

'Your Child's Start to a Brighter Future'

Thank you for choosing Sunshine Pre-school, we look forward to welcoming you and working with you and your child during their pre-school years.

This e-booklet contains useful information that you will need to refer to during the year.

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HOW TO CONTACT US

Important - Please make sure you have the pre-school contact numbers to hand in case of emergencies, or in case you wish to inform us that someone, other than yourself, will be collecting your child.

**Setting telephone number:
07952929661**

To inform us of sickness or absence, or to speak to a member of staff, please use the pre-school number above.

**Setting address:
School House
East Dundry Road
Whitchurch BS14 0LL**

Administration Enquiries

If you wish to speak to Karon regarding fees or any other issues you can reach her at home between 9.00 and 6.00 on 0117-9774170 or use the following email address.

Email: sunshinepreschool@hotmail.co.uk

Web Address: sunshinepreschool.org.uk

SETTLING YOUR CHILD INTO PRE-SCHOOL

Starting pre-school is a very important time, and staff and parents need to work together to ensure the transition is as positive as possible. To help them settle in, you and your child will be invited to come to pre-school before the start of term to explore the setting and meet with your child's key person.

During your meeting you will have the opportunity to tell us about your child, and find out more information about pre-school routines and policies. Please feel free to bring a list of questions with you if this would be helpful and you **MUST** bring the completed forms sent in your welcome pack or the meeting cannot go ahead.

Key Person Meeting

You will need to bring:

- your completed child profile form
- the 'All About Me' form
- a **copy** of your child's birth certificate
- information regarding any medical conditions
- a photograph of your child (approx. 4 x 6) so we can make them a place card
- Nursery Education Grant form

ARRIVING AND DEPARTING PRE-SCHOOL SESSION TIMES

Full Day Sessions:

Arrive anytime between 8.30 and 9.15

Collect anytime between 3.30 and 4.25

Morning Session:

Arrive anytime between 8.30 and 9.15

Collect between 11.45 and 12.10

Afternoon Session:

Arrive anytime between 12.45 and 1.15,

Collect between 3.30 and 4.25

It is important to make sure you collect your child **promptly** at the end of each session, as they may become anxious if you are late; and after the morning session we need to ensure that staff have a reasonable break before the start of the afternoon session.

Important

You need to inform us if anyone different is collecting your child as we will not allow children to leave with anyone else unless we have been informed - **this includes parents of other pre-school children.**

STARTING PRE-SCHOOL

- Your child needs a **full change of spare clothes** available in their pre-school bag. These should be checked regularly and updated for current weather conditions.
- Children must wear suitable clothes for pre-school which are: **easy for children to take on and off independently**, and do not have to be kept clean. Children **will** get dirty and wet during normal play routines.
- Suitable footwear for running & climbing **must be worn at all times**. We do not allow 'cros', open toed shoes or wellington boots as these cause accidents.
- **All clothes should be clearly labelled with your child's name, especially Sunshine Uniform!** We cannot be held liable for any missing personal belongings.
- Please **do not allow your child to bring in toys from home**. Children are given opportunities to bring in things for our topic tables, but personal belongings present us with a range of problems, so please support us with this issue.
- Keep the pre-school number on you and make sure you are contactable **at all times** in case

of emergencies and make sure nominated persons are **always contactable**.

- We respectfully ask you to **arrive and depart promptly** so you do not disrupt group routines; please see session times on page 4.
- Please ensure the black entrance gate and kitchen door are **kept shut at all times**.
- Due to restrictions on time, please be aware that we can only give brief feedback, as necessary, at the end of the session so if you wish to speak to your key person you need to arrange a convenient time to meet.
- Make sure you inform us if anyone other than you is collecting your child.
- Please do not leave bikes or scooters in the entrance as we have had a number of items stolen and they pose a health & safety risk.
- **Comforters** such as teddies or blankets can only be brought through prior arrangement, if you feel your child will need one please discuss this at your key person meeting. Please make sure pre-school fees are paid during the first week of the month (see pg 17).
- Please refer to our medicine policy for quarantine regulations but remember children

cannot attend pre-school for **48 hours** after any bout of sickness or diarrhoea.

