

SSUK Childcare Ltd Policies & Procedures

Working in Partnership with Parents Policy

Our goal at SSUK is to ensure your child is safe and happy. It is my aim to ensure that my staff and I make sure that we take all reasonable measures to insure we achieve this. Good positive communication with parents is vital to this success, I have listed below the policies and procedures which set out the guidelines we follow. I hope you find them clear and fair. If you are unsure on any aspect of the the below please do not hesitate to contact me for clarification.

Admissions Policy

SSUK are restricted to the number and ages of children that we can care for at any one time. We are happy to care for any child within our registered numbers and will not discriminate against children or their families for reasons such as race, religion, sex or ability. Application forms must be submitted and confirmation received prior to a child attending SSUK we must have the following written information:

- Emergency contact numbers
- Child's dietary requirements.
- Special health requirements
- Parental permission to seek emergency medical advice. - Starting date and number of sessions per week.
- Illness and vaccinations.
- Consent for photography for monitoring, advertising and evaluating. - Consent to take part in offsite activities

Opening Times

Childcare clubs run from 3.15pm to 6.00pm.

Amended times for the last day of term are 1.30pm – 5.00pm

Holiday course:

Standard times 9.00am – 5.00pm

Extended times 7.30am – 6.00

Fees

Fees are stated on the booking forms.

Cancellation of place or session

One months notice must be given when cancelling your place or session.

Refunds

We do not refund for missed sessions or cancelled sessions.

Credits

We do not credit for missed or canceled sessions. We do not credit for sessions missed due to holidays.

We do credit for sessions missed due to illness, child must have missed 3 or more consecutive days of school.

Payment

Payments should be paid via the website at point of booking for ad-hoc bookings and the 1st of every month by standing order

Allegations of mistreatment

Please complete complaints procedure form, this can be found on notice board at collection point.

Complaints Procedure

If you have any problems with our services, please feel free to discuss the issue with SSUK at an early stage, for more serious issues please use our complaints procedure form.

If a parent raises a concern about our service we will:

- Make and keep written records of the complaint
- Investigate all complaints.
- Record the outcome of the complaint and inform complainant within 28 days.
- We will provide Ofsted (if requested) a written record of all complaints and actions as a result within a specified period.

As a registered setting we are inspected by the Office for Standards in Education (Ofsted) against the Welfare Requirements. A copy of the Welfare requirements can be obtained by contacting Ofsted or by going on their website

<https://www.gov.uk/government/organisations/ofsted>. Contact details for Ofsted are:

OFSTED Piccadilly Gate Store Street

Manchester M1 2WD

Telephone 0300 123 1231

Website: <https://www.gov.uk/government/organisations/ofsted>.

Confidentiality & Privacy Policy

Any information regarding your child or your family, given to SSUK, either verbally or in writing, will be treated as confidential and private and will not be shared. This is with the exception of your child's school, as the host for our childcare club we will be in regular contact with your child's teacher and senior management of the school. This enables the staff to gain a better understanding of your child in order to give individuals a more tailored service.

Dropping Off

Children in Key stage 1 will be collected from the class room. On arrival children will be recorded in the attendance register. Please note it is the responsibility of the parents to let us know in advance if your child will arrive at a different time from the usual end of school day. If your child is attending a school trip, playing for a school team and or will require collecting late for any other reason.

Collection

We will ensure children do not leave the premises unsupervised and we will only release your child from our care to adults who you have given written permission to collect them. We will provide with pin code; you should quote this when collecting your child. If you would like someone else to collect your child, please notify us and give them the pin to quote on collection.

Late collection

Please contact SSUK and let us know if you are running late and when you expect to arrive. It is extremely important that you contact us if you are running late, If you are very late and we have not heard from you and we are unable to contact you or a family member we are duty bound by Ofsted to contact Social Services and follow their advice. A late collection fee of £5 for every 5 minutes later will be charged for late collection.

Emergency Evacuation Procedure

We will explain the evacuation procedure to all new children and we will carry out evacuation drills every month, so that all children in our care understand what to do in all emergency eventualities, whether this is inside or outside. Children will be led to the nearest assembly point Point:

- A Register will be taken to account for all children present that day.
- When all children are accounted for we will call the emergency services.
- We will contact parents and inform them of the incident and they will be asked to collect their child.

Childcare Policies and Procedures

We will divulge confidential information to Social Services and to Ofsted if we have any concerns that your child is being abused.

Dropping Off and Collection Policy

We give all children in SSUK care the opportunity to reach their full potential. Sometimes this means adapting an activity to the child's ability and stage of development, providing additional resources or giving one child more attention and support than others during a particular activity or routine. We will ensure the individual needs of all children are met. No child in our care will be discriminated against in anyway, whether for race, culture, language, gender, family background, ability or religion. We will challenge any remarks that we feel are inappropriate. We encourage the children to develop a healthy respect of each other's differences and to value everyone as an individual.

