

Handbook

Primrose Day Nursery

Maryhill Burgh Halls

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WELCOME

Dear Parent/Carer,

I would like to take the opportunity to welcome you to Primrose Day Nursery. I hope that you find the Nursery atmosphere friendly and welcoming.

Please take some time to read the Nursery Handbook as it is hoped the information will be useful to you and help you and your child settle into their nursery placement.

At Primrose Day Nursery we aim to provide a warm, friendly and stimulating environment, in which your child can feel happy and safe. Our qualified and experienced staff team will provide a high-quality provision, leaving you secure in the knowledge that your child is receiving the highest standard of care and educational opportunities for their personal development.

The curriculum offers a wide range of learning opportunities and experiences to promote your child’s emotional, personal and social development as well as encouraging intellectual, physical and creative skills. Through play, activities and learning by example will help children to develop positive attitudes to self and others.

Primrose Day Nursery recognises that the care of your child is of paramount importance, and we strive to create an atmosphere that allows parent and careers to feel confident when leaving their child in our care. The management and staff want to establish a strong relationship with parents & carers and are therefore committed to working in partnership to support each child, as they develop their confidence, self-esteem. This working partnership will also play an important part in ensuring each individual child receives a positive learning experience, which will allow them to grow and develop to their full potential.

I hope you and your child enjoy your time at Primrose Day Nursery. We want you to feel that you are welcome and involved in your child’s nursery education, therefore the nursery has adopted an open-door policy, please feel free to visit or telephone at any time.

Yours sincerely,

Susan Govan

Susan Govan

Head Teacher

**Nursery Vision, Values and Aims**

At Primrose Day Nursery in Maryhill we strive to create a safe environment where all our families feel respected, valued and included. We believe that children learn through play, living, interaction, example and of course teaching. This concept forms the core of our ethos. We recognise the importance of developing every child’s healthy self-image through praise, guidance and encouragement.

Our children are given opportunities to develop respect and to learn to share, to be kind and fair and to develop good manners all of which are skills for life. We believe in nurturing children’s desires to learn and experiment and support them in achieving their full potential within the safe nursery environment. We promote inclusion and celebrate diversity.

We believe:

* Every child has the right to be treated as an individual
* In the creation of an environment that ensures children are supported, valued, feel safe, respected and included
* In nurturing children’s innate desire to learn and investigate through the provision of exciting and interesting learning experiences
* Each child should be supported to achieve their full potential as a learner

We aim:

* For children to operate as independent learners and develop skills for living
* For all stakeholders to have a “voice” which influences and supports us as we strive for excellence
* To create an ethos of integrity and partnership working
* To promote inclusion and celebrate diversity

**Ratios**

|  |  |  |  |
| --- | --- | --- | --- |
| **Room** | **Age Group** | **Number of children** | **Staff: Child Ratio** |
| Daisy | 0-2 Years | 9 | 1:3 |
| Pansy | 2-3 Years | 15 | 1:5 |
| Poppy | 3-5 Years | 24 | 1:8 |

**Operating Hours**

The Nursery is open from 8.00 am to 6.00 pm Monday to Friday

Full Day session: 8.00 am – 6.00pm

Morning session: 8.00 am – 1.00 pm

Afternoon session: 1.00 pm –6.00 pm

A 2-day minimum contract is required. There are no half day sessions available for children under 3 years of age.

The nursery is opened 51 weeks of the year, only closing 1 week at Christmas **(Not included in the annual fees)** and for Bank Holidays throughout the year.

Bank holidays

* 13th of April Easter Monday
* 11th May Day
* 25th May Day
* 28th September (Local Bank Holiday)
* 25th,26th December Christmas
* 1st ,2nd January New Year

In-service Days

* Wednesday 12th of February
* Thursday 18th of June
* Friday 25th September

**Christmas Holidays**

We close on Tuesday the 22nd of December at 6pm and reopen on Tuesday the 5th Jan 2021

Meals & Snacks

**Breakfast**

Water and milk are served with a choice such as fruit, toast or cereal etc.

**Snacks**

Are provided for all children over 1 years of age.

**Lunch**

A balanced diet is crucial to a child’s physical and mental development and we aim to provide varied menus designed to appeal to children, whilst providing key nutritional elements.