- If your child sustains a head injury at pre-school we will contact you and ask you to take them home so they can be closely monitored.

Summer Months

- Children need to have sun cream applied **at home before coming to the session**. Children staying all day can pay £2.00 and use pre-school sun lotion or bring a bottle of sun tan lotion, clearly marked with their name to leave at pre-school.
- Your child **will not** need to bring a **sunhat** as we have these at pre-school. If they wear a hat to pre-school please leave it with their bag.
- **Birthdays** – Children often enjoy sharing treats with their friends to celebrate birthdays or special occasions. If you want to bring in a large cake or small individual cakes, we will share them at snack time, or children may give out small chocolate bars at the end of the session. Please support our healthy eating policy and do not bring sweets or lollipops as we will be unable to give these out.

- Please make sure you read our termly newsletters as they will contain important information about up and coming events and look out for additional information which may be displayed in the front entrance.
- You can also find useful information on our website www.sunshinepreschool.org.uk
- If your child has any problems during the session staff will ring parents if they need to come in and reassure the child, or staff will talk to parents when they collect.
- **Most important** - Please make sure that you inform us of any change in family circumstances so we may fully support your child. All matters will be treated in the strictest confidence and you can ask to speak to your key worker in private, contact Karon on 9774170, or write us a short note. We do not need to know any details but we need to be aware so that we can give your child additional or more sensitive support.

THE FIRST FEW WEEKS

During the first few weeks of term your child will need time to settle in and get used to the pre-school

environment. To support them through this very important step:

- Please arrive on time at the end of the session to avoid them becoming anxious.
- During the settling in period think about whether your child can cope with all their allocated sessions, especially if they are staying for a full day. We regret we are unable to refund you for sessions not used, but urge you to put your child's needs first and settle them in at a gentle pace that is right for them.

WHAT HAPPENS AT SUNSHINES - SESSION ROUTINES

It is important for young children to have a routine to help them feel secure and confident. Pre-school sessions are structured so that children can quickly become familiar with routines, but the timetable is very flexible so we can accommodate the needs of individual children, and the group as a whole. All activities to promote the routines of the session are varied and engaging to capture children's interest and enjoyment.

During a typical session your child will ...

- Be individually welcomed by a member of staff
- Enjoy time to choose their preferred activities
- Take part in circle games & welcome activities
- Experience a range of enjoyable learning activities
- Be encouraged to help tidy away equipment
- Have time to independently handle books and listen to stories
- Experience music, movement and singing
- Be encouraged to go to the toilet & wash their hands
- Sit with friends to eat a mid-session snack
- Participate in a small group key person session
- Be able to participate in physical activities (both indoors and outdoors)
- Be supported by staff until collected by parent/carer

During every session there will be opportunities for children to practise key skills as they experience activities that support all areas of the curriculum (see page 22 for more details on the Early Years Curriculum). Children will experience both

self-chosen and adult directed activities during the course of a normal session.

SNACK TIME

Mid session snacks and cooking activities are provided so **it is very important to notify us of any food allergies or cultural requirements on your child's profile sheet so we may discuss this at your key person meeting.**

OUR HEALTHY EATING POLICY

- In line with our policy on promoting healthy eating mid-session snacks provide an opportunity for children to eat one portion of fresh fruit or vegetables, with a choice of milk or water to drink.
- We use a variety of seasonal fruit & vegetables, and children are encouraged to try new foods and learn to make healthy choices.
- Fresh drinking water is also available throughout the session.
- In addition to the above, we use snack time to sample foods from different countries, to celebrate seasonal events, and children may also eat foods they have prepared during cooking activities.

STAYING FOR LUNCH

Children staying for a full day need to bring their own packed lunch which will be stored in our refrigerator. We ask that parents support our healthy eating policy by providing suitable lunch foods with no sweets.

