

Prospectus 2017

Wise Owl Playschool is a privately owned pre-school which opened in 1989. It is a member of the Pre-School Learning Alliance and is inspected and registered by OFSTED for 26 children per session. Inspection reports are available from the pre-school and can also be viewed on the OFSTED website at www.ofsted.gov.uk. We have had "Outstanding" as our last three consecutive inspection judgements.

STAFFING... Seven staff work with the children. All hold professional childcare qualifications including N.V.Qs at level 3 in Early Years Care and Education. All seven staff are experienced childcare professionals and participate in a continuing professional development programme administered by the Borough of Poole. Additional outside teachers come in to take Yoga and French classes.

POLICY AND PROCEDURE... documents have been developed covering all aspects of the day-to-day running of Wise Owl Playschool, A selection of policies are included in this brochure and the others are available on request. We welcome any comments or suggestions you might have.

FACILITIES... include three child sized toilets, a disabled toilet and a well-equipped kitchen/ office area. The main classroom is divided into different areas of activity. Children have access to a large outside terrace area. The Studio is set within the beautiful gardens at Compton Acres and children have the opportunity to take supervised walks through the 10 acres of gardens and study wildlife, nature and the change of seasons.

THE READING AREA... is made comfortable with large beanbags. Children can enjoy looking at the wide selection of books or sit and chat to each other.

THE WRITING TABLE... allows the children to experiment with a variety of stationery items such as hole punches, tracing paper, pattern makers, envelopes etc.

DRESSING UP AND HOME CORNER... encourages imaginative play. A hanging rail is stocked with clothes so that the children can "become anyone" from a princess to a police officer. The items reflect cultural diversity and include a wide range of ethnic clothing.

MESSY ACTIVITIES... such a painting, collage and gardening are catered for. Children used easels when painting and select their own paints, brushes, sponges, inks or chalk from the trolleys. They are encouraged to join in with the daily planning project (which is invariably messy).

SAND/WATER TRAY... has various pouring and measuring items. The number of children using this is limited by the number of aprons provided.

GLUE & STICK TABLE... is available and children chose their own resources from the boxes and trolleys. A large selection of fixing materials including sticky tape,

glue and string are provided and children are encouraged to "problem solve" by building representational models independently. An adult is always on hand to help.

INTEREST TABLE... provides a display area for items linked to the week's theme and things of particular interest to the children, some of which will have been brought in from home.

KINDNESS TRAIN... where a special act of kindness or consideration is rewarded by the child placing their named note onto the train and being awarded a certificate to bring home. This helps develop the child's self-esteem and pride.

All these resources and equipment are provided each week in addition to the planned project or theme. Children have the opportunity to work independently or to have the assistance of an adult, according to their needs. Children can "free-flow" to the outside terrace, weather permitting, and select various resources stored there. Children are kept well occupied and the high staff/child ratio ensures that there is always someone available for the physical and emotional care of any individual child.

DAILY ROUTINE...

The children and parents are welcomed at the door at 8.45 am by two staff. Any changes to normal pick-up are signed for by the authorised parents or carers in the Notification of Change file. Children hang up their coats on their named pegs and place their named photo cards up on the magnetic board, then exchange their library books.

Playdough and puzzles are out on the tables and the children, parents/carers and key-persons chat and play until the bell is rung at 9.00 am. Parents/carers leave when they are happy that their child is settled. Times of arrival and departure are noted, as required by OFSTED, on the register. After registration time the "key-person group" are selected from the main group according to age, ability and the needs of the child, for more challenging, adult directed activities.

Yoga and French classes take place on different days on a rota basis. Everyone is encouraged to participate in the main planned activity in turn. Children gain experience of working together in small, medium and large groups according to their readiness and ability. Children can access computers and learn ICT skills, working independently or with the help of an adult. A chart is used to monitor children's activities so we can track who is doing what and in which group. Children playing in self-chosen groups are observed and adult intervention is limited appropriately, e.g. for a safety issue or to help the child extend their learning. Mid morning we provide a "Healthy Eating" snack with water or milk and fresh fruit, vegetables and toast being the main focus. Water is also freely available all morning.

LUNCH CLUB...

