



BEDRUTHAN

Play Space Creche
Policy and Prodedures

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Accident and Emergency Policy

The safety of your child is paramount and we will take every measure we can to protect your child from injury while they are in our care. We risk assess the premises to ensure it meets the safeguarding and welfare requirements. As a Creche, we are required to have a valid first aid certificate, and to ensure that the first aid training is renewed every 3 years.

In the event of an accident:

- We will comfort and reassure the child whilst ensuring the safety of any other children in our care;
- We will assess the extent of the child's injuries and perform any first aid that we have been trained to do if the injury requires it;
- We will tell the affected child's parents immediately and advise them of any first aid treatment given

If the injuries are more serious, we will contact the emergency services immediately and accompany them to hospital if treatment is required and we cannot get hold of the parents. Cover care for any other children in our care will be called for and a trained responsible adult will cover for absence.

After any accident:

- We will complete a report in the accident book;
- We will ask you to sign the report.

Other Emergencies: Should any other emergency occur, such as member staff becoming ill, we will contact parents as soon as possible.

Emergency Back Up Cover:

Name of Back up: Bedruthan First Aider	Telephone Number: 2051	First Aider Changes Daily
Name of Second Back up: Bedruthan Reception	Telephone Number: 5001 (01637 860555)	Can contact/locate the First Aider

Alcohol & Other Drugs Policy

It is our policy to keep children safe when they are in our care. In order to do this, we will ensure that anyone who has contact with the children in the setting, are not under the influence of alcohol or any other drug which may affect the ability to care for children. We will ensure that anyone who has contact with the children in our care whilst at the setting, who is taking medication which may affect their ability to care for children, will seek medical advice. They will only work directly with the children if it is confirmed that their ability to look after the children will not be impaired. We will ensure that any medication is kept safely away from the children.

Allergen Policy

From December 2014, the EU Food Information for Consumers regulation (EU FIC) comes into force and there will be a legal responsibility to provide allergen information about the ingredients that are in the food given to your child. This information needs to be shared and kept updated whilst your child is in our care. Food is not provided by the Play Space Creche and we do ask that you provide your child with food/snacks. Please be aware that if there is another child in the session that has an allergy, we will be unable to give your child the food you have provided if it carries that allergen.

Our Procedure

- We will ensure that any allergens are made aware of with the team and that no food will be given to any children that provide that allergen.
- surfaces are wiped down after each preparation to ensure there is no cross contamination

Please indicate any known allergies/intolerances on the registration form, or via your SimplyBook booking.

Behaviour Policy

All children and adults are treated with equal care and concern, they are made to feel welcome in the Creche. 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 of the children in our care.

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

Promoting positive behaviour is very important and we do this by:

- giving lots of praise for good behaviour;
- giving the children individual attention so they feel valued;
- setting a good example and being a good role model;
- listening to what the children have to say;
- rewarding good behaviour (choosing next activity etc.);

We help the children understand Creche rules, which are realistic, and the team are consistent in the enforcing of them. We do not give out confusing signals; saying, 'No,' means No! We are aware of the different reasons why children misbehave and will endeavour to keep to routines so that your child feels safe and is not overtired or hungry.

However, all children will misbehave at some time. We have developed several different strategies on how to deal with a child misbehaving, and use different ones depending on the age/stage of ability of the child and the situation.

- Distraction - Remove the child from the situation and give them an alternative activity.
- Ignore - Depending on the situation, we may ignore the inappropriate behaviour if we feel it is being done to get a reaction.
- Discuss with Child - If the child is able to understand, we will discuss their behaviour and try and get them to appreciate the consequences of their actions on others. We inform them that it is their behaviour that we do not like, not them.
- Time Out - Remove the child from the activity and sit them quietly for a few minutes.
- Removal of Treats – Withdrawing treats as a consequence for inappropriate behaviours.

