

2017-  
2018



# Policies and Procedures



Childcare Policies and Procedures  
Greenway Women's Group  
2017-2018

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# Vision & Values Statement

Greenway women's group childcare facility believes that young children should be strong, competent and visible in our community. We believe that children should be emotionally and physically healthy this will be promoted in the services we provide. Children should be eager to learn and be respectful of difference. We aim to promote and encourage children to have the right to learn and develop in a safe, caring and stimulating environment. We aim to support parents and carers of children by development, support and encouragement, regardless of social class, culture, race, disability, sexual orientation and religion to enhance and achieve their full potential as parents and as individuals.

## We believe in

Childhood -In its own right  
Listening to children and those who care for them  
As strong voice for children  
Play, fun and community  
Parenting  
Participation  
Community  
Partnership  
Inclusion and diversity  
Excellences and evidence -based innovation  
Effective governance  
A professional committed and recognised workforce  
Valuing our staff and volunteers and their commitment



# Child Protection Policy & Procedure

## Statement of intent

Greenway women's group are committed to creating a safe environment for children which is free from abuse and where any suspicion is dealt with promptly and appropriately. We will comply with health and social services guidelines on child protection and will appoint designated persons to deal with child protection issues in our childcare facility

## Procedures

In accordance with trust guidelines our duty to care and getting it right we will endeavour to safeguard children attending the childcare facility by:

Excluding known abusers

**To do this we will ensure the following procedures are in place**

- Pre employment interview and take up of 2 references
- New staff are employed in line with employment rights (NI) order 1996
- At least two written references are taken up for all adults prior to employment or volunteering
- All appointments will be subject to satisfactory vetting procedures by Access NI and Social Services
- All appointments of staff will be subject to a probationary period

## Preventing abuse by means of good practice

**To achieve this we will ensure**

- Designated Officer (DO) training will be taken by the Childcare Manager and Centre Manager, a DO will be onsite at all times.
- Procedure for reporting suspected abuse will be clear and informative and is visible on the childcare room doors.
- Any staff member/placement/volunteer or Board member will follow the correct procedure for contacting childcare staff during operational hours.
- Childcare staff will undertake training in our duty to care and getting it right.
- Other staff within the building must complete Access NI, social services check and declaration of health document before they are permitted to cover for childcare staff.
- We will endeavour to train all staff within the building in Child Protection.
- At least 50% of staff will be qualified in childcare.
- Childcare staff, trainee placements and volunteers will be given clear instructions on tasks and limits that apply to them as new comers during the induction process.
- Appropriate adult child ratios will be maintained and childcare staff or volunteers are not to be left alone for extended periods of time with individual children.
- The layout of the room will permit constant supervision of the children.
- Appropriate activities to develop children's self esteem with regard to self protection are provided.

# Responding appropriately to suspicions of abuse

## We will do this by

- Using appropriate strategies to support children who may disclose abuse
- Observation
- Recording
- Confidential records to be kept until the child's 21<sup>st</sup> birthday due to the possibility of legal action.

Greenway Women's Group (GWG) are committed to supporting staff and volunteers throughout the process of dealing with and reporting abuse of children. We realise this is a difficult and distressing experience for all involved.

## Sharing information

### We will do this by

- Sharing concerns only with those agencies that need to know.
- Involving parents appropriately as recommended by getting it right.
- Designated Officers will follow appropriate procedure for sharing information.
- Childcare staff will only be informed on specific instances on a need to know basis.

**Below is an example for recording allegations or suspicions of abuse.**

Name of child

Age of child

Any specific factors

Parent's names

Address and phone number

Is the person making the report expressing their own concerns, or passing on those of someone else? If so record details.

What has prompted these concerns? Include dates and times of any specific incidents.

Has the child been spoken to? If so what was said?

Have the parents been contacted? If so what was said?

Has anybody been alleged to be the abuser? If so record details

Has anybody else been consulted? If so record details

# Examples of Abuse

## *Physical*

For example where children's bodies are hurt by ill treatment, failure to protect them, inadequate care or neglect of their basic needs.

## *Emotional*

Where children are persistently or severely emotionally neglected or rejected for example by not given enough love or attention by not being taken seriously or being intimidated by threats or taunts.

## *Sexual*

Where children are encouraged or forced to observe or participate in any form of sexual activity

## *Neglect*

Where children are persistently or severely neglected or the failure to protect a child from exposure to any type of danger.

# Reporting Concerns Flow Chart

Parent/Staff/  
Trainee/  
Volunteer/Service user



**Designated Persons**  
Lindsay Cooper 02890 799912 ext 201  
Joanne Leetch 02890 799912 ext 203  
Mae McQuillan 02890 799912 ext 205



**Gateway Team**  
028 90507000  
**Regional Emergency Social Work  
Service**  
02895 049999  
**Early Years Service need to be  
notified on all occasions**  
02895 042811  
**PSNI**  
101

# Vetting Procedure

In line with legal legislation and child protection all individuals working within the centre who come in direct contact with children must be vetted through Access NI **and** complete a social services check.

