

AFTER SCHOOL

NORTH DOWNHAM TRAINING  
PROJECT

CLUB

&

CRECHE POLICIES

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## Aims and Objectives

The North Downham Training Project Crèche and After School Club will aim to:

- 1) provide a safe, clean, well-organised environment which gives children the opportunity to learn and become independent within a well structured group.
- 2) enable parents/guardians to continue with their studies or find and retain employment confident in the knowledge that their children are being cared for in the way that they would wish.
- 3) maintain good quality care providing a wide and varied range of activities.
- 4) ensure that our equal opportunities policy is put into practice at all times.

As adults we need to present a good role model for the children in our care as children can learn through imitating adult behaviour. Children can benefit from adult interaction and attention. They also benefit from stimulation, and age and stage appropriate activities which help prevent boredom. We believe this approach encourages positive child development and discourages unacceptable and difficult behaviour.

### Working with Parents and Guardians in Partnership Policy

Childcare staff will work in partnership with Parent / Guardians and Carers in order to provide consistency of care. An awareness of the various cultural, religious and ethnic backgrounds, dietary requirements, special needs and differences in child rearing practices are also taken into consideration. All parents' wishes will be maintained as and when possible, as long as this is not detrimental to the child's well being.

### General Information at-a-glance

**Opening Times** - The After School Club is open from 3.30pm until 6pm each weekday. With pick-ups from 3.15pm

**Staff** - The staff child ratio is 1:8. Staff are qualified in line with OFSTED and Social Services requirements.

**Number of Children** - The Club is registered for up to 24 children aged from 4 - 11years, with a maximum of 6 under 5's at any one time.

**Fees** - £35.00 per week, per child. The FULL weekly fee must be paid even if your child attends part-time.

**Inset days** - not included in normal holiday times and need to be paid for in order to maintain your child's place.

**Payment** - A deposit of 1 week's fee must be paid in advance. Fees must be paid in advance, on a MONDAY or TUESDAY.

**Cancellation** - Two weeks notice is required in writing when withdrawing your child from the club, except in exceptional circumstances.

**Refunds** - Refunds are not given if a child is unable to attend the club for any reason. However, if a member of staff cannot attend and we are unable to provide child care, a refund will be given.

**Snack Time** - A light tea will be provided for the children, sandwiches, pasta, non - meat hot dogs and burgers, toast, fruit, vegetables and water.

### **After School Club Staff**

Lynne Nelson	Senior Childcare Worker
Susan Counsell	Senior Childcare Worker
Jacqueline Porter	Childcare Worker
Denise Reed	Childcare Worker Level 2
Sam Pope	Childcare Worker Level 2
Donna Green	Childcare Worker Training Level2
Robin Bovenizer	Volunteer / Trainee Level 2
Chanika Gulli	Childcare Worker Level 2 Bank Staff

## Admission Procedures

### Crèche

Crèche places are primarily allocated to parent/guardian who are offered a place on our Fast Track to Work course, although a small number of places can become available throughout the year to support other Project activities i.e. a parent/guardians registering for a place on our short course programme, also outside agencies requiring a crèche facility Any such enquiries are dealt with on an individual basis.

Children and parent/guardians are welcome to look around the crèche and meet the staff when attending the enrolment sessions prior to starting the course. This gives parent/guardians the opportunity to ask any questions, raise any concerns or discuss particular issues regarding their child/ren.

Although a registration form will be completed for the Fast Track to Work course, parent/carers are also required to fill in a separate crèche registration form. The forms, which requests information about themselves and their child/children will be given to parent/guardians on the first day of training.

The information collected about the children includes; likes and dislikes, special needs requirements and vital health and safety information e.g. inoculations, allergies, and a brief health history. All this information helps staff understand each child's needs and assists them in developing care plans.

### Settling In Policy – Crèche

Parents / Guardians / Carers may stay with their children for as long as necessary or until the child has settled in.

No child will be left in a distressed state and the user may be called out of a lesson to comfort the child if Crèche staff feels it is necessary.

If it is felt that a child will benefit from having a key worker, a member of the crèche staff will be allocated to them.

Staff will work with the user to ensure the child feels comfortable, safe and happy.

### After School Club

The Project is only able to collect children from Forster Park and Torridon Road School.

Parents wishing their child to attend the After School Club can contact the North Downham Training Project on 020 8698 7436, or by visiting us at Concept House, rear of 103 Boundfield Road, Catford, S.E.6 1PF. Please ask for Lynne Nelson.

You will be given details verbally on spaces available. If a space is not available immediately your child will be put on the waiting list and you will be contacted as soon as a space is available.

The user will be asked to fill in the registration pack if the child has been given a place. The user has a chance to ask any questions or discuss any information regarding their child that may be helpful to us at the project i.e. likes and dislikes, hobbies or behavioural concerns.

Parents are asked to visit the club with their child to meet the staff and other children prior to starting. Children will meet the worker who will be collecting them from school and explain the collection procedure and confirm the meeting point.

Staff will introduce themselves to the child's teacher, stating who they are and the A.S.C. they are working from. We are familiar from the schools we collect from.

### Settling In Policy – After School Club

We understand that some children may take more time than others to settle in and the user will be welcome to stay with the child for a few sessions if this is the case.

The A.S.C. staff will assist a child to settle in to our club by, teaming the child with another group member who is familiar with the daily routine

A member of staff will also be responsible for monitoring and observing whilst the child is settling into the group. Observations will be recorded and information shared with the user if required.

### Waiting List - After School Club

When a parent/carer contacts the Project to request an After School Club place, the child's name, age, gender and the school attending, will be recorded, along with a contact number. Parent/guardians of children on the waiting list will be contacted periodically to check if they wish their name to remain on the list. Places are allocated from the top of the list as they become available. Parents / carers are contacted by telephone informing them of a vacancy. If the parent/ carer do not respond the place will go to the next child on the list.

As our waiting list is often a long one parent/guardians will be advised to contact Early Years for up to date information on other clubs and will be informed of any in the local area.

## Activities Policy

1. All activities should be well prepared before the beginning of each session - ensuring age appropriate and safe equipment and materials are set up
2. The quality of all toys, equipment and materials should be adequate, clean, in good working order and condition
3. Adequate amounts of appropriate materials should be provided for the activities i.e. collage, water play, sand play, home corner and cookery etc.
4. Children should be encouraged to take part in activities and not rushed to finish their work.
5. It is not expected that all activities will have an end product.

6. A member of staff should be involved with each activity, giving encouragement and general conversation regarding the activity.
7. Children should be encouraged to help tidy away activities.
8. Activities should reflect and offer positive images of a wide range of cultural and ethnic groups.
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## Collection and Departure Procedures

### Crèche

The Crèche is open from 9.40 am -11.45 am and 12.40 pm- 2.45pm. Parent/guardians are politely asked to collect their child/ren on time as many staff has other duties to perform outside of these hours.

Children will not be released to anyone other than the parent/guardians unless authorisation has been given by the parent/guardian to a member of the crèche staff. (Please ask the person collecting to bring some identification)

### After School Club - Collection

To make the child's transition to the After School Club as smooth as possible we feel it is important that everyone concerned is aware of the new arrangement. In preparation for the child attending we like to arrange a suitable time for parent/guardians, children and teachers to meet the appointed escort and After School Club workers.

