



Policies and Procedures
For the Over 5's

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Admissions Policy

Enrollment

Before your child can begin with us there are several forms that need to be completed these are:

- Booking Form
- Terms and Conditions
- Drug Administration Permission Form (when required)
- Child Record Form

Bookings

No bookings will be taken on the day. Cherry Trees Childcare aim to ensure the health, welfare and safety of your children and therefore it is essential that children's details are obtained in advance of the day that the child is attending. E.g. medical forms, special needs etc.

Payment

Payment is required weekly in advance. Payment may be made each week by BACS or cash. If Payment is not made Childcare services will be immediately halted until full payment of fees. Repeated late payments may be grounds for termination.

Terminations

I reserve the right to terminate for the following reasons (but not limited to):

- Failure to pay
- Failure to complete the required forms
- Lack of parental co-operation
- Failure of child to adjust to the environment after a reasonable amount of time.
- Physical or verbal abuse of any person or property
- Our inability to meet the child's needs
- Lack of compliance with handbook regulations
- Serious illness of child
- Child's behaviour causes continual disturbance

I appreciate as much advance notice as possible when terminating, and will give the same courtesy in return. I reserve the right to give written notice of immediate termination where there are extreme circumstances that affect the well being of the provider or other children in attendance.

Arrivals and Departures

It is the responsibility of Cherry Trees Childcare to ensure that a accurate record is kept of all children attending the club, and the arrival and departures are recorded in the register.

Arrivals

Children brought for breakfast must be dropped off by an adult. After school I or my assistant will collect all children from their class.

Departures

If the child is to be collected from Cherry Trees Childcare by someone other than the parent/ care, a member of staff will need to be informed and a signed letter of consent must be written which will be held in the child's file. A child may only be collected by an adult 16 years and over.

Late Fees

If a child is collected late a late fee will apply of £5 per 15min late.

Non collection/ Lost Child

In the event of a parent/guardian or designated person failing to collect a child, every effort will be made by Cherry Trees Child Care to contact that person as soon as possible. If after ½ hour all attempts to contact a parent/ guardian, designated person or emergency contact fail then I will inform the local authority duty social worker of the situation with out delay. It will be up to the duty social worker to take charge of the situation and decide what happens next, and whether the police need to be involved in helping to trace the parent/guardian of the child. If the parent/guardian or other designated person cannot be found, the duty social worker can arrange for the child to be placed temporarily with foster parent until the situation is resolved.

In the event of a child going missing from Cherry Trees Childcare , or being lost on an outing , I will call the police immediately. The police will then be able to advise me about informing the parents/guardian of the child and the next steps.

Behavioral management

Adults and children will work together to form a clear set of ground rules which will be reviewed regularly. Negative behaviour is challenged in a calm but assertive manner. Positive behaviour is reinforced with praise and encouragement. We will:

- Rewarding good behaviour
- Encouraging self-discipline and respect for others
- Setting realistic limits according to age and stage of development
- Setting a good example
- Encouragement, not orders and instructions
- Being consistent – saying no and meaning no
- Praise, appreciation and attention
- Building children's self esteem

By providing a happy, well managed environment the children in our care will be encouraged to develop social skills to help them be accepted and welcome in society as they grow up.

Physical Intervention

Adults will use physical interventions only as a last resort and only then if they have reasonable grounds for believing that immediate action is necessary to prevent a child from significantly injuring themselves or others or to prevent serious damage to property. Before reaching this stage, we will have used all possible non-physical actions, such as dialogue and diversion, to deal with the behaviour. The child or children concerned are warned verbally that physical intervention will be used if they do not stop. A dialogue will be maintained with the child or children at all times, so that the member of staff can explain what they are doing and why they are doing it.

We will make every effort to avoid the use of physical interventions if they are alone with the child or children. Only the minimum force necessary to prevent injury or damage should be applied. For example, by diverting a child or children by leading them away by a hand or by an arm around their shoulders. We will use physical intervention as an act of care and control and never punishment. Physical interventions will not be used purely to force a child to do what they have been told and when there is no immediate risk to people and property. As soon as it is safe, the physical intervention should be gradually relaxed to allow the child or children to regain self-control. The force of the physical intervention will always be appropriate to the age, size and strength of the child or children involved.