We do not, and will not, administer physical (or any other form of) punishment with the intention of causing pain or discomfort, nor any kind of humiliating or hurtful treatment to any child in our care. We will only physically intervene, and possibly restrain, a child to prevent an accident, such as a child running into the car park, or to prevent an injury or damage.

We expect parents to inform us of any changes in a child's circumstances, care arrangements or any other change which may affect the child's behaviour, such as a new baby, parents' separation, divorce, new partner or any bereavement. All information shared will be kept confidential unless there appears to be a child protection issue.

Biting Policy

Many children go through a stage of biting. It doesn't last forever so don't be distressed if your child happens to show this sort of behaviour. If you are aware of your child biting others, please inform us of this before they come into our care so we are prepared for any incidents that may occur.

Children can bite for a variety of reasons. Some of the reasons could be because they are:

- teething;
- frustrated;
- exploring using their mouth;
- asserting their independence;
- wanting to gain control;
- wanting to gain attention.

We will observe your child to see if certain conditions or situations trigger this behaviour and then work with them to try and avoid the incidents occurring. This may involve altering the child's routine, giving them more one to one attention or purchasing additional resources so sharing is not such a major issue. If it is because a child is teething, suitable teething resources should be provided.

If your child does bite, we will remove them from the situation and explain to them appropriately that this is unacceptable behaviour. It may be necessary for us to remove the child from an activity until they are calm enough to return. We will also encourage the child to apologise to the child they have bitten and will work with them to develop strategies to help them deal with the reasons why they felt like biting the other child. We will ensure that the child that has been bitten is comforted and reassured and ensure that any first aid is given if required. We will record any incidents and ask both (sets of) parents to sign this as acknowledgment of the incident. Biting can be a difficult issue for parents of both the child who has been bitten, and of the child biting others. Please do discuss any concerns you may have regarding this issue with a member of the team.

Bullying Policy

There are many forms of bullying. The three main types of bullying are:

- physical;
- verbal;
- emotional.

We will not tolerate any form of bullying in our care and will take this matter very seriously if it becomes an issue.

If we have any concerns that your child is being bullied, or if your child is bullying another child or other children, we will discuss this with you immediately and work with you to support your child to resolve the problem.

If your child is being bullied we will:

- reassure them that it is not their fault;
- help them to feel safe and cared for;
- help them to feel valued;
- give them praise and positive encouragement;
- reassure them that things will improve and that we will help them as much as possible to resolve the issue.

If your child is bullying we will:

- reassure them that we still care about them but we don't like the behaviour;
- work with them to help change their behaviour;
- work with them to find ways to make amends for their actions;
- introduce a reward system for positive behaviour;
- discuss the matter with you privately to see if we can understand what may have triggered the bullying.

If you have any concerns regarding your child please discuss them with us as soon as possible.

Care, Learning and Play Policy

Children learn when they are in a safe and caring environment where they are stimulated through play. We will endeavour to provide your child with a caring environment that will be fun and stimulating.

We will provide activities that support the main learning areas:

Personal, Social and Emotional Development;

Communication and Language;

Physical Development;

Understanding the World;

Expressive Arts and Design.

These activities will include but are not limited to:

- Books
- Construction toys (Lego, Duplo etc.)
- Role play
- Arts and crafts
- Heuristic Play

If there is a particular activity that you would like us to do with your child, please let us know. We are very happy to support activities that you are doing at home or that are related to events that have happened.

Creche Host Sickness Policy

We are happy to work when we have minor ailments such as colds etc. However, We will not work if we have sickness or diarrhoea, or any other highly contagious infection. Continuing to work would only result in a further spreading of the germs and we would be unable to give your child the care they deserve. The Creche will be covered by other DBS Team members who are not sick.

If for any reason, we are unable to cover the Creche Session you are attending, then a full refund will be issued and we will try and cover for following days.

Confidentiality Policy

We are happy to work when we have minor ailments such as colds etc. However, We will not work if we have sickness or diarrhoea, or any other highly contagious infection. Continuing to work would only result in a further spreading of the germs and we would be unable to give your child the care they deserve. The Creche will be covered by other DBS Team members who are not sick.

