

Rainbow's End Pre-school

Policies and Procedures

Updated February 2016

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History of the Pre-School

Janet Longstreeth originally formed a playgroup for Ewhurst in January 1975, naming it 'Pipkin Paygroup'.

In April 1981 Elizabeth Fischbach took private ownership of the organisation.

In April 1983 the playgroup changed to a charitable status and was renamed 'Ewhurst Under Fives' in November 1983.

It was decided by vote, in January 1990, that the playgroup should be called Rainbow's End Pre-School, Ewhurst, which is how the organisation has remained.

Rainbow's End Pre-School is registered with the Pre-School Learning Alliance (Membership 2972), Surrey Early Learning Years (Membership) and OFSTED (Setting reference 120 182).

The staff and committee vision

We offer your child the opportunity to learn and explore all areas of the curriculum, thus enabling your child to have the best possible foundations for their future.

How the Pre-School is Run

Rainbow's End Pre-School is a registered charitable company, under number **298620**.

Committee members manage Rainbow's End Pre-School. Three 'prime' members are elected by parents to assume the positions of Chairman, Treasurer and Secretary. Sometimes positions are shared jointly.

The Committee appoint personnel and has regular discussions with the staff over appointments. Committee meetings are held each half term; attendees include staff and committee members. Notices are displayed with a meeting date, time and venue each month. The exception to this is in the summer holidays when meetings are generally not necessary. Staff members are not permitted to vote on matters that have arisen but are encouraged to take part in discussions.

The current committee members are:

Chairpersons:	Sarah Posnett
	teamrainbows2015@gmail.com

Treasurer:	Claire Purslow

Secretary:	Louise Howard

Other committee members:

Helen Watt		
Sophie Wildbur		

Rainbow's End Staff:

Emily Riley	Ali Mair	Sarah Goddon
Maxine Foster	Jayne Beecroft	Jess Cooper
Sally Marron	Jayne Seaward	Rachael Nicholson

The Annual General Meeting (AGM) is usually held in July and Committee members are usually appointed about this time. When children move onto Primary School, committee members usually change, as parents are no longer able to give the time to assist with the running of Rainbow's End Pre School. However, experience and expertise are often necessary for the committee to run effectively so parents often stay on over the years after their child leave the pre-school.

Management and staff structure of the Pre-school:

Chairman
Secretary and Treasurer
Manager
Deputy Manager
Level 3-Trained
Level 2-Trained
Pre-school Assistants

Safeguarding Policy

We comply with the procedures approved by the Area Child Protection Committee. We intend to create in our pre-school an environment in which children are safe from abuse and in which any suspicion of abuse is promptly and appropriately responded to.

In order to achieve this we will:

- **Exclude known abusers**

It will be made clear to applicants for posts within the pre-school that the position is exempt from the provisions of the Rehabilitation of Offenders Act 1974.

All applicants who work within the pre-school, whether voluntary or paid, will be interviewed before an appointment is made and will be asked to provide at least one reference. All such references will be followed up. In the case of applicants with unexplained gaps in their employment history, or who have moved rapidly from one job to another, explanations will be sought.

All appointments, both paid and voluntary, will be subject to a probationary period and will not be confirmed unless an enhanced DBS/CRB check has been carried out. The setting's recruitment policy will be adhered to.

- **Seek and supply training**

We will seek out training opportunities for all adults involved in the group to ensure that they recognise the symptoms of possible physical abuse, neglect, emotional abuse and sexual abuse. This includes a 'Working Together to Safeguard Children' training as well as first aid training. The DSL and deputy DSL must undergo multi agency training. Staff and students are also given guidance in their induction packs and are asked to read and understand our policy as well as being made aware of who the Designated Safeguarding Leads (DSL) are at their induction.

- **Prevent abuse by means of good practise**

Adults will not be left alone for long periods with individual children or with small groups. An adult who needs to take a child aside – for example, for time out after undesirable behaviour – will leave the door ajar.

Adults who have not had an enhanced DBS/CRB check will not take children unaccompanied to the toilet.

Children will be encouraged to develop a sense of autonomy and independence through adult support in making choices and in finding names for their own feelings and acceptable ways to express them. This will enable children to have the self-confidence and the vocabulary to resist inappropriate approaches.

The layout of the playroom(s) will permit constant supervision of all children.

- **Respond appropriately to suspicions of abuse**

The first concern will be the child. Children whose condition or behaviour has given cause for concern will be listened to, reassured and helped to understand that they themselves are valued and respected and have not been at fault.

Changes in children's behaviour/appearance will be investigated.

If we have a concern about a child we will share these concerns with the parents/carers. However, if sharing these concerns put the child at risk of significant or further harm we will seek advice from the duty manager at Surrey Contact Centre. Ofsted will be notified within 14 days on 0300 123 123 1.

In exceptional circumstances the Assessment Team may be the first point of reference.

All such suspicions and investigations will be kept confidential, shared only with those who need to know. The people most commonly involved will be the member of staff/key-person, the pre-school manager and the management committee chair.

Referrals will be made to Surrey Social Care Contact Centre (see number below). Referrals must be followed up in writing within 48 hours using the multi agency referral form.

In the case of children who are not independently mobile, all bruising will be reported to the manager or deputy manager for further enquiry as advised by the surrey safeguarding children board.

- **Allegations against staff**

If a volunteer or member of staff is accused of any form of child abuse the person in charge of the group will interview them immediately. The person accused may choose to attend the interview accompanied by a friend or colleague and to seek advice from a union representative. The interview will usually be with the pre-school manager, but if the allegation is against the manager, the committee chair may conduct the interview. The person against whom the allegation is made will be informed and will immediately be suspended on full pay while an investigation is made. Investigations will be in line with Area Child Protection Committee procedures and conducted in conjunction with the Area Child Protection Committee. Confidential records will be kept of the allegation and of all the subsequent proceedings. The Surrey LADO will be contacted on **0300 123 1650** (01372 833310) for advice and guidance within 24 hours. Ofsted will be informed of allegations as soon as possible within 24 hours (**0300 1234 666**) and a written report will be sent within 14 days.

In the case of a member of staff being disqualified on safeguarding grounds, Rainbow's End Pre-school will inform the Disclosure and Barring Service on **01325 953795**.

- **Keep records**

Whenever worrying changes are observed in a child's behaviour, physical condition or appearance, a specific and confidential record will be made up, quite separate from the usual on-going records of children's progress and

development. The record will include, in addition to the name, address and age of the child: timed and dated observations, describing objectively the child's behaviour/appearance, without comment or interpretation; where possible the exact words spoken by the child; the dated name and signature of the recorder.

Such records will be kept in a separate file and will not be accessible to people other than the pre-school manager, chairperson and key-person or other member of staff as appropriate. Information of child protection concerns/cases are passed on to the child's new setting/school, with the permission from the child's parents/carers.

The manager will review incident books, accident books and any confidential records regularly. Personal details recorded on registration forms will be updated annually and overseen by the administration staff.

Parents must inform the pre-school of a child's non-attendance. The pre-school will follow this up if they have not been informed by 10am on the day the child should be attending.

- **Liaise with other bodies**

The pre-school operates in accordance with guidelines laid down by the registering authority. Confidential records kept on children about whom the pre-school is anxious will be shared with the Surrey Safeguarding Board if the pre-school feels that adequate explanations for changes in the child's condition have not been provided.

The group will maintain ongoing contact with Ofsted.

If there is a referral made about a child we may refer to the Surrey Safeguarding Team and tell the local authority child protection designated officer (LADO) so that they can offer support to the setting.

Referrals should be made to Children's Service using the Multi-Agency Referral Form (MARF). If the referral is urgent and is made verbally it must be followed up by the MARF within 48 hours.

- **Support Families**

The pre-school will take every step in its power to build up trusting and supportive relationships between families, staff and volunteers in the group.

Where abuse at home is suspected, the pre-school will continue to welcome the child and families while investigations proceed.

Confidential records kept on a child will be shared with parents.

Should any court orders upon either parent regarding access to their child/children be issued, a copy must be filed with the pre-school and will be treated in accordance with the pre-schools confidentiality policy.

With the proviso that the care and safety of the child must always be paramount, the pre-school will do all in its power to support and work with the child's family.

- **Radicalisation**

We are aware that radicalisation within a family has a knock on effect and children within the Early Years age range can be affected by it. All staff at Rainbow's End are aware of the "PREVENT" strategy and aim to work together with families in order to prevent vulnerable children from being drawn into acts of terrorism under the Counter-Terrorism and Security Act of 2015.

Bruising in children who are not independently mobile

Infants who have yet to acquire independent mobility (rolling/crawling) should not have bruises without a clear explanation. Numerous serious case reviews, both locally and nationally, have identified the need for heightened concern about any bruising in any pre-mobile baby. Any bruising is likely to come from external sources and should raise child protection concerns.

Although Rainbow's End does not care for babies as part of our provision, practitioners still have a duty to share concerns involving babies (or other immobile children) they may see as part of their job e.g. siblings at drop off and pick up, trips, home visits etc.

