to parents; please ask the staff for a leaflet.

The start of our sessions is very busy for the staff, as this time is often used to deal with parents' queries. It is therefore often best, if you arrive at about 9.45am for the first session.

At that first session, both parent and child may come along to the chosen session and stay for as long as they like. If after that session the parent is

happy for the child to stay by himself, then they may do so. If however, it is felt that a longer period of adjustment is required, then the parent can stay with their child until both are happy about the separation.

When a child arrives at the Pre-school with his parent, a member of staff, usually the Pre-school Leader, or if this is not possible, one of the committee members will be at the door to welcome them. The parent can at that point leave if they wish, or accompany their child to one of the ongoing activities. If the child is upset, a member of staff, with the permission of the parent, will take the child and settle him. Parents should be reassured that they will be asked to return to the Pre-school if their child is distressed for any length of time.

### **3. AIMS OF THE PRE-SCHOOL**

- To enhance the development and education of children under statutory school age in a parent-involving community based group
- To provide a safe, secure and stimulating environment
- To ensure the expression of feelings through a variety of forms of communication and the use of materials and equipment
- To enhance your child's knowledge of self, the social and physical world and systems of communication
- To encourage your child to develop independence, self-management and responsibility
- To provide opportunities for decision making

### **4. PROCEDURES FOR RECORDING PROGRESS**

We have a 'Keyworker System'. A member of staff is assigned to a group of children, broadly organised by age.

It is the Keyworker's job to observe a child in her group each session and to write these observations down. They are then written into each child's Profile Book.

The Profile Books are available to parents at any time, and we encourage parents to view these at least every term.

Parents will be told which Keyworker is responsible for their child.

## **5. BUILDINGS AND EQUIPMENT**

### **Buildings**

Woodcote Pre-school is based in the Village Hall. We hire the hall from the Woodcote Village Hall Management Committee. It is their responsibility to ensure that the Hall is kept clean (including the toilets) and to ensure that facilities such as lighting, heating, plumbing, kitchen equipment etc, are kept in safe working order.

### **Equipment**

Our toys and equipment provide opportunities for children, with adult help, to develop new skills and concepts in the course of their play.

All our equipment:

- Conforms to the relevant safety regulations.
- Is appropriate for all ages and stages of a child's development.
- Offers challenges to developing physical, social, personal and intellectual skills.
- Features positive images of people, both male and female, from a range of ethnic and cultural groups, with and without disabilities.
- Will enable children to develop individual potential and move towards the required learning outcomes.

## **6. EDUCATIONAL PROGRAMMES AND ACTIVITIES**

The Pre-school is inspected by Ofsted and receives nursery education grant funding for eligible three and four year olds.

We follow the early learning goals published by the Qualifications and Curriculum Authority and the DFES. This is part of the Foundation Stage which children follow from the age of three to the end of the Reception Year. These goals emphasise six areas of learning:

- Personal, Social and Emotional Development
- Communication, Language and Literacy
- Mathematics
- Knowledge and Understanding of the World
- Physical Development
- Creative Development

### **Personal, Social and Emotional Development**

These outcomes will teach children how to establish effective relationships with other children and adults. They will become confident, eager to explore new learning, show the ability to initiate ideas and to solve simple practical problems. They will learn to demonstrate independence in selecting an activity and in dressing and personal hygiene.

They will be encouraged to be sensitive to the needs and feelings of others and show respect for people of other cultures and beliefs. They will express their feelings and develop an understanding of what is right and wrong, and why. They will be taught the importance of living things, property and the environment.

## **Communication, Language and Literacy**

These outcomes cover important aspects of language development and provide the foundation for literacy. They will learn to listen and respond to stories, songs, nursery rhymes and poems, to make up their own stories and take part in role play with confidence.

The children will learn to recognise their own name, some familiar words, letters of the alphabet by shape and sound. When writing, they will use pictures, symbols, familiar words and letters.

## **Mathematics**

These outcomes cover important aspects of mathematical understanding and provide the foundation for numeracy.

They will be able to compare, sort, match, order, sequence and count using every day objects, to recognise and use numbers to 10 and be familiar with larger numbers from their every day lives.

## **Knowledge and Understanding of the World**

These outcomes focus on children's developing knowledge and understanding of their environment, other people and features of the natural and man-made world. They provide a foundation for historical, geographical, scientific and technological learning.

