

# Policies

Greatwood and Horseclose Community Centre,  
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Little Feet

Crèche

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Signed back sheet to confirm adoption of the various policy documents by Greatwood & Horseclose Residents Association Parent return form

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## **OUR AIM IS:**

- To enhance the development and education of children of pre-school age in a community based group.
- To provide a clean, safe and secure environment. (The playroom is cleaned on a daily basis.)
- To work within a framework that ensures equality for all children and families.

## **WE OFFER YOUR CHILD:**

- Individual care and attention
- A Key worker for your child
- Social skills for your child

Opportunities for you and your family, to be directly involved in the activities of the crèche and your child's progress.

Crèche is currently open

MONDAY 10.00 – 11.55

WEDNESDAY 10.00 – 11.55

FRIDAY 10.00 – 11.55

TERM TIME ONLY!

For children aged 15 months + (Although they must be walking except where a medical condition prevents this).

COST Please contact on the above number.

Arrival/Collection of children

Parents are to accompany children until the playroom is open. Any parent bringing a child in a pushchair are asked to fold them down and store in a convenient place that will not cause obstruction in the foyer. Parents will need to use the buzzer to gain entry when collecting their child as the building remains secure during crèche opening hours. Parents may then wait in the main foyer until called into the playroom by staff.

### **Toilet Use**

All staff have advanced CRB checks. Children are always accompanied by staff when using the toilet. Staff actively encourage independence with using the toilet. All children are encouraged to wash their hands after visiting the toilet.

### **Nappy Changing**

A nappy changing procedure is displayed in the Nappy Changing Room.

Snack.

Children bring their own labelled drinking cup with a drink each day. A light snack is provided. All children have their hands washed before snack and all tables are cleaned with Antibacterial spray.

### **Healthy Eating.**

Children will receive fruit with their snack on a Friday as part of FRUITY FRIDAY, this is to promote healthy eating.

### **ADMISSIONS POLICY**

It is our intention to make our Crèche accessible to children and families from all sections of the community.

In order to accomplish this we will:

- Ensure that the existence of the crèche is widely known in the local community. We will place notices advertising the crèche in places where they can be seen. Information will also be contained in the Estate Welcome Pack.
- Arrange our waiting list on a first come first served basis. Relating to age.
- Keep a place vacant for emergency admissions where funding allows.
- We are an inclusive crèche regardless of ability, race, religion or culture.
- All sessions booked must be paid for unless the crèche is contacted on 01756 701386 before 10am.
- Flexible attendance is available to suit individual families and needs

### **STAFF AND EMPLOYMENT POLICY**

- All staff receive advanced CRB checks.
- All staff are expected to complete basic training in Child Protection and Paediatric First Aid.
- Training will be provided in other areas when available.
- We operate an EQUAL OPPORTUNITIES POLICY when employing new staff.
- Staff are expected to adhere to the Staff : Children ratio of 1 : 6 less if children are under 2 years.

### **STUDENT PLACEMENT POLICY**

Little Feet Crèche recognise that both the quality and variety of work that goes on in the crèche make it an ideal learning opportunity for student from both school and

college. Students are welcomed at the crèche under the following conditions:

- Students will not be admitted in numbers that would hinder the work of crèche.
- Student must have confirmation from their tutor regarding course being studied and length of placement.
- Students who need to conduct a personal study of a child will obtain written permission from the parent of the child.

Any information gained regarding a child/family will remain confidential. No student will be left unsupervised with a child.

### **SAFEGUARDING CHILDREN POLICY**

We intend to create an environment in which all children feel safe and secure from both the fear and reality of abuse, and we are committed to protecting all the children in our care from harm.

- All staff will do safeguarding children training with the safeguarding children board to enable them to recognise the signs of any possible abuse including physical, sexual abuse, neglect etc. Staff will also read 'What to do if you're worried a child is being abused' booklet and sign a sheet to confirm this. Further training will be offered when available.
- Any photographs taken will be used for the crèches purpose only and only with the permission of the parents.
- All visitors ID will be checked.
- The building will be secure at all times.
- All staff including voluntary will have advanced CRB checks.
- Any concerns regarding a child will be reported to the manager and a written record made.
- Bumps & bruises book will be completed if a child arrives at crèche with an injury and an explanation will be asked for from the parent.
- All confidential paperwork regarding a child will be stored in accordance with our Confidentiality Policy.
- First aid training will be given to all staff.
- Regular training will be offered when available.
- Any concerns staff may have about a child will be reported to the manager who will then decide the appropriate course of action. The decided action will

then be initiated in accordance with current Government Guidelines. (a copy of this is available on request)

- If an allegation is made about staff the manager would take the full details from the parent/carer. The manager would then contact Rosemary Connell at the Local Authority District Office on 01609 534974 or 07715540723.  
Important contact : Social Care 01609 536993 which will put you through to the Central Duty Worker for Craven.