Suggestions for a healthy lunch box

- Sandwiches, crackers & cheese, pasta,
- Portion of salad, vegetable sticks
- Portion of fruit – which needs to be washed and chopped ready to eat (except apples)
- Yogurt
- A small cake or biscuit
- Please do not send drinks or sweets

For children of this age small portions of a variety of foods are far more appetising than one large portion.

Lunch time staff will always encourage children to eat savoury foods first and will put all uneaten food back into the child's lunch box so you can monitor how much they eat and what their favourite lunchtime foods are.

We can provide further advice on suitable foods on request.

PARTNERSHIP WITH PARENTS & CARERS

We aim to work closely with parents to provide a quality pre-school experience for all children. In addition to meeting with your key person, we will also keep you informed of pre-school news via:

- **Our Website**

Web address: www.sunshinepreschool.org.uk

- **Newsletters**

You will receive regular newsletters at the beginning of each term with details of curriculum topics, and relevant information about special events, fundraising activities etc., and any other announcements that we have.

- **Parents' Notice Board**

Please take a weekly look as it is regularly changed and contains more detailed information about curriculum activities, special events and general information that may be of interest to parents.

You can be involved by:

- **Contributing information about children's learning and development at home**

- Parents are encouraged to share information about their child at key person meetings and to contribute to recording their progress by making comments on Tapestry their on-line learning journal (see monitoring progress pg 23).

- **‘Wow’ stickers**

These are available in the kitchen so parents can tell us about children’s achievements outside of pre-school. ‘Wow’ stickers are read out daily so children’s achievements can be celebrated and are then displayed at pre-school.

- **Other ways you can be involved**

Parents and carers can also become involved by:-

- Helping out during the session with specific activities such as cooking, using ICT, accompanying us on forest or allotment visit’s.
- Coming in to be our ‘Secret Reader’
- Making resources for pre-school
- Sharing any suggestions or comments you have with staff in person or by contacting Karon via contact details on page 2.

Opportunities to meet with key persons

During the year there are regular opportunities for us to share information about your child’s learning and development during key person meetings and via their Learning Journal. More information can be found under ‘Monitoring Progress’ on page 24.

Parents will be kept updated on children's progress through our online learning journal, Tapestry, and will be able to access their child’s learning journey on their smartphone, tablet or on a computer on a regular basis.

To view our latest Ofsted report, go to

www.ofsted.gov.uk

Date	Meeting Arrangements for 2020 -2021
Tues 1 st & Wed 2 nd Sept	Key worker meetings for all children
9th - 13th Nov	Progress meetings for all children
1st - 5th March	Key worker for meetings for children who started in January and any parents who would like an update
14th – 25th June	Key worker meetings for all children to discuss progress & transition

(Please note the above dates may vary depending on Covid 19 restrictions)

TERM DATES 2020 - 2021

	Start Date	Finish Date
Term 1	Thurs 3rd September	Wed 21st October
Term 2	Mon 2nd November	Thurs 17th Dec (Morn only)
Term 3	Mon 4th January	Fri 12th February
Term 4	Mon 22nd February	Thurs 1st April
Term 5	Mon 19th April	Fri 28th May
Term 6	Mon 7th June	Thurs 15th July (Morn only)

* Term 1 – Pre-school is open for key person meetings on Tues 1st & Wed 2nd September. Parents will be sent individual appointment times.

In-service training - Pre-school may be closed for up to 3 days during the year. Parents will be given plenty of notice, but we regret we need to charge

parents the normal fee. We hope you will support us as we update our knowledge and skills.

Snow – We will endeavour to run normal pre-school sessions during bad weather but should excessive weather prevent us from opening we regret we may have to close. Please check website for information on the day.