Where we have had to intervene physically to restrain a child the incident will be recorded in the Incident Record Book. The incident will be discussed with the parent/carer at the earliest possible opportunity.

Bullying

Everyone involved in Cherry Trees Childcare, staff children and parents/carers will be made aware of our stance towards bullying. Such behavior will not be tolerated or excused under any circumstances. Miller's Childcare defines bullying as the repeated harassment of others through emotional, physical, verbal or psychological abuse.

Examples of such behavior are as follows:

Emotional: Being deliberately unkind, shunning or excluding another person from a group or tormenting them.

Physical: Pushing, scratching, spitting, kicking, hitting, biting, taking or damaging belongings, tripping up, punching or using any other sort of violence against another person.

Verbal: Name calling, put-downs, ridiculing or using words to attack, threaten or insult. For example, spreading rumors or making fun of another person's appearance.

Psychological: *Behavior* likely to instill a sense of fear or anxiety in another person.

Preventing Bullying Behavior

We will make every effort to create a tolerant and caring environment where bullying behaviour is not acceptable. We will discuss issues surrounding bullying openly, including why it will not be tolerated and what the consequences of bullying behaviour will be.

Dealing with bullying behaviour

Despite all efforts to prevent it, bullying may occur on occasion and we recognise this fact. All incidents will be addressed thoroughly and sensitively. Children will be encouraged to immediately report any incident of bullying that they witness. They will be reassured that what they say will be taken seriously and handled carefully.

If a child tells someone that they are being bullied, they will be given the time to explain what has happened and reassured that they were right to tell. The individual who has been the victim of bullying will be helped and supported. They will be kept under close supervision and we will check on their welfare regularly. In most cases, bullying behaviour can be addressed according to the strategies set out in the Behavior Management policy. The bully will be encouraged to discuss their behaviour and think through the consequences of their actions. Where appropriate, they will be encouraged to talk through the incident with the other person concerned. Where bullying behaviour persists, more serious actions may have been taken.

We will inform parents/carers of all the children involved in a bullying incident at the earliest possible opportunity.

Health and Safety

Cherry Trees Childcare aims to protect the health, safety and welfare of the children attending our setting alongside Staff and other persons who may be visiting.

All accidents, incidents and dangerous occurrences are recorded. If a child is involved their parents/carers are informed. This is done by either contacting the parent/carer immediately or at the end of the session when they pick up their child depending on the severity of the incident.

All staff are informed of what to do in the event of a fire and the procedures to contact the emergency services.

Fire Safety Procedure

On hearing the alarm children must stop what they are doing, line up by the door and wait for a member of staff to take them to the nearest assembly point.

Once the children are assembled a register is taken. At no time must any person re-enter the building until informed by a responsible person. The member of staff discovering the fire is responsible for calling the emergency services. Regular fire drills will be carried out

Security

All staff ask unknown visitors to identify themselves.

Children are not permitted to leave if their parent/carer has not arrived to collect them.

Where a child has written permission from their parent / carer to arrive / depart unsupervised then staff will inform them when they may leave and will record the time.

Risk assessment

At the beginning of each day a risk assessment will be carried out to ensure the safety of your children

Health

Smoking

No smoking is allowed on the premises or in the grounds.

Medication

If a child needs regular prescribed medication, it must be supplied by the Parents. All medicines must be in their original container with pharmacist or manufacturer's label, child's name, dosage instructions, current date, name of medication, and times to be administered clearly written. The Parent must fill in a 'Permission to administer medicine' form and your signature will be required to acknowledge each dose of medicine or application of cream which will be recorded in our Medication Record Book which requires details of the medication to be given, dosage and time the medication should be administered. We will follow the instructions, however the Responsibility for this remains with the Parents.