If for any reason, we are unable to cover the Creche Session you are attending, then a full refund will be issued and we will try and cover for following days.

Dropping Off, Collections and Staying On-Site Policy

Drop off and Collection

Your child will only be released from our care to adults who have permission to collect your child. We will therefore need you to provide us with a list of people authorised to collect if you wish for another caregiver to collect. If they are not known to us from a previous visit, it would be helpful to include a description.

We can operate a password system where you can send someone who is not authorised to collect your child, but who is able to give the password. Please discuss this with a member of the team if you would like to use this system.

Please could you also inform a member of the team if the person who is collecting changes throughout the day. It is important that you arrive at the correct time to collect your child. Your child can become distressed if you are late. We know sometimes delays are unavoidable, especially if you are within a treatment that has been delayed or your delayed in the restaurant. If you are delayed, for whatever reason, please contact Reception, who will let the team know when you are expected to arrive.

If we have not heard from you and you are very late (30mins or more) we will try to make contact with you. If we are unable to make contact then we will try the emergency contact numbers. During this time we will continue to safely look after your child.

We will continue to try the parents' contact numbers and emergency numbers, but after a reasonable time we will then tell the local authority duty social worker. We reserve the right to make an additional charge for late collection.

On-Site Requirement During Crèche and Kids Club Bookings

For the safety and well-being of all children, parents or guardians are required to remain on hotel premises while their child/ren are attending the crèche. This policy ensures that you can be quickly contacted and available in the unlikely event of an emergency or if your child requires your attention. We ask that you enjoy the hotel facilities and make us aware of where you will be within the hotel.

Please note: If parents or guardians are observed leaving the hotel while their child is in the crèche, any remaining crèche bookings for the duration of the stay will be automatically cancelled, with no refunds issued.

We appreciate your cooperation in helping us provide a safe and secure environment for all children in our care.

Electronic Device Policy

We understand that mobile phones are an everyday part of life for parents and childminders, and with that in mind have laid out our procedure for their use.

- We will ensure the mobile phone is fully charged and with a member of the team at all times in case of emergencies.
- We request that you do not use your mobile phone whilst dropping off and collecting your child/children.
- Any visitors to the setting will also be asked not to use their mobile phones.
- To ensure the safety and privacy of all children, it is not permissible for children to bring electronic gadgets, such as phones, watches, and cameras, into the childcare premises. This is implemented to address safeguarding concerns and uphold the confidentiality of fellow children. In the event that such devices are found, they will be securely stored until the child's regular pick-up period.

Emergency Evacuation Policy

In the event of an emergency requiring evacuation, all team members and children at the crèche must follow the established Emergency Evacuation Policy to ensure everyone's safety. Upon activation of the alarm, staff are to immediately cease all activities and calmly but swiftly begin evacuating children using designated escape routes. Each staff member will be responsible for a specific group of children, ensuring that all children are accounted for using the attendance register. Babies and toddlers should be placed in strollers as appropriate. Staff must not stop to collect personal belongings. The designated assembly point is located at the front of the hotel above the emergency access point, where a headcount will be conducted, and emergency services will be informed of any missing persons. Regular fire drills will be conducted to familiarise team members; this policy must be reviewed and updated annually or following any incident.

Equal Opportunities Policy

We will make sure that we actively promote equality of opportunity and anti-discriminatory

practices for all children. We will make sure that we treat all children with equal concern and respect.

We recognise and welcome all legislation and existing codes of practice produced by appropriate commissions, for example the Equality and Human Rights Commission.

We value and respect the different racial origins, religions, cultures and languages in a multi-ethnic society so that each child is valued as an individual without racial or gender stereotyping. We will not discriminate against children on the grounds of disability, sexual orientation, age, class, family status and HIV/Aids status.