## Procedure

### Access NI

- Applicants must complete an approval form for umbrella body for checks to be made by organisation
- Manager must see appropriate identification as outlined by umbrella body, Manager will then authorise payment to be made to umbrella body
- Applicants must complete an enhanced disclosure Access NI registration document
- Manager will complete PIN Notification + ID Validation form and Manager Declaration by going onto website and filling in details to obtain application reference number
- Manager will send Approval form, Pin Notification, ID Validation and Manager Declaration to umbrella body- Employers for Childcare Ltd.

### Social Services

- Applicants must complete a Social Services Consent for Checks document
- Applicants must complete a Declaration of Health document including signed/stamped page from applicant's doctor/GP.
- Applicants will receive a copy of their enhanced disclosure certificate in the post which will state that the position applied for is working within Greenway Women's Group. Applicants will be asked to show Childcare Manager in order to obtain issue date and reference number and to check for any shown convictions which may affect offer of job offer
- Applicants must provide two written references which are then sent to Social Services along with all other relevant documentation
- Manager will fill in an Access NI Enhanced Disclosure form and a Confirmation of Vetting (VET2) form
- Manager will send Declaration of Health, VET2, Access NI Enhanced Disclosure and Consent for checks to Social Services
- Employment can begin on return of Confirmation of Vetting, but must bear in mind that it can take up to 6 weeks

### **Vetting for Trainees/Volunteers**

- The same documentation mentioned previously will be used to vet Students and Volunteers, however the following can also apply:
- Trainees may be vetted through college and disclosure certificate may state training provider's name. However social services check must still be carried out and letter of confirmation received before commencement of training.
- Recruitment agency workers may be vetted through their recruitment agency and disclosure certificate may state recruitment agency name. However social services check must still be completed and only on receipt of letter of confirmation may begin work within the centre.
- Volunteers and Trainees are only permitted to work directly with children on completion of vetting process under direct supervision of fully trained childcare staff.

# Equal Opportunities Policy & Procedure

## Principles

The UN Convention on the Rights of a child (1991) states

"It is the States obligation to protect children from any form of discrimination and to take positive action to promote their rights."

## Statement of intent

Greenway Women's Group Sessional Daycare is committed to promoting equality of opportunity by providing activities which are open to all children and their families. We aim to ensure that all individuals who wish to work in our childcare department as staff or volunteers have an equal opportunity to do so.

We promote equal opportunities through a wide range of policies and procedures which are reflected in the practice of our childcare facility. The following policies and procedures should be referred to:

- Admissions
- Recruitment and selection
- Partnership with parents/carers
- Additional Needs
- Healthy eating

## Procedures

We provide equal opportunities by ensuring that:-

## Communication

The childcare staff will endeavour to meet with parents/carers of children at times and venues that are suitable for all to enable equal access to information and involvement in the childcare facility.

## Language and information

Basic information, written and spoken, will be clearly communicated using as many mediums and languages as is necessary and possible.

The community will be informed of the location and opening times of the childcare service through leaflets, posters, local media and also online via the organisation website and social media platforms.

Efforts will be made to accommodate individuals who use sign language as a means of communication.

## **Access**

Everyone in the community regardless of religious affiliation, political background, race, culture, linguistic needs, disability, sexual orientation or age has access to childcare.

## **The Curriculum**

All children are to be respected and their individuality and potential recognised, valued and nurtured.

Activities and the use of equipment should offer children opportunities to develop in an environment free from prejudice and discrimination.

Through the proactive use of planning and curriculum development, opportunities will be given to children to explore, acknowledge and value similarities and differences between themselves and others.

## **Resources**

All resources and materials are to positively and accurately reflect cultural and racial diversity. These materials should help children to develop their self respect and respect for other people by avoiding stereotypes. Boys and girls are to have equal opportunity, and be actively encouraged to use all activities.

**Discriminatory Behaviour/Remarks**

Any discrimination (language, behaviour or remarks) by children, parents or staff/trainees/volunteers is unacceptable in the childcare facility.

Discrimination will be positively challenged by supporting the victim and helping those responsible to understand and overcome their prejudices.

## **Special Occasions**

We aim to show respect for and awareness of all major events in the lives of the children and families in Sessional Day Care and wider community we aim to acknowledge special occasions celebrated by both families in our local community and in wider society through stories, activities, special food and clothing which reflect the diversity of life.

# Additional Needs

## Our Commitment

It is the policy of *GWG* to protect and foster the dignity of children with additional needs by ensuring that staff treats each child as an individual, valuing their unique attributes and qualities. The childcare department has a commitment to the inclusion of children with additional needs. These children may include children with physical impairments, cognitive delays, medical conditions, behavioural challenges, diagnosed conditions or conditions undergoing assessment by a medical professional.

In some circumstances, Including Children with Additional Needs funding will be required to facilitate the inclusion of the child in the centre. This funding may assist the centre by providing additional staff, training or existing staff and/or required equipment and resources.