Sick Children

This is a 'well-child' care facility. At no time do I provide childcare for sick children. In the event a child becomes ill and needs to be picked up, the parent(s) will be contacted. If the parent(s) cannot be reached, the emergency contact person will be called and asked to come and pick up.

Accident or incident procedure

In the event of such an event, the following procedures will apply:

The first aider will assess the situation and decide whether the child needs to go straight to hospital or whether they can safely wait for their parent/ carer to arrive. If the child needs to go straight to hospital, an ambulance is called. The parent/carers is also contacted.

If the child does not need to go straight to hospital but their condition means they should go home, the parent/carers is contacted and asked to collect their child. In the meantime, the child is made as comfortable as possible and kept under close supervision. If the child does not need hospital treatment and is judged to be able to safely remain at Miller's Childcare the first aider will remove the child from the activity and, if appropriate, treat the injury/illness themselves.

If the child is feeling sufficiently better, they will be resettled back into the activities, but will be kept under close supervision for the remainder of the session. Parents / carers are made fully aware of the details of any incident involving their child's health and safety, and any actions taken by Cherry Trees Childcare and its staff. All incidents and accidents are recorded in detail and parents/carers should sign to acknowledge the incident and any action taken.

Equal opportunities

To realise Cherry Trees Childcare's objective of creating an environment free from discrimination and welcoming to all, we will:

- Ensure that its services are open and available to all parents / carers and children in the local community.
- Ensure that issues of race, ethnicity, nationality, class, religion, culture, gender, language, sexual orientation and as far as possible disabilities do not inhibit a child from accessing the club.
- Treat all children and their parents/carers with equal concern and value.
- Have regard for promoting understanding, respect and awareness of diversity and equal opportunities issues in planning and implementing activities
- Help all children to celebrate and express their cultural and religious identity by providing a wide range of appropriate resources and activities.
- Encourage and support staff to act as positive role models to children by displaying and promoting tolerant and respectful behaviour, language and attitudes and challenging any discriminatory incident.
- Treat seriously any member of staff found to be acting, or having acted, in a discriminatory way.
- Work to fulfil all the legal requirements of the Sex discrimination Act 1975, the Disability discrimination Act 2005, the Human Rights Act 1998 and the Race Relations (Amendment) Act 2000.
- Cherry Trees Childcare is committed to the integration of all children in its care.
- We believe that children with special educational needs and /or physical disabilities have a right to play, learn and be able to develop to their full potential alongside other children. Whenever possible, children with special educational needs and/or physical disabilities will have access to the same facilities, activities and play opportunities as their peers.

Safeguarding

The whole of society has an obligation to protect children. As a registered child carer and in accordance with the guidelines laid down in "The Children Act" (1989), I have a duty to report any suspicious incidents as well as accidents to the relevant authorities, as the welfare of the child is of paramount importance.

Any injuries that your child has upon arrival will be logged in my 'Accident book' under 'existing injuries' a brief explanation from you on how the injury occurred will be required and also your signature will be required to witness the entry.

Any suspected injuries of abuse will be recorded and if need be passed to the relevant authority. If a suspected case of abuse is brought to my attention I will first approach the child's parents as continuation of our partnership arrangement. If there is a satisfactory explanation then unnecessary investigations will be avoided. If explanations are unsatisfactory or the child still shows signs of abuse then I will not hesitate in contacting the authorities. If any cases of sexual abuse are suspected then I will immediately inform the relevant authorities.

Information about children and their families will never be shared without permission of the family, except in the interest in protecting the child. Sensitive issues will be discussed in private outside of regular childcare hours.

Prevent Duty (Anti Terrorism)

From Wednesday 1st July 2015 The Prevent duty became law. All schools and registered early years and childcare providers must be aware of the need to prevent people being drawn into terrorism.

Childcare and early years providers have a critical part to play. Early years providers serve arguably the most vulnerable and impressionable members of society. In England, the Early Years Foundation Stage (EYFS) accordingly places clear duties on providers to keep children safe and promote their welfare. It makes clear that to protect children in their care, providers must be alert to any safeguarding and child protection issues in the child's life at home or elsewhere (paragraph 3.4 EYFS). This includes awareness of the expression of extremist views.