At the schools we collect from, Forster Park, and Torridon, we have special meeting places in the school playground. Again, we like to show the meeting point to both you and your child, before your child's start date. Children from Reception and Infant classes will be escorted from their classrooms to the meeting point. Older children attending will be asked to make their own way

to this point as soon as school has finished. The escort will then take a register, and any unexpected absenteeism will be checked with the child's teacher or the school office. It is therefore vital we are informed as soon as possible if a child does not need to be collected.

We would be grateful if parent/guardians could tell their child/ren to meet at the appointed place as soon as school has finished and not to wander around or leave the school grounds. For the safety of all children we ask parent/guardians to make sure your child understands the importance of these regulations.

Once all the children being escorted are accounted for there will be a short walk from school to the local premises where the Club is situated. A full register is also taken at 3.45pm/4pm when escorted groups have arrived at the Club.

Unfortunately, due to time restrictions, and the number of children being escorted from school to the club, if a child mistakenly leaves any items at school, we will be unable to return for them.

**To ensure the safety of all children;**

- There should be direct liaison with schools, parent/guardians and escorts.
- Escorts will not leave schools until they have determined the reason why children are not at the designated collection point.
- Details of the designated collection point are given to parent/guardians and known by the school, parent/guardians, children and staff. This area is not changed unless prior notice is given in writing to all parties.
- The collection Sheet register will be taken at the collection point and again at arrival at the Club.
- Escorts only collect the specified number of children allocated to them.

**After School Club - Departure**

- At no time will any child be allowed to leave the club on their own, without prior, written notification from a parent/guardian.
- Children will not be released to anyone other than the parent/guardians unless authorisation has been given by the parent/guardian to a member of the staff. (Please ask the person collecting to bring some identification or use a password)
- No child will be left unattended at the end of a session if they have not been collected.
- Persistent lateness in collecting child/children could result in the loss of your child's a place and will result in an additional charge.

If a parent/guardian wishes to arrange for his/her child to travel unaccompanied to or from the After-School Club, they must be aware that the North Downham Training Project cannot be held responsible for their child's safety when not on Club premises. In such cases, parent/guardians will be asked to sign a statement to this effect.

## Extreme Weather Policy

In the event of extreme weather conditions i.e. torrential rain, thunder and lightening, hailstones etc, that could endanger staff and children when moving from school to the After School Club, schools would be contacted and asked to keep the children in a safe area until staff are able to collect safely.

If necessary, parents may be asked to collect their children from the After School Club as soon as possible.

## Emergency Contingency Arrangements Procedure

In the event of the majority of staff are unable to attend a session, the pool of standby staff and the manager will be asked to attend and cover the shift. Agency staff will also be called in if the ratio of staff still does not meet with the amount of children attending.

If we are unable to attain adequate staffing levels, then parents / carers or the emergency contact will be notified and asked to make alternative arrangements.

This procedure must be put into practice within 1 hour of the notification of absence.

## Escorting Procedure

- Minimum of 2 members of staff to escort.
- 1 member of staff to lead, 2<sup>nd</sup> member to remain at the rear.
- Children **MUST** remain between the staff members at all times.
- Children should not be allowed to go in front or lag behind.

When crossing the roads, the lead staff must wait until all the children and the member of staff at the rear indicates that they are all together and ready, the road is clear and the group should cross together. **UNDER NO CIRCUMSTANCES SHOULD THE GROUP SPLIT UP WHILST CROSSING THE ROAD.**

Children should not eat whilst walking back to the club.

Children are encouraged to walk back to the club in a safe and orderly way.

Younger children must hold the hands of an adult.

It is **NOT** acceptable for children to run down the path and up the ramps onto the project. Please ensure a member of staff is at the front to lead the children safely onto the premises.

No child should be allowed to go with any other person unless previous authorisation has been given, and the staffs collecting have been notified.

### *Policy on Children Leaving Premises Unescorted - After School Club*

Before any child / children are allowed to leave the After School Club unescorted, a permission slip must be completed and signed by the registered carer.

The signing out sheet must be completed by a member of staff with the time recorded.

All authorisation slips must be kept in their personal files in the main office and a copy in the red contact folder in the admin cupboard.

The child must be escorted off the premises by a member of staff.

Staff will only be responsible for escorting children no further than the main entrance.

The North Downham Training Project will NOT be responsible for any child once they have left the premises.

### *Managing Situations of a Lost or Uncollected Child*

#### *Uncollected child/children*

If a child is not collected from the After School Club by 18.00, After School Club staff will attempt to contact the parent/guardian.

In the event of the parent/guardian not being located, the emergency contact person will be contacted.

If, however, we are unable to contact the parent/guardian or the emergency contact person by 18.15, we will be required to inform Ofsted and Social Services.

Parents should be aware that continuous late collection of children is considered by Social Services as neglect. It is therefore also our policy to inform Social Services in addition to Ofsted of continuous late collection of children in our care.

#### *Lost child/children*

In the event of a child being lost, the following procedures will be implemented:

### **In the case of a child going missing at time of collection from school.**

- A record will be kept of, the time the child is found to be missing, the time of departure by the group, from the school and the time the group arrived at the After School Club.
- Staff will contact the parent/guardian, Police, and/or Social Services and Ofsted to inform them of the situation.
- A member of staff will be sent to retrace the route to the pickup point, report to the school office and recheck the school premises.

### **In the case of a child going missing from After School Club premises.**

- A thorough check of the After School Club will be carried out and a note will be taken of the time and place where the child was last seen.
- If the child cannot be located staff will contact the parent/guardian, or in their absence, the emergency contact person, in addition to the Police, and/or Social Services to inform them of the situation.
- A minimum of one member of staff will also be appointed to search the local vicinity including local shops.
- If the child is then found or arrives at the After-School Club, relevant parties will be notified immediately of their arrival.

## **Creche - Lost and Uncollected Child Policy**

### **Lost**

In the case of a child going missing, the following procedures will be implanted.

- A record will be taken of the time the child was found to be missing, or the time the group departed, if on an outing.
- Staff will contact Police, parent /carer and Ofsted.
- A member of staff will be sent to retrace the route to the point of the last known contact with the child.

### **Uncollected**

- If a child is not collected from the crèche, staff will determine, if and when the parent has left the premises. This will be done by checking the student signing out book, the class register and the premises.
- If the parent is not on sight and cannot be contacted by phone, we will then refer to the emergency contact held in the office. If necessary, the Police and Ofsted will be informed.

## Child Protection Statement

The North Downham Training Project Crèche and After School Club staff strive to promote the health, safety, welfare and development of the children we care for. To meet the needs of the children in our community and neighbourhood we recognise the wide diversity in culture, racial background, religion, financial resources, social class and ability. Whilst these 'cultural' differences are respected in the families of children in our care, they will not be seen as a valid explanation for clear harm to a child.

When any concerns arise in the protection of a child's safety or welfare the North Downham Training Project childcare staff will consider making a referral in all cases to the Children's Social Care.

Our prime responsibility is to the child in our care as laid down in the 'What To Do If You're Worried A Child Is Being Abused' guidance leaflet.

We will always aim to work in partnership with the parents or guardians, however this may not apply if there is an immediate concern regarding the child's welfare or safety, or if there is a possibility the Police may need to be involved. Under these circumstances we may need to contact the Children's Social Care first, to decide who the best person to talk to the parents or guardians is.