## **Physical Development**

These outcomes focus on the development of the children's physical control, mobility, awareness of space and manipulative skills in indoor and outdoor environments. They include establishing positive attitudes towards a healthy and active way of life.

## **Creative Development**

These outcomes focus on the development of children's imagination and their ability to communicate and to express ideas and feelings in creative ways.

## **7. ADMISSIONS POLICY**

It is our intention to make our Pre-school genuinely accessible to children and families from all sections of the local community. In order to accomplish this we will:

- Place notices advertising the Pre-school in places where all sections of the community can see them, in more than one language if appropriate.
- Arrange our waiting list in order of date of birth.
- Keep a place vacant, if financially viable, in order to accommodate emergency admissions.
- Be as flexible as reasonably possible about attendance patterns so as to accommodate the needs of individual children and families.
- Our Pre-school accepts children as soon as they are 2 years old. We take children regardless of whether or not they are toilet trained. They normally begin by attending 2 sessions per week, but availability permitting, they can increase their number of sessions as considered appropriate by the parents and staff.

### **Fees**

Woodcote Pre-school is funded by the fees paid by parents, occasional donations and various fundraising events held each year. Fees are paid half-termly and it is requested they are paid in the first week of term. Any parents wishing to send their child to the Pre-school and who may have financial difficulties please speak in confidence to our Treasurer.

Currently, children aged 3 or over on the relevant 'count day' are entitled to Government funding for up to five 2½ hour sessions per week for 11 weeks of each term. Please talk to the Treasurer or the Pre-school Leader who can make the necessary application on your behalf.

Discretionary State funding is sometimes available to other children, e.g. 2 year olds, in special circumstances, under the Early Years Support Scheme. Applications are made through the Health Visitor and you should speak to her if you wish to make an application.

Parents are reminded that, in the event of them not being able to obtain funding, the payment of all fees is ultimately their responsibility.

We have an Inclusivity Fund to provide up to two free standard sessions per week to two year olds whose families are in receipt of Income Support. Please speak to our Pre-school Leader for further details.

A half term's notice in writing is required if you wish to withdraw your child or reduce your sessions, or fees will be charged in lieu of notice.

If sessions are missed for any reason refunds cannot be given. We have a system whereby extra sessions can be bought on short notice, subject to a place being available.

Please also see the separate 'Fees Agreement'. All parents are given a copy before their child starts at Pre-school. A further copy will be provided on request.

This policy was adopted at a meeting of the Pre-school held on .....

Signed on behalf of the Pre-school .....

## **8. EQUAL OPPORTUNITIES POLICY**

The Pre-school Learning Alliance is committed to helping groups provide equality of opportunity for all children and families. As a member of the Pre-school Learning Alliance, Woodcote Pre-school believes that no child, individual or family should be excluded from the Pre-school's activities on the grounds of age, gender, sexuality, class, family status, means, disability, colour, ethnic origin, culture, religion or belief. We aim to ensure that all who wish to work in, or volunteer to help with, our Pre-school have an equal chance to do so.

If you have any queries, please speak to our Equal Opportunities Co-ordinator, Sam Chapman.

### **Admissions**

The Pre-school is open to every family in the community. The waiting list is not operated on a first come, first served basis. Instead we operate a system based on the child's date of birth, rather than the date of enrolment.

### **Employment**

The Pre-school will appoint the best person for each job and will treat fairly all applicants for jobs and all those appointed.

No applicant will be rejected on the grounds of age, gender, sexuality, class, means, family status, disability, colour, ethnic origin, culture, religion or belief.

Our commitment to implementing the Pre-school's Equal Opportunities Policy will form part of the job description for all workers.

### **Families**

The Pre-school recognises that many different types of family successfully love and care for children.

The Pre-school offers a discretionary flexible payment system for families with differing means. Please talk to our Treasurer if you wish to discuss this.

## **The Curriculum**

All children will be respected and their individuality and potential recognised, valued and nurtured. Activities and the use of play equipment offer children opportunities to develop in an environment free from prejudice and discrimination. Opportunities will be given to children to explore, acknowledge and value similarities and differences between themselves and others.

## **Resources**

These will be chosen to give children a balanced view of the world and an appreciation of the rich diversity of our multi-racial society.