This session is provided to give the children some experience of self-management skills and getting ready for big school. Staff sit and eat their lunch with the children and model good manners and behaviour. It's a nice opportunity to sit and chat. There is a rest time after lunch with a story or quiet games provided. The children staying for lunch will be taken to the toilet, wash their hands and be ready to start their lunch as soon as the other children have left and the door is locked again. We have Healthy Eating leaflets for ideas on food. All lunches need to be in a named lunch box with a cool pack. We ask that children who are not staying for lunch are picked up promptly at 11.45 am as we have to be able to maintain safety and security at all times.

THE STAFFING STRUCTURE AND KEY-PERSON SYSTEM...

We operate a key-person system where every child is assigned to a particular member of staff. Key-persons look at the "Getting to Know You" document you will have completed at your free visit and then compile an "Initial Child Profile" with the parents on entry into Wise Owl. This gives us a starting point and helps us plan activities for your child. Key-persons report regularly to parents on all aspects of their child's development. They talk about the things that the child likes doing, both at playschool and at home and the way they behave in different situations. We hope that these exchanges of information play a useful part in the child's learning and development. Children's progress is continuously monitored and a written record is built up. This is discussed with the parent each term. Key-persons are always happy to talk about any aspect of the child's development or behaviour with the parent at any time. How the staff are deployed is shown in the daily plans. This varies from day to day depending on the activities. Plans are evaluated at the end of each session and points arising such as "What did the children learn?" and "How can we improve or enhance this session?" are discussed jointly by all staff.

OBSERVATION, ASSESSMENT AND PLANNING...

Staff use "bubble up" notes to monitor individual children's progress. "Learning Stories" and "Group Observations" are used to record progress and tracking sheets show areas of special interest for individual children. These are all written up into a "Learning Pathway" file which contains photos, examples of children's work and comments identifying their special achievements. The impact of this system is that children's needs are met and staff are able to identify specific areas for focus very early on in the child's learning and development journey. Information from these observations is used to inform future planning. When the child leaves for big school we complete a final transfer document. All of this information is freely available to the child's parents and is discussed with the key-person at termly meetings.

SPECIAL NEEDS COORDINATOR...

Our S.E.N.C.O, Kate Williams, is an experienced special needs co-ordinator and receives specialist training for this purpose.

SAFEGUARDING CHILDREN...

Jenny Parsons (proprietor) attends regular updates in safeguarding training and is the designated person for this area. Sue Sparrow (manager) has also received specialist training in this area. All staff are required to keep their training up to date. We comply with the local child protection procedures approved by the Local Safeguarding Children's Board. We create an environment in which children are safe from abuse and staff recognise the need to protect and nurture all children. Staff have all had legally required C.R.B. checks and anyone who has not been checked would not be allowed unsupervised access to the children.

REQUIRED STAFFING RATIOS ARE...

1 adult to 4 children aged 2 years. 1 adult to 8 children aged 3-7 years.

Full details of the staff and their relevant qualifications are available on request. Photo's of the staff are displayed on our website.

STAFF MEETINGS... are held regularly to discuss the children's progress and any other matters arising. Minutes are kept.

STAFF TRAINING...

All staff receive general induction training with special regard to health and safety when joining Wise Owl Playschool and this is updated regularly. A staff appraisal system monitors staff in their continuing professional development.

BEHAVIOUR MANAGEMENT...

Children are encouraged to be considerate and kind. The staff have high expectations of good behaviour and are good role models themselves. They give the children clear and consistent boundaries. This ensures that the children are aware of what is expected of them. Any unacceptable behaviour, such as bullying, is challenged in a calm but firm way. A child being disruptive at the sand tray would be removed to another activity with an explanation of why that behaviour is not allowed. After a cooling down period the child would be allowed to go back to the sand, providing they understand what is expected of them. Children are never handled roughly, shouted at or embarrassed and the explanations will be appropriate for the age and level of understanding of the child. Expectations of behaviour are agreed by the staff and

the use of distraction and praise are consistent. Continuing behaviour problems would be brought to the attention of the parent and a method of dealing with it agreed.

PARENTAL INVOLVEMENT...