This Child Protection Statement is known and supported by our childcare setting child protection policy. This policy sets out in detail the procedure and practices we use to manage child protection.

Sue Counsell, Lynne Nelson and Penny Morioka prepared this statement on 12<sup>th</sup> December 2006.

As our commitment to child protection is paramount we will review this statement along with our policy, every two years.

## Child Protection

Child abuse is a global phenomenon. It occurs in all countries and in all societies. It involves the physical, sexual, emotional abuse and neglect of children. It is nearly always preventable.

The North Downham Training Project's believes that concern for the general welfare of all children and young persons who receive our support is of paramount importance. There is also a need to provide the setting for a proper concern towards Child Protection.

The purpose of this document is to explain briefly and clearly to the staff, volunteers, parent/guardians and other partners involved with the Project, outlines of the basic principles

of Child Protection. It is intended to cover those issues, which are likely to be the most relevant to us and assist them in their recognition and handling. It is hoped that the information is presented in clear and simple terms to enable users to be made aware of the processes involved. These guidelines will be supplemented by in-service and/or external training, as appropriate, and by additional guidance where applicable. This document is not intended to be a practice guide for any particular user but to offer advice and assistance.

The protection of the child is the first priority for all staff and volunteers of the Project. All staff and volunteers must make themselves aware of the policy and procedures as laid down in the document. "The protection of children is an issue which N.D.T.P sees as one of the utmost importance of our objectives."

We believe that;

- Children have the right to a happy, healthy and secure childhood
- The abuse of children is an abuse of their rights as set out in the UN Convention on the Rights of the Child
- Child abuse is *never* acceptable.

#### [North Downham Training Project Policy Commitment](#)

N.D.T.P will also do all it can to ensure that children who are being abused, or who are at risk of abuse, are supported and given protection. The North Downham Training Project's child protection policy covers:

- an awareness of the problem of child abuse
- safeguarding children from abuse through good practice
- reporting all concerns about possible abuse
- responding appropriately when abuse is discovered or suspected.

To this end, the staff Childcare and Abuse Guidelines includes:

- A Statement of Commitment to safeguard children from abuse and to ensure that action is taken to support and protect children wherever and whenever abuse is suspected
- A Code of Conduct for all staff and others in contact with children, prescribing our expectations and standards when working with children.
- Procedures for raising and reporting concerns - there is a mandatory requirement to raise any concerns within the Project to the Project Manger.

#### [Staff, volunteers and trainees](#)

All potential staff and volunteers will be checked by the Criminal Records Bureau and references checked as to their suitability to work with children including the provision of proof of no record to debar them from employment. As part of their induction training, the Project will emphasise

to all staff that they are under a duty to report immediately to the designated person any concerns they have over the possible abuse of the children. Refer to 'Child Protection Policy for additional information.

## Child Protection Policy (REVISED 2007)

### Statement Of Intent

Our setting will work with children, parents / carers and the community to ensure the safety of children and to give them the very best start in life. The key commitments of the North Downham Training Project policy for safeguarding children are:

0. The project is committed to building a 'culture of safety' in which children are protected from abuse and harm in all areas of its service delivery.  
All appointments, both paid and voluntary will be subject to a three months probation period. All appointments will complete an enhanced Criminal Records Bureau check. References will be verified prior to starting work and any gaps in employment history will be queried.  
Regular reviews with the senior childcare worker will take place during the probation period. New staff should have Child Protection training as part of their probationary programme. Probationary staff will not take children to the toilet or change their clothes. Visitors, lecturers, entertainers and all other persons not vetted, who visit the Creche or After School Club, must sign in at the main reception and be escorted at ALL times by a member of staff.  
Staffing levels will be maintained to OFSTED regulations.
1. The project is committed to responding promptly and appropriately to all incidents or concerns of abuse that may occur, and to work with the statutory agencies in accordance with the procedures that are set down in 'What To Do If You Are Worried A Child Is Being Abused' (DoH 2004) All childcare appointments will be given a copy.
2. The project is committed to promoting an awareness of child abuse issues by providing learning opportunities and training for all childcare on a regular basis. It is committed to empowering children, through child centred activities and play, that promote their right to be strong, resilient and listened to.
3. All staff are aware that they should record any occasions where they have had to physically restrain a child, or occasions where voices have had to be raised for the child's safety. Parents will be asked to read and sign the entry recorded.

### Aims

Our aim is to carry out this policy by:

Ensuring all students and volunteers are instructed to report the disclosure or discovery of abuse to the manager.

Promoting a child's right to be strong, resilient and listened to by creating an environment in our setting that encourages children to develop a positive self image, which includes their heritage arising from their colour and ethnicity, their language spoken at home, their religious beliefs, cultural traditions and home backgrounds.

The project childcare staff will aim to provide and encourage the child to have the self confidence and vocabulary to resist inappropriate approaches.

The project aims to help children to establish and sustain satisfying relationships within their families, with their peers and other children and to work with parents to build their understandings of, and commitment to the principles of safeguarding all of our children.

### Legal Framework & Guidance

The Legal Framework for this is:

- The Children's Act 1989 (S47)
- Data Protection Act 1998
- The Protection of Children Act 1999
- The Human Right Act 1999
- The Children Act 2004 (Every Child Matters)

### Guidance

- What To Do If You Are Worried A Child Is Being Abused (2004)
- The Framework for the Assessment of Children in Need and their Families (2000)
- Working Together to Safeguard Children (revised 1999)
- The Common Assessment Framework

### Working with Other Bodies

We work within the 'Area Safeguarding Children committee guidelines.

We have a copy of 'What To Do If You Are Worried A Child Is Being Abused' available and given to every to every childcare worker and parents, so all are familiar what to do if they have any concerns.

We will notify OFSTED and Early Years of any significant incident or accident and any changes to our arrangements that may affect the well being of the children.

We will inform OFSTED, Early Years and Social Services if we make a referral.

Details of the Contact Numbers for Lewisham Children's Services are kept and displayed in a prominent position.

If a referral is to be made to the local social services department, we act within the 'Area Safeguarding Children' and 'Child Protection' guidance in deciding whether we must inform the child's parents at the same time.

### Method

We seek out training opportunities for all staff, students and volunteers involved in the Project to ensure they are able to recognise the signs and symptoms of possible physical, emotional or sexual abuse and / or neglect and so they are aware of the local authority guidelines for making referrals. Children suffering from physical, emotional or sexual abuse may be experiencing neglect; this could be demonstrated through things they say - direct or indirect - or through changes in their appearance, their behaviour, or their play.

Where such evidence is apparent, the childcare worker makes a dated record of the details of the concerns and discusses what to do with the senior childcare worker or the 'Designated Child Protection Officer'.

We ensure that all staff are aware of the project's procedure for reporting and recording their concerns.

Staff at the project must take care not to influence the outcome either by the way they speak to the children or by asking questions of the child.

### Curriculum

We introduce key elements of the child protection into our programme to promote the personal, social and emotional development of all children so they may grow to be strong, resilient and listened to, and so develop the understanding of why and how to keep safe.

We create within the project, a culture of value and respect for the individual, having positive regard for the children's heritage arising from their colour, ethnicity, language spoken at home, cultural and social background.