Materials will be selected for children to develop themselves, to respect other people by avoiding stereotypes and derogatory pictures or messages about any group of people.

## **Special Needs**

The Pre-school recognises the wide range of special needs of children and families in their community.

The Pre-school assesses what part it will play in meeting any Special Educational Needs. Planning for the Pre-school's meetings and events will take into account the needs of people with disabilities. Please see section 9 for details of our Special Educational Needs policy.

If you have any questions about special needs, please talk to our Special Needs Co-ordinator, Sharron Rook.

## **Discriminatory Behaviour and Remarks**

These are unacceptable in the Pre-school. The response will aim to be sensitive to the feeling of the victim and to help those responsible to understand and overcome their prejudices.

## **Language**

Information, written and spoken, will be clearly communicated in as many languages as necessary. Bilingual/multilingual children and adults are an asset. They will be valued and their languages recognised, welcomed and respected in the Pre-school.

## **Food**

Medical, cultural and dietary needs will be met. Please make any special dietary needs clear to the staff when enrolling your child and complete the relevant section of our registration form. Parents must notify the Pre-school in writing of any subsequent changes to their child's dietary requirements.

## **Meetings**

The time, place and conduct of the *Annual General Meeting* and any *Extraordinary General Meetings* will ensure that all families have an equal opportunity to be involved in the running of the Pre-school.

This policy was adopted at a meeting of the Pre-school held on .....

Signed on behalf of the Pre-school .....

## **9. SPECIAL NEEDS POLICY**

The Pre-school believes that all children are equally entitled to attend and to be valued as part of the Pre-school. The Pre-school recognises the wide range of special needs of children and families in their community and takes all reasonable steps to include all children and their carers. Children with special needs, like all other children, are therefore admitted to the Pre-school after consultation with their parents, the Pre-school Leader and the child's Keyworker. If it is felt that a child's needs cannot be met in the Pre-school, funding will be sought to employ a 'one-to-one' worker.

To include children with special needs, we have access to a disabled toilet, which doubles as a private nappy changing area. We have wheelchair access to the Pre-school, with a ramp into the Committee Room and level access throughout. Our PC has specialist educational software, some of which is specifically designed to meet the requirements of children with special needs.

Our Special Educational Needs Co-ordinator (SENCo) is Sharron Rook, our Pre-school Leader. She teaches in the Pre-school everyday except Fridays, when she may be telephoned on 01491 680472. If parents or carers have any concerns or questions about their child's development, they should speak to her.

The Pre-school follows the Code of Practice for Special Educational Needs. We monitor the progress of all our children using, amongst other methods, the Oxfordshire Profile.

Our Keyworker system ensures that each adult is responsible for one group of children, so each child receives plenty of time and attention. This enables us to pick up any potential problems quickly.

The Staff like to discuss each child's progress informally during daily contact with the parents and are always available to discuss any specific queries which parents may have. This *Initial Action* enables any concerns to be raised quickly.

If a child continues to have difficulties our SENCo will again speak to the child's parents informally, with a view to taking *Early Years Action*. With the parents'

consent, we will make an Individual Education Plan (IEP) for the child. Sometimes, a child may need help from an external body, such as a speech therapist. If so an IEP can be agreed with their help. This is known as *Early Years Action Plus*. IEPs are reviewed at least once a term with both the parents/carers and any other relevant agencies involved. Some children may have Statements of Special Educational Needs, in which case we liaise with the Local Education Authority in order to meet their needs.

The Pre-school liaises closely with other providers of education and childcare for young children, in particular the Woodcote Primary School. We have close contact with our Area SENCo and with the Pre-school Teacher Counselling Service. We liaise with staff outside the Pre-school, including therapists, health visitors, psychologists, social workers, paediatricians and Portage workers to meet children's specific needs.

Our Staff attend, wherever possible, in-service training on special needs arranged by the Pre-school Learning Alliance and other professional bodies.

Our Staff are also trained in First Aid and attend refresher courses.

Medicines will be given to children who need them, although written information will be obtained from the parent giving clear instructions about the dosage, administration of the medication and permission for a member of Staff to follow the instructions.

With regard to the administration of life-saving medications such as insulin or adrenaline injections or the use of nebulisers, the position will be clarified by reference to the Pre-school's insurance company. Currently, we are insured through the Pre-school Learning Alliance with Royal and Sun Alliance.