This is a very important area for us and we value and respect your role in supporting your child's development. We aim to provide relevant and easily understood curriculum information and inform parents of the weeks activities on our "Parent's Information Notice Board" and regular newsletters. We offer suggestions for linking activities that you can do at home. If any parent has a special talent or interest that we could use we would be very interested. We have had parents' visits including Bournemouth Symphony Orchestra musicians, a deep sea fisherman, a doctor, a dental hygienist, a science teacher and many more.

TOILET TRAINING...

We are very experienced with "toilet accidents" and a clean change of clothing and a cuddle are always available. We have lots of patience, experience and disinfectant so please don't worry.

SUITABLE CLOTHING...

We prefer children to wear Wise Owl uniform as it is the most sensible clothing for everyday as some of our activities can get very messy. It also prepares children for "big school" uniform and gives a sense of pride in their playschool. Tee-shirts are £5.50 and sweatshirts £9.00. Children are encouraged to do as much as possible for themselves and skirts, or pull up trousers are easy for them to manage. We do not accept liability for damaged clothing. **Please do not** send your child into playschool wearing dungarees, tights jeans, belts and long dresses. They make quick dashes to the toilet very difficult which can be distressing for the child.

Please bring a pair of slippers for indoor wear and wellingtons or shoes for outdoor use.

Would you **please** label shoes, boots and all top clothing. Children should bring a coat everyday for outside activities and walks through the gardens. In the term before your child starts school you will be asked to provide a pair of plimsolls, an old tee shirt and a pair of shorts so children can practice getting changed for physical development sessions. We will provide a P.E. bag.

HYGIENE ROUTINES...

All staff complete food preparation and hygiene courses. They use their knowledge when discussing with the children their daily hygiene and healthy practice routines. All children understand that they must wash their hands after toileting and before eating or helping with activities that bring them into contact with food or drink.

SICKNESS AND CHANGE OF ADDRESS...

In the event of child suffering from sickness or diarrhoea they should not come into school until **48 hours** after the symptoms have stopped. Please tell us the nature of the illness so we can notify other parents if necessary. If a child becomes ill during the session, the parent or emergency contact will be telephoned and asked to take the child home. Please keep your registration form contact details up to date. Children are not allowed to leave the premises with anyone other than their parent or carer unless we have received notification.

SAFETY...

All activities are "Risk Assessed" and a daily risk assessment/safety check is carried out before we open in the morning. We have fire safety inspections and training and hold termly fire drills with the children. We comply with RIDDOR for the safety of our employees. Our accident book is reviewed annually as part of our risk assessment. We are fully insured with Sun Alliance through the Pre-School Learning Alliance.

MEDICATION...

If it is necessary for your child to receive medication it must be prescribed by a doctor or pharmacist and in its original packaging. You will be required to sign a permission form and complete dosage and timing instructions in our medication book. We may give over the counter medicines when asked to do so by a parent. The same recording procedures apply. We will keep a written record of when we administer medicine. We have a policy for medication.

SPONSORSHIP...

We sponsor a young child from Africa through Action Aid and we receive newsletters about her which we discuss with the children. We also sponsor Dr. Barnardo's children and the Air Ambulance

BORROW A BOOK... is a scheme where children choose a book to take home every day in their book bag and exchange it at their next session.

GOING HOME BOX... is for one small favourite, labelled toy to be brought in and kept safe, coming out for a cuddle if wanted. No toy guns, swords or weapons please.

EMERGENCY CLOSURE...

If weather conditions become serious and you are not sure if we will open please phone me between 7am and 8am on **07713 275423**. After 8 am Wise Owl's phone on the premises is **07546961948**

If we are already at playschool when the conditions deteriorate and the safety of the children is put at risk I will telephone parents or your emergency contact number and arrange for the children to be collected. In the unlikely event that I cannot make any contact, the child will remain with 2 members of staff at playschool.

If the building has to be evacuated the children will be taken to the nearest available safe place and you will be notified. Please keep your emergency contact numbers up to date.

OLIVER BEAR... lives at Wise Owl Playschool. All children take turns to bring Oliver home for an overnight stay. He has his own trolley and photo album. Oliver is a kind and brave bear and is happy to accompany children on visits to the doctor for injections or to go to the dentist. He likes going on holiday and has a current passport. The children may tell everyone about Oliver's visit at circle time.

COMPLAINTS PROCEDURE...

If any parent/carer would like to make a complaint there is information at the end of this brochure on how to do so. I will be happy to discuss any matters arising with you.