Referring Practitioner responsibilities in accordance with the Multi-agency Protocol for the Management of Actual or Suspected bruising in Infants who are Not Independently Mobile:

If the infant appears seriously ill or injured:

- Seek emergency treatment at an Emergenct Department;
- Notify Children's Services/Police of your concerns and the child's location.

A transfer to hospital should not be delayed by a referral to Children's Services, which, if necessary, should be undertaking from the hospital setting. However it is the responsibility of the professional first dealing with the case and who has identified a concern to ensure that a referral to Children's Services has been made.

In all other cases:

When a practitioner observes a bruise in an infant under 6 months of age who is not independently mobile, you must suspect non-accidental injury.

Seek an explanation, examine and record accurately in records and complete body maps. Note any features of abuse e.g. bruises on face and 'soft' areas, bruises in clusters or imprints. Professionals should explain at this stage why, in cases of bruising in infants who are not independently mobile, additional concern, questioning and examination are required. The decision to refer to children's services should be explained to the parents or carers frankly and honestly.

Provide Parental leaflet “Bruising in Infants who are not independently mobile”. Phone referral to Children’s Services via referral assessment and Intervention Service (0300 123 1640) or Emergency Duty Team (01483 517898). All phone referrals must be followed up in writing within 48 hours using the multi-agency referral form (MARF).

The referrer must document in the appropriate personal child health/medical records, all decisions and actions taken and the joint action plan agreed with Children’s Services.

Parents should not be given the responsibility of making arrangements to seek medical advice themselves.

If a parent or carer is uncooperative or refuses to take the child for further assessment, this should be reported immediately to the Police and Children’s Services notified of this course of action. If possible the child should be kept under supervision until steps can be taken to secure his or her safety.

Wherever possible, the decision to refer should be undertaken jointly with another professional or senior colleague. However this requirement should not prevent an individual professional of any status referring to Children’s Services any infant that is Not Independently Mobile with bruising.

- **DSL**

The designated practitioners to lead responsibility for safeguarding at the pre-school are:

Ali Mair	Deputy – Emily Riley
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Relevant Training for this role (Designated Safeguarding Lead) will take place and be kept up to date. The DSLs are to liaise with local statutory children's service agencies as appropriate.

Practitioners who have concerns about another member of staff and do not feel comfortable sharing them with the DSL can call the confidential whistleblowing hotline on **0300 123 3155**.

Children’s Services:

For advice or to make a referral regarding the safeguarding of a child/ren:

Contact the referral hub and ask for a ‘consultation’ if you would like some advice about a concern you may have, alternatively, if a referral is made then this must be followed up by submitting the Multi-Agency Referral Form (MARF) within 48 hours (with a body map)

South West Referral Hub: 0300 123 1640 – Guildford/Waverley

Emergency Duty Team: 01483 517898

Surrey Police: 101 (or 999 in an emergency)

<u>Surrey Social Care Contact Centre</u>	<u>Ofsted</u>
Floor 3 Conquest House	Picadilly Gate Store Street

Wood Street Kingston Upon Thames KT1 1AB Tel: 0300 200 1006	Manchester M1 2WD Tel: 0300 123 123 1 Whistle blowing hotline: 0300 123 3155
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Daily Routine

Open five mornings and three afternoons a week, Monday to Friday between the hours of:

Monday	9:15	to	14:45
Tuesday	9:15	to	14:45
Wednesday	9:15	to	12:15
Thursday	9:15	to	14:45
Friday	9:15	to	12:15

We operate an early drop off system where a maximum of six children can be dropped off at 9am for an additional cost.

The daily activities (e.g. cooking, PE, music) are rotated each week to ensure each child has the opportunity to enjoy different activities when they do not attend the pre-school every day. Trips to the local recreation ground regularly take place in all weathers. This is considered important to the nursery as it gives children awareness of their surroundings, encourages co-ordination, gives them good exercise and allows them to give off excess energy so that they are able to concentrate on other activities. Parents are asked to provide suitable clothing for all weathers.

Every few weeks different children take part in our Bakers Child scheme, which involves the parents.

We visit the church every term.

Each week we have a visit from Kids@Sport and sometimes from Computer Xplorers.

Beyond the activity event days, each week is planned with individual children's needs and interests in mind sometimes with an over arching theme or focus. Each week a sound and a song are introduced.

There are items of interest and weekly sound basket for the children to include things from home, these usually relate to the sound of the week. A name 'tree' is also in place for the children to hang their name on.

We provide different areas as part of our continuous provision. These include quiet reading and listening, maths, construction, small world, music, malleable, mark making, ICT, physical, investigation, paint, craft and role-play. We try to include these areas in the outdoor facility in addition to sand and water play. Due to our setting being a shared facility we are not permitted to have sand indoors.

The basic daily routine at Rainbow's End is as follows:

09.15	Drop off and choosing time
09.45	Tidy up
09.55	A short register time including song and sound of the week
10.00	Focused adult led activities in their groups
10.30	Choosing time and rolling snack
11.30	Tidy up
11.45	Circle time/story time/music/dance
12.05	Get ready for home time/lunch
12.15	Morning session children are collected
12.50	Rest time/Story time
13.15	Afternoon activity/free play/Going out
14.40	Get ready for home time
14.45	Afternoon session children are collected

Example room plan:



Staffing Policy

Deployment

Staff are employed depending on the amount of children who register with the pre-school. (See the Ratios document)

Each job is provided on merit, ability and qualifications. (See Safe Recruitment Policy)

Staff planning meetings are held the week before each term so that themes and

long term aims can be discussed along with the structure of how the term is going to be set. There are also weekly update meetings to undertake curriculum planning and to discuss the children's progress. Staff also attend half termly meetings to discuss and pass on recent training and to address any issues. We work towards an equal opportunities employment policy, seeking to offer job opportunities equally to both men and women, with or without disabilities, from all religious, social, ethnic and cultural groups. Our pre-school's budget includes an allocation towards training costs (See Staff Training and Induction Policy). This includes first aid training and safeguarding training, which all staff undertake.

Confidentiality

The pre-schools work with the children and families will sometimes bring us into contact with confidential information.

To ensure that all those using and working in the pre-school can do so with confidence, we will respect confidentiality in the following ways:

- Parents will have ready access to the files and records of their own children but will not have access about any other child.
- Staff will not discuss individual children, other than for purposes of curriculum planning and wellbeing/group management, with people other than parents/carers of that child.
- Information given by parents/carers to the pre-school manager or key person will not be passed on to other adults without permission unless it is deemed appropriate to inform staff in cases where this ensures the wellbeing of the child.
- Issues to do with the employment of staff, whether paid or unpaid will remain confidential to the people directly involved with making personnel decisions. Personnel details will be locked in the office.
- All committee members must be made aware that any issues discussed at officers meetings are confidential unless otherwise advised.
- Any anxieties/evidence relating to a child's personal safety will be kept in a confidential file. Information may need to be shared with staff members at the manager and DSLs discretion if in the interest of the child's personal safety. This information will be located in the office, which is locked after hours.
- Students undertaking qualifications and training, when they are observing in the pre-school will be advised of our confidentiality policy as part of their induction pack and required to respect it.

All the undertakings above are subject to the pre-school's paramount commitment to the safety and interest of the child. Please see also our policy on safeguarding.

Student Placement

In co-operation with educational providers, we welcome students into the pre-school on the following conditions:

- The needs of the children are paramount. Students will not be admitted in numbers that hinder the essential work of the pre-school.
- Long term placement students must be engaged in bona fide Early Years' training, which provides necessary understanding of children's development and activities.
- We regularly welcome work experience students from Glebelands School and St. Joseph's School in Cranleigh.
- Any information gained by the students about the children, families or adults in the pre-school must remain confidential.
- Unless an enhanced DBS/CRB check has been carried out, students will not have unsupervised access to children.
- Parents present due to our stay and play scheme will not have unsupervised access to the children.

Staff Assessments and Contracts

Staff sign contracts of employment. These are kept in their personal files held by the chairman in the office.

The committee chairperson and one other committee member review staff assessments annually, in July. Feedback is invited from staff and their manager. 'Supervision' sessions will be offered to staff termly, but the manager strongly believes in good communication skills and teamwork to avoid where possible any concerns. Staff receive annual Appraisals in addition to these supervision meetings carried out by the setting manager. The committee chair will undertake the manager's appraisal.

Salaries are reviewed in July and discretionary bonuses are sometimes awarded in December.

Admissions Policy

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

- Ensure that the existence of the pre-school is widely known in all local communities. We will place any notices advertising the pre-school in places where all sections of the community can see them, in more than one language if appropriate
- Describe the pre-school and its practices in terms which make it clear that it welcomes both fathers and mothers, other relations and other carers, including childminders and people from all cultural, ethnic, religious and social groups, with or without disabilities.
- Monitor the gender and ethnic background of children joining the group to ensure that no accidental discrimination is taking place.
- Make our equal opportunities policy widely known.
- Consult with families about the opening times of the pre-school to avoid excluding anyone.
- Continue to consult local parents to ensure that the group goes on meeting the changing needs of the local community.
- We offer two hour-long taster sessions to children and parents during the second half of the summer term for September admissions. If a child starts during the academic year a separate taster session is arranged for the child and parent. Here parents will be given welcome packs, permission slips, children's uniform, agreed sessions and briefed on policy and procedures. New children are offered a home visit from the manager and key person.