For children aged 1-5 years the Nursery provides lunch and snacks in the morning and afternoon and a 2-course lunch is also included in the fees.

All food and drink are free from additives, artificial colourings, nuts and preserves where possible. Vegetarians and Vegans, children with special medical diets, children with specific allergies, and or children with religious or cultural requirements, are also catered for where possible.

**Afternoon**

Water and milk and fruit are always served with a variety of healthy eating snacks such as cheeses and ham wraps, scones etc.

All food and drink are free from additives, artificial colourings, nuts and preserves where possible. Vegetarians and Vegans, children with special medical diets, children with specific allergies, and or children with religious or cultural requirements, are also catered for where possible.

As the number of children with **NUT ALLERGIES** are increasing, with the support of parents/carers we aim to keep the facility **NUT FREE.**

Parents are asked to provide suitable food and bottles for babies under 1 year old. All food and bottles must be clearly labelled.

*All the staff at Primrose Day Nursery are dedicated to the care of your child. We are very eager to see them happy and settled. We need to work with you, the parents/cares as there is great need for so-operation and sharing of information. If you have any worries or comments, we are always ready to listen and work towards resolving any problems.*

Staffing

**Nursery Staff**

Our staff are of the highest standard and are employed to provide an ideal balance of youth, energy, maturity and experience. All staff are fully vetted in adherence with the guidelines imposed by our industry regulator, The Scottish Commission for the Regulation of Care. This involves a full police check by Disclosure Scotland and all staff are also registered with Scottish Social Services Council.

**Child Protection**

All staff will have working knowledge of the child Protection policy, The Local Area Child Protection Guidelines and Scottish Office guidelines. All staff will undertake Child Protection Training, to ensure that current and new procedures and legislation are being adhered to.

**Key worker system**

Your child will be allocated a key worker upon starting at the Nursery.

The key worker is a nominated person responsible for your son/daughter and a small group of other children. They will be responsible for firstly introducing you and your child to the Nursery and helping to settle your child into his/her routine. Your Key Worker will become a familiar face for parents/carers and will often be the person you speak with regularly concerning your child’s development.

Each Key Worker builds up and maintains a file on each child they are responsible for. This file includes details such as allergies, likes, and dislikes. They will also be responsible for keeping a record of your child’s learning and development at the Nursery. This file will contain evidence and notes concerning achievement in the specific curriculum areas.

These records are available to all staff within the child’s age group and each child’s parent/carers. They will also be viewed and discussed at arranged parent’s evenings which will be held twice a year.

**Other useful information**

To help you and your child become familiar with the Nursery the following information hopefully will be useful to you.

On arrival at Primrose Day Nursery; your son/daughter will be allocated a clothes peg to hang their jacket and spare set of clothes on. You will find these pegs allocated in the main area. The children will be able to identify their own peg as they will not only be named but will also display a picture used solely by your son/daughter. Directly below there is a compartment for your child’s belongings e.g. slippers, shoes etc.

Each morning, on arrival at the Nursery you should remove your son/daughter’s outdoor shoes and change them into their indoor soft-sole shoes. Should you want to discuss anything with your son/daughter’s key worker or any other member of staff, when dropping off and picking up your child is a good opportunity to do so. All staff at Primrose Day Nursery value parental contribution and it is our aim to work in partnership with you always. We operate an “open door” policy so you can telephone or visit the Nursery whenever it is suitable to you. Having said this you will appreciate that staff are always busy with the children so that the staff have ample time set aside and give full attention.

We encourage the children to brush their teeth after lunch. A toothbrush is supplied for your child to clean their teeth.

We aim to keep you well informed concerning everyday aspects of your child’s learning and development. There is a parent/carer notice board located in the children’s cloakroom area, correspondence will be posted here. There are also notice boards at the entrance to each room informing you of the types of activities your son/daughter will participate in daily. You will see that the day is varied incorporating specific adult-led activities, such as story/song time, activity time and free play, both indoors and outdoors.

What your child will need for Nursery:

A full change of clothing to include, pants, socks, vest, t-shirt/top, skirt/trousers and cardigan/jumper.

Please could you also remember to bring your child’s outdoor jacket and shoes as weather permitted, we will take the children out for outdoor play activities. In cold weather the children are still given the opportunity to play outside, so we recommend that your children have a hat, scarf and gloves to protect them from cold, in the summer time you should provide sun-cream and a sun hat for your child to wear.