PRE-SCHOOL SESSION FEES

Half-day Morning or Afternoon Sessions
(up to 3 $\frac{3}{4}$ hrs)

£19.20 per session

Full day Sessions (up to 8 hrs)

£41.90 per day

(this includes £3.50 for lunch time cover)

Pre-school fees are payable monthly in advance and need to be paid **at the beginning of each month**. Absence due to child's sickness or holiday has to be paid for at the normal rate

HOW TO PAY FEES

Parents are given a bill at the beginning of each month for the number of sessions their child will be attending during that month. **Fees need to be paid during the first week of the month.**

We accept cash, cheque (payable to K Nichol) or BACS payments and can arrange to accept childcare vouchers (please ring Karon for more information).

CANCELLATION OF SESSIONS

If you wish to cancel any of your allocated sessions or give up your pre-school place you need to give one month's notice in writing.

NURSERY EDUCATION GRANT (NEG)

- All children are entitled to claim 15 hours of free funding via the Nursery Education Grant (NEG) in the term after their third birthday.
- Certain families will be eligible to claim up to an additional 15 hours of funding per week.

Eligibility for additional funding

Each parent (in a dual parent family or the parent in a single parent family) must meet the following criteria:

- Earn at least the equivalent to 16 hours per week at the national living wage or national minimum wage to those aged under 25. As a guide those over 25 must earn in excess of

£120.00 per week and those under 25 must earn the equivalent to £112.80.

- Self-employed parents, parents on zero hours contracts, and those on sick or parental leave are also eligible, subject to the same income criteria above

Determining Eligibility

- Whether parents are eligible and their continuing eligibility will be determined solely by Her Majesty's Revenue & Customs (HMRC).
- Parents are able to apply for the additional funding through a joint on-line application developed by HMRC. This includes an eligibility checking system.
- Once accepted, HMRC will provide an 11-digit code to present to your chosen provider(s) (eg Sunshine Pre-school). This code will expire after three months
- Parents are therefore be expected to reconfirm their eligibility every three months.
- Failure to reconfirm eligibility will result in the additional 15 hours of funding being withdrawn (funding will therefore reduce to the 15 hours available to all children).

- The NEG can be split between different nursery providers if required.
- NEG payments are paid directly to the setting and we will automatically provide you with the necessary forms once your child is eligible.
- Parents must advise us if their child is attending another setting and they intend to claim NEG hours at that setting.

If you would like further information on funding please contact our finance officer Don at: 07905791950 or donaldnichol@hotmail.co.uk

PRE-SCHOOL STAFF

Sunshine Pre-schools are owned and managed by Karon Nichol since 1995, and we are fortunate to have a team of very experienced and fully qualified staff, that will endeavour to work effectively with you and your child to provide high quality care & education. Staff details are also displayed on the parent's board.

Further details of staff, including photographs and current level of qualification, can be found on the parents' notice board.

Individual staff members also take on the responsibility for being the designated person to over see certain areas of practice.

Special Educational Needs Co-ordinator (SENCO) -
Sandra Wheeler

Safeguarding Officer – Sandra Wheeler
Health & Safety Officer – Sam Saunders
Behaviour Management – Karon Nichol
Qualified Teacher – Laura Milner

KEY PERSONS – You will have already met and talked to your child’s key person before your child begins pre-school. Your key person will be responsible for monitoring how your child settles into the group and progress throughout their stay. The key person system helps staff to build firm relationships with children and their parents and ensures that all children are closely monitored, but the whole staff team will support your child on a day to day basis and will contribute to the observation and assessment process.

Our Staff To Child Ratio is 1 : 6

Child Care Students

Work placements are sometimes offered to local students on relevant child care courses. Students always work under the supervision of qualified staff members and are not counted as part of the staffing ratio.

Parent Helpers

We have designated times when parents, grandparents and carers can come in and help out, but helpers are not counted as part of the staffing ratio (see page 14 for more details).

THE EARLY YEARS CURRICULUM

The DCSF (Ofsted) Early Years Foundation Stage Curriculum (EYFS) sets the standards that all early years providers must meet to ensure that children learn and develop well and are kept healthy and safe. The framework recognises that **‘in play children learn at their highest level’**, and Sunshine Pre-school is committed to providing quality **play-based learning** that meets the needs of all children in their care.

