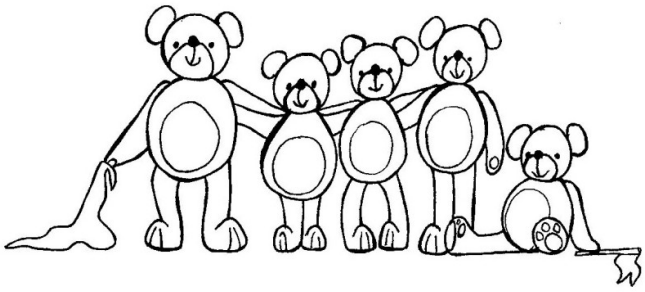
BENGER BEARS PRE-SCHOOL

The Village Hall
Chestnut Road
Sutton Benger
Chippenham
Wiltshire
SN15 4RP

Telephone number during opening hours:
07791 896683

Email: benger.bears@yahoo.com



Information Pack for Parents & Carers

Welcome

A very warm welcome to you and your child to Benger Bears. This booklet should provide you with lots of helpful and important information about the pre-school to help you settle in and refer to ongoing, but please do not hesitate to ask either a staff or committee member if you have any questions.

About Us

Benger Bears provides a friendly, safe environment that, by way of learning through play, aims to assist in the development of 'well-rounded' children. Benger Bears operates within the Early Years Foundation Stage, which is the standard required of pre-schools by OFSTED.

The pre-school sessions are held in the Village Hall at Sutton Benger. Our rural setting benefits from being next to a large recreation ground and from close links with the village school and church. Benger Bears are registered with and regulated by OFSTED, to admit up to 24 children per session. We are an equal opportunity setting and aim to provide high quality, accessible care for all children of pre-school age in the local community. We adhere to rigorous safeguarding procedures and routinely check all areas in line with health and safety best practice. The Fire Brigade regularly inspects us and we routinely practice evacuation procedures within sessions.

Benger Bears have detailed policies and procedures which are always available and we would encourage all parents and carers to read through them. Our notice boards and entrance area are also used to display necessary legal documents and to keep us all informed about various events and activities that are happening.

The Team

Benger Bears have a caring, experienced and committed team of staff which, together with our excellent facilities and resources, ensure that the children are offered a valuable pre-school experience.

The staff members are:

Vanessa Cooper	Manager
Tina Lyus	Early Years Educator
Becky Johnson	Early Years Educator & Administrator

Each staff member works the same sessions each week, in order to provide continuity for the children. Our Key Worker system ensures that each child and family has one particular staff member who takes a special interest in him or her. There is always at least one member of staff with Paediatric First Aid training on site.

A high adult: child ratio is essential in providing good quality pre-school care. At Benger Bears we work to at least one member of staff to each six children (1:6) over 3 years old and one member of staff to four children (1:4) under 3. This is increased to adult supervision of one to three (1:3) during outdoor activities.

Our pre-school budget allows for staff to attend in-service training whenever necessary to add to or refresh skills and knowledge in the many aspects of early years practice.

Benger Bears is committed to recruiting and employing staff that are suitable to work with children and to provide staff with ongoing support through relevant employment practices such as supervision and appraisal.

Early Years Foundation Stage (EYFS)

In line with statutory requirements, at Benger Bears we implement the EYFS. This gives a framework for children's development and learning in the early years, and details the expected levels of progress at regular intervals during the Foundation Stage, which concludes at the end of a child's Reception year at school.

The 'Prime areas' are Personal, Social and Emotional Development, Communication and Language and Physical Development. These areas are regarded as the fundamental cornerstones of early year's development and support healthy development in all other areas.

'Specific areas' of the EYFS are Literacy, Mathematics, Understanding the World and Expressive Arts and Design. We ensure that our curriculum provides a rounded and varied package, combining opportunities for children to progress confidently through the Prime areas whilst introducing skills and concepts in the Specific areas.

Staff work together to plan the curriculum carefully in line with the EYFS and their close knowledge of the abilities and interests of the children currently attending the pre-school.