The Pre-school Staff review their work with all our children, including those with special needs, at regular staff meetings. The Staff assess what part the Pre-school will play in meeting any special needs. The Committee, in the light of Staff meetings, reviews our policies at least annually and in any event at our AGM. Planning for the Pre-school's meetings and events will take into account the needs of people with disabilities.

Our discussions with parents and carers are always confidential. We respect the wishes of parents and carers, and the child himself/herself where these can be ascertained.

If you have any questions or complaints about special needs, please talk to our Special Needs Co-ordinator, Sharron Rook. Our full complaints procedure is set out in this prospectus.

This policy was adopted at a meeting of the Pre-school held on .....

Signed on behalf of the Pre-school .....

## **10. HEALTH AND SAFETY POLICY**

The Health and Safety Policy at Work Act 1974 requires us to provide a statement of policy that ensures the health, safety and welfare of all staff, paid or unpaid, children and visitors to the Pre-school.

The Committee are responsible for ensuring that the policy is implemented and that regular safety inspections are made, with the final responsibility resting with the Chairperson.

The Committee will elect a Health & Safety representative. The Health & Safety representative will ensure all the equipment is checked regularly and any dangerous items repaired or discarded. The Pre-school Leader will ensure that the equipment has been set up safely.

All dangerous materials, including medicines and cleaning products, are stored out of reach of children.

Children do not have unsupervised access to kitchens, cookers or any cupboards storing hazardous materials, including matches.

Children will leave the Pre-school only with authorised adults. Children may only be collected by their parents, or the parents' nominated collector. There is a book near the entrance to the Pre-school which should be completed if you wish your child to be collected by someone other than yourself, even if it is your nominated collector. Unless the collector is personally known to the Staff, identification will be required before the child will be allowed to leave the Pre-school.

All adults are made aware of the system in operation for the children's arrivals and departures and an adult will be at the door.

Fire exits will never be locked or have furniture or equipment placed in front of them.

Our Pre-school has adopted a non-smoking policy.

All Staff have a responsibility to work safely and to report any incidents that could lead to injury or damage, to ensure that accidents are recorded and to avoid interfering with anything provided for the health and safety of people on the premises. Neglect of health and safety requirements can be considered a disciplinary matter.

In the event of there being an accident or other medical emergency, this will be recorded by our staff in the accident book and the incident reported to the child's parent. The accident book will be reviewed periodically so that any trends can be spotted.

Should the accident be serious, the Staff will take steps to inform the child's parent(s) immediately and to obtain any necessary emergency medical treatment, whether from a GP's surgery or by dialling 999. Any serious injury to or death of a child in our care or an adult on the premises will be reported to OfSTED on 0845 601 4771 and in writing to Early Years OfSTED, Dukes Court, Dukes Street, Woking, GU21 5EP.

## **Fire**

We have a procedure to be followed in the event of there being a fire. This is displayed on a notice in the Pavilion and Committee Rooms. The fire evacuation procedure is rehearsed with the children each half term and is broadly as follows:

1. The person discovering the fire will raise the alarm. A whistle is kept in the telephone cupboard.
2. The staff in each room will evacuate the children from their room, using the nearest fire escape, and escort them to the cricket pitch.
3. Meanwhile the Deputy Pre-school Leader for that session will check the building, including the toilets, to check that the alarm has been raised throughout and that the building has been evacuated. She will then leave using the nearest fire escape and go to the cricket pitch.
4. The fire brigade will be called.

5. The Pre-school Leader, or supervisor for that session, will retain the register and call the register once everyone has assembled on the cricket pitch.
6. The children will be taken to the Primary School whilst parents are informed and to await collection.

## **Outdoor Play**

Children will have the opportunity to play in the fresh air. An area of the village green may be fenced off and is supervised by Staff at all times.

## **Hygiene**

The Staff are aware and scrupulous in the practice of good hygiene, to protect against all kinds of infection. Children are encouraged to wash their hands after using the toilet and to wash them before handling food.

All Staff will wear rubber gloves and a plastic apron before changing a nappy or dealing with any other bodily fluids, including vomit and blood. Parents are responsible for providing nappies and wipes. Likewise, parents are responsible for the disposal of soiled nappies and clothes.