Priority is given in the following order:

Existing children

New families on a first come first served basis.

The place is filled once the offer has been accepted by the parent.

When a place is requested for mid year admission we will endeavour to keep the required number of sessions available but cannot guarantee which sessions will be offered.

If a parent needs to change a session this must be done in writing and will be confirmed in writing by the Administration Team. Any agreement made by anyone other than the administration team is not confirmed. If parents need to decrease the number of hours their child attends, the pre-school must be given a terms notice in writing.

On Admission the pre-school requests parental permission to contact emergency medical advice and/or treatment. An emergency contact, dietary requirements, health requirements and information about who has legal contact with the child; and who has parental responsibility for the child will be requested. This information is updated on a regular basis overseen by the administration staff.

Sudden Closure Policy

If for any reason a sudden closure is necessary i.e. a power cut, snow, flooding etc. parents will be contact as soon as possible via email. An announcement will also be placed on the home page of the website and on the door of the pre-school. The sFees would still need to be paid due to the running costs of the pre-school.

Concerns, compliments and 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 welcome each individual child and family to 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. We welcome suggestions on how to improve our group at any time. Many concerns can be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result the following procedures should be used.

How to complain

A parent who is uneasy about any aspect of the group's provision should first talk over any worries and anxieties with the pre-school manager. If appropriate, staff will be advised of the nature of the complaint.

If this does not have a satisfactory outcome, or if the problem recurs the parent should put the concerns or complaint in writing to the pre-school management committee. These will be acknowledged and will be responded to within 28 days.

The next stage is to request a meeting with the pre-school manager and the chair of the management committee. Both the parent and the manager should have a friend or partner present if required and a written record of the discussion should be made and agreed.

Most complaints should be resolved informally or at this initial stage.

If the matter is still not settled to the parent's satisfaction the parent should again contact the chair. At this point if the parent and group cannot reach agreement it might be helpful to invite an external mediator, one who is acceptable to both parties to listen to both sides and offer advice. A mediator has no legal powers but can help to define the problem, review the action so far and suggest further ways in which it might be resolved.

Staff or volunteers within the Pre-school Learning Alliance will be able to act as mediator if both parties wish.

The mediator will keep all discussion confidential. They will meet with the group if requested and will keep an agreed written record of any meetings that are held and of any advice they have given. The involvement of a mediator represents the final stage in the complaints procedure.

The role of the registering authority

In some circumstances it will be necessary to bring in Ofsted, which has a duty to ensure laid down requirements are adhered to.

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 that respects confidentiality.

Ofsted Address:

OFSTED
Piccadilly Gate
Store St
Manchester
M1 2WD
0300 123 123 1

It is our duty to record all complaints and their outcomes.

We must investigate all written complaints relating to the requirements and notify complainants of the outcome of the investigation within 28 days of having received the complaint.

OFSTED require access to this written record of complaints and the action taken as a result of each complaint. Records of complaints must be kept for at least 3 years.

Compliments

Often staff are complimented by parents to the manager. This can have a positive effect on the staff if handled carefully by the manager, which promotes a good ethos throughout the setting.

Uncollected Child Policy

Parents are requested to notify Rainbow's End if they are to be late in collecting their children. They should do so as soon as possible and if appropriate arrange for another adult to collect their child. The parents should contact the pre-school with the name of the new collector. The alternative collector should however be known to the pre-school or must provide identification or a previously discussed password.

Under the OFSTED policy we are obliged to have at least two members of staff on duty irrespective of the number of children remaining behind.

Children who have not been collected at the appropriate time remain with staff until a satisfactory conclusion is met. Staff will try to contact parents. If possible the emergency contact will also be rung. This will be recorded and kept in the confidential file in the office.

When a period of 60 minutes has elapsed, staff will contact The Surrey Safeguarding Contact Centre who will arrange to collect and care for the children until an appropriate responsible guardian or family member can be contacted.

There will be a charge for late collection at the discretion of the management committee.

Missing Child Policy

The children are supervised at all times but there is always the possibility that a child could go missing.

Should this happen a member of staff will alert other staff members and explain that they are going to search the area where the child was seen and then check the rest of the hall.

The other members of staff will assemble all the children and the register will be taken.

If the child has not been found then two members of staff will do an outside search, taking a mobile phone and first aid kit with them. They will agree a time to report back so the manager can implement the emergency alarm.

The Manager will raise the alarm; making a call to the police and the child's parent(s) and/or guardians(s). The Chairman of the Committee will also be contacted.

The child's file will be made available to the police with a detailed sequence of events, which will be written down while information is still fresh in everyone's mind. This information will include the time when the child was missing, their temperament, what they were wearing, what the child had said to staff that day

and over the week and whether there were any signs of where the child may have exited.

At all times, sufficient staff will remain on the premises so that the majority children are supervised.

So that a full search can be made, the Manager may contact other parents asking them to either collect their child or assist with a search of the area. This will obviously be dependent on the advice from the police.

After a time, if the child is not found then the Manager will contact Ofsted and the insurance company.

It will also be necessary for the committee to call for an urgent review of the settings security and risk assessments etc.

Emergency contact numbers:

Police – Emergency	999	
Surrey Police Headquarters	0845 125 2222	
Ofsted	0300 123 123 1	URN Setting Number 120182
Manager	01483 278378	01483 808488

The manager/deputy will document the incident and reassure staff during this difficult time to avoid panic.

Once the child is found, staff, parents and officers will all be informed and a follow up meeting will be held to discuss the incident and if necessary to look at any policies and procedures that may need to be changed.

Premises and Security

Risk Assessments are made in the setting regularly (see Health and Safety Policy) to ensure that the environment is safe and secure inside and outside.

Children will only be released to individuals named by the parent (see Arrivals and Departures Policy).

We take steps to prevent intruders. During Pre-school hours there are no other users of the hall. We have a visitors' book and known visits are written in the setting diary and staff are notified. Visiting professionals will be asked for identification before entering the pre-school. Unfamiliar visitors may be asked to wear a visitors' badge.

On Arrival and Departure a member of staff is allocated to supervise the doors to ensure a child does not leave without their designated adult.

Arrivals and Departures Policy

It is Rainbow's End Policy to ensure that children are collected in a safe and secure manner.

Collection of children other than by normal parent or guardian

Our policy at Rainbow's End is to ensure that a person who is known to the members of staff or is properly authorised by the parent or guardian to do so collects children.

In the event of a child being collected by a person who is not the parent/guardian of the child, the staff members shall ensure that:

- Prior notification has been given to a member of staff re carer.
- This must be confirmed in writing by parents using the collection book situated in the office or with a member of staff.
- If the collector is unknown to staff members they may ask for a password to be arranged.
- No person under the age of 16 is allowed to collect a child in our care

In the event that the staff members are not satisfied that the collector is properly identified or approved, the staff member will contact the parent or guardian and request that they arrange to meet the child.

Policy

For health and safety reasons, please do not park outside the village hall. We would be grateful if parents could use the car park opposite the hall or the car park at the recreation ground. When crossing the road, there is a yellow square on the pavement, which is recognised as the safest spot to cross. Parents are asked to arrive and depart promptly to avoid disruption.

Arrival

Parents are asked to bring their children along to pre-school at 9:15am. Entrance to the garden is at the back of the hall on the left hand side. Parents and children should wait behind the gate until the main door is opened. Children can then hang their coats and bags on their peg before entering the main hall. Parents then leave the hall through the main front doors.

Should parents arrive early there is a notice board on the wall for parents to read as well as in the corridor.

We run an early drop off system for an additional charge. In this instance parents are asked to drop their children off by the main double doors no earlier than 9:00am. A maximum of 6 children can stay for early drop off.

Departure

If the child is not staying for an afternoon session, parents should arrive and depart via the back door to the garden to collect their children at 12.15pm.

At the end of a session at 2.45pm (or 12.15pm on a Wednesday and Friday), parents should arrive via the back door to the garden to collect their children from the main hall. On departure parents and children should leave by the double front doors in the main hall.

No child will be allowed to leave the premises with any other adult unless prior authorisation has been given by a parent. Staff members will supervise entrances and exits at arrival and departure times.

Outings Policy

Children are taken out of Pre-school for outings organised by Rainbow's End. In order to comply with safety and OFSTED guidelines staff and child ratios are adhered to (See Ratios document). A first aid kit and trained first aider is always present as well as two mobile phones with a contact sheet.

It may be necessary for parents to attend so that staff are given help when large numbers are taken outside the Pre-school.

The Pre-school often takes the children out to the local park for exercise, fresh air and stimulus. Staff monitor these trips and ratios are complied with. As safety is of paramount importance, the children only take this excursion through the back pathway that is located behind the hall so that the road/pathway is not used.

Outings often include trips to the local church, school and village. In these cases staff are required to stop the traffic to cross the road at the designated safe crossing point.