Term times and Sessions

We usually follow the same term times as Sutton Benger C of E Primary School, but our opening days may vary sometimes. Details of Benger Bears term times and closures of the pre-school will be given in the regular newsletter distributed to all parents, and on our website.

Benger Bears Pre-school is open four days a week offering the following hours and sessions.

Session	Monday	Tuesday	Thursday	Friday
9am – 12pm (3hours)				Polar Bears
9am – 12.30pm (3.5 hours)	Packed lunch needed	Packed lunch needed	Packed lunch needed	Polar Bears Packed lunch needed
9am – 3pm (6 hours)	Packed lunch needed	Packed lunch needed	Packed lunch needed	Polar Bears Packed lunch needed
12pm – 3pm (3 hours)	Packed lunch needed	Packed lunch needed	Packed lunch needed	Polar Bears Packed lunch needed
12.30pm – 3pm (2.5 hours)				Polar Bears

Lunch and Snacks

Please note that if your child stays all day, until 12.30pm, or arrives at 12 noon, they will need a packed lunch including a drink. We ask you to include an ice pack, especially in the warmer months, as the lunch boxes are not stored in chilled conditions.

We encourage children to feel good about healthy eating habits and would like families to ensure that children are provided with a healthy balanced lunch. We feel that this should always include a sandwich with a nutritious filling (or equivalent savoury option), and at least one portion of fresh fruit or vegetables (e.g. carrot sticks).

Benger Bears is a nut-free setting so please be careful not to include anything containing nuts (including peanut butter and Nutella) in your child's lunch.

Please make sure grapes and cherry tomatoes and similar sized foods are cut into small pieces to help children avoid choking risks.

The children are offered a mid-morning snack and a drink (milk or water) each day, provided by the Pre-school. Details of snacks provided are displayed each day on the notice board and conform to guidance provided by the Preschool Learning Alliance. **Please inform staff if your child has any special dietary requirements or allergies**.

Polar Bears

On Fridays we have Polar Bear sessions. These sessions are only offered to children who will be starting school the following September. They are intended to help those children to prepare for their transition to school, focusing more on preparing to read and write, on numeracy and on gaining more independence and social skills. The older children can form closer relationships with their peers and understand more about what is to come at school by following similar routines. The teachers from local schools come to visit them in order to make children as comfortable as possible when the time comes to leave Benger Bears.

The Fees

Benger Bears is a provider of Free Entitlement Funding for two, three and four year olds from Wiltshire Council (details below). Additional sessions attended by your child will be charged at our hourly rates: currently **£6.03** (over 3 years old) and **£7.85** (under 3 years) per hour. Fees are reviewed every year, although we reserve the right to review them more frequently. One month's notice will be given of fee increases.

Invoices are emailed at the start of each term (i.e. Autumn, Spring and Summer). Invoices include a monthly instalment plan and our account details for setting up payments by bank transfer (our preferred method of payment). If you have any queries or difficulties arranging or meeting payments, or want to use a childcare voucher scheme, please speak to a member of staff or email our Administrator: bengerbearsadm@yahoo.co.uk.

Benger Bears Pre-school **will not refund any fees due to a child's absence from the Pre-school due to illness or holidays**. In the case of a protracted absence due to illness, the Management Committee will use its discretion and may refund fees on a case by case basis**.**

One month's written notice must be given in the case of a child's permanent withdrawal from the Pre-school.

If you are going to be late bringing your child to Benger Bears, please telephone the pre-school as soon as possible, as we may need to rearrange our plans for the session. We understand that there are occasions when parents are late for valid reasons and most parents generally drop-off and pick-up their children on time. However, **persistent lateness will result in a fine.**

Benger Bears is a registered charity (number 1029641) and the fees are kept to a minimum to cover our running costs. Fundraising is vital to pay our running costs and maintain and improve the resources we have on offer. We often ask parents to support our fundraising, giving what they can financially, bringing in small items or offering time to help. Please also see our section on Parental Involvement below.