Terrorism – the Terrorism Act 2000 defines terrorism as: “The use or threat of action designed to influence the government or an international governmental organisation or to intimidate the public, or a section of the public; made for the purposes of advancing a political, religious, racial or ideological cause; and it involves or causes: serious violence against a person; serious damage to a property; a threat to a person's life; a serious risk to the health and safety of the public; or serious interference with or disruption to an electronic system.”

Radicalisation refers to the process by which a person comes to support terrorism and forms of extremism leading to terrorism. The PREVENT strategy will require early years providers to identify any children who are considered to be at risk of being involved in terrorism or radicalised and refer them to the Local Authority.

British values – alongside the PREVENT strategy, the Government has stated that all early years providers must teach children about and actively promote fundamental British values. The Government have stated that early education funding will be withdrawn from any providers who do not comply with this requirement and Ofsted will judge how effectively British values are taught during inspections.

Fundamental British values include democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs and must be taught in age-appropriate ways.

Working in partnership with parents / carers

The staff team is committed to working in partnership with parent/carers to provide high quality, safe and stimulating care, learning and play opportunities for children. Cherry Trees Childcare aims to achieve this by:

- Ensuring that parent/carers are made to feel welcome and valued
- Ensuring that parents'/carers' concerns are always listened to whenever they are raised.
- We will ensure that parents/carers receive a prompt response from Cherry Trees Childcare
- Making all information and records held by Cherry Trees Childcare on a child available to their parents/carers, unless it is subject to investigation by the Police and other statutory agencies.
- Ensuring that Cherry Trees Childcare policies and procedures are made available to parents/carers on request.
- Encouraging parents/carers to make suggestions/ comments about the club.
- Ensuring parents/carers are able to arrange a time to discuss their child's progress and any problems they might be encountering.
- Ensuring any complaints from parents/carers are dealt with swiftly and effectively in accordance with provisions of the Complaints Procedure policy.
- Keeping parents/carers up-to-date with any changes in the operation of the club, such as alterations to the opening times or fee levels.

Confidentiality

It is our intention to respect the privacy of children, their parents and carers, whilst ensuring that they access high quality care and education.

We aim to ensure that all parents and carers can share their information in the confidence that it will only be used to enhance the welfare of their children.

Information about children and their families will never be shared without permission of the family, except in the interest of protecting children – for instance sharing relevant information with a specialist, because of behavioural problems or similar, or in the case of suspected abuse. In the latter case the correct procedures will be followed and the information passed only to the appropriate personnel or agencies as set out in such procedures.

All information held about children will be kept in their own individual file. Parents are free to come in and look at any information held in their setting pertaining to their child.

Advice and support will be sought from other professionals in the best interests of children and families and information may be shared with them, subject to the principle of confidentiality. I may seek advice and support to help to resolve queries or problems and this should be seen as a form of strength or professionalism.

Respect will be shown for the role of parents and other professionals.

Any information shared will be on a need to know basis.

Complaints

Any complaints should be made directly to myself either verbally or in writing. If the problem cannot be eradicated on the spot then I shall arrange a meeting out of minding hours to see if we can reach a satisfactory agreement.

As per the guidance I will respond to all complaint within 20 days. Then NCMA or OFSTED may be contacted for further advice. Issues of confidentiality will be adhered to at all times. Notes may be added to the child's record if in the interest of the child. In the event of any complaints please do not hesitate to bring them to my attention. I cannot deal with you criticisms or problems with my childcare practice is they are not brought to my attention. Constructive criticism may be beneficial to the smooth running of the service. Parents can contact OFSTED for further advice regarding registration issues. And also if parents wish to make a complaint against their Childminder.

Ofsted early years regional centre

Address

Ofsted
Piccadilly Gate
Store Street
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Helpline

0300 123 1231