We ensure this is carried out in a way that is developmentally appropriate for the children.

### Disclosure

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

1. Listen carefully to what the child has to say.
2. Ensure the child is safe, comfortable and not left alone.
3. Inform the child you will not be able to keep secrets, i.e. do not promise not to tell anyone else.

4. Only ask open ended questions that encourage the child to speak in their own words.

5. Make no observable judgements.

### Recording Suspicions of Abuse and Disclosures

Full written records of all reported incidents will be written and maintained. Information recorded will include full details of:

- the alleged incident
- details of the parties involved
- any evidence or explanations offered by the parties involved
- relevant times, dates and locations
- any other supporting information or evidence from members of staff

The project holds a 'Child Protection Record Book' containing detailed procedure for use with a template form for recording concerns and making a referral. These records will be signed and dated by the worker recording the information and a file will be opened.

The Child Protection Officer will be responsible for ensuring all written records are dated, signed and kept confidential.

All staff must know the procedure for recording and reporting.

All suspicions and investigations are kept confidential and shared only with those who 'need to know'.

All allegations will be treated seriously and with sensitivity.

### Informing Parents

Parents are normally the first point of contact.

If a suspicion of abuse is recorded, parents are informed at the same time the report is made, except in the case where the parents is the likely abuser.

In these cases the investigating officers will inform the parents.

### Support to Families

The Project believes in building trusting and supporting relationships with families, staff and volunteers in the group.

The Project will make it clear to parents its roles and responsibilities in relation to Child Protection, such as for the reporting of concerns, providing information, monitoring of the child, and liaising at all times with the local social services department.

### *Allegations against Staff*

We ensure that all parents know how to complain about staff, volunteers or trainees within the Project, which may include allegations of abuse. The information on providing parents with the name, address and telephone number, along with 'How To Complain To OFSTED' is on the wall in the main room.

We follow the guidance of 'Working Together To Safeguard Children', when responding to any complaint that a member of staff or volunteer has abused a child.

We respond to any disclosure by children or staff that abuse by a member of staff may have taken, or is taking place, by first recording details of any such incident and then reporting this to the Project's designated Protection Officer.

We refer any such complaint to the local authority's social services department and OFSTED to investigate.

We will cooperate entirely with any investigation carried out by social services, OFSTED and the police.

Our policy is to suspend the member of staff on full pay (funding permitting) for the duration of the investigation, this is not an indication of admission that the alleged incident has taken place, this is to protect staff as well as children and families throughout the process.

### *Protecting Staff*

The amount of time a member of staff is left alone with a child will be kept to a minimum. If possible staff should keep one another in full view.

If a child uses inappropriate language or physical contact with a member of staff, volunteer or student, this must be recorded in the incident book.

Staff must never carry out a personal task that it is able to do for itself. If a child is not able to complete the task for itself, another member of staff should witness the event.

Staff should not accompany children into the toilet unless there is a particular reason.

Staff must be aware of how and where they touch children any unnecessary or inappropriate contact should be avoided. Staff must be aware that personal tasks could be misconstrued.

## Personal Relationships – Professional Conduct

Staff should not accept personal gifts or gratuities from any parent, carer or students with children attending the After School Club or Crèche. Staff should be aware that they should not socialise on a personal or intimate level with parents, carers or students.

## Disciplinary Action

Where a member of staff or volunteer has been dismissed from the setting, or internally disciplined because of misconduct relating to a child, the child and its family will be welcomed at the Project while the investigation is being processed.

We will follow all guidance and legislation laid down when dealing with child protection issues.

Confidential records kept on a child are shared with the parents – with prior written notice or by those who have parental responsibility for the child, but any third Party information will not be shared.

This information will comply in accordance with the procedure and only if appropriate under the guidance of the Area Safeguarding Children Committee.

## Anti – Bullying Policy

### Statement of Intent

We are committed to providing a caring, friendly and safe environment for all the children in our care so that they can play and learn in a relaxed and secure atmosphere. Bullying of any kind is unacceptable at our setting. If bullying does occur, all children should be able to and know that any incident will be dealt with promptly and effectively. We are a TELLING club. This means that any one who knows that bullying is happening is expected to tell the staff,

### WHAT IS BULLYING?

Bullying is the use of aggression with the intention of hurting another person. Bullying results in pain and distress to the victim.

### BULLYING CAN BE:

- Emotional - being unfriendly, excluding, tormenting (e.g. hiding possessions or threatening gestures)
- Physical - pushing, kicking, hitting, punching or any use of violence, racial taunts, graffiti or gestures.

- Racist - racial taunts, graffiti or gestures.
- Sexual - unwanted physical contact or sexually abusive comments.
- Homophobic - because of, or focusing on the issue of sexuality.
- Verbal - name-calling, sarcasm, spreading rumours, teasing.
- Cyber - all areas of internet, such as emails & internet chat rooms misuse. Mobile phone text messaging & calls. Misuse of camera phones & video facilities.

## WHY IS IT IMPORTANT TO RESPOND TO BULLYING?

Bullying HURTS. No one deserves to be a victim of bullying. Everybody has the right to be treated with respect. Children who are bullying need to learn different ways of behaving. The Project has a responsibility to respond promptly and effectively to issues of bullying.

### Policy Objectives

- All managers, including members of the management committee, senior childcare workers, childcare worker, teaching and non teaching staff, children and parents should have an understanding of what bullying is.
- All managers, including members of the management, all childcare staff and anyone working with or involved in the care of children should know what the Project policy is on bullying, and follow it when bullying is reported.
- All children and parents should know what the policy is on bullying and what they should do if bullying arises.
- As a project we take bullying seriously. Children and parents should be assured that they will be supported when bullying is reported.
- Bullying will not be tolerated.

### Signs and Symptoms

A child may indicate by signs or behaviour that he or she is being bullied. Adults should be aware of these possible signs and that they should investigate if a child;

- is frightened of walking to or from the project
- changes their usual routine
- does not want to come to After School Club
- attendance becomes erratic
- becomes withdrawn, anxious or lacking in confidence
- starts stammering
- attempts or threatens to self harm or run away
- cries themselves to sleep at night or has nightmares
- feels ill in the morning
- begins to do poorly in school work or in the After School Club
- comes to the club with torn clothes or damaged books or possessions
- has possessions which are damaged or go 'missing'
- asks for, or starts stealing money (to pay bully)

- has dinner or other monies continually 'lost'
- has unexplained cuts or bruises
- comes to the club starving (money or lunch been stolen)
- is bullying other children or siblings
- stops eating
- is frightened to say what is wrong
- gives improbable excuses for any of the above
- is afraid to use the internet or mobile phone
- is nervy or jumpy when a cyber message is received

These signs and behaviours could indicate other problems, but bullying should be considered a possibility and should be investigated.

### Procedures

1. Report bullying incidents to staff who should record in the daily diary and / or incident book.
2. In cases of serious bullying, the incidents will be recorded by staff and discussed with senior childcare workers and reported to the Project Manager.
3. In serious cases parents should be informed and will be asked to come in to a meeting to discuss the problem.
4. If necessary and appropriate, police will be consulted.
5. The bullying behaviour or bullying threats must be investigated and the stopped quickly.
6. An attempt will be made to help the bully (bullies) change their behaviour.