For children who require Button Feeding or suffer from Anaphylactic reactions, staff will need to be trained in these procedures prior to the child starting at the centre (if they have not received the training previously).

The Centre Manager will liaise with the parents in relation to the timing of this training.

## Facilitating Inclusion

- Staff will work together with families and agencies to actively support the inclusion of a child with an additional need
- Children with additional needs will be integrated into the daily activities and routines of the centre.
- The centre will provide an environment that is safe and understanding, all children will be encouraged to develop positive self-esteem and self-image.
- Communication strategies will be developed in consultation with families.
- Where possible, the physical environment will be adapted to better meet the needs of the individual child.

**Reviewing Needs** The Manager and the family will meet every 6 months to ensure that the additional needs of the child are being met and that the child's safety and well-being are being catered for.

**Developing Needs** Existing children who develop an additional need: in some cases children may be diagnosed with an additional need whilst enrolled. Staff and families must work together to support the child, arrange for assessment and make any necessary changes to ensure the additional needs of the child are being met and that the child's safety and well-being are being catered for.

All relevant documentation including an Additional & Special Education Needs Form needs to be completed in conjunction with Centre Manager and a Doctors Certificate and/or Action Plan provided by the child's Doctor or health professional will be used as guidance.

Reviewed March 2017

# Confidentiality Policy & Procedure

Greenway Women's Group childcare department respects the right for all information, records and observations to be treated with respect and with due attention to confidentiality and privacy.

However, the legal principle that

"The welfare of the child is paramount"(Children's Order NI) means that confidentiality comes second to the right of the child to be protected from harm (See child protection policy)

## Procedure

### We will ensure that:-

- All registration packs and childcare daily register will be kept by the Childcare Manager in a secure place for one year and then destroyed. The accident and incident book should be retained indefinitely.
- Parents/Carers may have access to the records of their own children but may not have access to any information about any other child.
- Any confidential information given by parents/carers to the Childcare Manager or Practice Leaders will not be passed on to other adults without permission.
- Any anxieties/evidence relating to a child's personal safety will be kept in a confidential file and will not be shared within the staff team except with the Childcare Manager, Centre Manager and the Chair of the Board of Directors.
- Information may be shared with Social Services in accordance with their guidance and regulation. Parental consent to be obtained beforehand, if appropriate.
- All issues pertaining to the employment of staff whether paid or voluntary, will remain confidential to those persons who are directly involved with personnel decisions. Records should be maintained for 7 years.
- All staff, parents/carers, volunteers, trainees and board members will be made aware of this confidentiality policy. The policy implementation will be reviewed regularly at staff meetings and committee meetings.
- Mobile phones will be kept in a locked cupboard and on silent mode. Under no circumstances will personal calls/texts be made inside the childcare rooms.

- Mobile phones will not be used to take photographs of any child attending the childcare facility.
- Under no circumstances will staff, volunteers, trainees and board members discuss or put any information on the internet of any child attending the childcare facility.
- Formal conversations (about an occurrence or disclosure from parents or practitioners) should be recorded on a confidential recording form and stored in a folder marked 'private and confidential'. This folder should be placed in a locked cabinet.

All of the above points are subject to the overall commitment of the childcare facility which is to the safety and well being of the children who attend it.

Any breach of confidentiality by any individual will be considered to be a breach of contractual terms and conditions by the organisation.

Reviewed March 2017

# Partnership with Parents

It is very important for children that we work in partnership with parents and communication flows. This will give provide continuity of care and will minimise confusion with different standards of behaviour and boundaries as consistency can be sought.

Parents are the central adults in a child's life and are a child's first educators. We should endeavour to work closely in order to establish a good flow of communication and make intentions as well as provide information and answer any questions.

During induction and registration parents will be asked to write comments on the registration form about any specific needs, any special activities, festivals or religious holidays which they would like us to incorporate into our routine. Also it asks if the parents have a special skill/role that they could provide for the children. E.g. are they a vet or firewoman? Could they come in and talk to the children? During this process parents will also be asked to give their consent and a number of actions which may relate to their child's care.

Sometimes the childcare department can be very busy and it may not always be possible to speak to a staff member at length therefore parents are kept up-to-date with information in the following ways:

- Welcome pack which provides a statement of conduct and information about the provision
- Using daily record sheets, information about the child's day will be recorded including, toileting times, what they ate during snack and lunch, sleep and any other comments.
- Memos and letters will be shared to talk about up and coming events' closures or to ask for consent
- GWG Facebook and website is updated to show what else the centre offers besides from childcare
- Monthly newsletter
- Questionnaires to evaluate service in terms of special events
- Informal/formal meetings
- Transition forms which are used to record information which will be helpful in terms of transitions
- Parent's notice board: general information will be shared on the parents notice board facing the baby room door
- Parent's will be invited to participate in daytrips etc and are also given the opportunity to volunteer within the centre or childcare department
- Tapestry online Learning Journal
- A parent's representative will sit on the Board of Directors

Parents should be made aware at induction that they can seek advice or ask questions at any point and that their children's records are accessible at any time.