Our practice is underpinned by the four overriding principles of the EYFS which are:

A Unique Child – recognising that all children are competent learners from birth who can be resilient, capable, confident and self-assured.

Positive Relationships – understanding that children learn to be strong and independent from a base of loving and secure relationships.

Enabling Environments – recognising that the environment plays a key role in supporting and extending children’s learning and development.

Learning & Development – recognising that children develop and learn in different ways and at different rates, and all areas of learning are equally important and interconnected.

At Sunshine’s children’s learning and development will be supported through the seven areas of learning set out in the EYFS which are:-

- Personal, Social and Emotional Development
- Communication and Language
- Physical Development
- Literacy
- Mathematics
- Understanding the World
- Expressive Arts and Design

In practice this means that:

- We will provide well-planned learning experiences based around children's interests and spontaneous play.
- We will offer learning opportunities in a well-planned environment both indoors & outdoors.
- Each session will offer a balance of child-initiated and adult-led play-based activities.
- Through observing and documenting children's individual learning preferences, we will endeavour to deliver personalised learning, development and care, that is relevant and meaningful for each child.
- We will provide parents with details of topics and themes that we are exploring so you can support learning at home.

MONITORING PROGRESS

An on-line 'learning journal' is kept on each child, based around the EYFS seven areas of learning. Your child's key person will collect observations and photographs made by the whole staff team, and use them to monitor their progress. At the end of each

term your key person will set a 'next step' in an area of learning they feel would most benefit your child. This will be shared with you through the journal.

The most important aspect of the journal is to allow the key person, child and parents to celebrate the child's individual learning and development. It is most valuable when all parties contribute to the journal and experiences are shared with the child. Therefore, we would like you to make regular contributions and share entries with your child at home.

Carers and childminders are also welcome to meet with key persons and contribute to learning journals with parent's permission. Key persons will endeavour to work in partnership with childminder's and other settings that a child may attend to provide continuity of care, and this will be discussed in more detail at your initial key worker meeting.

POLICIES AND PROCEDURES

Sunshine Pre-school has a range of policies and procedures in place to ensure that our working practice is of high quality and meets the needs of *all* children in our care.

Our policies and procedures are underpinned by the Department for Education, Statutory Framework for the Early Years Foundations Stage (EYFS) which sets national standards for learning, development and care for children from birth to five.

The EYFS seeks to provide:

- Quality & consistency in all early years settings
- A secure foundation for learning and development
- Partnership working between practitioners and parents
- Equality of opportunity and anti-discriminatory practice

Copies of our policies are available for parent's to read at the setting in our 'Operational Plan' and your key person will be happy to discuss them with you if you would like clarification on any points.

In this booklet we would like to share a brief overview of some of our main policies and what they mean in practice.

OUR GROUP PHILOSOPHY

This sets out the main aims and objectives that we have for our pre-school.

At Sunshine pre-school we aim to:-

- Provide a friendly, caring and safe environment that facilitates all children's learning and development through play.
- Support children in their first steps of independence, helping them to build self-confidence and a positive self-esteem.
- Respect parents and value them as the primary educators of their children.
- Provide quality teaching & learning experiences that enable each child to reach their full potential.
- Provide a relevant, stimulating and balanced curriculum, based around children's interests; to help them develop positive dispositions to learning.
- Provide quality child care that meets the needs of the surrounding community.
- Work in partnership with other local child care organisations.
- Provide parents with information and links to family support and local health services.
- Make our services accessible to *all* children.

HOW WE MEET OUR AIMS AND OBJECTIVES

- We provide an environment where all children are valued and respected.
- We work closely with parents to ensure children's individual needs are met.
- We provide a team of staff who are committed to providing quality care and education, and who regularly update their skills and knowledge through professional development training courses.
- We support staff with a comprehensive set of policies and procedures that fully comply with Ofsted regulations, and which are regularly reviewed and updated.
- We are committed to being reflective and responsive in our practice, and through using the Bristol Standard Quality Improvement tool, will regularly evaluate the quality of our service.
- We regularly seek the views and opinions of parents, carers and children to ensure we are meeting the needs of our service users.
- We are active participants of local childcare networks which enables us to share good

practice and learn about national and local issues that may affect our service.