### Outcomes

1. The bully or bullies may be asked to genuinely apologise. Other consequences may take place.
2. In serious cases, suspension or even exclusion will be considered.
3. If possible the children will be reconciled.
4. After the incident / incidents have been investigated and dealt with, each case will be monitored to ensure repeated bullying does not take place.

### Prevention

We will use KIDSCAPE methods for helping children to prevent bullying. As and when appropriate, these may include;

- writing a set of Project club rules
- signing a behaviour contract
- writing stories, poems or drawing pictures about bullying
- reading stories about bullying or having them read to children individually and in groups
- making up role play (or using KIDSCAPE role - plays)
- having discussions about bullying and why it matters

(Revised April 2006)

### Help Organisations:

Children's Legal Centre	01206 872 466
KIDSCAPE Parents Helpline (Mon-Fri, 10-4)	0845 1 205 204
Parentline Plus	0808 800 2222
Bullying Online	<a href="http://www.bullying.co.uk">www.bullying.co.uk</a>

Visit the KIDSCAPE website [www.kidscape.org.uk](http://www.kidscape.org.uk) for further support, links or advice.

## Confidentiality Policy

All staff is made aware of the need for confidentiality when dealing with issues relating to individual children in our care and their parents, guardians and families.

This applies both in our dealings with the family on a personal level and in the keeping of written information maintained by the Project in a confidential file.

Confidentiality will be maintained at all times unless parent/guardian instructs us otherwise. This relates to all information including; financial, emotional and physical status of adults or children, except in circumstances where the safety or security of the child is considered to be at stake. For example;

- Written records of children are to be kept confidential and only seen by members of staff and relevant parents/guardians.
- Sensitive written information is kept secure, at our co-ordinating premises
- All meetings between staff and parents/guardians are handled in a caring, sensitive and non judgmental way.

On no account should any parent/guardian or staff member discuss inappropriately another person whether child, parent/guardian or other worker in the presence of children or parent/guardians.

If you wish to speak to a member of staff privately or you are giving them information you wish to be kept confidential, please make sure that they are made aware of your wish for privacy.

Accidents and incidents must be recorded in the relevant books using 1 page per child.

No third party information may be disclosed.

Parents / carers must give 24 hours notice for request to view written information on themselves and their family.

## Behaviour Management Policy

### Behaviour Policy

Children need adult interaction and attention throughout the session. They need stimulating with age and stage appropriate activities to prevent them from becoming bored, which could lead to some forms of difficult behaviour. We encourage each child's positive self-image and esteem, treating them all with equal concern and respect.

We believe that an atmosphere of care and respect, in which known rules provide a secure framework for everyone. Activities help children build up a positive pattern of behaviour. We also believe that our children do best in an orderly environment where everyone knows what is expected of them. Children are free to develop their play and learning without fear of being ridiculed, hurt or hindered by anyone else.

### Aims

- To create an environment which encourages and reinforces good behaviour.
- To define acceptable standards of behaviour.
- To encourage consistency of response to both positive and negative behaviour.
- To promote self-esteem, self-discipline and positive relationships.
- To ensure that our expectations and strategies are widely known and understood.
- To encourage the involvement of both home and the Project in the implementation of this policy.

We as adults need to present a good role model for the children in our care children learn through imitating adult behaviour. We are aware that our own friendliness, care, kindness and courtesy provide a positive model for the children.

We always take care to praise and encourage acceptable behaviour such as kindness and a willingness to share, thereby positively re-enforces acceptable behaviour.

We recognise that children bring a wide variety of behaviour patterns to the childcare environment based on differences in home values, attitudes, parenting skills and cultural and religious backgrounds.

We must work towards standards of behaviour based on the basic principles of honesty, respect, consideration and responsibility. Young children particularly, require sensitive help and guidance in making decisions or choices about their behaviour.

## Code of Behaviour Statement

SWEARING, SHOUTING and / or the use of PHYSICAL PUNISHMENT or THREATENING BEHAVIOUR is UPSETTING for ALL of us and WILL NOT BE TOLERATED HERE.

## Discipline Policy

The North Downham Training Project abides by, and practices the discipline policy set out by the London borough of Lewisham. This states all children need freedom to experiment, learn, and develop and to be valued and respected as individuals. Children need a caring, supervised environment with guidance, where unacceptable behaviour is challenged.

We believe it is important to:

- Set boundaries: children need to be aware that when an adult asks them not to do something it is usually for the child's well being.
- Have a consistent approach: it is important that parent/guardians and carers work together and agree on strategies to manage children's behaviour.

To deter unacceptable behaviour such as swearing, bullying, fighting and any form of discrimination, children are made aware that this is unacceptable behaviour, and any such behaviour will be challenged by members of staff. Children attending the After School Club are guided through a child to adult contract aimed at helping to re-inforce acceptable behaviour and attitudes. Childcare staff also completes an adult to child contract which helps demonstrate our commitment to the child whilst in our care.

## Rewards

Our emphasis is on rewards to reinforce good behaviour, rather than on failures. We believe that rewards have a motivational role, helping children to see that good behaviour is valued. The commonest reward is praise, informal and formal, public and private, to individuals and groups of children. It is earned by the maintenance of good standards as well as by particularly noteworthy achievements. Rates of praise for behaviour should be as high as for attainment.

Any inappropriate behaviour will be dealt with sensitively and appropriately without physical threats or punishment. The child's level of understanding and maturity will be respected and taken into account and at all times good behaviour will be valued and encouraged according to children's differing stages of development

## Sanctions

Although rewards are central to the encouragement of good behaviour, realistically there is a need for sanctions to register the disapproval of unacceptable behaviour and to protect the

security and stability of our childcare provision. In an environment where respect is central, loss of respect, or disapproval, is a powerful punishment.

The use of 'punishment' should be characterised by certain features:-

- It must be clear why the sanction is being applied.
- It must be made clear what changes in behaviour are required to avoid future punishment.
- Group punishment should be avoided as they breed resentment.
- There should be a clear distinction between minor and major offences.
- It should be the behaviour rather than the person that is punished.

Sanctions range from expressions of disapproval, through withdrawal of privileges, to referral of the matter to the Project Manager, communication with parent/guardians and, ultimately and in the last resort, exclusion (following the LEA guidelines). Most instances of poor behaviour are relatively minor and can be adequately dealt with through minor sanctions. It is important that the sanction is not out of proportion to the offence.

### Physical Punishments and Interventions Policy

Physical punishment of children in our care will not be tolerated. We therefore stress the importance of, and encourage all workers and volunteers to, consider alternatives to using physical interventions, for example:

- Withdrawing other children or adults from the situation
- Distraction and re-directing the child's attention
- Making the environment as safe as possible to avoid a child causing injury to themselves or a member of staff.

If physical intervention is seen as appropriate workers will ensure that the intervention is achieved with minimum force and for the minimum time possible. Circumstances in which physical intervention may be considered appropriate include:

- Preventing an accident such as a child running into the road.
- Preventing injury or damage, such as if a child is a danger to themselves or others when having a temper tantrum.

The worker involved will record any such incidents as detailed below, in the Significant Incident Book. The incident will then be brought to the attention of the Senior Childcare Worker, Project Manager and parent/carer.

When recording the incident the following information will be detailed; the child's name, date, time and location of the incident, what triggered the incident, the nature of the incident, details of other children or adults who were involved and/or who witnessed the incident, how the situation was handled, what form of constraint was used and any consequences. Another staff member present will then be asked to countersign the record.