## **Illnesses**

The Pre-school keeps a record of any medical conditions or allergies etc. and emergency contact details which have been notified to us on a child's registration form. Parents are responsible for notifying the Pre-school in writing of any changes to this information.

If a child becomes ill whilst at Pre-school the Staff will immediately try to contact either the child's parents or one of their emergency contacts. The staff will seek emergency medical treatment if it is felt necessary. Consent for emergency medical treatment is incorporated in the Pre-school's registration form.

Parents are asked to notify the staff of any incidence of infectious diseases such as whooping cough, chicken pox or cases of head lice, so that other parents can be alerted. A child must be kept away from Pre-school if they have any infectious disease. Likewise, a child should be kept away from Pre-school if they have had diarrhoea or vomiting, and for one clear day after the symptoms cease. Please speak with the Pre-school Leader if you are unsure about when to return your child to Pre-school.

## **Sun Protection**

At Pre-school we want staff and children to enjoy the sun safely. Parents will be sent information about sun protection and how they can help at the beginning of the summer term. In sunny weather, outdoor play will generally play take place before eleven o'clock, with less time being spent outside over lunchtime. In the summer term, parents should send their child to pre-school with a sunhat and sun-cream. Children will be encouraged to wear a hat and should wear clothing which, whilst being cool, covers them well. In particular, their shoulders must be covered. We have a few sunhats for children who have forgotten theirs. Likewise, we have a small supply of sun-cream. Parents will be asked for permission for us to apply sun-cream.

This policy was adopted at a meeting of the Pre-school held on .....

Signed on behalf of the Pre-school .....

## 11. BEHAVIOUR AND DISCIPLINE POLICY

We believe that children and adults flourish best in an ordered environment in which everyone knows what is expected of them and in which children are free to develop their play and learning without fear of being hurt or hindered by anyone else. We aim to work towards children developing self-discipline and self-esteem in an atmosphere of mutual respect and encouragement.

Our general rules are:

- No throwing of sand or equipment.
- No running in the Pre-school rooms.
- Physical punishment such as smacking or shaking is never used or threatened. Children will never be sent out of the room by themselves. The 'naughty chair' system is never used as a means to humiliate a child.
- Adults will not shout or raise their voices in a threatening way.
- In the case of any misbehaviour or serious misbehaviour (such as racial or other abuse, including bullying), the unacceptability of the behaviour and attitudes is immediately made clear, as is the fact that it is the behaviour and not the child which is unwelcome.
- Children who misbehave will be given one-to-one adult support to establish what is wrong, and will then work towards a better pattern.
- Constant disruptive behaviour may require a meeting between the parent and the Pre-school Leader to try to work together to solve the problem.

Sharron Rook, our Pre-school Leader, is responsible for behaviour management. She may be contacted at the Pre-school on 01491 682300 or at home on 01491 680472.

This policy was adopted at a meeting of the Pre-school held on .....

Signed on behalf of the Pre-school .....

## **12. COMPLAINTS POLICY**

As a member of the Pre-school Learning Alliance, we aim to provide the highest quality education and care for all our children. We aim to offer a welcome to each individual child and family and to provide a warm and caring environment within which all children can learn and develop as they play.

We believe children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. Our intention is to work in partnership with parents and the community generally and we welcome suggestions on how to improve our Pre-school at any time.

Parents who have any concerns regarding their child or the Pre-school, should in the first instance talk over their worries with the Pre-school Leader.

If this does not result in a satisfactory outcome within a couple of weeks, or if the problem recurs, parents should express their concerns or complaint in writing or an e-mail via our website ([www.woodcote.org](http://www.woodcote.org)) and request a meeting with the Pre-school Leader and the Chairperson. Both the parents and Pre-school Leader should have a friend or partner (or colleague or Committee Member, for the Pre-school Leader) present if required. Within 28 days of the date of the complaint we will provide the parent with an account of the findings and of any action taken as a result. We will keep a written record of the complaint, any action taken and the outcome of any investigation and provide a summary to the parent and OfSTED (in so far as the complaint relates to one or more of the national standards). Records will be kept for 21 years from the date the record was made.

Our Standard Complaints Records Form is included as an annex to this prospectus

Most complaints are usually resolved by a meeting, but if not, the parent should once again contact the Chairperson. If the parent and Pre-school cannot reach agreement, it may be helpful to invite an external mediator. They will have no legal powers but be able to listen to both sides and offer advice. The mediator

will help define the problem, review what action has been taken so far and suggest further ways to resolve the problem.