SAFEGUARDING AND PROMOTING CHILDREN'S WELFARE

Sunshine Pre-school believes that it is always unacceptable for a child to experience abuse of any kind and fully recognises its responsibility to safeguard the welfare of all children, through a commitment to effective practice that protects them.

We will endeavour to safeguard children by;

- Forming positive relationships with children
- Working closely with parents and carers
- Operating a robust safeguarding policy
- Ensuring staff are supported through clear guidelines, detailed procedures & training
- Using safe recruiting and vetting procedures for staff and volunteers
- Sharing information about concerns with agencies who need to know, and involving parents and children appropriately

In practice this policy means that:

- We have a designated person for Safeguarding who can give advice and support to parents.
- If your child has any injuries you need to inform us on arrival so we can record it.
- If we notice any injuries or marks during the session we will record this information, share it with you when you collect your child and ask you to sign our incident book.
- If we have concerns for a child's well-being or safety we will endeavour to work with parents but **will always** inform the appropriate agencies as necessary.

As a childcare service we have a duty of care towards children and families who use our services; however, everyone can play a role in Safeguarding children – if you have any concerns regarding any child (whether they are connected with Sunshine's or not) we can offer you confidential advice and support.

Please do not hesitate to contact either:

Our designated person for Safeguarding

- **Sandra Wheeler** on the setting telephone number,
- **Karon Nichol** on 0117-9774170

- or you can speak to either of them in private by arrangement.

If you do not wish to discuss it with a member of staff you can get confidential help and support by contacting

FIRST RESPONSE – 0117 9036444

HEALTH & SAFETY POLICY

Our aim is to create and maintain a safe and healthy environment for everyone connected with Sunshine Pre-school. All staff, students, and volunteers are required to work towards our health & safety procedures which are fully detailed in our operational plan.

In practice our H&S policy means that:

- Staff, students and volunteers are expected to demonstrate safe working practices, and along with parents, show regard for the safety of themselves and others.
- Staff, students and volunteers will be fully aware of the procedures to follow if there is an accident or emergency on the premises.

- Staff are supported by effective health & safety procedures which give clear guidelines as to their personal responsibilities.
- All staff are fully trained in Paediatric First Aid and training is regularly updated.
- Staff qualified to administer first aid will be present during all sessions.
- Parents are required to give detailed information regarding any medical conditions or illnesses their child has.
- Parents are required to adhere to the quarantine procedures of Sunshine Pre-school and please note these may differ from NHS / Government guidelines. Sunshine Pre-school reserves the right to exclude children from pre-school until they are free from any contagious infections.

EMERGENCY PROCEDURES

Accident

The aim of our policy is to reduce the risk of accidents and to have effective procedures in place should an accident occur.

In practice this means:

- Staff, students & volunteers need to follow our health & safety safe working practices.
- Minor accidents and any treatment given will be recorded in our accident book.
- The accident will be discussed with the child's parent/carer at the earliest possible time and they will be asked to sign the accident book (usually when collecting the child).
- In the case of head injury parents will be notified at the earliest possible time and asked to collect the child as soon as possible.
- In the event of a child needing medical attention, the emergency services and the child's parent/carer will be contacted at the earliest possible time. A member of staff will accompany the child to hospital and will remain with them until the parent/carer arrives.
- Activity risk assessments will be carried out to enable children to experience an element of risk in play and learn how to keep themselves safe.

FIRE

The aim of this policy is to ensure that Sunshine pre-school operates effective monitoring and evacuation procedures in order to reduce the risk of harm in the event of a fire.

In practice this means:

- We have a designated person responsible for fire procedures
- The premises have adequate and up to date fire protection equipment which is regularly checked.
- We have robust evacuation procedures with clear guidelines as to the responsibilities of individual staff
- Fire evacuation procedures are held every term and a monitoring system is in place to ensure all staff and children experience one each term.
- We keep clear records of fire drills and any concerns that arise are reviewed and the necessary action taken.

