



# SSUK

## POLICIES AND PROCEDURES

### **Working in Partnership with Parents**

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 ensure 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 below, please do not hesitate to contact me for clarification.

**Admissions:** 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 completed in full and submitted and confirmation received prior to a child attending.

**Refunds and Credit:** We do not refund or credit for days missed or cancelled or in the event that the school or childcare clubs are cancelled for safety reasons.

**Complaints and Concerns Procedure:** If you have any problems with our services, please feel free to discuss the issue with the relevant staff member at the earliest stage possible. If this is not possible, contact the supervisor on shift on the day or contact Romon Forrester (Manager/Owner) or complete our 'Complaints Procedure' form which can be found on our website in 'Company Docs'.

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

- Make and keep written records of the complaint
- Investigate all complaints within a specified period
- Record the outcome of the complaint and inform you within 7 days.
- We will provide Ofsted (if requested) a written record of all complaints and actions taken

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>.

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

**Confidentiality and Privacy:** 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 class teachers as gaining a better understanding of your child will help us to provide a more individual and tailored service.

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

**Personal Data:** We are required by our regulatory body, Ofsted, to retain your booking information submitted for 2 years after a booking is complete.

**Registration Procedure:** Daily registers will be taken. 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 arriving late for any other reason.

**Collection:** We will ensure children do not leave the premises unsupervised without your consent. We will only release your child from our care to adults who you have given written permission to collect or have given us the 4-digit security pin. 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 as soon as possible, with an expected arrival time. 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 follow their advice and Social Services will be contacted. A late collection fee of £1 for every minute late will be charged.

**Emergency Evacuation Procedure:** We will explain the evacuation procedure to all new children and we will carry out evacuation drills every term. We will use the same assembly points as the school to ensure there is less confusion for the child. A register will be taken to account for all children present that day.

If the evacuation is not an emergency, we will return to our activities. However, if the evacuation leaves us unable to continue our service, we will contact parents and inform them of the incident then they will be asked to collect.

**Inclusion/Additional Needs:** No child in our care will be discriminated against in any way, 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.

We give all children who attend SSUK 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 aim to ensure the individual needs of all children are met however we cannot offer ongoing 1:1 support.

**Exclusion:** 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 if a child's behaviour is having a continued negative impact or putting at risk the other children in our care and or the staff.

**Risk Assessment:** We will do regular risk assessments of the premises, routes taken and venues we visit. This may include choosing the safest routes available, checking transport information and assessing venue suitability through website links and information supplied by the venue.

**Visitors in the Setting:** As an Ofsted registered setting, we are very aware of our roles in keeping your child safe. Whilst children may need to interact with other children and adults it is our responsibility to ensure the suitability of those that they come into contact with whilst in our care.

- We will request identification from all visitors
- 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:** 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:** We have the following systems in place when recruiting staff to ensure they are suitable to be working with children:

- All staff will have passed a vigorous interview process
- References will be obtained
- We will undertake an enhanced Criminal Records Bureau (CRB) disclosure on all staff.
- Staff will start on a probation period to ensure suitability

**Mobile Phones and Cameras:** 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 central iPad.

**Healthy Eating:** 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. **All foods containing nuts are banned from our setting.** Children bringing snacks into our setting must not bring foods that contain nuts, fast food, fizzy drinks, multi packs/share bags, chocolate bars, flavoured crisps or foods high in sugar.

**Language:** This policy is for children who have English as an additional 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 Behaviour:** All children and adults are made to feel welcome at SSUK. 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 engaging environment where our staff are caring, consistent, positive and responsible towards all children in our care, we hope to create an environment where negative or unwanted behaviour does not exist.

If we think a child's behaviour is deemed to be harmful to themselves or others, we may take measures such as switch a child's activity, time out or limit a child's play or activities open to them. If this happens, parents will be informed. Should this continue or if 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.

As a last resort we may need to apply our Exclusion Policy

**Lost/Missing Child:** 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 us, as they may be distressed.

**Accidents and Incidents:** 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 assessed and if necessary, first aid procedures will be carried out on your child. If necessary, we will call for additional medical assistance and then contact the parents
- Parents will be contacted for all head injuries

After every accident, however minor, we will:

- Complete a report in the Accident Log.

There will always be a first aider and first aid box on site for every session (consistent with the practice guidance for the EYFS).

**Bullying:** SSUK will not permit any form of bullying in our setting; physical, verbal, emotional or mental. Bullying is considered to be persistent and intentional. 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 the SSUK Director Romon Forrester as soon as possible. It is much better to deal with an issue before it could become a major problem.

**Sick Child:** 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.

In an emergency, we will only administer medication if we have written consent by you and you have opted in and we will inform you of this at the time.

**Internet Safety:** We do not allow children to use the internet in our setting.

**Personal Possessions:** 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 accept no liability or responsibility for toys, equipment or personal belongings, lost, damaged or stolen at our childcare club.

**Lone Working:** 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.

To Be Reviewed: October 2021