Rainbow's End provide a summer outing once a year.

Parental permission is given on admission to the pre-school for us to take children on the regular trips to the park, church and village walks. Staff will always notify parents of any other outings which will take place outside the nursery and request signed permission.

The manager and/or deputy manager carry out risk assessments prior to any outing.

On any outing we take with us a first aid kit, emergency contact numbers and at least two mobile phones.

Equal Opportunity Policy

The Pre-School Learning Alliance is committed to helping pre-schools provide equality of opportunity for all children and families and take positive action to eliminate discrimination in all area of their work. As a member of the Alliance, Rainbow's End Pre-school works in accordance with all relevant legislation, including:

- Disability Discrimination Act 1995
- Race Relations Act 1976
- Sex Discrimination Act 1986
- Children Act 1989
- Care Standard Act 2000
- UN Convention on the Rights of the Child 1991
- Equality Act 2010

We believe that the group's activities should be open to all children and families, and to all adults committed to their education and care. 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.

Admissions

The pre-school is open to every family in the community. The waiting list is operated on a first come first serve basis (see Admissions Policy).

Families joining the pre-school are made aware of its equal opportunities policy, which is regularly reviewed.

Rainbow's will ensure that so far as is reasonable, facilities, equipment and access to the premises are suitable for children with disabilities.

Employment

Any vacancies will be advertised. The pre-school will appoint the best person for each job and will treat fairly all applicants for jobs and all those appointed. Commitment to implementing the group's Equal Opportunities Policy will form part of the job description for all workers.

Families

The pre-school recognises that many types of family group can, and do, successfully provide love and care for children. The pre-school aims to offer support to all families.

The pre-school offers a flexible payment system for families with differing means.

Festivals and Religions

Our aim is to show respectful awareness of all the major events in the lives of the children and families in the pre-school, and in our society as a whole and to welcome the diversity of backgrounds from which they come.

In order to achieve this:

- We aim to acknowledge all the festivals and religions that are celebrated in our area and/or by the families involved in the pre-school.

- Children will be made aware of all festivals and religions which are being celebrated by their own families or others, and will be introduced where appropriate to the stories behind the festivals.
- Before introducing a festival or religion with which the adults in the pre-school are not themselves familiar with they will familiarise themselves with that event.
- Children and families who celebrate at home with celebrations which the rest of the pre-school is not familiar with will be invited to share their religious celebration with the rest of the group, if they themselves wish to do so.
- Children will become familiar with and enjoy taking part in a range of festivals and religious celebrations together with the stories, special food and clothing they involve, as part of the diversity of life.
- We will periodically review the skill set of our staff to ensure we understand individual children's needs with regards to their culture and background. If necessary staff will undertake further training.

The Curriculum

Rainbow's End are registered to deliver the EYFS and adheres to the Early Years Foundation Stage Statutory Framework.

As well as legal welfare requirements, the framework sets out 7 areas of learning and development which guide professionals' engagement with the children's play and activities as they learn new skills and knowledge.

There is also guidance for the professionals supporting the children on planning the learning activities, and observing and assessing what and how your child is learning and developing.

All the 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. Management of resources within the pre-school will ensure that both boys and girls have full access to all kinds of activities and equipment and are equally encouraged to learn from them.

Appropriate opportunities will be given to children to explore, acknowledge and value similarities and differences between themselves and others.

At Rainbow's End we believe that it is important for children to fully engage with activities inside and outside. This means that on occasion children can get dirty, messy, wet and muddy. Parents are asked to provide changes of clothes as well as raincoats, boots, sun hats, scarves, gloves etc. when necessary. The pre-school keeps a class set of waterproof trousers available for outings.

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 to help children to develop their self-respect and to respect other people by using images and words that reflect positively the contribution of all members of society.

Discriminatory Behaviour/Remarks

Any discriminatory language, behaviour or remarks by children, parents or any other adults are unacceptable in the pre-school.

Our response will aim to demonstrate support for the victim(s), to help those responsible to understand and overcome their prejudices and to make it clear that such behaviour/remarks will not be tolerated.

Staff are trained in behaviour management if the manager feels it necessary.

Language

Basic information, written or spoken will be clearly communicated in as many languages as are necessary and possible.

Bilingual/multilingual children and adults are an asset to the whole group.

Parents will be encouraged to speak to children in their first language at home.

Children and parents who have English as a second or additional language will be valued and their languages recognised and respected in pre-school.

Meetings

The pre-school will make every effort to ensure that the time, place and conduct of meetings enable the majority of parents to attend so that all families have any equal opportunity to be involved and informed about the pre-school.

Special Needs Policy

The pre-school recognises that children have a wide range of needs which differ from time to time, and will consider what part it can play in meeting these needs as they arise. Reasonable adjustments will be made to accommodate individual needs.

Planning for pre-school meetings and events will take into account the needs of people with special educational needs and disabilities.

Our pre-school aims to have regard to the DfEE Code of Practice on special educational needs and also the guidelines supplied to private and voluntary providers of pre-school education.

We aim to provide welcome, and appropriate learning opportunities, for all children.

- Children with special needs, like all other children, are admitted to the pre-school after consultation between parents, pre-school manager and key-person.
- Our aim is to provide for the development needs of each child in the group as well as to encourage children's confidence and independence.

- All children in the group, irrespective of their special needs, are encouraged wherever possible and appropriate to participate in all the group activities.
- Our aim is to raise all children's awareness of the differing needs of individuals e.g. by using positive images of disability in books and toys.
- Our system of observation and record keeping, which operates in conjunction with parents, enables us to monitor children's needs and progress on an individual basis.
- The needs and progress of children who have special needs are monitored by our setting's special educational needs co-ordinator (SENCO).
- Our key-person system ensures that each adult is especially responsible for, and close to just four to six children over the week, so that each child receives plenty of adult time and attention.
- We work closely with the parents of all the children in the group to ensure that:
 - The group draws upon knowledge and expertise of parents in planning provision for the child which will include dealing with toileting, changing, feeding and administering medicines.
 - The child's progress and achievements are shared and discussed with parents on a regular basis.
 - Individual Support Plans (ISPs) will be drawn up with the parents and key person
 - The setting will consult with outside agencies if appropriate following parental permission.
 - Parents know the identity of the group's special educational needs co-ordinator
- Parents are aware of the arrangements for the admission and integration of children with special educational needs.
- If it is felt that a child's needs cannot be met in the pre-school without additional personnel and/or equipment, funding will be sought to ensure that provision is appropriate to the child's needs.
- We work in liaison with relevant professionals and agencies outside the group to meet children's specific needs.
- Our staff attends, whenever possible, in-service training on special needs arranged by professional bodies.
- We ensure confidentiality as per our confidentiality policies

Our Pre-school SENCO (Special Educational Needs Coordinator) is:
Emily Riley

E-safety Policy

Rainbow's End recognises the exciting opportunities that technology provides but equally recognises the risks that are involved not only on the Internet but also wireless communications including mobile phones, cameras, iPads etc.

All staff and parents are responsible for ensuring E-safety practices however the manager at Rainbow's End is responsible for:

- Completing an e-safety audit
- Keeping a log and reporting e-safety incidents.
- Embedding e-safety in staff training, continual professional development and across all areas of children's learning and development.
- Maintaining the e-safety policy and updating it regularly.
- Promoting an e-safety culture to staff and parents/carers
- Making sure staff receive relevant information about emerging issues
- Supporting e-safety awareness amongst children in the setting and parents.
- Keeping up to date with local and national safety awareness campaigns and issues surrounding existing, new and emerging technologies.
- E-safety will form part of the induction process for new staff
- Making sure all staff and parents sign the Acceptable Use Agreement

There will always be risks when using any form of communication which lies in the public domain. Therefore Rainbow's End seeks to establish clear rules, procedures and guidance to minimise risk. These procedures will be set out by an Acceptable Use Agreement between the setting and staff/parents. All staff and parents will sign and date the agreement to say it has been read and understood. Staff will have opportunity to openly discuss online safety in meetings and direct supervision. Parents will also have opportunity to discuss online safety directly with the manager or at committee meetings.

The Agreement will set out boundaries and procedures surrounding the settings use of our online learning journal, Rainbow's Facebook page, parents and staff's own use of social media, emails, website and Nativity/Easter Show photos.

In the event of an e-safety incident Rainbow's End will respond by involving the manager, either the deputy (DSL) or the chairperson and the parents/staff involved. Details of date, full names, and description of the incident will be logged as well as action that needs to be taken. Following an incident the e-safety policy will be reviewed to ascertain if any changes should be made. If changes are made, all staff and parents will sign to say they have read and understood the revised policy. If a child is involved in a breach of our Acceptable Use Agreement, parents/carers will be included in this process. The setting disciplinary procedure will come in to effect in the instance of inappropriate staff use of ICT on site or at home.

Internet Usage

Rainbow's End Pre-school has Internet installed in the office. This will allow effective communication between parents regarding children's attendance, enquiries etc.

We refer to the Surrey Early Years and Childcare Service Internet Usage Policy including Social Networking Guidance.