CURRICULUM...

Our curriculum is based on the "Early Years Foundation Stage Curriculum" (EYFS) As a registered childcare provider we have a legal responsibility to ensure our provision meets the learning and development requirements.

The EYFS is divided into Prime Areas and Specific Areas - these influence the atmosphere and philosophy of the setting. They establish the quality of the setting and ensure everyone is working together.

- A Unique Child
- Positive Relationships
- Enabling Environments
- Learning and Development

The Areas of Learning and Development are broken down into seven areas, namely:

- Personal, Social and Emotional Development (Prime Area)
- Communication, Language (Prime Area)
Literacy
- Mathematics
- Understanding the World.
- Physical Development (Prime Area)
- Expressive arts and design

To enable Wise Owl staff to understand and put these principles into practice we have undertaken a staff training package provided by the Borough of Poole. We have completed and passed the Paediatric First Aid, Health & Safety in the Workplace and Food Hygiene in Catering courses and staff training in specialist matters such as Special Educational Needs, Safeguarding Children, Multi-Agency Training Common Assessment Framework, Leadership for the Early Years Settings etc will be undertaken by the relevant staff. Your "key-person" or their "buddy" will be available, as usual, to discuss your child's development and progress with you at any time.

Please have a look at our website. www.wiseowlplayschool.co.uk where there are photo's and a lot more information.

I hope this information has been useful. If at any time you are concerned about something please do not hesitate to talk to a member of staff or myself. We all want your time with us to be happy, memorable and lots of fun!

Sincerely,

Jenny Parsons

Equality and Diversity Policy

STATEMENT OF INTENT...

Our pre-school is committed to providing equality of opportunity and anti-discriminatory practice for all children and families.

AIM...

We aim to:

- provide a secure environment in which all our children can flourish and in which all contributions are valued;
- include and value the contribution of all families to our understandings of equality and diversity;
- provide positive non-stereotyping information about different ethnic groups and people with disabilities;
- improve our knowledge and understanding of issues of equality and diversity; and
- make inclusion a thread which runs through all of the activities of the pre-school.

The legal framework for this policy is:

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- Children Act 1989 and 2004;
- Special Educational Needs and Disability Act 2001;
- The Equality Act 2010; and
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METHODS...

Admissions

Our pre-school is open to all members of the community.

- We advertise our service widely.
- We reflect the diversity of members of our society in our publicity and promotional materials.
- We provide information in clear, concise language, whether in spoken or written form.
- We provide information in any many languages as possible.
- We base our admissions policy on a fair system.
- We do not discriminate against a child with a disability or refuse a child entry to our pre-school because of any disability.

- We ensure that all parents are made aware of our equal opportunities policy.
- We develop an action plan to ensure that people with disabilities can participate successfully in the services offered by the pre-school and in the curriculum offered.

Employment

- Posts are advertised and all applicants are judged against explicit and fair criteria.
- The applicant who best meets the criteria is offered the post, subject to references and checks by the Criminal Records Bureau. This ensures fairness in the selection process. All job descriptions include a commitment to equality and diversity as part of their specifications.
- We monitor our application process to ensure that it is fair and accessible.

Training

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

Curriculum

The curriculum offered in the pre-school encourages children to develop positive attitudes to people who are different from themselves. It encourages children to empathise with others and to begin to develop the skills of critical thinking.

We do this by:

- Making children feel valued and good about themselves;
- Ensuring that children have equality of access to learning;
- Reflecting the widest possible range of communities in the choice of resources;
- Avoiding stereotypes or derogatory images in the selection of materials;
- Celebrating a wide range of festivals;
- Creating an environment of mutual respect and tolerance;
- Helping children to understand that discriminatory behaviour and remarks are unacceptable;
- Ensuring that the curriculum offered is inclusive of children with special educational needs and children with disabilities; and

- Ensuring that children whose first language is not English have full access to the curriculum and are supported in their learning.

Valuing Diversity in Families

- We welcome the diversity of family life and work with all families.
- We encourage children to contribute stories of their everyday life into the pre-school.
- We encourage parents/carers to take part in the life of the pre-school and to contribute fully.
- For families who have a first language other than English, we value the contribution their culture and language offer.
- We offer flexible payment system for families of differing means.