**Please ensure that all personal belongings are marked clearly with your child’s name.**

**Medication Policy and Procedures**

At Primrose Day Nursery we understand that at times that our children will require to have medication administered during their time at nursery. Many children will require medication on a short-term basis however at times some children will require medication over a longer period. Some children may have conditions that will require emergency treatment e.g. severe allergic reactions.

**Administering Medication**

Prescribed medication can only be administered by a qualified member of staff. All medication which is administered in the service must be witnessed by another member of staff. Before any medication is administered to a child both members of staff must check the details recorded on the medication form by the parent and ensure that this matches the information contained on the medication label/information leaflet. All medication being accepted into the nursery must have the information leaflet and/or a prescription. Children are not allowed to self- medicate within the service; all parents will be made aware of the company policy on the Administration of Medication. The first dose of any new medication cannot be administered at nursery. The parent must ensure that this happens at home to ensure that the child does not take any reaction to the medication.

Staff must ensure that the reason for the medication to be administered is made clear. Instructions must be included on how/when and how much to administer.

If medication must be given on a “when required” basis, it is essential that a medication care plan is recorded in the child’s file. Signs of when the medication should be administered should be clearly identified e.g. child has a high temperature, is wheezing, eyes running or itchy, sneezing etc. The care plan must also detail what to do if the symptoms become worse or the medication is not working. A copy of the care plan must be stored with the medication.

**Medication Procedures**

* Parent/Carer must fully complete a medication permission form prior to any medication being administered within the service.
* Staff must check dosage of medication with the parent against medication instruction label and permission form.
* The dosage on the written permission is the only dosage that will be administered, if staff have concerns over the instructions given by parents this should be queried by the staff with parents, or checked with GP, a pharmacist or NHS 24.
* All medication must be clearly labelled or marked with the identity of the child.
* Staff must check the expiry dates, dispensed date, shelf life and the date the medication should be discarded.
* Staff must check the medication is for the current condition.
* All medication must be brought into nursery in its original container
* Medication will be administered as per prescribed instructions
* When the child is collected, the parent or guardian will be informed of the precise details of the times and dosage given throughout the day. The parent’s or person collecting the child’s signature must be obtained.
* If a child spits out medication or refuses to take the appropriate medication, then this should be recorded, and the parents contacted to inform them that the child has not had the expected dose of medication.
* Expired medication must always be returned to the parents
* Permission from parents must be reviewed every 28 days

**Non- Prescribed Medication**

The only non-prescribed medication that will be administered by the nursery will be:

* Teething Gel/Powder

The nursery will follow the same pre-administration procedures when accepting this medication from parents or carers.

* Nappy and Skin Creams

For non-prescribed nappy cream, prior written permission is sought in the child’s registration form and the onus is on the parent to provide the cream which should be clearly labelled with the child’s name.

**Storage of Medication**

All medication for children must have the child’s name clearly written on the original container and kept in the locked medication cabinet in the nursery office which is out of reach of all children.

Antibiotics requiring refrigeration must be kept in the Medication fridge, located in the nursery kitchen.

All medication for the treatment and care of Asthma e.g. Inhaler,spacer will be stored out of reach of children within the child’s room, this will ensure that we are able to treat the child quickly and minimize any discomfort should they suffer with an asthma attack or require their medication urgently to relieve symptoms.

All medication for the treatment of allergies e.g. EpiPen and or Piriton will be stored out of reach of children within the relevant room, this will ensure that we are able to treat quickly and minimize any discomfort should they suffer with an allergic reaction or require their medication urgently to relieve symptoms.

**Disposal of Medicines**

Nursery staff should not dispose of medicines. Date expired medicines or those no longer required for treatment be returned to the parent/carer for transfer to a community pharmacist for safe disposal. Medicines which are in use and in date should be collected by the parent/carer at the end of each day.

**First Aid Medication**

The first aid box for staff is kept in a readily accessible position, but out of reach of the children.First aid boxes only contain items permitted by the Health & Safety (First Aid) Regulations Act 1981, such as sterile dressing, bandages, and eye pads. No other medical items, such as paracetamol are kept in the first aid box.