Wiltshire Council Early Years Free Entitlement Funding

Universal entitlement: All children aged 3 and 4 are entitled to 15 hours per week of free pre-school education, starting from the funding period following their 3rd Birthday. Funding periods begin on 1st September, 1st January and 1st April. (e.g. a child whose birthday was 3rd February would be eligible from 1st April).

2 year old funding entitlement: There is also funding available for 2 year olds of parents in receipt of qualifying benefits and/or DLA, child looked after, adopted or in foster care. Again this is for up to 15 hours per week, starting from the funding period following their 2nd Birthday. To check your eligibility and apply please go to: https://parentportal.wiltshire.gov.uk/web/portal/pages/parents/freechildcare. Once you have applied and been accepted, Wiltshire Council will email you an eligibility code. We will need to check this code before your child starts attending Benger Bears.

Working parent funding: Lastly, you may be eligible for up to 30 hours per week working parent funding if your child is 2,3 or 4 years old. To check your eligibility and apply please go to: https://www.gov.uk/free-childcare-if-working/apply-for-free-childcare-if-youre-working**.**

For more information on the funding options please go to: https://www.wiltshire.gov.uk/child-care-get-help-paying-for-care Or, you can also ask our Administrator for help with any queries (email bengerbearsadm@yahoo.com).

For all funded children (aged 2, 3 or 4), we will need to have seen a copy of the birth certificate of the child.

When your child is eligible for funding you will be asked to sign a contract, known as a 'Parent Declaration form', setting out the hours you will be claiming at Benger Bears Pre-school, and any other setting(s) you use. This form needs to be checked, amended where necessary and signed at the start of each funded period (or old-style 'term'). You cannot transfer your funded hours to another provider or increase your claim for funded hours mid-way through the term, so it is important to ensure that the Parent Declaration form reflects what you intend to use during the period. Any hours your child attends which are additional to the funded hours claimed at the beginning of the funded period will be charged at our normal hourly rate.

Parents/carers can transfer to a different provider during the first two weeks of a funded period, but after that can only move funding to a different provider under certain exceptional circumstances (e.g. moving house). You are of course free to make changes for the beginning of the next funded period.

Parents must use a minimum of 2.5 hours in any one day. Over and above this we can offer hours flexibly within our opening times on request, but Benger Bears encourages families to use our core session times (detailed above) as these give more continuity for the children.

Non-payment policy

Non-payment and late payment of fees causes many problems with budgeting, and for this reason, we have a non-payment policy as follows:

a) If the payment has not been received within 2 weeks, a reminder will be sent out, giving 2 weeks' notice.

b) If fees are still not received, a further 2 weeks' notice will be granted.

c) If after this notice the money is still not received, your child will not be allowed to attend any sessions not covered by the Wiltshire Free Entitlement funding.

As above, please contact our Administrator on bengerbearsadm@yahoo.com if you are experiencing any difficulties and we will do our best to help.

Admission and Settling In

Benger Bears Admissions policy is based on children's date of birth and availability of required sessions. Children may attend Benger Bears from when they are two, although admissions of younger two-year old children are evaluated individually to ensure that the child is ready to participate happily at pre-school. We regret that Friday sessions at Benger Bears are currently not available for two year olds (as detailed above, these are our Polar Bear sessions).

The pre-school is open to every family in the community. We are committed to equal opportunities and do not discriminate against any child or family based on any characteristic. We have a SEND (Special Needs and Disability) co-ordinator and ensure our provision is accessible and can meet the needs of all children who attend.

In order to help your child settle, you must accompany them for their first session. During this session, if your child is happy to play, the Manager will go through an induction training to familiarise you with some important considerations about the pre-school. Parents and carers are required to support their child during their initial session but after this parents are free to leave them unless they wish to accompany their child for a longer period, or staff advise that this may be necessary.

We know that children cannot play or learn successfully if they are anxious or unhappy. Our settling in procedures aim to warmly welcome families and to help children to quickly feel secure and comfortable at Pre-school. We want children to feel confident in the absence of their parents, recognising other adults as a source of authority, help and friendship, and trusting that their parents will return at the end of the session. Our Key Worker system (detailed below), plays an important part in settling new children and their families into life at Benger Bears.