We provide equal chances for each child to learn and develop to their full potential, taking into account each child's age and stage of development, gender, ethnicity, home language and ability.

We provide, and make sure that all the children have access to, a range of books, puzzles and other toys which provide positive images and examples of the diversity of life in our society.

We challenge racist and discriminatory remarks, attitudes and behaviour from the children in our care and other adults.

We will always help children to feel good about themselves and others by celebrating the differences which make us all unique.

Food and Drink Policy

It is our policy that children are provided snacks and drinks by parents in our

setting, these must be healthy, balanced and nutritious. Those responsible for preparation and handling food must be competent to do so.

We will obtain, record and act on, information from parents about a child's dietary requirements. Where parents provide meals for their children to eat in the setting, we will provide chilled storage for packed lunches and appropriate storage areas for other foodstuffs.

We will also provide clean, age-appropriate crockery and cutlery to enable the children to eat a packed lunch.

Fresh drinking water will be available at all times.

Pets will be kept out of the food preparation area at all times.

GDPR

It in accordance with Article 6 of the General Data Protection Regulations (GDPR, May 2018) it is a requirement to provide you with information about the details we keep about you and your child/ren.

Most of the information we collect from you is the statutory reasons and when sharing information with the Play Space Creche is optional, we will let you know that you have a choice to share this information.

The records we hold:

- Emergency contact details
- Child's health and well-being requirements (including allergies)

Data sharing:

We are required to ensure that the information we collect about you and your child/ren is treated confidentially and only shared without permission when there is an urgent need, for example if the child is going to be in immediate danger or safeguarding circumstances. Parental permission will be required to share any information with outside agencies.

How long we keep your data for:

It is a requirement under GDPR to inform you about how long we will keep information on you and your child/ren. The registration forms are kept in a secure file for five years.

How we delete your data:

Paper file – files held in paper format will be shredded when they become no longer needed.

Online data processing:

We will keep a copy of your mobile phone number and/or email for transferring information across platforms such as Simply Book. We will continue to use this method unless instructed otherwise.

Deleting data:

If a parent requires me to delete or destroy any information about their child once they have left the setting, We will discuss the information with them and explain which parts and which information must be kept in order to comply with GDPR.

Head Lice Policy

Children with head lice will not be excluded from our care, but we would ask that

these recommendations are followed in order to try and prevent other children becoming infected:

parents inform us immediately if they have discovered that their child has head lice;
children with long hair wear their hair up to prevent the spread of infection
If a member of the team discovers headlice on a child, then we will alert the parents to limit the spread of lice.

We hope that the parents of children with head lice will work with us to prevent the spread of the infection. We also ask that all children and parents are sensitive and understanding towards the subject of head lice, as it is not the fault of the child that is infected. Head Lice can affect people from any socio-economic background and ethnicity. It also does not imply a lack of hygiene or cleanliness.

If a child in our care has head lice, we will inform the parents of the other children in our care. We will not disclose which child it is that has the head lice, to keep the confidentiality of the other child and parents.

We will assist in the prevention of head lice by ensuring the children only use their own hairbrushes and combs, and that the dressing up hats are regularly cleaned.

Health and Safety Policy

The Health and Safety of your child is very important to us and we have therefore

documented the following procedures that we have in place to support this.

All 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.

We do a quick risk assessment of the setting every morning before the children arrive to ensure that it is a safe environment for all.

All sockets not in use will have socket covers.

All equipment is fitted with the correct safety harness to prevent accidents, for example high chairs and pushchairs.

We use safety equipment appropriate for the children in our care, such as stair gates, cupboard locks etc.

We keep doors and gates locked and access is limited to the senior leaders and child care team only.

We have procedures in place in the event of a fire.

We keep the kitchen area very clean, follow hygiene guidelines on the storing of food, and keep the fridge at the correct temperature.

We ensure that children do not have access to waste, the bins are emptied daily and any used nappies are double wrapped and placed in the outdoor rubbish bin at the end of each day.