Updated March 2017

# Consent Policy and Procedure

*This Policy summarises the policy in place at Greenway Women's Centre Sessional Day Care for obtaining consent or permission from a child's parent / carer for key elements of the Childcare Service.*

1. When a child is registered the Registration Form used to support will contain appropriate details of the child and his / her background. Registration is taken as an understanding that the child will be provided with a service of care and learning that is best suited to him / her. However, it is recognised that key parts of this care may involve certain activities which may impact upon the rights of the child and / or health and safety issues and for which separate parental consent is required in order to protect all parties.
2. It is therefore policy at GWG to seek separate written consent, permission or authorisation from the parents/ carers BEFORE undertaking any of the following:
  - A. Administration of prescription medicines.
  - B. Summoning emergency medical assistance, which may include transporting the child to a GP or hospital.
  - C. Trips and outings away from the Nursery. In this respect consent may also be required for each outing, according to circumstances.
  - D. Consent for named individuals to drop the child off, and / or collect the child from the setting.
  - E. Face-painting (as part of certain creative activities).
  - F. Taking photographs of the child which may be used for display purposes within the setting, on company website, company social media, newspaper, photograph album, monthly newsletter and annual report
  - G. To be involved in the handling of animals e.g. day farms, reptile visit, land snails and butterflies.
  - H. Administration of teething gel, Nappy cream and sun block.
  - I. For Wellcomm screening
  - J. For Tapestry software

It is fully accepted that each issue referenced above is a matter for personal choice or belief, and as such Management will fully respect and abide by the decision of the parent / carer in each case.

# Data Protection and Access to Personal Records

## Purpose of policy

To ensure that where information is stored or processed steps are taken to ensure this information is stored or processed in accordance with Data Protection Act 1998. Greenway Women's Group is committed to keeping personal information about children, parents and carers and staff as secure as possible.

## Who is responsible?

It is the responsibility of all members of staff to ensure that personal information about children, parents and carers and colleagues is not shared with individuals outside the setting. The Manager has overall responsibility to ensure that all personal information is kept safe and secure and in compliance with the Data Protection Act 1998.

## How is personal information stored?

### Personal information including:

- Children's details such as name, address, date of birth and medical information.
- Parent's information such as name, address, telephone number and e-mail addresses
- Staff information such as , name, address, bank details, national insurance number and qualifications

**ALL information will be impartial and factual**

### Other information including:

- Accident/incident records
- Administration of Medication records
- Confidential/ observation records

### May be stored in 2 forms:

1. Paper copies- should be stored in locked cupboard/ filing cabinet with limited access to staff and no access to parents unless it is about their child and they are accompanied by a staff member.
2. Computer- should be stored in accordance to the Data Protection Act 1998. All computers are password protected and staff will only have limited access to information. If parents wish to view anything relating to their child that is stored on a computer they must be accompanied by a staff member and access to their child's folders will only be available in order to protect other families.

Reviewed March 2017

# Complaints Procedure

## Purpose of the Policy

The purpose of this policy is to ensure that any complaints about the service are handled quickly, effectively and courteously and solutions are implemented which satisfy the parent/carer and the setting.

## Who is Responsible

It is the responsibility of the manager to ensure that all nursery complaints are handled. However, senior staff have been trained in the procedure for handling the initial complaint, but management will investigate and deal with the complaint efficiently and effectively.

## Procedure

If you wish to make a complaint please follow the procedure below:

- Speak to a member of staff or directly to management about the complaint, give as much information as possible. If it is discussed with a member of staff then they will report the complaint to the manager and complete a complaints register form immediately. The manager will acknowledge receipt of the complaint within 24 hours. The complaint will then be investigated and any actions discussed will be recorded on the complaint register form, the person making the complaint should be given a copy of this form which will be signed and dated by both parties.
- All complaints will be resolved within 7 days of the complaint being made; the person making the complaint should be kept up to date with progress within the investigation.
- If you are dissatisfied with how your complaint is being dealt with then you are free to go to the Centre Manager Lindsay Cooper.
- At this point it is unlikely that the complaint or problem would remain unresolved but if so then you may contact the chairperson of the board Liz Oslon.
- The chairperson can arrange for two other board members and herself to act as intermediaries.
- If you remain dissatisfied with how your complaint is being dealt with you can contact The Early Years Services on 028 95042811
- A record of all complaints will be kept in a folder marked private and confidential, stored in a locked cabinet within the senior management.

Updated March 2017

# Whistle Blowing Policy & Procedure

Whilst everyone should hold the welfare and safety of every child as their paramount objective, there may be occasions where this may not be happening.

It is vital that all team members talk through any concerns they may have with their line manager at the earliest opportunity to enable any problems to be ironed out as soon as they arise.