MEDICINE POLICY

The aim of this policy is to ensure that children with long-term or specific medical conditions or allergies, can attend pre-school if they are well enough to do so.

In practice this means that:

- We have a clear policy regarding the management of medicine.
- Staff are supported with effective procedures with regard to administering medication.
- Individual health care plans will be developed and implemented in conjunction with parents and outside professionals as necessary.

If your child needs to have any medication or health procedures undertaken at pre-school you need to inform your child's key person and they will advise you of the necessary procedures. Staff will undergo training from outside professionals as necessary.

Please note that we are unable to administer prescribed medicines for short term illnesses, such as antibiotics, or non-prescribed medicines to children.

SICKNESS POLICY

The aim of our policy is to ensure that children receive adequate care & support in times of illness and the risk of cross infection is kept to a minimum.

In practice this means:

- If a child becomes unwell at pre-school, staff will contact the parent/carer and request that the child is collected as soon as possible.
- The child will be given the necessary care until they are able to go home.
- Parents are required to adhere to our quarantine procedures.

What to do if your child contracts a contagious disease:

- Notify the setting at the earliest possible time **especially in the case of German measles.**
- Staff will advise you of the quarantine procedure and when your child may return to pre-school.

We will inform other parents that a child in the group has contracted the condition but the child's identity will be kept confidential, unless parental permission is sought.

For any case of sickness or diarrhoea children must not attend pre-school for 48 hours.

BEHAVIOUR MANAGEMENT POLICY

The aim of our policy is to provide a positive and consistent approach to managing children's behaviour.

In practice this means:

- Staff are committed to highlighting and rewarding acceptable and positive behaviour.
- Staff will model appropriate behaviour and lead by example.
- Children will be given encouragement to comply with rules of the setting in a kind, caring and consistent way.
- Codes of behaviour will be regularly discussed with children, & their views & feelings sought.
- Sunshine's has specific conflict resolution procedures that staff follow to help children resolve child to child conflicts.
- Staff will support children to think through situations and find solutions for themselves.
- In the event that a child's behaviour gives cause for concern, key persons will discuss issues with parents.
- If deemed necessary a 'time out' system will be used in order for children to have time to

calm down and reflect on their behaviour with the support of staff.

EQUAL OPPORTUNITIES POLICY

The aim of our policy is to ensure that we demonstrate positive attitudes to diversity and difference so that no individual is disadvantaged.

In practice this means:

- All children and their families will be treated equally irrespective of ethnicity, culture or religion, home language, family background, learning difficulties, disabilities, gender or ability.
- All children (as stated above) will have the opportunity to experience a challenging and enjoyable curriculum.
- All children will be encouraged to take part in all activities in non-gender, non-stereotyped ways and to a level consistent with their development.
- Through learning opportunities, we will encourage children to value diversity in others and grow up to make a positive contribution to society.
- Staff will be alert to early signs of need and will respond quickly and appropriately working

closely with parents and outside agencies as necessary.

- We have a designated Special Educational Needs Co-ordinator (SENCO).

COMPLAINTS PROCEDURE

The aim of our policy is to ensure that parents, volunteers and staff have clear guidelines to follow if they are concerned with any practices, behaviour or environmental factors at Sunshine Pre-school.

In practice this means:

- In line with Ofsted requirements we keep a record of complaints made against us which is currently – **0**.
- If you are concerned about any matters relating to the care your child is receiving at Sunshine pre-school, you should firstly discuss it with your key person or with a senior member of staff at the setting.
- In the event that you are not satisfied with the outcome or you wish to discuss your concern further you are asked to contact the owner Karon Nichol on 0117-9774170.
- If we are unable to come to a satisfactory conclusion and you still have concerns you are advised to contact:-

**Ofsted
Piccadilly Gate
Store Street
Manchester M1 2WD**

Tel: 0300 123 1231

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