We follow strict hygiene guidelines to prevent contamination.

We have strict child protection guidelines in place.

We have emergency contact details with me at all times should I need to contact the parents.

Sleeping children will be regularly monitored.

We will restrain a child if they are putting themselves or others in danger, for example running into the car park.

Illness and Infectious Diseases Policy

It is our policy to keep children safe when they are in our care, promote good health

and take necessary steps to prevent the spread of infection within the childcare setting.

We are willing to care for children with minor coughs and colds but will not be able to care for children who are very unwell, infectious or running a high temperature, as we must consider the welfare of all the children in our care.

All children in the setting who are excluded due to having an illness or an infectious disease, such as severe cold or stomach upset, will not be allowed to return until they have been free from the illness for 48 hours. This is in order to minimise the risk of transmission of an infection to other children, members of the team and around hotel guests.

For specific details, see below:

Chicken Pox – children may not attend the Setting until all vesicles have crusted over (usually 5-7 days).

Sickness & Diarrhoea – children may not attend the Setting until they have had 48 hours clear after last episode.

Conjunctivitis – children may not attend the Setting for 48 hours after first administering antibiotic drops.

Hand, Foot & Mouth – no exclusion providing the child is well in themselves.

Impetigo – children may not attend the Setting until either lesions have crusted over or 48 hours after starting antibiotics.

If your child becomes ill whilst in our care we will contact you immediately and make them as comfortable as possible until you arrive.

If one of the team members, has a confirmed infectious disease we will inform you as soon as we are able. As we will not be able to offer our Creche service, we will not charge you for the time.

If we believe a child in our setting is suffering from a notifiable disease identified as such as in the Public Health (Infectious Diseases) Regulations 1988, we will act on advice given by the Health Protection Agency.

Lost Child Policy

The care of your child is paramount and we will always try to ensure that they remain with us and that they are safe. However, sometimes children become 'lost' in busy places and therefore, as a responsible Creche Team Member, we have written a procedure that will be followed.

In the unlikely event of this happening:

- 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 provide everyone involved in the search with a description of the child.
- We will reassure other children with me, as they may become distressed.
- We will then alert the police and provide a full description.
- We will then alert the parents of the situation.

We take precautions to avoid situations like this happening by implementing the following measures:

- We ensure that children hold our hand or pushchair whilst out.
- We avoid going to places that are overcrowded.

Medical Procedures Policy

As a childcare provider, we will ensure that we implement an effective procedure to meet the individual needs of a child when administering medicines.

Medical Procedure

- We will keep written records of all medicines administered to children in our care.
- We will inform parents when a medicine has been administered, including the time and dosage.
- We will store all medicines in the fridge if necessary, and keep them strictly in accordance with the product instructions and in the original container in which it was dispensed.
- We will obtain prior written permission from parents for each and every medicine to be administered before any medication is given.
- We will only administer prescription medicine to the child if it is prescribed by a doctor, dentist, nurse or pharmacist.
- We will never administer medicines containing aspirin to a child under the age of 16 unless they have been prescribed by a doctor.

Non-Prescription Medication

Children should not return to the setting until they have not used Calpol/ibuprofen for at least 24 hours.

In the event that your child needs Calpol/ibuprofen whilst in our care, i.e. high temperature, teething or pain, we will ask for you to administer the medication to your child yourself.

For safety reasons, Calpol should not be kept in your child's bag whilst in our care.

Please label the medication clearly and hand it to a member of the team on arrival. It is vital that you inform us of any medication you may have given your child before they arrive into our care.

Physical Contact Policy

As trained childcare assistants, we are very aware that each child has differing needs. Some children like to be affectionate and show it through hugs etc. Others are not so tactile. We are happy to hug, hold hands, cuddle your child, providing both you and your child are happy with this. We would never force a child to do any of the above if it made them feel uncomfortable.