## Disclosure of information

Where a member of staff becomes aware of information that they reasonably believe tends to show one or more of the following, they **MUST** use the Greenway's disclosure procedure set out below:

- That a criminal offence has been committed or is being committed or is likely to be committed
- That a person has failed, is failing or is likely to fail to comply with any legal obligation to which they are subject (e.g. Minimum Standards of Childminding and Day Care NI)
- That a miscarriage of justice that has occurred, is occurring, or is likely to occur
- That the health or safety of any individual has been, is being, or is likely to be, endangered
- That the environment, has been, is being, or is likely to be, damaged
- That information tending to show any of the above, is being, or is likely to be, deliberately concealed.

## Disclosure procedure

- Where it is believed that one or more of the above circumstances listed above has occurred, staff should promptly disclose this with their line manager so that any appropriate action can be taken. If it is inappropriate to make such a disclosure to the Childcare Manager (i.e. because it relates to line manager) the member of staff should speak to the Centre Manager Lindsay Cooper (02890799912 ext 201). If again it is inappropriate to speak to the Centre Manager staff should speak to the Secretary for the Board of Directors Mae McQuillan or the Chairperson Liz Oslon (02890799912 ext 205).
- Staff will suffer no detriment of any sort for making such a disclosure in accordance with this procedure.
- All disclosures raised will be treated seriously and will be dealt with in a consistent and confidential manner. A record of the disclosure will be made and will be signed by the person who made the disclosure and also the person who

dealt with the disclosure. This record will be kept in a folder marked private and confidential within a locked cabinet of the person who dealt with the disclosure.

- The person who made the disclosure will be updated on the progress of the investigation.
- Any staff member who is involved in victimising staff that make a disclosure, takes any action to deter staff from disclosing information or makes malicious allegations or disclosures in bad faith will be subject to potential disciplinary action which may result in dismissal.
- Failure to report serious matters can also be investigated and potentially lead to disciplinary action which may result in dismissal
- Any line manager who inappropriately deals with a whistle-blowing issue (e.g. failing to react appropriately by not taking action in a timely manner or disclosing confidential information) may be deemed to have engaged in gross misconduct which could lead to dismissal.
- If you remain dissatisfied with the outcomes of an investigation you can contact the Early Years Services on 028 95042811

# Staff Development and Training

Greenway Women's Centre highly values its staff. It is in the interests of the setting, the children, families, and the individual, that each staff member is given the opportunity to develop their skills to their maximum and to broaden their knowledge and skills in caring for children.

Personal and professional development is essential to maintaining the quality and delivery of high quality care and education for young children in early years. It underpins all aspects of curriculum delivery and positive interactions. At Greenway we ensure that at least 50% of staff are qualified to Level 3 or equivalent in childcare and education and aim towards 100%. Other staff working at the nursery will either be qualified to Level 2 or undertaking training. We strongly promote constant professional development and all staff have individual training records and continued professional development plans to enhance their skills and expertise.

External training and support is sought as appropriate to the needs of the nursery and the children attending and to renew/update staff qualifications.

## **To facilitate the development of staff we:**

- Lead and role model with staff, and offer encouragement and support to achieve a high level of morale and motivation
- Promote teamwork through ongoing communication, involvement to enhance practice
- Provide opportunities for delegation based on skills and expertise to offer recognition and stimulate staff
- Encourage staff to contribute ideas for change within the nursery and hold staff meetings and team meetings to develop these ideas. Meetings are also held to discuss strategy, policy and curriculum planning
- Encourage staff to further their experience and knowledge by attending relevant external training courses
- Encourage staff to pass on their knowledge to those who are less experienced and disseminate knowledge from external training to small groups of staff within the nursery
- Provide in-house training relevant to the needs of the nursery as and when possible
- Carry out ongoing supervision with all staff. Staff appraisals are carried out every year where objectives and action plans for staff are set out, whilst also sourcing training according to their individual needs
- Develop a continued professional development plan addressing both qualifications and continuous professional development needs of the setting and of individual staff
- Promote a positive learning culture within the setting
- Delegate responsibilities according to an individual's expertise
- Carry out training needs analysis for all individual staff, the team as a whole, and for the nursery
- Carry out full evaluations of all training events and use these to evaluate the training against the aims set to enable the development of future training programmes to improve effectiveness and staff learning
- Provide inductions to welcome all new staff and assign a senior member of staff to support new staff and offer support and guidance.

Reviewed March 2017

# Case Conference Policy and Procedure

## Greenway can attend Child Protection Case Conferences in two ways:

1. By being asked by social services to attend in order to share information about the family in question.
2. Or by being invited by the family in an advocacy role, therefore supporting the family.

It will be the Practice Leader or any other member of staff as deemed necessary (e.g. key worker) and possibly their Line Manager who will attend with the prior knowledge of the family.