At Rainbow's End:

- Staff can freely access the internet for nursery matters e.g. finding resources
- Personal use is not permitted.
- Emails may be read by admin staff, managers or officers.
- Staff are made aware of viruses which could lurk in emails
- Staff are requested to be careful about content that they search out or download.
- Staff are made aware of their responsibilities to the Pre-school when using social networking sites such as Facebook. Our confidentiality policy must be adhered to at all times, even outside of working hours. Staff are requested to maintain their status as a professional childcare worker and therefore are urged to think twice before fostering online friendships with parents. Parents are asked to respect this professional relationship.
- Staff are not permitted to post anything onto social networking sites such as Facebook that could be construed to have any impact on the pre-school's reputation.
- Staff are not permitted to post photos related to the setting on any internet site including children, colleagues, parents or the pre-school branding.
- Staff are not permitted to post anything onto social networking sites that would offend any other member of staff or parents using the preschool.
- Staff must keep their username and password safe for accessing the online learning journal and remember to log out after editing observations.

Advice surrounding e-safety can be sought from

- Contact Centre Children's Team – 0300 200 1006 (concerns about children)
- Local Authority Designated Officer – 01372 833310 (concerns about colleagues/staff)

Photographs and mobile phones

On admission, parents are asked to give signed permission for Rainbow's to take and use photos within the pre-school such as for their progress files, online learning journal, displays, the website and the annual photo book. In these situations the names of the children photographed will not be displayed.

Photos are to be taken on the Rainbow's End camera and iPad only and this must stay at Rainbow's. Photos are then uploaded to the Rainbow's laptop, which also stays on site. Photos are also uploaded to our online learning journal for staff to access. Staff have usernames and passwords in order to access these.

Staff are not permitted to keep photos on their own personal computers, phones or cameras etc.

Photos that are no longer needed are shredded.

At Rainbow's we often invite an official photographer into the setting to take professional photographs of individual children. We undertake our own risk assessment in terms of the validity of the photographer/agency involved and establish what checks and vetting have been undertaken. Procedures ensure that levels of supervision are appropriate to safeguard the welfare of children at all times when visitors are present.

Staff mobile phones are not permitted in the hall or garden during opening hours. They are to be handed in on arrival to be kept in the office.

Parents are asked not to use phones while in the setting for calls or photos etc. All visitors must hand their personal and business phone in and it is then stored in the office during their visit.

In the case of a visit from an Ofsted regulatory inspector then they are entitled to keep their business phone as they may be required to take photographs as evidence for part of their investigation into a complaint. No children will be included in these photos.

Parental Involvement Policy

Parents are the first educators of their young children.

We will:

- Involve parents in shared record-keeping about their own child, both formally and informally, ensuring parents have access to all written records on their own children. Parents are given login profiles for our online learning journal which provides them access to observations and assessments at any time.
- Ensure that parents are given information on a regular basis about their child's progress and have an opportunity to discuss it with staff. We also offer termly coffee mornings for parents to meet other parents and to talk to their child's key person about their development. Parents' comments are incorporated into children's records. Parents have the opportunity to comment on observations and assessments recorded on our online learning journal as well as add their own observations. Parents can use our 'wow vouchers' to aid communication between home and pre-school.
- Ensure that all parents have opportunities to contribute from their own skills, knowledge and interests to the activities of the group.
- Parents are invited to sign up for a stay and play session in order to experience the morning routine and how staff plan for their child's learning in all areas of the EYFS.

- Encourage parents on an individual basis to play an active part in the management of the group by joining the committee.
- Ensure that all parents are fully informed about meetings.
- Make known to all parents the systems for registering queries, complaints or suggestions.
- Ensure that in cases of divorce/separation both parent will receive all relevant information regarding their child i.e. in letters, curriculum information etc. unless advised otherwise.
- After the first trial session, parents are encouraged to develop a routine of settling the child at an activity on arrival and then leaving as soon as is appropriate to ensure the child settles well. However parents are welcomed to help with activities such as the library and bakers child etc.

Rainbow's End will not tolerate any aggressive behaviour or abusive language on the premises towards staff, other parents or children. We operate zero tolerance policy on this and failure to comply will result in immediate exclusion of both parent and child from the pre-school.

Everyone at Rainbow's End pre-school welcomes feedback from parents or guardians. This can either be verbal, in writing or from questionnaires. Termly feedback forms are distributed for this purpose.

The staff and committee consider feedback vital to the organisation and responses are carefully discussed and replied to.

Action is taken where necessary for the mutual satisfaction of parents, children and staff.

Administering Medicines Policy

If possible, the child's parents will administer medicine. If not, then medication must be stored in the original container and clearly labelled with child's name, dosage and any instructions. Where local regulations require it, guidance will be sought from social services before people other than parents agree to administer medicines.

Only essential medicine will be administered i.e. by prescription from a doctor, dentist or nurse. The manager will assess individual cases as they arise.

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. The manager or the child's key person will administer the medicine accompanied by a witness.

All medications will be kept out of reach.

A medication book will be completed to log in the name of the child receiving medication, times that the medication should be administered, the date and time when medication is administered, together with the signature of the person who has administered each dose, a witness and the parent's signature.

With the regard to the administration of life saving medication such as insulin/adrenalin injections or the use of nebulisers, the position will be clarified by reference to the school's insurance company (in the case of pre-schools insured with Royal & Sun Alliance, this will be through the Insurance section at Pre-School Learning Alliance National centre).

If specialist knowledge is required, staff involved in administering medication will receive training from a qualified health professional.

The pre-school will ensure that the first aid equipment is kept clean, replenished and replaced as necessary. Sterile items will be kept sealed in their packages until needed.

There will always be on the premises at least one qualified First Aider trained to administer first aid to children.

Illness and Injury Policy

Parents are asked to keep their children at home if they have any infection, and to inform the pre-school as to the nature of the infection. This will allow the pre-school to alert other parents as necessary and to make careful observations of a child that seems unwell.

Parents are asked not to bring into the pre-school any child who has been vomiting or had diarrhoea due to illness until at least 48 hours has elapsed since the last bout.

The Health Agency Infectious Diseases information is displayed on the parents' notice board and on the Rainbow's End Pre-school website.

However in the case of conjunctivitis we ask parents not to bring a child into pre-school until the completion of 24 hours of treatment with eye drops or until cleared up.

Any parent or sibling that is unwell is asked not to accompany pre-school children onto the premises. If this causes a problem the parent should drop the child at the front door.

Cuts and open sores, whether on adults or children, will be covered with sticking plaster or other dressing.

At least one first aider will be present at the setting and on outings with a replenished first aid kit.

Accidents and treatment are recorded and parents are notified on the same day.

If children are unwell, staff will attempt to communicate with parents so that they can be collected from pre-school.

If this is not possible the emergency contact on their registration form will be used.

The pre-school staff are trained in first aid and revision courses are also attended.

No emergency medication will be given to a child but staff may contact the registered doctor shown on their registration form.

If a child has a serious accident staff will dial 999 for assistance asking for a defibrillator if necessary. Staff will also contact the parents or the person on an emergency number shown on the registration form.

RIDDOR (The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995) and Ofsted will be reported to in the case of death or major injury, a reportable disease, a dangerous occurrence or an injury resulting in hospital admission. Reports to RIDDOR are made online at <http://www.hse.gov.uk/riddor/>

Influenza Pandemic Policy and Procedure

In the event of an influenza pandemic a subcommittee would be formed consisting of the manager and committee officers to oversee that the policy and procedure is carried out effectively. All decisions, including closure, would be based on advice from the local authority via Surrey Early Years.

The manager would check reliable websites for public health warnings and advice concerning the flu, school closure and any helpful information regarding infection control. They would also liaise with other local settings in order to work together in supporting each other with information on the amount of cases.

The chair would be responsible for informing and seeking advice from Ofsted, the village hall committee and the caretaker, and for keeping them updated when necessary.

The secretary's role would be to inform parents of the situation via a newsletter, email, poster on the parents' notice board and posting a message on the pre-school website. This information will include information about symptoms, incubation periods, and infection control. One of the control methods is to make sure that children and staff are 24 hours clear before returning to pre-school

Parents will be advised to follow these infection control procedures and to contact the pre-school at the first sign of their child showing any symptoms. The manager and child's key person will record absence and monitor the amount of absences.

Special attention will be given to the staff, children and parents/carers in controlling the infection as much as possible including during sessions. Rainbow's End already has a good hand washing procedure on site but extra supplies of soap and paper hand towels would need to be resourced from the caretaker by the manager. They would also liaise with the caretaker regarding the necessity of a higher level of cleaning during the outbreak.

The treasurer would support the manager dealing with any staff issues relating to their health as well as supporting them if their families are affected. The staff should liaise with the treasurer regarding sick pay etc.

Key persons will monitor their children keeping detailed records of any children showing signs and symptoms on site. A designated area for children who become ill would be organised by the deputy manager while they are awaiting collection.

Staff would adjust the curriculum planning under Personal Social and Emotional Development, within the Early Years Foundation Stage, to prevent the spread of infection using teaching aids from the NHS website including stories, rhymes and picture aids.