Key Worker System

Our Key Worker system ensures that each child and family has one particular member of Benger Bears staff allocated to them.

The main duties of the Key Worker are to:

1. Assist your child in settling into the pre-school.
2. Ensure your child's physical and emotional needs are met.
3. Observe, monitor and keep records of your child's progress.
4. Liaise closely with parents to inform them of their child's daily activities.
5. To be available at the beginning and end of each session to discuss your child's development and achievements.
6. Identify individual children's needs to be included in the planning of the curriculum.

You will be introduced to your child's Key Worker when you visit the pre-school. They will explain the routine observations and assessments we make of your child.

Please note that the Key Worker does not "shadow" her children throughout the session, nor does she work exclusively with the children allocated to her. We believe it is important for our children to develop a relationship with all the members of staff at the pre-school.

Provisions for your Child

You will need to provide the following for your child (please label all items with your child's name):

- Suitable, comfortable clothing for our play-based activities. Sleeved aprons will be provided for messy play sessions.
- Nappies or pull-ups, wipes and nappy sacks, if your child requires them.
- Spare set of clothing, in case of any unforeseen accidents.
- A warm coat, plus gloves, scarves, hats as necessary for outside play in colder weather.
- A lunchbox with an ice pack to keep it fresh (especially during hot weather), if your child is attending a lunch time session. Please include a drink or filled water bottle.
- A warm coat, plus gloves, scarves, hats as necessary for outside play in colder weather.
- A pair of wellies and waterproof coat on rainy days and particularly for Outdoor Explorer sessions (see below).
- During autumn and winter when the weather is wet we ask that children wear wellies to Pre-school and bring a pair of slippers with non-slip soles to wear inside when they arrive.
- Sun cream and a sunhat for hot, sunny weather. We have a few baseball caps available, if needed.

Toys from Home

We understand that children like to bring in toys and other things from home and these can often inform and inspire activities at pre-school, and enable children to participate in confidence-building activities like 'Show and Tell'. We do however ask that children leave their toys on our special table as they come into the hall so that they don't get lost. We cannot accept responsibility for lost or broken items from home.

Car Park

Please be aware that the car park outside Benger Bears is the car park for the Village Hall. This car park is available to Benger Bears parents but is also used by families attending the neighbouring school, visitors to

the play area/recreation ground and the Doctor's Surgery opposite the hall. There are two designated spaces for disabled visitors in the car park. Please do not park in these spaces unless you have the necessary disabled parking Blue Badge for your car.
The car park can get very busy at the beginning and end of the pre-school day so when arriving and leaving with your children please use the paths provided. As our door is unlocked at drop-off and pick-up times we also urge parents to be extra vigilant so that children do not wander out of the building where cars may be moving.

Security Procedures

There is a signing-in book on the entrance table in the foyer. You are required to sign in, adding your child's arrival time for each session they attend. You must also sign them out when you collect them at the end of the session. Your child will also be recorded on an attendance register by the Manager.
If somebody who does not routinely collect your child will be collecting them at the end of the session, please inform the Manager and write the name of the person collecting your child in the signing-in book. They must be over 18 unless written consent has been provided for a younger person to collect.
We operate a password system and you will be invited at your induction session to provide a password for others to use when collecting your child. Please ensure that you pass this on as appropriate.

Only members of staff or the Chair of the Management Committee are permitted to unlock the front door of the Village Hall, to either admit people to Benger Bears or to the building for other reasons. Visitors are only granted entry when it is necessary for servicing the building, and are only allowed further entry to areas where children are if absolutely necessary and with close supervision.

The door is opened and supervised at the beginning and end of our session times, as below. It is very important to adhere to these times when dropping off and collecting your child(ren), to help us ensure the safety and wellbeing of all children at Benger Bears. The door will not be opened in between these times unless by prior arrangement with the Manager.