The child's parent/carer will then be made aware of the incident on collecting their child and asked to read and sign the Significant Incident Book, to acknowledge their awareness of the incident.

### Communication & Parent/guardians Partnership

We give high priority to clear communication within the childcare environment and promote positive partnerships with parent/guardians since these are crucial in promoting and maintaining high standards of behaviour.

A positive partnership with parent/guardians is important to build trust and develop a common approach to behaviour expectations and strategies for dealing with problems. We will communicate policy and expectations to parent/guardians. Where behaviour is causing concern parent/guardians will be informed at an early stage, and given an opportunity to discuss the situation. Parent/guardian support will be sought in devising a plan of action within this policy, and further disciplinary action will be discussed with the parent/guardians.

### Outing Procedures

- Before a child can be taken on an outing a consent form has to be signed. Medication forms must also be signed if a child will need any medication with them e.g. asthma pumps.
- Children's Contact and Emergency details must be carried.
- A register will be taken on departure from the Project, on arrival and departure of the destination, and when back on site.
- First Aid Kit must be taken containing adequate amounts of supplies to cater for the number of children and adults present.
- A mobile phone should be taken.
- Our staffs to child ratio on outings from the crèche are 2:1 and for the After School Club is 5:1.
- If parent/guardians accompany staff they will be responsible for their own child/ren.
- When possible, as risk assessment should be undertaken before the outing.

### Outside Play Policy

All outside play areas should be checked each time they are used to ensure the area is clean, safe and well maintained. Gates should be checked regularly to ensure they are in good repair and the locks are in good working order. Plants should also be checked against the OFSTED list for suitability.

When setting up OUTSIDE PLAY activities, all equipment should be checked to ensure it is in a safe condition; climbing frames must be SUPERVISED at ALL TIMES and safety mats used, sand and water trays must be checked before they are used. Water trays MUST BE EMPTIED after each session, outside play must cater for ALL ages and stages of development.

When setting up, please ensure that the appropriate amounts of equipment is being used for the number of children using the area.

All outside play areas must be supervised at ALL TIMES with the appropriate number of staff to children ratio.

AFTER SCHOOL CLUB - The After School Club Outside Play Policy allows only a maximum of SIX children to be in any of the outside play areas at any one time.

## Health & Medication Policy

### Sick Children – Crèche

If a child is unwell or has an accident, as parent/guardians are on-site they will be called out of class to deal with the situation.

We are unable to administer medication. However, if a child needs medication while on site parents may administer these themselves at appropriate times. We must therefore insist that all medication must be labelled and kept safely and securely at all times by parents.

### Sick Children – After School Club

If a child is unwell or has an accident we will contact the parent/guardian to inform them of the situation. If it is felt by our staff that due to the child's condition they should not remain in the After School Club you will be asked to collect the child.

The child will be allowed to rest in a quiet area of the After School Club if well enough to remain with us or if necessary will be allowed to wait in the counselling room of the main building, until collected.

We are unable to administer medication. However we do understand children with asthma may carry their own medication with them. As in school, if this is the case inhalers should be given to the After School Club staff in a labelled closed container, so that they may be stored securely in the First Aid Box.

If parents feel their child will need supervision in administering his or her own medication, this can only be done with written agreement between the parent and the After School Club Supervisor. Please speak to the After School Club Supervisor if you wish to discuss this.

If a child has to administer their own asthma pump, this procedure will be followed;  
. A staff member will witness the act.

- . The observing staff member will note the date, time and longevity of the dose, i.e. amounts of puffs taken.
- . This information will be recorded in the Child Self Administering Medication Book. A counter signature should also be obtained from another staff member.
- . The parent / carer must be made aware of the event on collection of the child and asked to read and sign the information recorded.
- . Please note the Self Administering Medication Book is kept in the First Aid Box, located on the wall in the back room of the crèche.

## **Medical Treatment**

With the cultural and religious diversity of children in our care we appreciate the need to be sensitive to differing beliefs and attitudes, influencing the administering of medical treatment. Parents / carers are therefore asked to sign a Medical Treatment Disclaimer indicating if permission is given to call in and / or refer a child to medical treatment, i.e. an ambulance or hospital treatment.

IN THE EVENT A CHILD IS TAKEN TO HOSPITAL, THE CHILD'S FULL REGISTRATION AND MEDICAL DETAILS WILL GO WITH THEM.

Please Note: Staff will only administer medication if it would endanger the life of a child not to do so; for example a child needing an Epi-pen.

## **Report on Communicable Diseases in Children And Young People**

To prevent the spread of infectious diseases in our setting, it is our duty to report to Consultant in Communicable Disease Control (CCDC).

We will refer to the guidance book HEALTH MATTERS, CHILDREN AND YOUNG PEOPLE, for the incubation and exclusion periods.

We will also inform Parents / Carers / Guardians of any out breaks of infectious diseases.

## **Sudden Infant Death Syndrome (Babies and Children under 2 years)**

Sleeping babies / children should be placed in a quiet area of the crèche, so as not to be disturbed by other children. They should then be physically checked by a member of staff at regular intervals i.e. every 15 minutes.

Parents should be informed of the approximate length of time a baby / child has slept for. This can be done verbally at the end of a session. A note may be made in the daily diary of times for the parent / carers information.

Parents / carers are requested to supply their own blanket to be used for their baby / child.

### *AIDS and HIV*

Children / Adults with AIDS / HIV are welcome into the Crèche and After School Club and will be treated in every way as any other child using our facilities.

We believe our ways of working and our Health, Safety and Hygiene procedures maintained by our staff should prevent any concerns about the risk of infection being passed on by the presence of any child or adult with AIDS or HIV.

At ALL times CONFIDENTIALITY must be maintained.

### *Hygiene and Safety Policy*

- Disposable gloves and aprons are always used when cleaning up bodily fluids, along with the 'Managing Bodily Spills Kit'.
- Floors are cleaned with anti-bacterial cleaner and disposable cloths and / or disposable towels.
- Do ensure all equipment used to clean up bodily fluids are thoroughly cleaned with diluted MILTON and then washed in detergent and rinsed before returning to use.
- All disposable equipment used to clean up bodily fluids must be carefully disposed of appropriately.
- Soiled clothing must be placed in polythene bags and given to the parent / carer.
- Hands must be washed thoroughly after removing gloves.
- First Aid Box is to be kept stocked in accordance with the list displayed on the inside of the First Aid Box. This is checked periodically to replenish contents and to check for use-by-dates.
- Cuts or open sores on adults and children are covered with plasters or other dressings.
- Adults and children wash their hands properly after using the toilet.
- All harmful cleaning materials are to be kept in a locked cupboard.
- Waste is to be disposed of out of children's reach.

- Tissues are always available and children are encouraged to blow their noses when necessary. Soiled tissues are disposed of immediately, and staff must wash their hands if assisting.
- Children are encouraged to shield their mouths when coughing.
- Toilets are cleaned before the session and when ever appropriate during the session.
- Soap and paper towels and or hand driers are provided in the toilet.
- Adults are NOT permitted to use the children's toilets.
- Children are always supervised if using the kitchen.
- Children are supervised at all times during the session.
- Outside access doors and those to other areas are fitted with locks, out of reach to smaller children. The garden gate is padlocked when children are playing outside.
- The sand and water trays also toys and equipment are cleaned regularly.
- Dressing up and dolls clothes are washed regularly.
- Adults keep themselves clean and wear clean clothing.
- NO SMOKING on the premises.
- Any accidents, near accidents, trips or slips to be recorded.
- All spillages must be cleaned up and 'Wet Floor' signs in place.