**Child Protection Policy and Procedures**

At Primrose Day Nursery we work with children, parents, external agencies and the community to ensure the welfare and safety of children and to give them the very best start in life. Children have the right to be treated with respect, helped to thrive and be safe from any abuse in whatever form.

**Legal framework and guidance**

* The Protection of Vulnerable Groups Act 2007
* Protection of Children (Scotland) Act 2003
* Children and Young People (Scotland) Act 2014
* Getting it right for every child (GIRFEC) approach
* National Guidance for Child Protection in Scotland 2014
* The Early Years Framework
* UN Convention on the Rights of the Child
* The Children’s Charter.

**Policy intention**

To promote children’s welfare, we will:

* Create an environment to encourage children to develop a positive self-image
* Provide positive role models
* Encourage children to develop a sense of independence and autonomy in a way that is appropriate to their age and stage of development
* Provide a safe and secure environment for all children
* Always listen to children.

We support the children within our care, protect them from maltreatment and have robust procedures in place to prevent the impairment of children’s health and development. Child protection is a much wider subject than the elements covered within this single policy, therefore this document should be used in conjunction with the other nursery policies and procedures.

The nursery is aware that abuse does occur in our society and we are vigilant in identifying signs of abuse and reporting concerns. Our early learning and childcare practitioners have a duty to safeguard and promote the welfare of children. Due to the many hours of care we are providing, staff may often be the first people to identify that there is a problem. They may well be the first people in whom children confide information that may suggest abuse.

Our prime responsibility is the welfare and well-being of each child in our care. As such we believe we have a duty to the children, parents and staff to act quickly and responsibly in any instance that may come to our attention. All staff will work with other agencies, including as part of a multi-agency team where needed, in the best interests of the child.

**The nursery aims to:**

* Keep the child at the centre of all we do
* Ensure that children are never placed at risk while in the charge of nursery staff
* Ensure that information is shared only with those people who need to know in order to protect the child and act in their best interest
* Ensure that all staff feel confident and supported to share information and seek the help that the child may need
* Ensure staff are trained to understand the child protection policy and procedures, are alert to identify possible signs of abuse, understand what is meant by child protection and are aware of the different ways in which children can be harmed, including by other children through bullying or discriminatory behaviour
* Ensure that all staff are familiar and updated regularly with child protection issues and procedures including the local Child Protection Committee’s guidelines
* Ensure parents are fully aware of child protection policies and procedures when they register with the nursery and are kept informed of all updates when they occur
* Make any referrals in a timely way, sharing relevant information as necessary in line with procedures set out by the local Child Protection Committee’s guidelines
* Regularly review and update this policy with staff and parents where appropriate and make sure it complies with any legal requirements and any guidance or procedures issued by the Child Protection Board.

We will support children by offering reassurance, comfort and sensitive interactions. We will offer diverse activities according to individual circumstances to enable children to develop confidence and self-esteem within their peer group.

**Contact telephone numbers**

* Care Inspectorate 08456030890
* Scottish Social Services Council (SSSC) 08456030891
* Police: Family Protection Unit 0141 5323000
* Out of Hours/Stand by Social Work Services 03003431505
* Social Work Services (North) 0141 276 7010
* Scottish Children’s Reporters Admin 0141 567 7900

**Types of abuse**

Abuse and neglect are forms of maltreatment of a child. Somebody may abuse or neglect a child by harming them, or by failing to act to prevent harm. Children may be abused within a family, institution, or community setting by those known to them or a stranger. This could be an adult or adults, another child or children.

The signs and indicators listed below may not necessarily indicate that a child has been abused but may help us to recognise that something may be wrong, especially if a child shows a number of these symptoms or any of them to a marked degree.

**Indicators of child abuse** **and procedures followed**

* Failure to thrive and meet developmental milestones
* Fearful or withdrawn tendencies
* Aggressive behaviour
* Unexplained injuries to a child or conflicting reports from parents
* Repeated injuries
* Unaddressed illnesses or injuries.

**Recording suspicions of abuse and disclosures**

Staff should make an objective record of any observation or disclosure (supported by the nursery manager). This record should include:

* Child's name
* Child's address
* Age of the child and date of birth
* Date and time of the observation or the disclosure
* Exact words spoken by the child
* Exact position and type of any injuries or marks seen
* Exact observation of any incident including any other witnesses
* Name of the person to whom any concern was reported, with date and time and the names of any other person present at the time
* Any discussion held with parent.