Again, within 28 days of the mediation, we will provide the parent with an account of the findings and of any action taken as a result. We will keep a written record of the complaint, as set out above

Our Standard Complaints Records Form is included as an annex to this prospectus

All discussions will be confidential.

The procedure, should there be an allegation of abuse against a member of Staff, is set out in the Child Protection Policy in Section 13 of this prospectus.

## **The role of OfSTED**

OfSTED regulates the Pre-school. We are subject to regular OfSTED inspections to ensure that we comply with the various regulations.

Complaints can be made to OfSTED by writing to them at:

Early Years, OfSTED  
Dukes Court  
Dukes Street  
WOKING  
GU21 5EP

or telephoning their Complaints and Enforcement Section on 0845 601 4772.

OfSTED would become involved where there seemed to be a possible breach of registration requirements. In these cases both parents and Pre-school would be informed. OfSTED would conduct a proper investigation of the complaint followed by appropriate action.

We believe that most complaints are made constructively and can be sorted out at an early stage. We also believe that it is in the best interests of the Pre-

school and parents that complaints should be taken seriously and dealt with fairly and in a way which respects confidentiality.

This policy was adopted at a meeting of the Pre-school held on .....

Signed on behalf of the Pre-school .....

### **13. CHILD PROTECTION POLICY**

Child Protection is an absolute priority for our Staff. Sharron Rook, our Pre-school Leader is responsible for child protection issues. We would ask all parents to tell Sharron Rook, in confidence, if any court orders have been made in respect of their child. Sharron's home telephone number is 01491 680472.

New Staff are selected after an interview process and after references have been seen or taken up. Our Staff and committee are police checked. Children will not be left unsupervised with a person who has not been police checked. All Staff are supervised by Sharron Rook, the Pre-school Leader, and are subject to annual appraisals.

Government regulations state "all staff should be alert to the signs of abuse and neglect, and know to whom they should report concerns or suspicions." (*Working together to Safeguard Children DoH, HO & DfEE 1999*). All Staff are aware of the Pre-school's child protection policy and are trained in child protection issues. They can undertake further training where appropriate.

The Pre-school provides a safe and happy environment within which children feel valued and secure. An important part of the job of a pre-school assistant is encouraging children and reassuring or comforting those who may be distressed. Given the ages of the children, it is inevitable that this will involve a degree of physical contact, for example the occasional hug, and/or intimate verbal reassurance, e.g. referring to a child in affectionate terms. However, all Staff are aware that any physical contact or verbal intimacy must be limited to that necessary to provide for the child's welfare. All Staff know that it is not appropriate for them to give a child a gift or to take a child from the Pre-school, save to the extent that this is necessary to follow our "uncollected child policy" (see below).

It is also inevitable that the Staff will perform 'intimate care tasks', such as changing a nappy. Staff wear gloves and physical contact is limited to that necessary to carry out the task quickly and efficiently.

Woodcote Pre-school operates a whistle-blowing policy whereby members of Staff may report concerns about abusive or unethical conduct to Sharron Rook or the management committee in confidence without fear of discrimination or disciplinary action.

In the event of there being an allegation of abuse or neglect against a member of Staff, this will immediately be rigorously investigated and our Staff disciplinary procedure invoked. A Child Protection Complaint Record will be made that will include the following information:

1. The name of the child concerned;
2. The parents'/carers' details;
3. The child's address;
4. Any relevant phone numbers, including those of the parents/carers;
5. Full details of the complaint, including what was said to have happened and what was seen;
6. Who else was present when the incident happened;
7. What was said by those involved;
8. Whether there is any actual evidence, e.g. bruises, bleeding, changed behaviour etc.;
9. Who has been told about it;
10. Who was concerned;
11. Whether the child is able to say what happened;
12. Whether the parents/carers have been informed of the allegation.

If the Staff have any concerns about the welfare of the children at the Pre-school, they are obliged under the Children's Act to report their concerns to the appropriate authority. If they believe that a child is or may be at risk of

suffering serious harm, the allegation will be referred to the relevant social services department (Central number 01865 375515) and, if appropriate, to the local Police (Abingdon station 01235 555959).