9 am:	Pre-school opens
12 noon:	Door opens for lunch time session / end of morning session
12.30pm:	Door opens for afternoon session / end of morning (& lunch) session
3 pm:	Pre-school closes

Please be aware that for safeguarding reasons all staff and visitors to the Pre-school are required to sign in and place their mobile phones (or any other recording device) in a locked box for the duration of their stay. If you are accompanying your child as they settle in or volunteering at Benger Bears please provide anyone who may need to contact you urgently with the Pre-school mobile no: 07791 896683. Personal mobile phones can be collected at the end of your visit to Benger Bears.

We also ask that parents dropping off and collecting children avoid bringing mobile phones to the setting, and will politely ask anybody using their mobile phone inside to go out.

Emergency Procedures & Contacts

If the pre-school needs to close unexpectedly during a session, a member of staff or available committee member will contact you and you will be asked to collect your child.

In the rare event that your child has an accident which requires medical treatment or a trip to hospital, you will be contacted immediately and asked to collect your child or meet a member of staff at the Doctors/ Hospital. If we cannot contact you, other named contacts on your child's registration form will be contacted. A member of staff will remain with your child until a parent/carer/emergency contact arrives**.**

Please ensure that Benger Bears staff are kept informed of all emergency contact details for you, and any other suitable contacts (preferably local). Please inform us of all contact numbers: personal and work mobile numbers and home and work landlines, and let us know if any of these change.

Sickness

Please contact us as soon as you can if your child is unwell and will not be attending their session. The number is 07791 896683.

Parents are asked to keep their children at home if they are ill, and to inform the pre-school as to the nature of the illness. If the child has a contagious infection such as Chicken Pox, Scarlet Fever or Slap Cheek Syndrome, we alert other parents, and monitor other children who may become unwell. Further information about infectious illnesses is displayed on our notice board.

We also ask that parents regularly check children's hair for head lice, treating (and re-treating according to product instructions) the hair if any eggs or lice are found, and informing staff at Benger Bears.

We do not expect parents to bring children in if they need doses of (for example) Calpol to feel well enough. We politely ask that children stay at home to recover whenever they feel too unwell. We reserve the right to refuse admittance if a child does not seem well, has a temperature or other symptoms of a contagious illness.

Parents are asked not to bring any child who has been vomiting or has had diarrhoea, until **48 hours has elapsed** since the last bout of sickness or diarrhoea.

If your child becomes ill during a session at Benger Bears, you will be contacted and asked to collect them.

Toileting Practices

If your child is not yet toilet trained, you will need to provide nappies, wipes and nappy sacks. The pre-school has changing facilities and procedures that ensure good hygiene and privacy standards are met.

Toileting accidents are not regarded as a problem at pre-school. Please be reassured that your child will be treated sensitively and calmly, without undermining their confidence or self-esteem in any way.

Behaviour Management

At Benger Bears we talk to the children about and apply some 'Golden Rules' about how to play safely and considerately whilst at pre-school. All staff will consistently apply our rules and behaviour management techniques, so that children can get used to the behaviour that is expected of them. The staff will conduct themselves in a manner that will be a positive role model for the children, using friendliness and courtesy when talking to each other and to the children. Praise will be given for desirable behaviour such as kindness and willingness to share.

Whilst we are clear that some behaviour is not acceptable at the pre-school, physical punishment of any sort will neither be used nor threatened. There is no naughty chair and children will not be sent to the corner or out of the room. Adults will not raise their voices in a threatening way. Children who misbehave will be given one-to-one adult attention to help them understand what is wrong and to support them to behave appropriately. The staff will respect individual children's levels of understanding and maturity. Recurring problems will be dealt with by the pre-school in partnership with the child's parents or carers. Staff are aware that some kinds of behaviour arise from a child's special needs or from emotional difficulties children may be experiencing.

Special Needs

At Benger Bears we aim to provide excellent learning opportunities for all children to meet their potential. We work especially closely with families to ensure that children with additional needs are catered for. Our staff (through the Key Worker system) get to know individual children well and are experienced in identifying issues a child may be experiencing. Where issues seem significant and a family agrees, Benger Bears staff can make referrals to external professionals and help to work on any recommendations made during the child's time at pre-school.