We will restrain a child only if they are at risk of inflicting harm on themselves or others. We will separate children if they are fighting. If we do need to restrain your child we will document it in the incident book and ask you to sign the record. This is to protect all parties. We will also need to have some physical contact with your child in order to ensure hygiene routines are carried out. For example, the washing of hands, faces and the wiping of noses. We are happy to assist with toileting according to the age and stage of ability of the child, and to change nappies if required. If necessary, we will change a child's clothes if they have had an accident.

If you have any concerns or wish to discuss the matter further, please do not hesitate to let a member of the team know.

Procedure for Allegations of Abuse

As a childcare host working alone, we are more vulnerable to allegations of abuse being made against one of the team.

In order to take precautions to protect ourselves from this happening:

- We ensure all team members over 16 are DBS cleared;
- We will ensure, where possible, that no workmen are in the setting during Creche hours, unless it is to repair an emergency service, or for Health and Safety

Reasons;

- We will document every accident and incident that occurs whilst in our care, informing parents and requesting them to sign records;
- We will note any marks on the children when they arrive and ask parents to inform us of any accidents that have occurred whilst outside our care;
- We will ensure the children are supervised at all times;
- We will keep accurate records on each child and write a daily diary.

However, sometimes allegations are made and this unfortunate situation cannot be avoided.

In the event of an allegation being made we will follow the procedure detailed below, in order to gain support and professional advice:

- We will contact the Local Authority Designated Officer (LADO) immediately and follow any advice given, in the event of an allegation being made against any responsible adult at the setting;
- We will write a detailed record of all related incidents, including what was said and by whom, with times and dates;
- We will ask any witnesses (if there were any) to write a statement detailing the incident they observed, and to provide their contact details in case it needs to be followed up by the authorities.

If you have any concerns regarding this procedure please do discuss them with a member of the team.

Safeguarding/Child Protection Policy

Our first responsibility and priority is towards the children in our care. If we have any cause for concern we will report it to the relevant bodies, following Our Safeguarding Children's Partnership (OSCP) procedures.

We understand that child abuse can be physical, sexual, emotional, neglect, or a mixture of these, and are aware of the signs and symptoms of these.

We must notify the Senior Leadership Team of any allegations of abuse that are alleged to have taken place while the child is in our care, including any allegations against a member of the team.

This must be done as soon as practically possible but within 14 days.

We are aware that any injuries to non-mobile children are to be reported.

We have also read the national statutory guidance document, Working Together to Safeguard Children 2023.

We keep up to date with child protection issues and relevant legislation by taking regular training courses and by reading relevant publications.

We follow the procedures outlined in the confidentiality policy. We aim to share all information with parents but in some instances (where we are worried about a child's well-being), we may have to refer concerns without discussing this with you.

We work together with parents to make sure the care of their child is consistent – please refer to our Working with Parents policy.

Children will only be released from our care to the parent/carer or to someone named and authorised by them. A password might be used to confirm identity if the person collecting the child is not previously known to us.

Parents must notify us of any concerns they have about their child and any accidents, incidents or injuries affecting the child, which I will record and ask parents to sign.

Unless we believe that it would put the child at risk of further harm, I will discuss concerns with a child's parent if we notice:

- significant changes in children's behaviour
- deterioration in children's general well-being
- unexplained bruising, marks or signs of possible abuse or neglect
- children's comments which give cause for concern
- any reasons to suspect neglect or abuse outside the setting, for example in the child's home
- inappropriate behaviour displayed by other members of staff, or any person working with children. For example, inappropriate sexual comments,

excessive one to one attention beyond the requirements of their usual role and responsibilities, or inappropriate sharing of images.

If a child tells a member of the team that they or another child is being abused, we will:

- show that we have heard what they are saying, and that we take their allegations seriously;
- encourage the child to talk, without prompting them or asking them leading questions. We will not interrupt when a child is recalling significant events and will not make a child repeat their account;
- explain what actions we must take, in a way that is appropriate to the age and understanding of the child;
- record what we have been told using exact words where possible;
- make a note of the date, time, place and people who were present at the discussion.