Food

- We work in partnership with parents to ensure that the medical, cultural and dietary needs of children are met.
- We help children to learn about a range of food, cultural approaches to mealtimes and eating and to respect the differences among them.

Meetings

- Meetings are arranged to ensure that all families who wish to may be involved in the running of the pre-school.
- Information about meetings is communicated in a variety of ways - written, verbal and in translation - to ensure that all parents have information about access to the meetings.

This policy was adopted at a meeting of Wise Owl Playschool.

Held onSept 2015

Signed on behalf of the pre-schoolJ.Parsons.....

Review due.....Sept 2016.....

The Non-Collection of Children Policy

STATEMENT OF INTENT...

In the event that a child is not collected by an authorised adult at the end of a pre-school session/day, Wise Owl Playschool puts into practice agreed procedures. These ensure that the child is cared for safely by an experienced and qualified practitioner who is known to the child.

AIM...

In the event that a child is not collected by an authorised adult, we will ensure that the child received a high standard of care in order to cause as little distress as possible. We inform parents/carers of our procedures so that, if they are unavoidably delayed, they will be reassured that their children will be properly cared for.

Procedures

1. Parents of a child starting at the pre-school are asked to provide specific information which is recorded on our Registration Form, including:
 - home address and telephone number - if the parents do not have a telephone, an alternative number must be given, perhaps a neighbour's;
 - place of work, address and telephone number (if applicable);
 - mobile number (if applicable);
 - names, addresses, telephone numbers and signatures of adults who are authorised by the parents to collect their child from pre-school, for example, a childminder or grandparent; and
 - information about any person who does not have legal access to the child.
2. On occasions when parents are aware that they will not be at home or in their usual place of work, they record how they can be contacted in our Notification of Change file.
3. On occasions when parents or the persons normally authorised to collect the child are not able to collect the child, they record the name, address and telephone number of the person who will be collecting their child in our Notification of change file. We agree with parents how the identification of the person who is to collect their child will be verified.
4. Parents are informed that if they are not able to collect the child as planned, they must inform us so that we can begin to take back-up procedures. We provide parents with our contact telephone number. We also inform parents that - in the event that their children are not collected from pre-school by an authorised adult and the staff can no longer supervise the child in our premises - we apply our child protection

procedures as set out in our Safeguarding Children policy.

5. If a child is not collected at the end of the session/day, we follow the following procedures:
- the files are checked for any information about changes to the normal collection routines;
 - if no information is available, parents/carers are contacted at home or at work;
 - if this is unsuccessful, the adults who are authorised by the parents to collect their child from pre-school - and whose telephone numbers are recorded on the Registration Form - are contacted;
 - all reasonable attempts are made to contact the parents/carers, for example a neighbour is contacted or another member of staff visits the child's home;
 - the child stays at pre-school in the case of two fully vetted workers until the child is safely collected;
 - the child does not leave the premises with anyone other than those named on the Registration Form and in the Collection Book;
 - if no-one collects the child and the premises are closing, or staff are no longer available to care for the child, we apply the procedure set out in our Safeguarding Children Policy. We contact our local authority social services department (telephone number 735046) and inform OFSTED (telephone number 0300 1231231) and our local Pre-School Learning Alliance office/Pre-School Development Worker (telephone 0117 9077073 regional office)
 - a full written report of the incident is recorded; and
 - depending on circumstances, we reserve the right to charge parents for the additional hours worked by our staff.

This policy was adopted at a meeting of Wise Owl Playschool.

Held onSept 2015.....

Signed on behalf of the pre-schoolJ.Parsons.....

Review due.....Sept 2016.....

Safeguarding Children

STATEMENT OF INTENT...

Our pre-school wants to work with children, parents and the community to ensure the safety of children and to give them the very best start in life.

AIMS...

- create an environment in our pre-school which encourages children to develop a positive self image, regardless of race, language, religion, culture or home background;
- help children establish and sustain satisfying relationships within their families, with peers, and with other adults;
- encourage children to develop a sense of autonomy and independence;
- enable children to have the self confidence and the vocabulary to resist inappropriate approaches; and
- work with parents to build their understanding of and commitment to the welfare of all our children.