Exclusion Policy

- SSUK operate an inclusive setting, where all children are welcome regardless of their race, religion, culture, sex, ability or disability, social background etc. We do however reserve the right to refuse a place or exclude a child for a short period of time or permanently for the following reasons
If a child continually uses inappropriate language (swearing).

- If a child continually makes inappropriate remarks, such as racist or sexual both.
- If a child is likely to cause harm to other children in the setting.
- If a child refuses to listen to the supervising adult.
- If a child is found to be stealing from staff or other children within our setting.

We would only exclude a child if their behavior was very severe and having a continued negative impact or putting at risk the other children in our care and or the staff.

Equipment & Toys

All equipment & toys will be checked and cleaned regularly to ensure they are safe for your child to use. Any broken or hazardous toys will be removed immediately. Children will only be offered toys and resources that are suitable for their age/stage of development.

Risk Assessment

We will do regular risk assessments of the premises, routes taken, and venues we visit.

Concerns Policy

SSUK wants to ensure that your child is cared for correctly and that you are confident in our ability to do so. It is, therefore, vital that we have a transparent culture within my childcare setting where everyone feels able to raise any concerns they may have. If anyone has any concerns regarding the way children are being cared for they must report them. All concerns raised will be taken seriously and fully investigated. Parents are encouraged to discuss any concerns they may have regarding their child's care with the SSUK Director, Romon Forrester. (*see Complaints Procedure*). Alternatively, they are able to discuss them with Ofsted.

Settling in Policy

SSUK understand how difficult it can be for parents to leave their child in after school care. We will, therefore, work with you to ensure your child is settled and that you are happy with the care that we provide.

Special Needs Policy

We are aware that some children may have learning difficulties and disabilities and we are proactive in ensuring that appropriate action is taken when a child is identified as having special needs or starts in our care.

- We will assign a carer to your child as a point of contact for you and your child. - We will acknowledge the child's individuality and help them to feel good about themselves.
- Seeking information from parents about the child's routines, likes and dislikes.
- Adapting activities to enable children with special needs to take part.
- Arrange access to specialist equipment if needed.
- Consideration of any risk factors.
- Encourage the child's confidence and independence We will work in partnership with the child's Parents and regular communication.
- Agencies that are also involved in the child's support and care.
- We will review, monitor and evaluate to ensure we are inclusive of all children.

Visitors in the Setting Policy

As an Ofsted registered setting, we are very aware of our roles in keeping your child safe. Whilst children need to mix with other children and adults it is our responsibility to ensure the suitability of those that they come into contact during the settings hours.

We have, therefore, the following policy regarding visitors in the setting during these hours :

- We will request identification from all visitors not known to us and will refuse entry if we are unsure of them.
- We will endeavor, when possible, to arrange for any maintenance work to the property to be carried out at weekends and during non childcare hours.
- We will maintain a visitor's book that is available for Parents to look at which contains the identity of any visitors, purpose of the visit and arrival and departure times.

Premises security Policy

We will ensure that the indoor and outside premises are safe and secure at all times and we will do this by:

- Locking the front gate.
- Locking the back gate.
- Checking all perimeter fences are intact.

Staff recruitment Policy

We have the following systems in place when recruiting staff to ensure they are suitable to be working with children:

- We will obtain an enhanced Criminal Records Bureau (CRB) disclosure on all staff.

Mobile phone and camera Policy

We will not distribute or publish any images of your child without your consent. Staff will not use personal mobile phones to take pictures. All pictures will be taken on the center iPad. We will always be able to justify to Ofsted, if required, the reason for taking a photograph.

Unexpected closure of child minding service Policy

The following reasons are deemed to be beyond our control and may effect the short term running our club:

- Loss of power to the premises.
- Mains water turned off on the premises - Heating broken on the premises
- Flooding on the premises

We will not refund for days missed at childcare. In the event that we are closed due to the above for 2 days we will credit 50% of fees for the missed days.

Healthy eating Policy

We provide children with healthy snacks and drinks. We ask that you please inform us if your child has any specific dietary needs and/or allergies.

Hygiene Policy

It is very important to prevent germs and illnesses through the hygiene procedures which are in place and strictly adhered to.

At SSUK children must wash their hands before eating any meals or snacks, after going to the toilet. We will assist the children in hand washing, if required, to ensure all children are washing and drying them correctly.

Language Policy

This policy is for children who have English as a second Language. SSUK have made a commitment to value the language and cultures of all children in our setting. We will endeavour to promote a positive attitude towards bilingualism and provide opportunities for the development of a child's home language.

Managing children's behavior

All children and adults are treated with equal concern and are made to feel welcome in SSUK. We aim to offer a quality childcare service for Parents and children. We recognise the need to set out reasonable and appropriate limits to help manage the behaviour at our club. By providing a happy, safe, active and stimulating environment, the children in our care will act in a positive and proper manner.

We encourage appropriate behaviour by:

- Setting a good example.
- we aim to be positive role models as children learn values and behaviour from adults.

If we deem a child's behaviour we may take measures such as time out or limit a child's play or activities open to them. If this happens parents will be informed. Should this continue or the behaviour has a negative impact on other children or staff parents will be asked to attend a meeting with SSUK management where an action plan will be discussed.

