



General Policies

Equal Opportunities

The Pavilion Day Nursery is committed to provide equal opportunities in a positive manner. We aim to ensure that all staff value and respect different racial origins, religions, cultures and languages of all the children and their families/carers. We value each child as an individual and embrace all cultures without prejudice or stereotyping. Activities and toys reflect this on a daily basis and this is promoted throughout the nursery.

Safeguarding Children / Child Protection

The Pavilion Day Nursery has a duty of care to ensure the safety and welfare of all the children in its care. As childcare professionals we abide by the Surrey Safeguard Children Board (SSBC) and EYFS welfare requirements. We will protect all children from harm and any concerns regarding their safety will be appropriately investigated by the Nursery nominated DSL; Sonia David, or the Deputy DSL; Sarah Tuman.

Late Collection

Children must be collected promptly at the end of each session. Parents/carers who know they are going to be late **MUST** inform the nursery at the earliest opportunity. Parents/carers who are less than 15 minutes late will receive a late charge of £30.00. If you are 15 minutes late collecting your child there will automatically be a £45.00 charge, every 30 minutes thereafter will be charged at £45.00.

Security

The safety of the children is paramount; therefore we ensure that ALL employees hold an Enhanced DBS Check.

If in an emergency your child needs to be collected by another relative or friend, parents/carers **MUST** inform their child's Key Worker and organise a password. For security purposes it is essential that you do not give your fobs to relatives / friends collecting children on your behalf.

Behaviour

We operate a very positive and consistent approach to the management of children's behaviour. We have a GOOD choice and a BAD choice system that we run throughout the nursery. This enables the children to learn that it is the choice that they have made that is GOOD/BAD and not themselves. This enables the children to have clear boundaries according to the child's age and stage of development. We work in conjunction with parents and children to ensure that our behaviour policy is promoted at all times.

Attendance

In situations where children miss 5 consecutive sessions or consistently do not attend the nursery without any contact or reasonable explanation as to the absence; the Nursery Manager reserves the right to suspend the placement with immediate effect; in this situation you will need to make a new application and any sessions offered will be subject to availability.

Change of Circumstances

It is highly important that we keep records of your child up to date. Please inform a member of staff or the Manager at the earliest time possible so your child's record's can be amended / kept up to date.

Smoking

You are not permitted to smoke anywhere on the Pavilion Day Nursery or St Paul's Catholic College site including the car park.

Dogs

Dogs are not permitted anywhere on the Pavilion Day Nursery or St Paul's Catholic College site including the car park.

Mobile Phones

MOBILE PHONES are not permitted to be used on the Nursery grounds.

Complaints

At the Pavilion Day Nursery our commitment to the care of your children is paramount. It is important to us we maintain and improve our high standards of Care and Education. However, we do acknowledge that parents may occasionally have concerns or issues.

If you feel that you need to bring these to our attention, please do not hesitate to discuss them with Sarah Tuman the Nursery Manager or put them in writing or e-mail: stuman@paviliondaynursery.co.uk. If you are in anyway dissatisfied with the feedback you receive you can take the matter further by informing the Directors of St Pauls Trading or Ofsted using the contact addresses below.

A complaints file is kept in the office for parents to view at any time they so wish.

Contact Addresses

Directors St Pauls Trading Ltd
C/O St Pauls Catholic College
The Ridings
Sunbury on Thames
Middlesex
TW16 6NX

National Business Unit
Ofsted
Piccadilly Gate
Store Street
Manchester, M1 2WD
Telephone: 0300 123 1231
www.ofsted.gov.uk