Parental Involvement

At Benger Bears we understand the importance of the parent's role in the education and well-being of their children. We encourage all parents to take an active part in the pre-school, which includes:

- Attending your child's induction, completing registration forms and reading your Information Pack.
- Reading the Benger Bears Policies and Procedures.
- An invitation to join the Benger Bears Committee (see below).
- Regular liaison with Key Workers.
- Participation during Outings, Visits, Special Events, etc. (enhanced DBS clearance may be necessary).
- An invitation to fundraising and social events.
- Offering time to help out and/or come in and share particular interests or skills you have with the children (please speak to a member of staff to arrange – you are always welcome!)
- Keeping up to date with information via the newsletters, notice board and website.

Communication

Staff are always happy to talk through any concerns or queries, to show you your child's 'Learning Journal' or to listen if you want to share an update from home about your child's development.

There will be an appointment every year to talk through your child's progress with their Key Worker. You will be asked to arrange a suitable date and time when you can come in.

Confidentiality

To ensure that all those attending and working at Benger Bears can do so with confidence, we respect confidentiality in the following ways:

- Parents have access only to their own child's record.
- We work in accordance with the relevant data protection laws.
- Staff will not discuss individual children with anyone other than their colleagues within the team and the parents/carers of that child*. If we feel a third party could provide help with a child's welfare or developmental needs, we will discuss this and gain permission from parents/carers beforehand.
- Information given to the pre-school Manager or key worker by a parent/carer will not be passed on to a third party, without permission*.
- Issues to do with the employment of staff will remain confidential to the people directly involved with making staffing decisions.
- Members of the Benger Bears committee also adhere to a strict confidentiality policy.
- *In the rare situation that a child is felt to be at increased risk of harm if information is shared with parents/carers, staff would report concerns to the appropriate authorities without informing the parents/carers.

Safeguarding and Child Protection

Please refer to the leaflet attached from Wiltshire Council in partnership with Wiltshire Safeguarding Children's Board. This gives an introduction to the terms 'Safeguarding' and 'Child Protection' and the ways in which all settings must routinely act in order to safeguard the children in their care.

There may be times when staff are required to record more information about a child than their personal details, in line with these requirements. We may record any unusual or potentially concerning observations we make in relation to a child. This may include injuries, disclosures, changes in behaviour, emotional issues, failure to attend sessions without explanation, or family issues/relationships around a child. The information we record, unless we are concerned that the child's safety will be compromised as a result of sharing, is discussed and shared with parents/carers, and remains in our confidential files unless action is required in line with our Child Protection responsibilities.

We are required to record the appearance and cause of any 'pre-existing injury' on a child when they come into Pre-school and have a routine form for doing so. Staff will complete this with you and you will be asked to sign it. We are of course aware that small children very often have bumps and scrapes so please do not be concerned that you will be under suspicion if your child has had an accident!

Policies & Procedures

Our policies and procedures are available to parents/carers at any time and we encourage you to take the time to read through them. They contain more detailed information about how we do things and why. There is a red binder on the entrance table if you wish to browse through them as you drop off or collect your child, but please ask a member of staff, or email our Administrator (bengerbearsadm@yahoo.com) if you would like to read any or all of them in more detail. Some policies can also be accessed from our website.

Policies and procedures are in place to ensure that staff work in a consistent way, families know what they can expect and that the pre-school runs efficiently, safely and successfully for the children who attend.

Complaints Procedure

Please do not hesitate to discuss any concerns regarding the pre-school with a member of staff, the Manager or the current Committee Chairperson if it feels difficult to discuss it with staff directly.

If, after these discussions, there is an unresolved issue or concern, the pre-school has a formal complaints procedure you can follow. This procedure can be found in the red binder on the entrance table, on our website or can be requested from our Administrator. You can contact the Chair of the committee by emailing: bengerbearscommittee@yahoo.co.uk.

Equal Opportunities

Benger Bears works in accordance with all relevant legislation. We believe that our setting should be open to all children and to all adults committed to their welfare. We aim to ensure that all who wish to attend, work in or volunteer at our pre-school have an equal chance to do so.