Parents would be advised at this stage regarding childcare, should the pre-school have to close. We would also advise parents to consider getting themselves and their children vaccinated for the flu.

The subcommittee would meet to agree if closure was the correct next step, taking into account all professional advice from Surrey Early Years. The secretary and manager will use an effective method of contacting parents/carers and staff to advise them in the event of a closure. This would be in the form of a telephone tree, emails and posting a note on the website. The manager will have on record any family needing information in an additional language. The expected date for reopening will be decided by the subcommittee on advice given by the Early Years Advisor. The chair will inform OFSTED, the village hall committee, the caretaker and the parish council.

The subcommittee would continue to monitor and evaluate the situation. The manager would compile an incident report, which would be reviewed by the subcommittee regarding the handling of the procedure.

Food and Drink Policy

The sharing of refreshments can play an important part in the social life of the pre-school as well as reinforcing children's understanding of the importance of Healthy Eating.

The pre-school will ensure that it fulfils all the requirements of the registering authority that:

- Rainbow's End is a "nut free zone" and currently operates a "healthy eating" policy where parents provide a fruit or vegetable only snack and healthy lunch boxes.
- Rainbow's End will provide fresh drinking water or milk during the session.
- When children have eaten their fruit snack, half a slice of toast is available to them.

We ask parents to provide healthy lunch boxes which are stored at room temperature during the morning. We ask parents to provide cool blocks in the warmer months.

When cooking with children as an activity, the adults will provide healthy, wholesome food, promoting and extending the children's understanding of a healthy diet.

We encourage children to wash their hands after using the toilet and before handling food.

The pre-school will observe current legislation regarding food hygiene, registration and training.

In particular, each adult/child will:

- Always wash hands under running water before handling food and after using the toilet
- Not be involved with the preparation of food if suffering from any infections/contagious illness or skin trouble.
- Never cough or sneeze over food.
- Use different cleaning cloths for kitchen and toilet areas.
- Prepare raw and cooked food in separate areas.
- Keep food covered and either refrigerated or piping hot.
- At least one staff member will have food hygiene training.

Ofsted will be notified of any food poisoning affecting two or more children looked after on the premises as soon as possible.

No Smoking, Alcohol or Other Drugs Policy

There is a no smoking policy at this Pre-School and staff, parents and carers are asked not to smoke in the vicinity. This includes electronic cigarettes and vaping.

Any adult working directly with children must not be under the influence of alcohol or any other substance, which may affect their ability to care for children.

If practitioners are taking medication that may affect their ability to care for children, those practitioners should seek medical advice. Rainbow's End Pre-school will ensure that those practitioners only work directly with children if medical advice confirms that the medication is unlikely to impair that staff member's ability to look after children properly. Staff medication on the premises must be securely stored, and out of reach of children, at all times.

In the event of a staff member being found to be in breach of this policy, the usual disciplinary procedure will be used. Any other adults in breach of this policy will be asked to leave the premises.

Behaviour Management Policy

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

In order to achieve this:

- All adults will try to provide a positive model for the children with regard to friendliness, care and courtesy and to offer strategies for handling any conflict.
- Rules governing the conduct of the group and the behaviour of the children will be discussed and agreed within the pre-school and explained to all newcomers, both children and adults.
- All adults in the pre-school will ensure that the rules are applied consistently, so that children have security of knowing what to expect and can build up useful habits of behaviour.

- Adults in the pre-school will praise and endorse desirable behaviour such as kindness and willingness to share.
- We will take positive steps if a child is believed to be behaving badly simply to gain adult attention.
- When the children behave in unacceptable ways:
 - They will be given one-to-one adult support in seeing what was wrong and how to cope more appropriately. This would be a first warning. Where necessary a second warning will be given. Where necessary a period of “time out” with an adult will then be given for 2 or 3 minutes.
 - Children will never be sent out of the room on their own.
 - Physical punishment, such as smacking or shaking, will be neither used nor threatened.
 - Techniques intended to single out and humiliate single children such as “naughty chair” will not be used.
 - Physical restraint, such as holding will be used only to prevent personal injury to children or adults and/or damage to property. Any significant event of this sort will be recorded and the parent informed the same day.
- In cases of serious misbehaviour such as racial or other abuse, the unacceptability of the behaviour and attitudes will be made clear immediately, but by means of explanation rather than personal blame.
- In any case of misbehaviour or bullying it will always be made clear to the child or children in question that it is the behaviour and not the child that is unwelcome.
- Adults will not shout or raise their voices in a threatening way.
- Adults in the pre-school will make themselves aware of, and respect, a range of cultural expectations regarding interactions between people.
- Any behaviour problems will be handled in a developmentally appropriate fashion, respecting individual children’s level of understanding and maturity.
- The whole pre-school will tackle recurring problems by using objective observation records to establish an understanding of the cause.
- Adults will be aware that some kinds of behaviour may arise from a child’s special needs.

The named Behaviour management officer is:
Ali Mair

Safe Recruitment Policy and DBS checks

The chairman of the committee keeps staff information. This includes their personal information, details of their recruitment, training, qualifications and contract of employment. Information is also requested from volunteers and students.

All staff are checked by Criminal Investigations bureau to comply with OFSTED and two references are obtained by the committee.

The DBS records are kept on site with the number and date of issue.

New staff members are asked to subscribe to the DBS update service.

To ensure the employment of suitable persons we check references, full employment history, qualifications, identification, medical suitability and interview.

All adults involved with the pre-school must declare to the manager and chair any convictions and/or cautions; as well as court orders which may disqualify them from working with children or affect their suitability to do so.

Rainbow's End Pre-school complies fully with the DBS code of practice and undertakes to treat all applicants for positions fairly. It undertakes not to discriminate unfairly against any subject of a disclosure on the basis of a conviction or other information released.

The pre-school is committed to the fair treatment of it's staff, potential staff or users of it's services, regardless of race, gender, religion, sexual orientation, responsibilities for dependants, age, physical/mental disability or offending background.

We have this written policy on ex-offenders, which is made available to all disclosure applicants at the outset of the recruitment process.

We actively promote equality of opportunity for all with the right mix of talent, skills and potential and welcome applications from a wide range of candidates, including those with criminal records. We select all candidates for interview based on their skills, qualifications and experience.

Where a disclosure is to form part of the recruitment process, we encourage all applicants called for an interview to provide details of their criminal record at an early stage in the application process. We request that this information is sent under separate, confidential cover and we guarantee that this information will only be seen by those who need to see it as part of the recruitment process.

Unless the nature of the position allows Rainbow's End Pre-school to ask questions about your entire criminal record, we only ask about unspent convictions as defined in the Rehabilitation of Offenders Act 1974.

At interview or in separate discussion, we ensure that an open and measured discussion takes place on the subject of any offences or other matter that might be relevant to the position. Failure to reveal information that is directly relevant to the position sought could lead to withdrawal of an offer of employment.

We make every subject of a DBS/CRB disclosure aware of the DBS/CRB code of practice as well as applicable Rainbow's End policies and can make copies available on request.

We undertake to discuss any matter revealed in a disclosure with the person seeking the position before withdrawing a conditional offer of employment.

Having a criminal record will not necessarily bar a person from working at Rainbow's End Pre-school. This will depend on the nature of the position and the circumstances and background of recorded offences.

Staff are expected to disclose any convictions, cautions, court orders, reprimands and warnings which may affect their suitability to work with children (whether received before or during their employment at Rainbow's End Pre-school). Staff are asked to confirm this at their annual staff appraisals.

Staff Training and Induction Policy

Induction

When staff have been appointed they are asked to complete an enhanced DBS Application. The other forms required by Rainbow's End are: Job Application Form and Health & Safety at Work Statement.

Existing staff will be reminded about the guidelines in respect of a new employee who has not been cleared by OFSTED.

Prior to a new member of staff beginning work they will be given an induction pack with information regarding policies, procedures, responsibilities, health and safety and routines.

When a new member of staff arrives for their first day, he or she will be welcomed by the manager or committee chairman who will give a brief description of the organisation and its policies. A copy of the operational plan will also be passed to them for reading, explaining that the organisation's health and safety policies are included in the policy documents. Fire, Evacuation and Child Protection policies will also be brought to their attention.

As with usual pre-school practice, the new member will be reminded that the full involvement with the children will not be possible until the relevant checks have been made.

They will then be introduced to the staff, given a verbal guide about the days/weeks events etc, shown the toilets, where to make up drinks and asked to help set up the pre-school.

When the children arrive they are introduced to the new member of staff at registration.

At the end of the session, the new member will help clear away the equipment and toys. The manager or chairman will then ask if there are any items that the new member would like to discuss and whether they considered the experience to be a positive one.

Training

The manager must have a level three qualification and two years experience. Half of all staff must have a level three qualification.

All staff must have a clear understanding of their role and responsibilities.

Rainbow's End Pre-school supports all staff to improve their qualifications.

First Aid and safeguarding courses are necessary for the organisation and all staff attend revision courses. Food hygiene courses are also attended.