*Lynne Nelson and Sue Counsell - 19<sup>th</sup> December 2007*

## Refreshment Policy

Food preparation and storage will be at all times and in all elements hygienic and comply with all relevant legislation i.e. in the appropriate storage temperature. Please see separate Hygiene and Safety Policy. Furthermore staff preparing food will have a Basic Food Hygiene Certificate.

Food offered will be fresh, varied and nutritious. All drinks will be sugar free. Sweets, chocolate and crisps will be avoided.

Written records will be kept of all food allergies, likes and dislikes. A list of allergies will be displayed in the food serving area. This is updated on a regular basis through consultation with parents / carers. All staff are to be aware of these allergies and special dietary requirements of the children and specific dietary rules of different ethnic and religious groups will be met.

Furthermore;

- Healthy eating habits have been adopted and promoted.
- Children are encouraged to try new tastes.
- Staff are aware that children may be hungry or thirsty outside the allocated times for refreshments.
- Water is always available and a flexible approach is allowed.
- Children are allowed to eat at their own pace, whilst staff promote a relaxed atmosphere and encourage conversation.

## Food Hygiene Policy

- Adults and children wash their hands thoroughly before preparing or eating food.
- Snacks are planned in advance and food offered is always fresh.
- Fresh fruit and vegetables are peeled or washed before consumption.
- Disposable anti-bacterial wipes are used to clean surfaces before preparing and / or consumption of food.
- Staff preparing food must wash hands, wear clean disposable gloves and apron.
- Hair must be tied back and / or hat worn when preparing food.
- An up-to-date Food Hygiene Certificate must be held by the member of staff preparing the food.
- Washing up is always done in hot soapy water, rinsed and the air dried.
- Washing up cloths are to be renewed daily.
- Parents are only permitted to bring in fruit and shop bought cake, sealed and dated to share with the other children.
- All packets, foods and drinks must be clearly marked with the date of opening.
- The kitchen checklist must be completed by the person preparing the food.
- The kitchen must be left in a clean and tidy state.

Lynne Nelson and Sue Counsell - December 2007

## Food Policy

(Food NOT supplied by North Downham Training Project)

Only fruit or (on special occasions) shop bought cake, sealed and dated can be served by the Crèche or After School Club.

No cooked meats or other foods can be served at any time, other than food supplied by a parent (and labelled) for their own child's consumption.

Childcare staff are NOT permitted to serve any foods to children other than the above.

## Food Standard Policy

Our commitment at the Crèche and After School Club is to provide good quality and safe foods to the children in our care. As such we will comply with legislation and keep up to date with the changes in the law by providing all necessary resources and facilities.

We have a Food Safety Management system with reference to:

- Purchase and storage of food.
- Personal hygiene and training in all aspects of food purchase, storage, handling and preparation.
- Pest Control and Waste.
- Customer Complaints.
- Rule for Visitors and Contractors.

Persons-in-Charge:

- Manager - Sue Barry
- After School Club Supervisor - Lynne Nelson
- Creche Supervisor - Susan Counsell

Those with food handling responsibilities:

- Lynne Nelson - Level 3
- Susan Counsell - Level 3
- Denise Reed - Basic Food Hygiene
- Jacqueline Porter - Basic Food Hygiene
- Sam Pope - Basic Food Hygiene
- Donna Green - Basic Food Hygiene

## Photograph Policy

From time-to-time we take photographs of children when they are participating in various activities. Occasionally we like to use a selection of these photos for promotional purposes, especially when seeking additional funding.

Understanding that some parent/guardians would prefer us not to use their child/children's photo, we ask all parent/guardians to complete a brief photographic disclaimer. This allows parent/guardians to state whether they give their permission should the situation arise.

## Policy on Pets

- Before any pets are brought onto the Project site, parents/carers must be informed and given the opportunity to let the senior childcare worker so she may confirm if any child/ren are allergic to and/or afraid of animals.
- Children are never allowed to play unsupervised with visiting pets.
- Any pet brought in to club for the children to see must be healthy.
- Any pet brought in to the club must be brought in a suitable carrying box or cage/container.
- Any adult bringing a dog when they come to collect children must leave the dog tied to the outside railing and not bring him/her into the children's play area.

## Complaints Procedure

The North Downham Training Project After School Club and Creche is committed to providing a safe, stimulating, consistent and accessible service to children and their parents / carers. We aim to provide a high standard of care and create a happy and positive experience, but accept that on the odd occasion this may not be the case. In such circumstances and to learn from any mistakes, to put things right we want you to bring any complaints to our attention.

This policy constitutes the After School Club and Creche formal complaints procedure. It will be displayed on the premises at all times.

Under normal circumstances, the project manager, Sue Barry will be responsible for managing complaints. If a complaint is made against the manager, the registered person will conduct the investigation. All complaints made to staff will be recorded in detail in the Significant Incident Book.

### **STAGE 1**

If a user of the setting has a complaint regarding some aspect of the setting's activity, or about the conduct of individual staff members, it will often be possible to resolve this by speaking to the individual concerned and / or to the Manager. As outlined in the Partnership with Parents / Carers Policy, the setting welcomes open and regular comments on its services, both positive and negative.

In the first instance, Parents / Carers will be encouraged to speak to the member of staff directly - if appropriate. If not, the Manager should then be approached to try and resolve the situation. If the complaint cannot be resolved, then Stage 2 of the procedure will come into operation.

### **STAGE 2**

If a resolution to the situation has not resulted during the informal discussion, the Parent / Carer should then put their complaint in writing to the Manager, stating relevant names, dates, evidence and any other important information of the nature of complaint.

The setting will acknowledge receipt of the complaint as soon as possible - within 3 working days at least - and fully investigate the complaint within 15 working days. If there is likely to be a delay in this process, Parents / Carers will be advised and an explanation given. The Project Manager will be responsible for sending a full and formal response regarding the complaint.

All complaints are taken seriously and if we feel further action or changes to our working practice, policies or procedures should be made, these will be undertaken.

If the Manager has good reason to believe the complaint has child protection implications, the designated Child Protection Officer will be informed and local Social Services contacted according to the procedure set out in the Child Protection Policy.

If any party involved in the complaint has good reason to believe a criminal offence has been committed, they will contact the police.

If at any stage during the above process you wish to take up the matter with the national regulatory body for childcare OFSTED, we will be happy to provide you with the name and address. OFSTED will consider and investigate all complaints received.

All information will be shared with the parents and other agencies unless this is detrimental to the child.

Information will only be shared with other staff members if necessary to do so. Staff may be suspended during a complaints procedure depending on the severity of the complaint.

OFSTED COMPLAINTS HELPLINE TELEPHONE NUMBER 0845 601 4772

#### Handling Complaints and Disagreements with other Professional Agencies

If the setting receives a complaint from OFSTED, Early Years, Health & Safety, Good Food Safety- or any other governing bodies, the project manager will acknowledge receipt as soon as possible - within 3 working days at least - and fully investigate within 15 working days.