The legal framework for this work is:

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- The Children Act 1989
- Human Rights Act 1998
- Data Protection Act 1998
- The Protection of Children Act 1999
- The Children Act Every Child Matters 2004
- Safeguarding Vulnerable Groups Act 2006

Liaison with other bodies:

- We work within the Local Safeguarding Children Board guidelines.
- We have a copy available for staff and parents to see.
- We notify the registration authority (OFSTED) of any incident or accident and any changes in our arrangements which affect the well being of children.
- We have procedures for contacting the local authority on child protection issues, including maintaining a list of names, addresses and telephone numbers of social workers, to ensure that it is easy, in any emergency, for the pre-school and social services to work well together.
- Records of the local NSPCC contacts are also kept.

- If a report is to be made to the authorities, we act within the L.S.C.B. guidance in deciding whether we must inform the child's parents at the same time.

METHODS...

Staffing and volunteering

- Our named person who co-ordinates child protection issues is Mrs Jenny Parsons
- We provide adequate and appropriate staffing resources to meet the needs of children.
- Applicants for posts within the pre-school 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.
- We abide by OFSTED requirements in respect of references and police checks for staff and volunteers, to ensure that no disqualified person or unfit person works at the pre-school or has access to the children.
- Volunteers do not work unsupervised.
- We abide by the Protection of Children Act requirements in respect of any person who is dismissed from our employment or resigns in circumstances that would otherwise have led to dismissal for reasons of child protection concern.
- We have procedures for recording the details of visitors to the pre-school.
- We take security steps to ensure that we have control over who comes into the pre-school so that no unauthorised person has unsupervised access to the children.

Disciplinary Action

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

Training

We seek our training opportunities for all adults involved in the pre-school to ensure that they are able to recognise the signs and symptoms of possible physical abuse, emotional abuse, sexual abuse and neglect and so that they are aware of the local authority guidelines for making referrals. We ensure that all staff know the procedures for reporting and recording their concerns in the pre-school.

Planning

The layout of the room allows for constant supervision. Where children need to

spend time away from the rest of the group, the door is left ajar.

Curriculum

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

Complaints

- We ensure that all parents know how to complain about staff or volunteer action within the pre-school, which may include an allegation of abuse.
- We follow the guidance of the Local Safeguarding Children Board when investigating any complaint that a member of staff or volunteer has abused a child.
- We follow all the disclosure and recording procedures when investigating an allegation that a member of staff or volunteer has abused a child as if it were an allegation by any other person.
- Responding to suspicions of abuse.
- We acknowledge that abuse of children can take different forms - physical, emotional, sexual and neglect.
- When children are suffering from physical, sexual or emotional abuse, this may be demonstrated through changes in their behaviour, or in their play. Where such changes in behaviour occur, or where children's play gives cause for concern, the pre-school investigates.
- We allow investigation to be carried out with sensitivity. Staff in the pre-school take care not to influence the outcome either through the way they speak to the children or ask questions of children.
- Where a child shows signs and symptoms of "failure to thrive" or neglect, we make appropriate referrals.

Disclosures

Where a child makes a disclosure to a member of staff, that member of staff:

- Offers reassurance to the child;
- Listens to the child, and
- Gives reassurance that she or he will take action.

The member of staff does not question the child.

Recording suspicions of abuse and disclosures

Staff make a record of:

- The child's name and address;
- The child's age;
- The date and time of the observation or disclosure;
- An objective record of the observation or disclosure;
- The exact words spoken by the child;
- The name of the person to whom the concern was reported, with the date and time; and
- The names of any other persons present at the time.

These records are signed and dated and kept in a separate confidential file. All members of staff know the procedures for recording and reporting.

Informing Parents

Parents are normally the first point of contact. 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 local Local Safeguarding Children Board does not allow this. This will usually be the case where the parent is the likely abuser. In these cases the investigating officers will inform parents.

Confidentiality

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

Support to families

- The pre-school takes every step in its power to build up trusting and supportive relations among families, staff and volunteers in the group.
- The pre-school continues to welcome the child and the family whilst investigations are being made in relation to abuse in the home situation.
- Confidential records kept on a child are shared with the child's parents or those who have parental responsibility for the child only if appropriate under the guidance of the Local Safeguarding Children Board.
- With the proviso that the care and safety of the child is paramount, we do all in our power to support and work with the child's family.