These records should be signed by the person reporting this and the manager or supervisor, dated and kept in a separate confidential file.

If a child starts to talk to an adult about potential abuse it is important not to promise the child complete confidentiality. This promise cannot be kept. It is vital that the child is allowed to talk openly, and disclosure is not forced, or words put into the child’s mouth. It is important to remember this because any subsequent investigation by the relevant authorities must not be compromised by staff putting words in the child’s mouth. As soon as possible after the disclosure, details must be logged accurately.

It may be thought necessary that after discussion with all concerned the matter needs to be raised with the Child Protection Team and the Care Inspectorate. Staff involved may be asked to supply details of any information they have concerns about a child. The nursery expects all members of staff to co-operate with the Child Protection Team and the Care Inspectorate in any way necessary to ensure the safety of the child.

Staff must not comment either publicly or in private about a parent’s or staff’s alleged or actual behaviour.

**Physical abuse**

Action needs to be taken if staff have reason to believe that there has been physical harm or injury to a child, including deliberate poisoning, where there is definite knowledge, or reasonable suspicion that the injury was inflicted or knowingly not prevented. These symptoms may include bruising or injuries in an area that is not usual for a child, e.g. fleshy parts of the arms and legs, back, wrists, ankles and face.

Many children will have cuts and grazes from normal childhood injuries. These should also be logged and discussed with the nursery manager or room leader.

Children and babies may be abused physically through shaking or throwing. Other injuries may include burns or scalds, drowning or suffocation. These are not usual childhood injuries and should always be logged and discussed with the nursery manager.

**Female genital mutilation**

This type of physical abuse is practised as a cultural ritual by certain ethnic groups and there is now more awareness of its prevalence in some communities across the UK, including its effect on the child and any other siblings involved. For those nurseries caring for older children in their out of school facility this may be an area of abuse you could come across. Symptoms may include bleeding, painful areas, acute urinary retention, urinary infection, wound infection, septicaemia, incontinence, vaginal and pelvic infections with depression and post-traumatic stress disorder as psychological concerns. If you have concerns about a child in this area, you should contact the children’s social care team in the same way as other types of physical abuse.

**Fabricated or induced illness**

This is also a type of physical abuse. This is where a child is presented as having an illness that is fabricated by the adult carer. The carer may seek out unnecessary medical treatment or investigation. The signs may include a carer exaggerating a real illness or symptoms, complete fabrication of symptoms or inducing physical illness e.g. through poisoning, starvation, inappropriate diet. This may also be presented through false allegations of abuse or encouraging the child to appear disabled or ill to obtain unnecessary treatment or specialist support.

**Procedure:**

* All signs of marks/injuries to a child when they come into nursery or that occur during time at the nursery, will be recorded as soon as they are noticed by a staff member
* The incident will be discussed with the parent at the earliest opportunity
* Such discussions will be recorded, and the parent will have access to such records
* If there are any queries regarding the injury, it will be immediately reported to the nursery manager or person designated with the lead in child protection who will immediately refer the matter to the local authority Child Protection Team.

**Sexual abuse**

Action needs be taken under this heading if the staff member has witnessed occasions where a child has indicated sexual activity through words, play, drawing, an excessive pre-occupation with sexual matters, or an inappropriate knowledge of adult sexual behaviour or language.

This may include acting out sexual activity on dolls/toys or in the role-play area with their peers, drawing pictures that are inappropriate for a child, talking about sexual activities or using sexual language or words. The child may become worried when their clothes are removed, e.g. for nappy changes.

The physical symptoms may include genital trauma, discharge and bruises between the legs or signs of a sexually transmitted disease (STD). Emotional symptoms could include a distinct change in a child’s behaviour. They may be withdrawn or overly extroverted and outgoing. They may withdraw away from an adult and become distressed if they reach out for them, but they may also be particularly clingy to a potential abuser so all symptoms and signs should be looked at together and assessed as a whole.

If a child starts to talk openly to an adult about abuse, they may be experiencing, the procedure below will be followed.

**Procedure:**

* The adult should reassure the child and listen without interrupting if the child wishes to talk
* The observed instances will be detailed in a confidential report
* The observed instances will be immediately reported to the nursery manager or person designated with the lead in child protection who will immediately refer the matter to the Child Protection Team in the local authority.