The term "Physical abuse" includes hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer feigns the symptoms of, or deliberately causes, ill-health to a child whom they are looking after.

The term "emotional abuse" means the persistent emotional ill treatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It may involve conveying to children that they are worthless or unloved, inadequate or valued only insofar as they meet the needs of another person, It may involve causing children frequently to feel frightened or in danger, or the exploitation or corruption of children.

The term "sexual abuse" involves forcing or enticing a child or young person to take part in sexual activities, whether or not the child is aware of what is happening. The activities may involve physical contact, including penetrative (e.g. rape and buggery) or non-penetrative acts. They may include non-contact activities, such as involving children in looking at, or in the production of, pornographic material or watching sexual activities, or encouraging children to behave in sexually explicit ways.

The term "neglect" means the persistent failure to meet a child's basic physical and/or psychological needs. It may involve a parent or carer failing to provide adequate food, shelter and clothing, failing to protect a child from physical harm or danger, or failing to ensure access to appropriate medical care or treatment. It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.

This policy was adopted at a meeting of the Pre-school held on .....

Signed on behalf of the Pre-school .....

#### 14. UNCOLLECTED CHILDREN

If a child is not collected at the end of the session, the Staff will attempt to contact that child's parent(s). If the child's parent(s) cannot be contacted, the Staff will first attempt to speak to the nominated emergency contacts to arrange for the child's collection. Failing that, Staff will attempt to contact the nominated collector.

If the Staff are still unable to contact a parent etc. they may be forced to take the child to the home of a member of staff. Attempts to contact the parents etc. will continue from there and a note will be left in an envelope, attached to the Pre-school's door, informing the parents of the child's whereabouts.

**It is the parents' responsibility to ensure that we have up to date contact details** for both parents, the persons whom they have nominated as emergency contact names and the nominated collectors.

This policy was adopted at a meeting of the Pre-school held on .....

Signed on behalf of the Pre-school .....

**15. LOST CHILDREN**

In the highly unlikely event of a child going missing whilst in the Pre-school's care, the staff will take immediate steps to inform both the child's parents and the Police.

This policy was adopted at a meeting of the Pre-school held on .....

Signed on behalf of the Pre-school .....

## 16. CHILD PHOTOGRAPHS POLICY

From time to time photographs of the children may be taken for publicity purposes. This can include occasional photographs taken by the local press, e.g. of the Easter Bonnet Parade. Unless parents notify us in advance in writing to the contrary, we will assume that consent has been given for this purpose.

If we take photographs of the children for the purposes of including them in either promotional literature or on our website, where possible, we will try to ensure that full face photographs are not taken and/or that children are not readily identifiable. In any event, parents will be asked specifically to consent in writing before the picture is used. Parents are under no pressure to agree and are free to ask for either the negative or the digital file to be destroyed.

This policy was adopted at a meeting of the Pre-school held on .....

Signed on behalf of the Pre-school .....

## **17. DATA PROTECTION POLICY**

In order to operate effectively and to comply with various regulations, we need to store information about children and their families (e.g. names, addresses, medical conditions, emergency contact details etc.), together with information e.g. about our staff (e.g. qualifications). We also hold certain other information, e.g. about donors or enquirers, for marketing purposes. We are registered under the Data Protection Act.

A Pre-school registration form must be completed for every child. It is the parents' responsibility to ensure that the information on this form is kept up to date. The registration forms are held at the Pre-school in a confidential central file. Written records are our primary means of storing information.

In case the written records are lost or destroyed, key information is kept on a computer away from the Pre-school. This computer is that of the 'registered data controller'. The computer files are backed up on CD fortnightly and can only be accessed by the data controller through use of a personal password. In order to fulfil their role to supervise and support the operations of the Pre-school, the Chairperson, the Secretary, the Treasurer and other nominated members of the Pre-school Management Committee may also deal with confidential information, including names and addresses of parents.

All information held, whether written or computerised, will be kept confidential within the management committee and staff. In the event of there being any wrongful disclosure of confidential information, this will be investigated immediately.

If any person wishes to know what information we hold about them on computer, they should speak to the 'registered data controller', currently Ruth Hubbard 01491 681391.

This policy was adopted at a meeting of the Pre-school held on .....

Signed on behalf of the Pre-school