If there is a delay in the investigation, the governing bodies will be informed.

The North Downham Training Project will be responsible for sending a full and formal response regarding the complaint to the governing body making the complaint.

#### Supervision Policy

The Project has two methods of supervision of staff. The informal where the senior childcare worker oversees the work of her team, having spent time discussing, planning and organising activities with them, she will observe and comment on the success or otherwise of the outcome. Additionally she will on a regular basis talk to individual members of staff about their work and that of the crèche and After School Club.

If during these sessions she feels there are issues that need to be discussed with or brought to the attention of the Project Manager she will raise these with her and a plan of action will be decided upon.

In addition, regular meetings of all staff are held with the Project Manager and more recently a formal process in which individual members of staff meet with the Project manager to discuss all aspects of their work and any training needs has been introduced.

## Equal Opportunities Policy

The North Downham Training Project has for many years served a community rich in its diversity, by providing opportunities which lead to access to employment and progression into further education. Our education and training promotes respect for the cultural, social and linguistic diversity of our community.

Barriers to equality of opportunity and achievement in education, training and employment are actively challenged by the Project and our childcare provision underpins the work carried out with their parents and guardians.

The provision of a crèche facility and After School Club enables local people, many of whom are lone parent/guardians, the opportunity to access our services and progress into training and employment in the knowledge that their child is nearby in a safe and welcoming environment.

Our childcare workers promote a child centred learning environment, which is easily accessible, stimulating, encouraging and supportive to both the children in their care and their parent/guardians.

Children will be cared for according to their individual needs and staff will take into account the fact that a child's development and learning ability may vary enormously from one to another. Although children do not learn or progress at the same rate all children will be encouraged to participate in all aspects of play and other activities, which are set out daily, according to their age, ability and interest in doing so.

All children will be encouraged to participate in events that recognise and celebrate the cultural diversity of the group. Every effort will be made to ensure that toys, books and games reflect the multicultural community we live in and positive images of a wide range of cultural and ethnic groups will be displayed.

This Policy is underpinned by the North Downham Training Projects Equal Opportunities Policy which applies to all users of the Project.

## Children with Special Needs

The Project has a very positive attitude towards children with special needs and endeavours to integrate them into the main group.

The support provided will be dependent on the needs of the child, which will be discussed with the parent/guardian, and if necessary a plan of suitable activities will be devised. If required individual members of staff will act as key workers to the child and support them in whatever way they feel appropriate.

Regular communication with the parent/guardian will take place and additional professional advice and support may be sought if appropriate. The aim being to assist staff in their understanding of any condition that they may not be familiar with and enable them to deal sensitively with and support both mother and child.

Due to the limited space available to us we would have difficulty in accommodating children who needed additional space, for example wheelchair users or those whose condition prevented them from coming into close contact with other children during play. In order to accommodate children with severe physical disabilities we would need to greatly reduce the number of childcare places offered.

## Fire and Emergency Procedure – After School Club

Fire and Emergency procedures are displayed in the building. However the fire and emergency procedure is explained to all children and regular practice sessions are held to ensure all children know the evacuation procedures and meeting points.

Parent/Carers please ensure you are familiar with the following Fire and Emergency Procedure.

- The key to lock and unlock rear exit is located in the admin cupboard in the back room.
- ALL contact numbers and registers in RED SIGNING OUT BOOK to be collected.
- ALL TOILETS and other areas to be checked before vacating the premises.
- All staff and children in the main crèche room are to vacate the premises via the rear FIRE EXIT DOOR, the back gate is to be unlocked leading onto WINGROVE ROAD.
- All other staff and children are to vacate the premises via the MAIN GATES leading to BOUNDFIELD ROAD, where they will continue on round to WINGROVE ROAD for the register to be taken.
- You will only be allowed back into the building when a member of staff gives the 'ALL CLEAR'.
- In the event children and staff are unable to return to the building, we will assemble at GOLDSMITHS COMMUNITY CENTRE in CASTILION ROAD where parents / carers will be notified.
- PLEASE ENSURE DETAILS ARE ENTERED IN THE FIRE DRILL BOOK AS SOON AS

POSSIBLE.

### Fire and Emergency Procedure - Creche

- Members of staff to prepare and gather the children together and escort them through the FIRE EXIT DOOR, leading to the crèche gardens.
- A member of staff will collect the REGISTER, the KEY that unlocks the back gate and check the TOILETS and all other areas.
- Parents leave by the MAIN GATES and make their way to WINGROVE ROAD, where they can assemble with the Creche staff.
- At no time is the main Creche door to be opened to give access to any parent or person.
- The register will be taken.
- NO CHILD SHOULD BE TAKEN BY A PARENT UNTIL THE REGISTER HAS BEEN TAKEN.
- The Fire Drill Book is to be filled in at the earliest possible time.

### Fire and Emergency Procedure for Parents Carers

1. On hearing the EMERGENCY ALARM please vacate the building in a calm and orderly way.
2. If there is no obvious fire or emergency, one person from each class should be delegated to report to the general office for further instructions.
3. Please vacate the building by the MAIN ENTRANCE and PROCEED to the ASSEMBLY POINT in BOUNDFIELD ROAD, which is on the pavement outside the main gates, where the registers will be checked.
4. Any person / s in the CRECHE area when the alarm has been sounded are instructed to leave the building via the FIRE EXIT, which is located at the REAR OF THE CRECHE and then proceed to the CRECHE ASSEMBLY POINT, which is in WINGROVE ROAD.
5. PARENTS and CARERS should leave by the MAIN ENTRANCE, WAIT FOR THE REGISTER TO BE TAKEN, And THEN PROCEED TO THE CRECHE ASSEMBLY POINT in WINGROVE ROAD.
6. Do not use the internal telephones; this line is restricted to the crèche staff once the alarm has been sounded.
7. DO NOT remain behind to collect personal belongings. In the event of a real fire this could endanger your life.
8. The safety of children, parents / carers and staff is paramount - only remain in the building to switch off equipment and close windows and doors if is safe to do so. (This is the responsibility of the staff and not the parents / carers).
9. Staff will be responsible for ensuring they are the last people to leave the rooms and the toilets and other areas are clear of people.

10. You will only be allowed back into the building when a member of staff gives the 'All Clear'.

### *Accident and Incident Procedures*

ALL accidents or incidents are to be recorded at the earliest convenient time, in the appropriate book. (ACCIDENT, INCIDENT or SIGNIFICANT INCIDENT BOOK)

Minor incidents are to be recorded in the DAILY DIARY.

ALL accidents and / or near accidents are to be recorded on the ACCIDENT BOOK.

Major and / or serious incidents must be recorded in the SIGNIFICANT INCIDENT BOOK.

On the arrival of parent / carer to collect the child, a member of staff must inform them of the accident / incident, allow them to read the entry and then sign the sheet.

ONE SHEET PER CHILD IS TO BE USED.

ACCIDENT BOOKS MUST BE KEPT FOR 21 YEARS.

Lynne Nelson and Susan Counsell - 18<sup>th</sup> January 2008

### *Smoking Policy*

All buildings are NO SMOKING areas under the HEALTH BILL 69, 2007

SMOKING IS NOT ALLOWED ANYWHERE ON THE PREMISES.