**Emotional abuse**

Action should be taken under this heading if the staff member has reason to believe that there is a severe, adverse effect on the behaviour and emotional development of a child, caused by persistent or severe ill-treatment or rejection.

This may include extremes of discipline where a child is shouted at or put down on a consistent basis, lack of emotional attachment by a parent, or it may include parents or carers placing inappropriate age or developmental expectations on children or causing them to feel frightened or in danger, or exploiting or corrupting children. Emotional abuse may also be imposed through the child witnessing domestic abuse and alcohol and drug misuse by adults caring for them.

The child is likely to show extremes of emotion with this type of abuse. This may include shying away from an adult who is abusing them or becoming withdrawn, aggressive or clingy in order to receive their love and attention. This type of abuse is harder to identify as the child is not likely to show any physical signs.

**Procedure:**

* The concern should be discussed with the nursery manager designated with the lead in child protection
* The concern will be discussed with the parent
* Such discussions will be recorded, and the parent will have access to such records
* If there appear to be any queries regarding the circumstances, it will be immediately reported to the nursery manager or person designated with the lead in child protection who will immediately refer the matter to the Child Protection Team in the local authority.

**Neglect**

Action should be taken under this heading if the staff member has reason to believe that there has been persistent or severe neglect of a child (for example, by exposure to any kind of danger, including cold and starvation) which results in serious impairment of the child's health or development, including failure to thrive.

Signs may include a child persistently arriving at nursery unwashed or unkempt, wearing clothes that are too small (especially shoes that may restrict the child’s growth or hurt them), arriving at nursery in the same nappy they went home in or a child having an illness that is not being addressed by the parent. A child may also be persistently hungry if a parent is withholding food or not providing enough for a child’s needs.

Neglect may also be shown through emotional signs, e.g. a child may not be receiving the attention they need at home and may crave love and support at nursery. They may be clingy and emotional. In addition, neglect may occur through pregnancy as a result of maternal substance abuse.

**Procedure:**

* The concern will be discussed with the parent
* Such discussions will be recorded, and the parent will have access to such records
* If there appear to be any queries regarding the circumstances, it will be immediately reported to the nursery manager or person designated with the lead in child protection who will immediately refer the matter to the Child Protection Team in the local authority.

**Staffing and volunteering**

Our policy is to provide a secure and safe environment for all children. The nursery will therefore not allow an adult who has not received their Disclosure Scotland clearance check to be left alone with a child.

We ask all new staff to register with the Protecting Vulnerable Groups (PVG) scheme under the Protection of Vulnerable Groups (Scotland) Act 2007.

All staff will attend child protection training within their first six months of employment and receive initial basic training during their first week. This will include the procedures for spotting signs and behaviours of abuse and abusers/potential abusers, recording and reporting concerns and creating a safe and secure environment for the children in the nursery.

We have a named person within the nursery who co-ordinates child protection and welfare issues. The designated person undertakes specific training and accesses regular updates to developments within this field.

**The rchild protection officers at the nursery are: Jamila Flynn and Heather Melvin**

* We provide adequate and appropriate staffing resources to meet the needs of all children
* Applicants for posts within the nursery are clearly informed that the positions are exempt from the Rehabilitation of Offenders Act 1974. Candidates are informed of the need to carry out checks before posts can be confirmed. Where applications are rejected because of information that has been disclosed, applicants have the right to know and to challenge incorrect information
* All Disclosure Scotland checks will be updated on a regular basis to ensure the suitability of the adults caring for the children. We ask all staff requiring updated checks to join the PVG scheme
* We abide by the Care Inspectorate requirements regarding references and suitability checks for staff and volunteers to ensure that no disqualified person or unfit person works at the nursery or has access to the children
* We ensure we receive at least two written references BEFORE a new member of staff commences employment with us
* All students will be requested to join the PVG scheme
* Volunteers, including students, do not work unsupervised
* We abide by the Protection of Vulnerable Groups Act 2007 requirements in respect of any person who is dismissed from our employment, or resigns in circumstances that would otherwise have led to dismissal for reasons of child protection concern
* We have procedures for recording the details of visitors to the nursery and take security steps to ensure that we have control over who comes into the nursery so that no unauthorised person has unsupervised access to the children
* All contractors/external workers will be Disclosure Scotland checked/PVG scheme registered and the manager will request this before allowing them access to the nursery. All visitors/contractors will still be accompanied whilst on the premises, especially when in the areas the children use
* All staff have access to and comply with the whistleblowing policy which will enable them to share any concerns that may arise about their colleagues in an appropriate manner
* All staff will attend regular supervision meetings where opportunities will be made available to discuss child protection training and any needs for further support
* The deployment of staff within the nursery allows for constant supervision and support. Where children need to spend time away from the rest of the group, the door will be left ajar or other safeguards will be put into action to ensure the safety of the child and the adult.