This policy was adopted at a meeting of Wise Owl Playschool.

Held onSept 2015.....

Signed on behalf of the pre-schoolJ.Parsons.....

Review due....Sept 2016.....

Complaints procedure

STATEMENT OF INTENT...

Our pre-school believes that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our pre-school and will give prompt and serious attention to any concerns about the running of the pre-school. We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, we have a set of procedures for dealing with concerns.

AIM...

We aim to bring all concerns about the running of our pre-school to a satisfactory conclusion for all the parties involved.

METHODS...

To achieve this, we operate the following complaints procedure.

How to complain

STAGE 1

- Any parent who is uneasy about an aspect of the pre-school's provision talks over, first of all, his/her worries and anxieties with the pre-school leader.

STAGE 2

- If this does not have a satisfactory outcome, or if the problem recurs, the parent moves to Stage 2 of the procedure by putting the concerns or complaint in writing to the pre-school leader.
- Most complaints should be able to be resolved informally at Stage 1 or Stage 2.

STAGE 3

- The parent requests a meeting with the pre-school leader. Both the parent and the leader should have a friend or partner present if required. An agreed written record of the discussion is made. All of the parties present at the meeting sign the record and receive a copy of it.
- This signed record signifies that the procedure has concluded.

STAGE 4

- If at the Stage 3 meeting the parent and pre-school cannot reach agreement, an external mediator is invited to help settle the complaint. This person should be acceptable to both parties, 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 or members of the Early Years team at Poole Borough are appropriate persons to be invited to act as mediators.
- The mediator keeps all discussions confidential. She/he can hold separate meetings with the pre-school personnel (pre-school leader) and the parent, if this is decided to be helpful. The mediator keeps an agreed written record of any meetings that are held and of any advice she/he gives.

STAGE 5

- When the mediator has concluded her/his investigations, a final meeting between the parent, and the pre-school leader is held. The purpose of this meeting is to reach a decision on the action to be taken to deal with the complaint. This mediator's advice is used to reach this conclusion. The mediator is present at the meeting if all parties think this will help a decision to be reached.
- A record of this meeting, including the decision on the action to be taken, is made. Everyone present at the meeting signs the record and receives a copy of it. This signed record signifies that the procedure has concluded.

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

Parents may approach OFSTED directly at any stage of this complaints procedure. In addition, where there seems to be a possible breach of our registration requirements, it is essential to involve OFSTED as the registering and inspection body with a duty to ensure the National Standards for Day Care are adhered to.

The address and telephone number of our OFSTED regional centre are:-

OFSTED Early Years

National Business Unit

Royal Exchange Buildings

St Annes Square

Manchester M2 7LA

Telephone 0300 1231231

These details are displayed on our pre-school's notice board.

If a child appears to be at risk, our pre-school follows the procedures of the Local Safeguarding Children Board in our local authority.

In these cases, both the parent and pre-school are informed and the pre-school leader works with OFSTED or the Local Safeguarding Children Board to ensure a proper investigation of the complaint followed by appropriate action.

Records

A record of complaints against our pre-school and/or the children and/or the adults working in our pre-school is kept, including the date, the circumstances of the complaint and how the complaint was managed.

This policy was adopted at a meeting of Wise Owl Playschool.

Held onSept 2015.....

Signed on behalf of the pre-schoolJ.Parsons.....

Review due.....Sept 2016.....

Opening Hours...Pricing Policy

Monday to Friday 8.45am to 11.45am morning session

11.45am to 2.45pm afternoon session

8.45am to 2.45pm full day.

It has always been Wise Owl's policy to offer the highest standard of care and education for it's pre-school children at an affordable cost that makes it as inclusive as possible for all children in the community.

Our charges are:

Hours not covered by the Free Entitlement are £5.75 per hour for all ages.

Additional Services are a private arrangement between the provider (Wise Owl) and the parent. We request a £40.00 registration/ administration fee which includes an annual family pass for 2 adults and up to 3 children for Compton Acres.

We ask that you give 4 weeks notice of intention to leave.

This policy was adopted at a meeting of Wise Owl Playschool

Held on.....Sept 2015

Signed on behalf of the pre-school J. Parsons.

Review date.....Sept 2016.....