We will call the Multi-Agency Referral Unit (MARU) for advice and an assessment of the situation. We will follow up this phone call with a letter to the Duty Team within 48 hours. We will record the concern and all contact with Children's Services thereafter.

If an allegation is made against any member of the team or any other adult or child in the setting, we will report it to the Local Authority Designated Officer (LADO), immediately and will follow their guidance of how to proceed (as per the "Allegations of Abuse" policy).

In all instances we will record:

- the child's full name and address;
- the date and time of the record;
- factual details of the concern, for example bruising, what the child said, who was present;
- details of any previous concerns;
- details of any explanations from the parents;
- any action taken such as speaking to parents.

It is not my responsibility to attempt to investigate the situation ourselves.

Prevent Duty

In June 2015 'The Prevent Duty' advice was written to help recipients understand the implications of the Prevent Duty. The Prevent Duty is the duty in the Counter-Terrorism and Security Act 2015 on specified authorities, in the exercise of their functions, to have due regard to the need to prevent people from being drawn into terrorism.

So what does that mean for childcare hosts?

In order for childcare hosts to fulfil the Prevent Duty, it is essential that they are able to identify children who may be vulnerable to radicalisation and know what to do when they are identified. Protecting children from risk of radicalisation should be seen as part of childcare hosts' wider safeguarding duties and is similar in nature to protecting children from other harms, whether these come from within their family or are the product of outside influences.

As childcare providers, we will assess the risk of children being drawn into terrorism, including support for extremist ideas that are part of terrorist ideology. The general risks affecting children may vary from area to area and according to age.

We understand that there is no single way of identifying an individual who is likely to be susceptible to a terrorist ideology. As with all safeguarding issues, we will be alert to changes in children's behaviour which could indicate that they may be in need of help or protection.

The Prevent Duty does not require childcare providers to carry out unnecessary intrusion into family life, but with as with any safeguarding risk, we will take appropriate action if any behaviour causes concern.

British Values

As childcare hosts, we can also build children's resilience to radicalisation by promoting fundamental British Values and enabling them to challenge extremist views.

We will provide suitable opportunities which encourage children to respect each other's views and values, to understand that their views count, and to talk about their feelings. Activities will involve turn taking, sharing and collaboration. Children will be encouraged to understand their own and others' behaviour and its consequences. They will have an input in creating rules and codes of behaviour. An ethos of total acceptance of all views, faiths, cultures and races will be created, where children will appreciate and respect their own and others' cultures.

Whistle Blowing

In our role as a childcare hosts, we have a duty to report unacceptable behaviour to the relevant authorities; including that of assistants who may be working with us, other childcare workers and other professionals working with children. This action is necessary when their actions are detrimental to children, have placed a child at risk, caused actual harm to a child or are clearly illegal.

We will follow the listed procedure if we suspect any of the above has taken place:

- Identify the bad practice
- Record exactly what was observed
- Establish witnesses wherever possible
- Keep copies of all correspondence and relevant information
- Seek support from colleagues
- Ask to be informed about the outcome.

In these situations, we may need to contact the police, social workers, the care inspectorate, and any other relevant bodies, then pass on any information known to us.

Safety on Outings Policy

To ensure the safety and welfare of all children on outings, it is essential that proper planning is done. We will require written parental permission for all routine, and special, outings. We will inform parents of any planned trips, for example a visit to the beach.

We ensure that we take with us everything we may need, including:

- emergency contact information for the children
- a first aid kit
- nappies and changing bag (if required)
- spare clothes
- a mobile phone
- drinks and healthy snacks
- sun cream and sun protection (if required)

We have developed procedures on what to do in the event of an emergency. We will carry a contact card for each child, providing their name and an emergency contact name and number. We also carry a card on us that explains that we are a Childcare Hosts.

We carry out a full risk assessment of any proposed outing.