## Procedure

### **In order to fulfil our role we will follow these steps:**

- The Worker and/or Line Manager will consider *GWC's* input into the Initial or Review Case Conference including the contents of the UNOCINI report which is based on information from *GWC* records.
- Workers must discuss the contents of this report with the family prior to presentation and/or attendance at the Case Conference.
- The family should be informed that *GWC* has been asked to contribute to the Case Conference by providing a written UNOCINI report outlining our involvement with the family.
- The report should be factual and outline any concerns with regard to the family circumstances as well as noting positive aspects of the family's engagement with *GWC*.
- The contents of the UNOCINI report should be discussed with the family prior to the report being submitted to Social Services, this copy should be signed by the family, noting any issues raised by the family regarding the content of the report.
- A copy should be left with the family, a number of copies made to present at the Case Conference and a copy placed on record in the family file.
- The Worker / Line Manager should be prepared to play a full part in the discussion and decision making process at the Case Conference. It is only by taking part in such Conferences that Greenway can contribute to effective care plans for the family to ensure the needs of the child/ren are met in the best way possible, therefore ensuring welfare is paramount. When the Line Manager is present they will take the vote, for or against, placing the child on the Child Protection Register. The final decision rests with the panel.

## **Supporting families at Case Conferences – Your role.**

Parents are able to bring an advocate with them to the Case Conference to offer support and encouragement and to feel they have someone there who knows them well. They may request that their Family support worker, Practice leader or key worker at Greenway attends the conference with them as well as, or instead of others. This can be very helpful for the family, demonstrating the our continuing commitment to them in difficult circumstances but underlining that Greenway staff will ensure the needs of the child/ren are paramount and will take part in the discussions with the interest of the child as their first priority.

However, the role of an Advocate/Family Support Worker is very different from that of a voting member of the panel as the representative i.e. the Line Manager. When the Line Manager is present the role of the Sure Start Worker is about supporting the parent/s, raising issues on behalf of the family and not as a voting member of the panel.

- When a Worker is attending a Case Conferences on their own, there should be prior discussion with their Line Manager/Project Co-ordinator about their input and their willingness to act as a voting member. The Principal Social Worker Chairing the Case Conference can be contacted through Social Services to clarify any points prior to the Case Conference meeting.
- GWC will be represented by relevant staff members and Line Managers, as appropriate. Line Managers should provide effective guidance and support for Workers throughout the process.
- The role of GWC at Case Conferences will be to take a vote/or abstain from voting as the case maybe. The decision of the Panel will determine the final outcome of the Case Conference and resulting care plan for the child/family.

## **Core Group for Case Conferences:**

The Core Group is made up of representatives from the Health, Social Care and Education fields. Sure Start is not classed as a member of the Core Group but can be invited to the Conference in that capacity.

## **Quorum at Case Conferences:**

In order to proceed with Case Conferences it is essential to have a specific number of different groups/agencies present at the meeting (a quorum). GWC may be counted in the quorum for the meeting to go ahead but is not obliged to attend Case Conferences to make up a quorum.

## **Minutes of Case Conference.**

Case Conferences will normally have a record of formal minutes taken of the key discussions at the meeting. Copies of the minutes or summary report of the main findings and decisions of the Panel taken will be circulated to all those who were present, often including family members, within 14 days. GWC staff members must ensure minutes are kept in a secure place to ensure confidentiality and placed within the family file records. **Reviewed March 2017**

# ICT

The internet can be freely accessed within the childcare room via the Ipads for nursery matters **ONLY** (including finding resources, planning, Tapestry etc.) during working hours.

## Procedure

In order to protect children, staff and facilities:

- Staff must not download personal music / films etc.
- Staff must be aware of viruses which could lurk in emails. Whilst using the nursery internet facilities staff must not open any emails from names that aren't recognised in order to protect the nursery computer from potential viruses.
- Staff must be aware that all incoming and outgoing emails can be read by the nursery manager. This is not intended to infringe on staff privacy, but the internet is a very public way of communicating and like all companies, management reserves the right to ensure that the name of the nursery is not brought into disrepute.
- It is vitally important that staff are careful about content that they search out or download. Every time you view a page on the internet, it is possible to trace your visit back to the nursery computer. This means that it is possible to tell if the nursery computer was being used to look at inappropriate web pages.
- Children are to be encouraged to use the internet to access educational learning sites, but must be supervised at all times.
- Photos and videos may be stored on Ipads for up to 1 year after child leaves, photos can only be uploaded to Tapestry only
- Ipads should be kept in locked cabinet and keys should be kept in key cabinet in Childcare Manager's office and should be returned to office cabinet everyday
- Ipads can only be accessed using password, staff are not permitted to change this password
- Written consent from parents is required before a profile is created for their child using the Tapestry software.

## ICT: Use of Social Networking Sites

As an employee of *Greenway Womens Group* you must adhere to the following restrictions when using social networking sites:

- Staff must NOT mention the nursery, staff, parents or children during discussions on any social networking sites, unless it is to share a status from *Greenway's* own social media page.
- If any staff members have parents as friends then there should be NO discussions of the nursery, staff or their child/children. If parents have any questions/concerns regarding their child, nursery or staff then this should be discussed in a professional manner with management at the nursery.
- Staff must NOT mention their place of work on their personal profile page.
- There MUST not be any pictures of the nursery, children or staff (unless permission by individual staff is received).
- If / when your employment at the *Greenway Women's Centre* commences, then you must continue to follow restrictions such as: Discussing the nursery, staff, parents or children on any social networking sites.

