

Childbase Partnership Policies & Procedures

Security Policy

We have taken a number of steps to ensure your child's safety whilst at nursery.

There is an intercom door entry system at the main door.

All outdoor areas are securely fenced and gateways fitted with secure locks.

Prior to your child joining the nursery you will be requested to complete a 'Collection of Child Authorisation Form'. This records details of persons other than parents/guardians whom you have authorised to collect your child from nursery.

We also ask that as a parent you do not let any other person into the nursery that you are not familiar with, even if you believe it to be another parent. This may appear rude but we feel that it is a necessary step to protect your child.

Safeguarding Policy

Childbase Partnership is committed to the welfare and protection of all children in its care. We achieve this by identifying emerging issues, intervening early and working in partnership with other agencies.

It is a function of the company to protect children from harm by ensuring that concerns about their safety are properly investigated.

As a childcare company we are fully aware of, and abide by, the local safeguarding children procedures in place in each area we operate.

We will work together with parents in following these guidelines.

All staff employed at Childbase Partnership are fully vetted with a current enhanced DBS.

Behaviour Policy

We set high expectations through encouraging and praising appropriate behaviour. We believe children benefit most where adults adopt a consistent and positive approach to the management of their behaviour.

We ensure that all staff within a setting are clear of what is expected of each individual child in their care to ensure a consistency of approach. They are trained to set up positive environments, to be aware of causes of unwanted behaviour and to manage such situations when they occur.

We aim to establish clear boundaries according to the child's level of understanding, encourage children to be aware of them of the settings, routines and procedures and ensure they know what is expected of them.

We aim to provide all children a secure, consistent and calm environment.

We share our behaviour policy with staff, parents and with the children in our care to ensure that all are aware what is expected from them.

Inclusion Policy

Childbase Partnership aims to provide equal opportunities in a positive manner to ensure that all staff value and respect the different racial origins, religions, cultures and languages of the children in their care and their families/guardians.

Each child is valued as an individual without racial or gender stereotyping and is encouraged to develop positive attitudes to differences of race, culture, language and gender. The same applies to children with Early Support needs.

The equipment, activities and day to day management of the nursery are organised in such a way to reflect this policy.

Childbase Partnership will seek to employ the most suitable candidate for any post.

Our commitment to implementing the company's Inclusive Practice Policy will form part of the job description for all workers.

Any discriminatory remarks or behaviour within the nurseries is unacceptable and will be challenged.

Medication Policy

Prescribed medication, which is clearly labelled for your child, can be administered by the management team whilst your child is at nursery and once handed over to a member of the staff, it will be stored in a locked medicine cupboard or refrigerated as appropriate.

Parents sign at the start of the session to authorise management to administer prescribed medication. On administration an entry is made on the Medicine Consent Form and parents then sign again at the end of the session to confirm they have been informed of their child's last dose of medication.

If ongoing medication is required, for example for asthma, then a 'Health Care Plan' is completed for your child and held at the nursery.

In addition should your child develop a high temperature whilst at nursery, with your prior consent, we are able to administer a single dose of Calpol. Should a child's state of health still warrant further assistance, parents/guardians are expected to collect their child from nursery.

Special Diets Policy

Childbase has a bespoke menu developed in cooperation with a dietician and our Kitchen Teams. In addition we cater for vegetarians, medical lead preferences, allergies and cultural or religious preferences by producing a unique meal for your child.

Evacuation Procedures

In the case of fire the alarms will sound and the nursery will be evacuated in a planned and precise fashion. Staff have registers which include all of your child's details.

In the unlikely event of the nursery not being safe to use after an evacuation, alternative arrangements will have been made for your child to be taken to a local place of safety (see notice board for details) and you will be notified of this as soon as possible.

Late Collection Policy

The sessions and closing times are detailed in each individual nursery prospectus.

We expect children to be collected promptly.

Parents/guardians who know they are going to be late (due to unforeseen circumstances) must telephone the nursery to inform them of the expected time of arrival.

A late charge is applied if parents/guardians are consistently late.

No Smoking Policy

Childbase Partnership has a no smoking policy in all nurseries. Parents/guardians, staff and visitors are asked not to smoke in or around the immediate building.

Change of Circumstances

It is very important that our child records are up to date.

If any details you originally gave the nursery upon registration change throughout the year, please pass them on to the Manager so the registration documents can be amended.

Swap Sessions

As an additional benefit to our parents we offer up to 3 swap sessions per calendar year.

We understand that there are times in the year when a parent may miss a paid session at nursery and require an alternative date.

Parents are asked to put all swap requests in writing/email, in advance of the swap date required, to the Nursery Management Team who will endeavour to offer it.

All swap session requests are subject to nursery availability.

Please note that bank holidays and fully funded sessions cannot be swapped.

Parental Responsibility

We have a legal responsibility to involve anyone who has Parental Responsibility in your child's care and education, regardless of whether this is your wish or not until such time that an order from the Court directs us otherwise. Where any family disputes arise during your child's time at nursery we ask that our staff are not put in any difficult situations.

Customer Complaints

If you have any cause for complaint, please speak in the first instance to the Nursery Manager or another member of the management team.

Alternatively you may wish to call our Customer Care Line on 01908 500575

Written complaints will be passed as necessary to relevant parties at higher management levels, who will respond to you directly.

You may also contact Ofsted on: 0300 1234 234

Details of this office will be displayed on the parents' notice board at nursery.

Any complaints received will be logged at the nursery.

Please refer to the nursery parent notice board for full policy information or ask a member of the nursery Management Team.