Trainings from Surrey Early Years and other organisations are used regularly.

It is an expectation that all staff should demonstrate continuing professional development

Staff appraisals take place annually to discuss continuing professional development as well as more regular supervision meetings.

Staff Assessments and Contracts

Staff sign contracts of employment. These are kept in their personal files held by the chairman.

The committee chairman and one other committee member review staff assessments annually, in July. Feedback is invited from staff and their manager.

Salaries are reviewed in July and discretionary bonuses are sometimes awarded in December.

Student Placement

In co-operation with educational providers, we welcome work experience students as well as students engaged in bona fide Early Years' training into the pre-school on the following conditions:

- The needs of the children are paramount. Students will not be admitted in numbers that hinder the essential work of the pre-school.

- Any information gained by the students about the children, families or adults in the pre-school must remain confidential.
- Unless an enhanced DBS check has been carried out, students will not have unsupervised access to children.

Ratios

A high adult to child ratio (1:8) is essential in providing good quality pre-school care. In our pre-school:

- We aim to have 1:6 but will always have at least one member of staff to each eight children over the age of 3 and one to four for children between the age of two and three.
- The manager must hold at least a full and relevant level 3 qualification and at least half of all other staff must hold at least a full and relevant level 2 qualification.
- Our key-person system ensures each child and family has one particular staff member who takes a special interest in them (see Key Person Policy).
- Staff training is intended to meet all regulatory requirements. In addition, we aim to ensure that at least half of our staff hold a qualification or are training or working toward qualifications appropriate for their position in the group.
- We aim that all our members of staff are first aid qualified
- A Deputy is named in the instance of the Manager being offsite.
The current Deputy Manager is:
Alison Mair
- Children are supervised at all times and staffing is arranged to meet the needs of all individuals.
- We have a contingency procedure for staff absences and emergencies.
- Staff and students under the age of 17 do not count in the ratios and must be supervised at all times.
- Students on long-term placements over the age of 17 can be included in the ratio if the manager considers them to be competent and responsible.
- Volunteers and committee members are given information and guidance on their roles and responsibilities.

Health and Safety Policy

Risk Assessments

- Safety checks on premises, both outdoors and indoors will be made every day/session.
- Outdoor Space will be securely fenced. Gates will be locked.
- Public space for outdoor play will be checked for litter and other dangers.
- Equipment will be checked regularly and dangerous items repaired/discarded.
- The layout and space ratios will allow children and adults to move safely and freely between activities.
- There will be adequate systems and equipment in place for the detection and control of fire.
- Fire doors will never be obstructed and fire exits will easily be identifiable.
- A record will be kept of any checks by the Fire Safety Officer and also of fire drills and servicing of fire safety equipment. Any recommendations by the fire safety Officer will be carried out.
- Fires/heaters/electric points/wires and leads will be adequately guarded.
- All dangerous materials, including medicines and cleaning materials, will be stored out of reach of children.
- Large equipment will be erected with care and checked regularly.
- Equipment offered to children will be developmentally appropriate, recognising that materials suitable for an older child may pose a risk to younger/less mature children.
- Risk assessments will be carried out and recorded for all outings as well as for the setting.

Supervision

- All children will be supervised by adults at all times and will always be within sight or hearing of an adult. In some cases older children are encouraged to be independent in using the toilet, but staff are aware of the children's whereabouts at all times.
- Older children are encouraged to be independent in using the toilets.

- Children will leave the group only with authorised adults.
- Children will not have unsupervised access to kitchens, cookers or any cupboards storing hazardous materials including matches.
- On outings, there will be sufficient adults to maintain appropriate ratios and a full first aid kit will be taken. Permission Forms will be prepared and carried by the co-ordinator or other senior person in charge of the outing.
- If a small group goes out, there will be sufficient adults to maintain appropriate ratios for staff and children remaining on the premises.
- Lower half of kitchen door will be shut at all times.

Adult Safety

- All adults in the group, both staff and visitors, will be aware of and respect the group's safety policies.
- Adults in the group will have access to advice on safe lifting.
- If adults need to reach up for stored equipment, they will be provided with something safe to stand on. Heavy materials will not be stored above head height.

Management

- A book will be available at each session for the reporting of accidents/incidents.
- Children's records are kept in the office. Parents can talk confidentially to staff in the office.
- Regular safety monitoring will include checking of the accident record book as a basis for risk assessment.
- All adults, including parents and other carers will be made aware of the system(s) in operation for children's arrivals and departures and an adult will be at the door during these periods (See Arrivals and Departures policy).
- Adults will not walk about with hot drinks or place hot drinks within the reach of children.
- Fire drills will be held at least once a term.
- A register of both adults and children will be completed as people arrive and leave so that a complete record of all those present is available in an emergency.

- There will be no smoking on or around the premises.
- A correctly stocked first aid box will be available at all times including an up to date contact list.
- Fire extinguishers will be checked annually.

Special Considerations

Some areas and activities pose particular hazards. All staff will be aware of these:

- Children playing with or near water will be continuously supervised.
- There will be safe surfaces beneath and around all climbing equipment and such activities will be appropriately supervised.
- All cooking activities are completed without children being in the kitchen area.
- In shared premises, stored equipment belonging to other organisations will be checked for potential hazards.
- Access to dangerous areas such as stairways will be physically restricted and closely supervised.
- Systems will be in place to ensure that children are not at risk from swinging doors.
- Systems will be in place to ensure that no child can leave the premises unattended.

Children will have the opportunity to play outside throughout the year (either in the pre-school's own play area or on regular outings to parks or the community play-spaces).

If children are going to sleep at rest time then parents must provide their own blankets.

For children who are wearing nappies, parents must provide their own nappies, wipes etc.

Parents must provide clean changes of clothes in case of soiling or children getting wet.

Hygiene

To prevent the spread of all infection, adults in the group will ensure that the following practices are observed:

Personal Hygiene

- Hands washed after using the toilet and before handling food.
- Children with pierced ears not allowed to share each others earrings (studs only)
- Children are encouraged to blow and wipe their noses when necessary and to dispose of soiled tissues hygienically.
- Individual paper towels used and disposed of appropriately.
- Hygiene rules related to bodily fluids followed with particular care and all staff and volunteers aware of how infections, including HIV infection, can be transmitted.

Cleaning and Clearing

- Any spills of blood, vomit or excrement wiped up and flushed away down the toilet.
- Rubber gloves always used when cleaning up spills of body fluids. Floors and other affected surfaces disinfected using chlorine or iodine bleach diluted according to the manufacturer's instructions. Fabrics contaminated with body fluids thoroughly washed in hot water.
- Spare laundered pants and other clothing are available in case of accidents, and polythene bags available in which to wrap soiled garments. However, it is preferable for the child to have their own spare clothing.
- All surfaces cleaned daily with appropriate cleaner.

Fire and Emergency Evacuation Policy

Exit doors are located:

Main Hall

- Door to alleyway (exiting to the front of the building) is found to the left hand side of the stage door as you look at it
- Double doors to the front entrance are opposite the stage
- Double doors to the back of the hall are found to the right hand side of the stage as you look at it, which leads to a single exit door
- Single door at the back of the stage on the right hand side at the back of the stage.

Rear of Hall

- Along corridor on the right is an exit door to the back.

Exiting Procedure

At the sound of the fire alarm staff will assemble the children and exit quickly either by the front double doors or by the side doors.

The pre-school manager will contact the fire brigade and collect the register, a mobile phone and first aid kit, proceeding through the exits with staff and children.

The register will be called in the Village Hall Car Park. We will then congregate at Ewhurst Infant School and parents will be contacted from there. Children will be collected from Ewhurst Infant School only. Children will need to be signed off on the register at the school before being released to a parent or carer.

A Personal Emergency Evacuation Plan (PEEP) will be made in the event that an individual at the pre-school cannot carry out the normal evacuation procedure.

Fire extinguishers are located:

By the front double doors
By the back door back stage
Fire blanket in the kitchen

Safety Checks

Safety checks are arranged by the Village Hall Users Committee to comply with the code of practice. We ensure that regular Portable Appliance Testing (PAT) is carried out on all our equipment.

Key Person Policy

Each child must be assigned a key person. Rainbow's End will inform parents and/or carers of the name of the key person, and explain their role, when a child starts attending.

The key person must help ensure that every child's learning and care is tailored to meet their individual needs.

The key person must seek to engage and support parents and/or carers in guiding their child's development at home.

They should also help families engage with more specialist support if appropriate.

The key person should help the child to become familiar with the provision and

to feel confident and safe within it, developing a genuine bond with the child (and the child's parents) and offering a settled, close relationship (also see Settling in Policy).

A Key-person is there for emotional support, to comfort and reassure a child if in distress.

A Key-person will be able to inform parents about their child's activities and achievements. They will be responsible for monitoring a child's progress by undertaking sensitive, observational assessment in order to plan to meet young children's individual needs. Using our online learning journal to record these assessments the key person can have constant communication about their child's progress and development.

The Key -person is responsible for the security of this information by keeping their username and password safe and logging out of a session after their allotted file time.