If any staff member does not adhere to this policy then disciplinary action will be taken. This could lead to instant dismissal depending on the restrictions you have breached, otherwise it will be as detailed in the disciplinary policy.

# Photograph Storage Policy & Procedure

Greenway Women's Group Childcare Service is committed to the protection of children and their families. In line with current legislation the taking, storage and use of photographs of the children attending may only be done with prior written consent from the child's parent or guardian. Storage of photographs taken will be kept using the following procedure

- No photographs will be taken of the children using any individual's personal camera or camera phone.
- Camera and Ipads will be used for Childcare Rooms ONLY
- Photographs can only be taken by permanent childcare staff
- Photographs can be downloaded onto the Childcare Manager's computer by the Childcare Manager only
- Photographs will be stored on the Childcare Manager computer for up to one year.
- Photographs will be destroyed after one year.
- Childcare Manager's computer is password protected.
- No other individual may access the Childcare Manager computer other than the Childcare Manager
- Photographs may only be used for purposes such as photograph albums or displays inside the childcare rooms written consent must be gained for anything else
- Photograph albums will only be printed into hard copy in June of each year in preparation for presenting them to children and their parents/carers
- Photographs may not be displayed outside of the childcare rooms unless written consent is gained
- Trips or outings where other organisations may wish to take photographs of the children may only be taken with prior written consent from the child's parent or guardian.
- Photographs which are chosen for use for the company website may only be used with prior written agreement from the child's parent or guardian.
- In the case that photographs are used for the company website the Childcare Manager will liaise directly with the website designer
- Photographs which are chosen for use in any promotional material (i.e. annual reports, leaflets etc.) may only be used with prior written consent from the child's parent or guardian.

All staff, trainees and volunteers will be made aware of this policy. Failure to comply with this may be considered as gross misconduct.

Updated March 2017

# Mobile Phone Usage Policy & Procedure

Greenway Women's Group childcare facility is committed to best practice and understands the importance of child protection and its principles.

Greenway childcare will ensure that their childcare facility is safe, secure and welcoming for all children and their families. Children's well being and protection is paramount at all times.

## Procedures

For child protection purposes mobile phones are not permitted to be used inside the childcare facility at any time.

This includes texts, emails and photographs.

If staff, trainees or volunteers wish to make a call or text on their mobile this must be done physically outside of the childcare room and at a time which is deemed suitable by the practice leader in charge.

Mobile phones should remain on silent.

Staff, trainees or volunteers are not permitted to take their mobile phone with them when toileting children.

Any breach of this policy will be considered gross misconduct and in breach of child protection legislation.

On trips or outings a centre mobile phone will be used which contains no camera.

Reviewed March 2017

# Observation & Record Keeping Policy & Procedure

In order to plan, prepare and organise for good quality early years education, childcare staff need to observe children at play, review and evaluate the curriculum regularly and maintain systematic records. Greenway Women's Group childcare facility recognises that observation is a useful tool, which enables the assessment of a number of aspects of the early years setting that are directly relevant to the planning of the curriculum. By observing how children respond to activities, staff will be able to evaluate if the activities and resources they have provided meet the needs of all the children and helps them to plan a broad, balanced and appropriate curriculum. Observations also enable staff to provide challenge and extension so that each child is able to progress. All observations/records/assessments will be treated with confidentiality.

Sharing observations with parents/carers strengthens the partnership between the home and the childcare provider, giving understanding and information and allowing staff and parents/carers to do their best for each child.

## Procedures

- Give parents/carers information on observations at individual induction sessions when their child first enrolls
- Introduce each parent to all staff/volunteers who will be working with their child and child's specific key worker.
- Carry out observations on a regular basis and share these with parents/carers throughout the year. This can include written short/long observations or observations uploaded to the Tapestry software
- Bring observations to staff planning meetings to assist in planning and organising the curriculum to help meet the individual needs of children.
- Key workers will observe children taking into account the 7 areas of learning.
- Staff will record factual information, not opinions however if using the Tapestry software Keyworkers can add an additional comment after observation is published.
- Tapestry software will also be used to assess child's level of development.
- Wellcomm speech and Language screening tool will be used to provide a baseline indicator of developmental level, parental consent MUST be gained before screening

## The Following records will also be kept:

- Daily registers.
- Accidents/incidents of a serious nature.
- Daily room checks
- Who makes snack/lunch
- Nappy changes
- Confidential conversations
- Medication consent + administration
- Weekly rotas
- All records kept via computer will follow data protection act and will be password protected.

### **Records will be destroyed using the timescales below:**

Children's registers - 1 year after child has left

Medication books - up to 24 years

Accident/ Incident books - up to 24 years

Complaints Records - 3 years from date of complaint or until next inspection

Child Protection Records - 24 years

Staff personal files - indefinite

Staff training records - 7 years

Employees' application forms - 7 years

Staff accident records indefinite

Staff health declarations - 30 years

Children's observation folders - 3 years after child has left

### **Method of Destroying Records**

Private and confidential records should be shredded using a company who provides cross shredding. Many of these companies shred at your premises and provide a certificate on destruction.