We will endeavour to ensure any outings fit in with the needs of the children and ensure that we have the necessary equipment and resources to keep them safe. These include pushchairs and harnesses.

We will ensure that the ratio of adults on any outing will never be less than 1 to 4 children. We will adhere to the lost child procedure and make parents aware of the procedures. If you have any concerns regarding this policy, please discuss them with a member of the team.

Special Needs Policy

As a result of sections within the Children & Families Act 2014, a new Special Educational Needs Code of Practice came into effect on 1st September 2014.

We have downloaded, and can access, the SEND Code of Practice 2014 for further information.

As a childcare provider, there is a requirement for us to be aware that some children may have

special needs and to be proactive in ensuring that appropriate action is taken when a child is identified as having special needs or starts being cared for by a member of the team. We must promote the welfare and development of the child in partnership with parents and other relevant agencies.

We have therefore put the following procedures in place;

If we are caring for a child with special needs, we will include them by valuing and acknowledging children's individuality and help them feel good about themselves. We will ask for information from parents about the child's routines, likes and dislikes. We will ensure that activities are adapted to enable the child to participate. Where possible, we will arrange access to specialist equipment if needed. We will at all times encourage the child's confidence and independence. We will work in partnership with parents and discuss with them any agencies that maybe involved in their child's support care, any equipment that their child may need and request advice/support that will help me to provide the best care possible for their child.

Sun Protection Policy

We will do everything we can to ensure that your child is protected from the damaging effects of exposure to the sun.

We will need you to provide us with:

- sun cream suitable for your child (high factor);
- a sun hat (preferably a Legionnaires' hat to protect the neck);
- a thin top/cardigan/t-shirt with long sleeves.

We will require you to sign a consent form giving me permission to apply the sun cream that you have provided. Once we have this signature, we will ensure that your child has the sun cream that you have provided applied and wears their sun hat. We will also avoid spending prolonged periods of time outdoors during the hottest part of the day, and when outdoors we will try and protect your child by finding shady areas. We will encourage your child to drink water regularly to prevent dehydration.

Working with Parents Policy

We aim to work in partnership with parents to meet the needs of the children. This will give your child continuity of care and ensure that they will not become confused with different standards of behaviour and boundaries. As parent, you are the central adults in your child's life and the ones making decisions on their behalf. We will endeavour to work closely with you in order to carry out your wishes for your child wherever we can, while you are on holiday.

Wherever possible, we try to meet parent's requests for the care of their children according to their values and practices, preferences and attitudes. Family customs and beliefs about dietary requirements, dress code, hair and skin care, help required with toilet and washing are respected as detailed in my equal opportunities policy.

We keep parents regularly informed about the daily routines and childcare practices and share information about the children with parents either by telephone or face to face meetings.

We informally share information with parents when the children are collected or dropped off.

Children will only be released from our care to the parents/carers or to someone named and authorised by the parent/carer. A password might be used to confirm identity if the person collecting the child is not previously known to us. If a child is identified as a child in need, we will normally, with a parent's permission, give appropriate information to referring agencies.

We expect parents to inform us of any changes to the child's home circumstances, care arrangements or any other change which may affect the child's behaviour, such as a new baby, parents' separation, divorce, new partner or any bereavement. All information shared will be kept confidential unless there appears to be a child protection issue.

If we do not share the same first language as the child's parent, we will find a way of communicating effectively with them.

I work with parents to make sure that the care of their child is consistent. A consistent approach benefits the child's welfare and helps to ensure the child is not confused.

Unsettled Child Policy

At our crèche, we aim to create a safe, nurturing, and positive environment for every child. However, we understand that some children may take longer to settle, especially in new surroundings.

If a child becomes distressed or unsettled and is unable to be comforted within 15 minutes, our team may contact you and request that your child be picked up. In such cases, we kindly ask that you try again on another day, allowing your child time to adjust at their own pace.

This approach is in place to support your child's emotional well-being and to ensure a calm and enjoyable atmosphere for all children in our care.