A child's key-person will not shadow the child during sessions, they will be involved with children in another group and accordingly, other members of staff will continue to be involved.

All staff will still be watchful and caring to all children at Rainbow's End. Any concerns that parents may have may be discussed with the co-ordinator or key-person

Information given by parents/carers to the pre-school co-ordinator or key-person will not be passed on to other adults without permission.

The key person must promote equality of opportunity and anti-discriminatory practice and must ensure that every child is included and not disadvantaged because of ethnicity, culture or religion, home language, family background, learning difficulties or disabilities, gender or ability.

The key person must ensure that there is a balance of adult-led and freely-chosen or child-initiated activities, delivered through indoor and outdoor play.

The key person must plan and provide experiences that are appropriate to each child's stage of development as they progress towards the early learning goals.

The key person should meet the needs of each child in their care and respond sensitively to their feelings, ideas and behaviour, talking to parents to make sure that the child is being cared for appropriately for each family.

The key person should value linguistic diversity and provide opportunities for children to develop and use their home language in their play and learning. This is part of the respect for each child's cultural background that is central in all early years provision.

Alongside support in the home language, practitioners should provide a range of meaningful contexts in which children have opportunities to develop English. As they move into the Key Stage 1 curriculum, English will be crucial as the language they use to access learning.

Intimate Care Policy

Introduction

Rainbow's End is committed to ensuring that all staff responsible for the intimate care of children (e.g. toileting) will undertake their duties in a professional manner at all times. We recognise that there is a need to treat all children with respect when intimate care is given. No child should be attended to in a way that causes distress, embarrassment or pain.

Definition

Intimate care is any care which involves washing, touching or carrying out an invasive procedure that some children are unable to do due to physical disability, special educational needs associated with learning difficulties, medical needs or needs arising from the child's stage of development. Intimate care may involve help with drinking, eating, dressing and toileting.

In most cases Intimate Care will involve procedures to do with personal hygiene and the cleaning of equipment associated with the process and should only be carried out by suitably trained, competent staff.

Our approach to best practice

The child who requires intimate care will be treated with respect at all times; the child's welfare and dignity is of paramount importance.

Staff who provide intimate care are trained to do so (training includes Child Protection/ Safeguarding and Moving and Handling) and are fully aware of best practice.

The child will be supported to achieve the highest level of autonomy that is possible given their age and abilities. Staff will encourage each child to do as much for him/herself as he/she can. This may mean, for example, giving the child responsibility for washing themselves. Individual intimate care plans may be drawn up for particular children as appropriate to suit the circumstances of the child.

Each child's right to privacy will be respected. Where possible, one child will be catered for by one adult unless there is a sound reason for having more adults present. If this is the case, the reasons should be clearly documented.

Intimate care arrangements will be discussed with parents/carers on a regular basis and recorded on the intimate care sheet. The needs and wishes of children and parents will be taken into account wherever possible within the constraints of staffing and equal opportunities legislation.

Child Protection Procedures and Multi-Agency Child Protection procedures will be adhered to. All children will be taught personal safety skills carefully matched to their level of ability, development and understanding.

If a member of staff has any concerns about physical changes in a child's presentation, e.g. marks, bruises, soreness etc. s/he will immediately report concerns to the appropriate manager/ designated person for child protection. In the case of children who are not independently mobile, all bruising will be reported to the manager or deputy manager for further enquiry as advised by the surrey safeguarding children board.

If a child becomes distressed or unhappy about being cared for by a particular member of staff, the matter will be looked into and outcomes recorded. Parents/carers will be contacted without delay as part of this process in order to reach a resolution.

If a child makes an allegation against a member of staff, all necessary procedures will be followed (see Child Protection Procedures for details).

All staff will be required to confirm that they have read the Intimate Care Policy who provide intimate care.

Staff that are assisting with changing/washing a child will wear gloves and put any soiled items in a tied plastic bag to be taken home. Children will then be encouraged to wash their hands.

Settling in Policy

We want children to feel safe and happy in the absence of their parents, to recognise other adults as a source of authority, help and friendship and to be able to share with their parents afterwards the new learning experiences enjoyed in the pre-school. We also want parents to feel welcome and involved from the beginning. In order to accomplish this, we aim to create a partnership with parents in the following ways:

- Creating opportunities for the exchange of information, using amongst other resources a copy of the pre-school's prospectus and a shared approach to the registration form.
- Ensuring plenty of opportunities for parents to inform the pre-school about their children's current achievements and interests.
- Encouraging parents to visit the pre-school with their children during the weeks before an admission is planned.
- Making clear to families from the outset that they will be welcome and supported in the pre-school for as long as it takes to settle their child there.

- Reassuring parents whose children seem to be taking a long time settling in to pre-school.
- Encouraging parents where appropriate to separate from their children for brief periods at first, gradually building up to longer periods if required.
- Afternoon sessions at the end of the summer term for children joining in September to enable them to become used to the setting without the older children, who are going to school. Families will also be offered home visits.

Children cannot play or learn successfully if they are anxious or unhappy. Our settling procedures aim to help parents and children to feel comfortable in the pre-school and to ensure that children can benefit from what the group has to offer and feel confident that their parents will return at the end of the session/day.

We hope that your child's time in Pre-school will be a very happy and productive one. If you have any queries or if we can be of any help, please feel free to speak to a member of the staff or committee.

Equipment

The toys and equipment in pre-school provide opportunities for children, with an adult to help, to develop new skills and concepts in the course of their play and exploration.

The equipment we provide:

- Is appropriate for the ages and the stages of the children
- 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
- Includes a range of raw materials which can be used in a variety of ways and encourages an open-ended approach to creativity and problem-solving
- Will enable children, with adult support, to develop individual potential and move towards required learning goals
- Conforms to all relevant safety regulations and is sound and of good quality
- Inventory to be revised yearly

Various activities are provided for the children: imagination and role-play (shops, puppets, families), creativity (drawing, painting, play-doh), singing and movement, story time, cooking, writing and counting.

- All activities are within the child safety guidelines and are supervised.
- Small items that can be placed in the ear, nose or mouth are kept away or only brought out during small group focus activities.
- Sharp items are not used with the exception of scissors and safe cooking knives, which are used under supervision.
- If a child is prone to putting things like sand or play-dough into their mouth staff will explain to them why they should not do it or distract them so that they do not do it again.

Data Protection and Confidentiality Policy

Rainbow's End holds information on the children at the setting and in doing so the setting has to comply with the Data Protection Act 1998. The type of data held, why that data is held and to whom it may be passed on is detailed in Appendix 2.

Children, as data subjects, have certain rights under the Data Protection Act 1998, including a general right to access to personal data held on them, with parents exercising this right of access to personal data held on them, with parents exercising this right on their behalf if they are too young to do so themselves. If you wish to access the personal data held about your child, then please contact the relevant organisation:

- Rainbow's End Pre-School, Ewhurst Village Hall, The Street, Ewhurst, Surrey, GU6 7pX
- The Local Authority at: EYCS, Fairmount House, Bull Hill, Leatherhead, KT22 7AH

In order to fulfill their responsibilities under the Act the organisation may, before responding to this request, seek proof of the requestor's identity and any further information required to locate the personal data requested.

The pre-school requires the name, date of birth, name and address of parents, who they live with and an emergency contact for each child.
The pre-school must document daily attendance and hours attended.

The pre-school certificate of registration is displayed on the notice board and previous OFSTED inspection reports are available to view in the office and on the website.

Certain documents must be retained at Rainbow's End Pre-school after the child or staff member has left according to Pre-school Learning Alliance Retention Period for Records. These include:

- Children's records (registers, medication records, accident records etc.)
- Records of reportable deaths, injuries, diseases or dangerous occurrences
- Personnel files and training records
- Application forms and interview notes
- CRB/DBS information
- Record of a child protection allegation
- Staff accident records
- Complaints records
- Insurance certificates

Confidentiality

The pre-schools work with the children and families will sometimes bring us into contact with confidential information.

To ensure that all those using and working in the pre-school can do so with confidence, we will respect confidentiality in the following ways:

- Parents will have ready access to the files and records of their own children but will not have access about any other child.
- Staff will not discuss individual children, other than for purposes of curriculum planning/group management, with people other than parents/carers of that child.
- Information given by parents/carers to the pre-school co-ordinator or key worker will not be passed on to other adults without permission.
- Issues to do with the employment of staff, whether paid or unpaid will remain confidential to the people directly involved with making personnel decisions.
- All committee members must be made aware that any issues discussed at meetings are confidential unless otherwise advised.
- Any anxieties/evidence relating to a child's personal safety will be kept in a confidential file and will not be shared within the group except with the child's key person or pre-school co-ordinator and chairperson if needed.
- Students on Pre-school Learning Alliance or other recognised qualifications and training, when they are observing in the pre-school will be advised of our confidentiality policy and required to respect it.

All the undertakings above are subject to the paramount commitment of the pre-school, which is to the safety and interest of the child. Please see also our policy on safeguarding.

Confidential information is kept for at least 3 years.

Accident and Incident books are kept until the child is 21 years old.