**Informing parents**

Parents are normally the first point of contact. If a suspicion of abuse is recorded, parents are informed at the same time as the report is made, except where the guidance of the Child Protection Team/police does not allow this. This will usually be the case where the parent or family member is the likely abuser, or where a child may be endangered by this disclosure. In these cases, the investigating officers will inform parents.

**Confidentiality**

All suspicions and investigations are kept confidential and shared only with those who need to know. Any information is shared under the guidance of the Child Protection Team.

**Support to families**

* The nursery takes every step in its power to build up trusting and supportive relations among families, staff and volunteers within the nursery
* The nursery continues to welcome the child and the family whilst investigations are being made in relation to abuse in the home situation. Parents and families will be treated with respect in a non-judgmental manner whilst investigations are carried out in the best interests of the child
* Confidential records kept on a child are shared with the child's parents or those who have parental responsibility for the child, only if appropriate under the guidance of the Child Protection Team, with the proviso that the care and safety of the child is paramount. We will do all in our power to support and work with the child's family.

**Employees, students or volunteers of the nursery or any other person living or working on the nursery premises**

If an allegation is made against a member of staff, student or volunteer or any other person who lives or works on the nursery premises, regardless of whether the allegation relates to the nursery premises or elsewhere, we will follow the procedure below.

The incident will be dealt with by the Nursery Manager with support from the Child Protection Team:

* A full investigation will be carried out by the appropriate professionals to determine how this will be handled
* The nursery reserves the right to suspend any member of staff during an investigation
* All investigations/interviews will be documented and kept in a locked file for access by the relevant authorities
* Support will be provided to all those involved in an allegation throughout the external investigation in line with professional support and advice
* Unfounded allegations will result in all rights being re-instated
* Substantiated allegations will be passed on to the relevant organisation (police) and will result in the termination of employment. The Care Inspectorate will be notified immediately of this decision
* Counselling will be available for any member of the nursery who is affected by an allegation, their colleagues in the nursery and the parents.

Our nursery has a clear commitment to protecting children and promoting welfare. Should anyone believe that this policy is not being upheld, it is their duty to report the matter to the attention of the \*nursery manager/\*owner/\*registered person at the earliest opportunity.

**Care Inspectorate**

Primrose Day Nursery is registered with the Care Inspectorate and our most recent inspection report can be found online at:

[file:///C:/Users/primr/Downloads/InspectionReport-296618%20(1).pdf](file:///C:\Users\primr\Downloads\InspectionReport-296618%20(1).pdf)

As Care Inspectorate is our governing body it is our duty to comply with the National Care Standards for children and young people, a copy of this book can also be found at the main reception.

If for whatever reason you do not feel happy with the service we are providing, we would advise you to contact the Care Inspectorate 01382 2071000 or email them on [enquires@careinspectorate.com](mailto:enquires@careinspectorate.com) they will be happy to assist you.

**Enquiry Form**

**Child’s Details**

Child’s Forename(s): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Surname: \_\_\_\_\_\_\_\_\_\_\_\_\_\_­­­\_\_\_\_\_\_

Date of Birth: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Home Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Telephone Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Parent/Carer: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Attendance** Please indicate the sessions and times you wish your child to attend

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Session**  **required** | **Monday** | Tuesday |  | Wednesday | Thursday | Friday |
| Morning  **8.00-1.00** |  |  |  |  |  |  |
| **Afternoon**  **1.00-6.00** |  |  |  |  |  |  |
| Full Day |  |  |  |  |  |  |

I wish my child to start attending on: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature of Parent/Carer: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Deposit Paid: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

How did you find out about Primrose Day Nursery?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_