Other adults in the setting Policy

All adults caring for children in the setting have undergone a detailed CRB (Criminal Record Bureau) check and received clearance. Any other adults, other than staff, that may enter the building will have to sign our register and will not be left alone with any children.

Risk assessments will be carried on a regular basis on the area's we use and the routes we take See Visitors Policy section 38.

Safeguarding children Policy Care, learning and play Policy

We will strive to provide your child with an environment that will be caring, fun and stimulating.

We will implement ideas from the Early Years Foundation Stage and include:

- PRIME AREAS
 - Personal, Social and Emotional Development Physical Development
- Communication and Language

OUTINGS

Risk assessments, Journeys and venues we may visit

When taking Children on outings it is essential that proper planning is done to ensure the safety and welfare of all the children involved. We will obtain written permission for any routine and special outings. The safety of your child is paramount and we have, therefore, put together the following procedures regarding the transportation of children in a vehicle:

- We will ensure that children are all safely seated in the stage appropriate seat and seat belts fastened before the onset of any journey.
- We will always carry a mobile telephone in case of an emergency and we will take emergency contact telephone numbers for parents.
- We will always carry accident and incident forms and medications and forms required by individuals e.g. inhalers.
- We will always carry a First Aid kit in case of an emergency. - We will never leave a child unattended.

We will keep children safe on outings by carrying out full risk assessments that will be renewed on each outing. We will also teach the children about the dangers of wandering off, talking to strangers and the danger of cars and roads in an age appropriate way.

If your child suffers from travel sickness please let SSUK Director Romon Forrester know immediately.

Lost/Missing child Policy

The care of your child is paramount and SSUK will always try to ensure that they remain with us and are safe.

- We will immediately raise the alarm to all around us that we have lost a child and enlist the help of everyone to look for them.
- We will then alert the police and provide a full description.
- We will then alert the parents of the situation.
- We will provide everyone involved in the search with a description of the child. -We will reassure the other children with me, as they may be distressed.

Accident and incident Policy

The safety of your child is paramount and every measure will be taken to ensure they are protected from hurting themselves. However, accidents do happen and the following information details how an incident will be dealt with:

- Your child will be comforted and reassured.
- The extent of your child's injuries will be ascertained and necessary first aid procedures will be carried out on your child. If necessary we will call for additional medical assistance.
- We will contact the child's Parent to inform them of the accident, and, if necessary, to ask them to collect their child from the setting, or to meet us at the hospital.

After every accident, however minor we will:

- Complete a report in the accident book.
- Ask the Parent to sign the report and then provide them with a copy. If the accident requires any additional medical treatment we will:
- Under the Welfare Requirements, inform Ofsted about any significant events within 14 days – documentation via notification form on the website It is important that you keep us informed regarding your child's condition following an accident and if you have sought additional medical advice or care.
- We have a first aid trained staff by an approved trainer. (Consistent with the practice guidance for the EYFS) and we have a first aid box that meets the children's needs.

Bullying Policy

SSUK will not permit any form of bullying in our setting which includes:

- Physical: pushing, kicking, hitting, biting etc.
- Verbal: Name calling, sarcasm, rumour spreading and teasing.
- Emotional: Exclusion, ridicule, humiliation, tormenting.
- Racist: taunts, graffiti and gestures.

If we have any concerns that a child in our care is being bullied at SSUK or is bullying, we will discuss the matter with their Parent immediately. We will work with them to support their child to resolve the problem. We will remove a child from our setting if it is proved that they continue to show signs of bullying

If you have any concerns regarding your child please discuss them with SSUK Director Romon Forrester as soon as possible. It is much better to deal with these problem before they become major issues.

Medical procedures Policy

We have a designated first aid/medical officer who is responsible for all medical issues.

Medicine procedures Policy

SSUK are happy to give your child non prescribed medication, such as a cough mixture, Calpol or Nurofen, etc, but only if there is a health reason to do so and the child's Parent has signed a parental permission form for us to do so or given verbal consent.

We will ensure that all medication given to us will be stored correctly and will check that it is still within its expiry date. All medication will be stored in a locked cupboard or if located in the fridge we will ensure it has a child safety lid. If your child has acute allergies and/ or carries/needs an EpiPen, please discuss the matter with site supervisor or SSUK Director Romon Forrester.

Sick child Policy

If your child is unwell they will be looked after by our first aid officer, who will then contact you to discuss the best course of action.

Internet safety Policy

We do not allow children to use the internet at our setting

Personal Possessions Policy

We provide a wide range of toys and activities for all the children in our care, catering for different needs, abilities and ages. Children may only bring additional toys if agreed with staff. SSUK take accept no liability or responsibility for toys, equipment or personal belongings, lost, stolen or Broken at our childcare club.

Lone working policy,

We aim to ensure that no member of the team is left alone working, however there may be occasions when this isn't always possible, should this happen the activities will be revised and restricted to minimise any potential risk, staff will be in communication with team members and there will always be additional support on site