### **LOST CHILDREN or CHILDREN NOT COLLECTED POLICY**

This policy is drawn up to the requirements of Little Feet Crèche, in line with the rules set up by Ofsted.

- Any child left at the Crèche after the session will be properly supervised until the parent or appointed guardian has collected them.
  - ü If after 30 minutes the child still hasn't been collected arrangements will then be in place to contact the emergency contact on the registration form e.g. grandparents etc.
- Any child who is left at crèche for more than 1 hour, and every other channel have been explored to contact the child's family. The matter will then be reported to the Crèche Manager. The Manager will then take the decision to contact the police or social services.

### **CONFIDENTIALITY POLICY**

The Crèches work with children and families may bring us into contact with confidential and private information.

To ensure this information is held in the correct manner we will respect confidentiality in the following ways:

- Parent can request access to their child's file only. Under no circumstances will confidential information be give to anyone else without written permission from the child's parent.
- All confidential information for both staff and children are stored in a locked cabinet at all times.
- Any concerns or observations collected about a child will remain in their individual confidential file. Information would only be passed on to a third party with written permission from the parent, unless the child was considered to be at risk.

- All volunteer staff and students will be asked to sign a copy of this policy.

### **SELECTING EQUIPMENT/TOYS POLICY**

The toys and equipment in the Crèche provide opportunities for children to develop new skills in the course of play and exploration. The equipment we provide will conform to the following:

- All toys/equipment will conform to British standards.
- Be appropriate for ages and development stages of the children within the setting.
- Offer development in physical, personal and intellectual skills.
- Feature positive images of people, both male and female, from a range of ethnic and cultural groups, with and without disabilities.
- Any toys/equipment donated will be inspected before used.

### **COMPLAINTS PROCEDURE POLICY**

The Crèche aims to provide the highest quality care. It is the policy of the Crèche to receive complaints in a positive manner and to deal with them in a professional way, to ensure that the issue is resolved as early and quickly as possible. (Poster is displayed on Parent Notice Board). If however you feel you have a concern regarding your child please use the following guide lines.

### **MAKING CONCERNS KNOWN**

- A parent who has concerns regarding their child should if possible contact the child's keyworker to discuss the matter.
- If it is not possible, or inappropriate, to discuss the issue with the keyworker they should contact the crèche manager with their concerns
- If the above does not resolve the matter satisfactory, or the concern reoccurs, the parent should put the complaint in writing requesting a meeting with the crèche manager and chair of the RESIDENTS ASSOCIATION.
- Both parents and staff should take a companion along to the meeting. The meeting should also be accurately documented. Most complaints should be resolved at this stage. If however the parent is not satisfied with the result the following step can be taken.

- If a satisfactory result cannot be met between parents and the manager it may be possible to use an independent mediator who could help define the issue for both parties.

## **HEALTH & SAFETY POLICY**

The Health and Safety of the children is always of paramount importance. In order to ensure the continued safety of both staff and children the crèche will ensure that:

- All children are supervised at all times by at least two staff.
- The building will remain secure at all times when children are in attendance.
- Ensure all parents are aware of the correct arrival and collection procedure.
- A register of all children and adults is maintained at every session and will remain in the playroom during the session.
- The layout and space ratios are maintained at all times.
- Equipment is checked regularly and damaged equipment/toys removed.
- Fire doors are not obstructed.
- Fire drills are held at least once a term, Staff will attend further fire training when available.
- A First Aid kit is always available and fully stocked.
- Fire extinguishers are checked regularly.
- An accident book is available at all times.
- Fires, heaters and electrical points are adequately guarded.
- Children are not given access to the kitchen at anytime.
- All dangerous materials are kept out of reach of the children, including medication and cleaning fluids.
- No hot drinks will be taken into the playroom.