Our commitment to equal opportunities is evident in the learning opportunities we provide at Benger Bears. We promote respectful awareness of all the major customs and events in the lives of the children and families in the pre-school, and other groups in our society as a whole. We refer to and display images of people of different ethnicity and cultural groups and encourage children to embrace diversity.

If you have any accessibility concerns or would like a copy of any of our documentation in another language please let us know.

Benger Bears Management Committee

The pre-school, which is a registered charity (no.1029641), is managed by a committee of volunteer trustees. The trustees manage the preschool's staff, activities and finances, to ensure that it is compliant with all required standards, and to fundraise for and publicise the setting within the local community.

Members are elected at the Annual General Meeting, which is usually held in the autumn. The committee meets every 4-6 weeks. If you are interested in finding out more about the committee's role or wish to join please email bengerbearscommittee@yahoo.co.uk for further details, or ask a member of staff to introduce you to a current committee member.

It is important to realise that positions on the management committee must be filled at all times in order for Benger Bears to function and remain open. Please 'do your bit' to keep the pre-school running for the good of your child and the others who attend. You can offer time as a committee member, support fundraising events and activities or volunteer to help the staff during a pre-school session from time to time. All of these are very valuable ways to get involved and help Benger Bears to continue to thrive. THANKS!

What is Child Protection?

Child protection is the process of protecting children and young people who have been identified as suffering, or likely to suffer harm as a result of abuse.

There are four types of abuse:

Physical

Sexual

Emotional

Neglect

Safeguarding is the action that people take to keep all children safe, for example:

- Protect children from harm
- Ensure that they are safe and well looked after
- Take action so that all children are able to grow up in a safe environment.

ALL CHILDREN HAVE A RIGHT TO BE PROTECTED FROM HARM

What does your child's pre-school / nursery have to do?

Your pre-school or nursery must have a senior member of staff who is responsible for child protection. This person has the title of **Designated Safeguarding Lead** or sometimes **Child Protection Lead Practitioner.**

They will have a Child Protection Policy. This document will set out the process for dealing with child protection concerns. If you would like to read this policy the setting's manager can provide you with a copy.

The setting will also have a process in place for reporting allegations about members of staff, including volunteers.

All adults in the setting, including volunteers, must have regular training to ensure that they are aware of the signs of abuse and know what to do about their concerns.
They have a duty to report these to the Designated Safeguarding Lead or Child Protection Lead Practitioner.

Your pre-school / nursery has a legal duty to talk to other agencies such as Children's Social Care and the Police if they think a child may be at risk of harm.

THE WELFARE OF YOUR CHILD IS OF PARAMOUNT IMPORTANCE

What do you need to know?

If anyone in the pre-school or nursery is worried about the welfare of your child this will be discussed with you unless they think that this conversation could put your child at a greater risk of harm.

The pre-school / nursery must also share all relevant information with Children's Social Care if they are concerned about your child.

The social worker may consult with other agencies before deciding what should happen next. They will also speak to you about the concern and keep you informed about what is happening.

If there is an allegation about an adult who works at the pre-school or nursery, the owner or manager will hold discussions with the Police and Children's Social Care. If your child is involved, you will be kept informed of any discussions and decisions as appropriate.

a safe place

FAMILIES HAVE A RIGHT TO EXPECT PRE-SCHOOLS AND NURSERIES TO PROVIDE A SAFE AND SECURE ENVIRONMENT FOR CHILDREN

You will find additional information at:

- **The Wiltshire Safeguarding Children Board:**
  www.wiltshirelscb.org.uk
- **The Department for Education website:**

  Type in:
  Statutory Framework for the Early Years Foundation Stage
- **HM Government website:**

  Type in:
  Working Together to Safeguard Children
- **Free 24-hour telephone helpline:**

  0800 1111

  www.childline/org.uk

This leaflet was jointly produced by Wiltshire Council and the Wiltshire Safeguarding Children Board (WSCB).

WSCB
Wiltshire Safeguarding Children Board

Wiltshire Council
Where everybody matters

HS - June 2015

Child Protection

and your Pre-school