## **BEHAVIOUR MANAGEMENT POLICY**

We believe that children flourish in a well organised environment, where they are free of fear.

In order to achieve this we will:

- All staff in the crèche will provide a positive role model, regarding friendliness, care and courtesy.
- Staff in the crèche will praise desirable behaviour when shown by children.

- The staff will try and take positive steps to ensure a child does not only receive attention as a result of negative behaviour.
- Children will never be sent out of the room by themselves.
- Children who misbehave will be given one to one with an adult who will explain that the behaviour is not acceptable. This may result in a short period spent in the 'chill out' area.
- In cases of serious misbehaviour, such as racial abuse or other abuse, the child will again be given an explanation rather than blame. The parents will also be told and possible prevention strategies discussed.
- In any cases of misbehaviour children will always be told it is the behaviour that is not wanted, NOT the child.
- Staff in the crèche will not raise their voices or shout in a threatening manner.
- All staff in the crèche will be aware of any behaviour that may be a result of 'special needs'.
- Recurring problem behaviour will be discussed with the parents and support may be requested from outside agencies for further guidance and/or training.
- A written report of any misbehaviour will be made by the child's keyworker/manager. This will enable staff to monitor behaviour patterns.
- Staff will attend any training offered when available.
- Staff will source support/training from external agencies where appropriate.

### **HEALTH AND HYGIENE PRACTICE/POLICY.**

Our crèche promotes a healthy lifestyle and a high standard of hygiene in its day to day work with both children and adults. This is achieved in the following ways:

#### **Health -**

- Children will have the opportunity to play outside whenever possible.
- Parents are asked to keep their child at home if they have any infections and are asked to inform the crèche of the nature of the illness, so they can alert other parents.
- Parents are asked not to bring any child who has been vomiting or had diarrhoea until at least 24 hours has elapsed since last episode.
- Cuts or open sores, on both children and adults, will remain covered with appropriate dressings.

- If a child is on prescribed medications the following will apply:
- Where possible the parents will administer the medication
- Alternately all medication must be clearly labelled with the child's name and full instructions for administering.
- Only trained staff will administer medications such as adrenaline syringes etc.
- The crèche will ensure that the First Aid kit is well stocked with appropriate supplies.
- The crèche will maintain links with Health visitors and gather health information from Local Health Authority.
- Staff will attend any relevant training when available.

### **Hygiene -**

- Hands must be washed after using the toilet.
- Aprons and gloves must be worn when changing nappies.
- Hands must be washed before snack.
- Any bodily fluid will be cleaned immediately with disinfectant and disposed of in the correct manner.
- Only bins provided in changing room will be used to dispose of soiled nappies.
- Tissues are always available and once used will be disposed of in the correct manner.
- Children are encouraged to cover their mouth when coughing and sneezing.
- Clean spare clothes are available should a child have an accident. However it is preferred that a change of clothing is supplied by parents.

### **EQUAL OPPORTUNITIES POLICY**

Little Feet Crèche, realises that discrimination exists in our society, and is committed to providing care and play opportunities to all families in the community. We ensure this using the following points.

### **Admissions -**

- No child will be refused a place as a result of race or religion.

- No child will be refused a place as a result of a disability (except where staff would require specialist training for the child's safety. Training would be sourced A.S.A.P the child would then be given a start date.) Parents could however attend with the child in the interim.
- No child will be refused a place as a result of social upbringing.

### **Families –**

- Crèche will offer flexible payment for families.

### **Special Needs/Disability –**

- All children will be treated as equals regardless of ability.
- No child shall be excluded from an activity as a result of ability.
- No child shall be singled out or treated differently due to a disability.
- Crèche will endeavour to make any reasonable adaptations required to accommodate a child with special need/disability.

### **Discriminatory Behaviour/Remarks –**

- No child will be knowingly subjected to discrimination.
- Any discriminatory behaviour will be challenged immediately by staff.

### **Dietary Needs –**

- Medical dietary needs will be met by staff
- Cultural dietary needs will be accommodated by crèche with the help and support of the families where needed.

### **Employment –**

Crèche will employ the best person for the job regardless of age, race, culture, religion or disability.

**Declaration.**

All the enclosed policies have been adopted by the Greatwood & Horseclose Residents Association. To be followed by, Little Feet Crèche, based in Greatwood Community Centre.