# Absence of the Childcare Manager

Greenway Women's Group will encourage all staff to maximise their attendance to work while recognising that employees will from time to time, be unable to attend for short and sometimes long periods of time due to illness or leave. This policy and its procedures relates to periods of absence of the Childcare Manager Joanne Leetch.

We endeavour to maintain the same level and quality of service in the absence of the Childcare Manager. We aim to ensure children, parents, trainees, volunteers and staff will receive the same level of support and guidance in the Childcare Manager's absence.

## Procedure

In the event of an absence due to illness:

1. Childcare Manager Joanne Leetch will report her absence to the Centre Manager.
2. If the Centre Manager is unavailable Childcare Manager will report her absence to Director Mae McQuillan.
3. Childcare Manager will provide the following information to either the Centre Manager or Director;
  - When they became ill
  - The nature of the illness
  - If the illness or accident is work related
  - Whether they will be seeking medical attention
  - The likely date they will return to work
4. Centre Manager or Director will inform childcare team of the absence of the Childcare Manager and any information they may have regarding their intended date of return.
5. Childcare staff will inform parents of the Childcare Managers absence.
6. If childcare team have any urgent issues that need addressed in the absence of the Childcare Manager they are free to report to Centre Manager or Operational Director.

### **In the event of an absence due to annual leave:**

1. Childcare Manager Joanne Leetch will book annual leave using the annual leave procedure.
2. Childcare Manager will give all relevant documentation to Centre Manager Lindsay Cooper for consideration. In the event the Centre Manager is unavailable Childcare Manager will give all relevant documentation to Director Mae McQuillan for consideration.
3. If annual leave is approved Childcare team will be notified and date recorded in the diary. The Childcare Manager will prepare and/or delegate any appropriate work that needs to be taken care of in her absence.
4. Childcare team will inform parents of the Childcare Managers absence.
5. If childcare team have any urgent issues that need addressed in the absence of the Childcare Manager they are free to report to Centre Manager or Director.

Updated March 2017

# Admissions & Collections Policy & Procedure

Greenway Women's Group childcare facility endeavour to be a committed provider of equal opportunities, supporting the local community by providing access to our childcare facility regardless of religion, disability, linguistic needs, sexual orientations, gender or age.

Greenway childcare will ensure that their childcare facility is genuinely accessible to children and families from all sections of the local community.

## Admissions Procedures

This will be achieved by:

- Ensuring the existence of the childcare facility is widely known in the community.
- Making sure our Equal Opportunity policy is widely known.
- Describing the service we provide in terms which make it clear that it welcomes all sections of the community irrespective of gender, culture, ethnicity, religion and with or without special needs/disabilities
- Admitting children according to the set criteria.
- Childcare department operate waiting list with places given out on a first come first serve basis.
- Providing opportunities for children with special needs. The childcare manager will liaise closely with families/carers/professionals to assess their ability to meet the needs of a child with additional requirements.
- Monitoring admissions to our facility to ensure no accidental discrimination is taking place.

## Set Criteria

- Parents/carers are required to complete a registration form.
- Parents/carers are actively encouraged to stay with their child for as long as is necessary for the purpose of settling in.
- Admitting children from birth to 3 years old. (Up until August before child starts nursery)
- Sessions are two hours long, up to two sessions each day are permitted.
- If you are late picking up your child at the end of a session without prior notice you may be charged for another full session.
- Places are available for parents/carers training on/off site.
- Places for parents/carers who meet the funder's criteria. (Working 16hrs a week or less/Are in receipt of income support or jobseekers)
- Places are available for those parents/carers who qualify for sponsored day care. (Via the sponsored day care team)
- Places for parents/carers who are unable to meet the funder's criteria. (Paid rate of £5.00 per 2hr session)

## **Principles**

For the purpose of protecting children and keeping safe the following procedures have been put in place.

### **Collection Procedures**

- Parents/carers are required to inform childcare staff in writing prior to the child being collected if a change is to be made about a designated person collecting the child.
- Parents will give parent a password to pass onto person collecting for extra security.
- Parents/carers of children will be contacted by telephone if an undesignated person arrives to collect the child.
- Under no circumstances will children be handed over to an undesignated person if contact cannot be made with the child's parent/carer.
- Identification may be required on these occasions.
- Parents/carers are required to collect children at an agreed time.
- No persons under the age of 18 are permitted to collect a child unless that person has parental responsibility for the child.

Updated March 2017

# Enrolment Procedure

Greenway Women's Group Childcare Department is committed to the maintenance of all legal requirements and good practice guidelines set by Social Services and our funding bodies. In order to uphold all legislation set by Social Services and our funding bodies we have developed the following procedures.

## Procedure

- All parent's/carer's who wish to enrol their child in our childcare facility will receive a registration pack.
- Registrations packs must be filled in by the parent/carer and returned to the childcare department.
- Registration packs are stored in a locked cabinet.
- All information provided on registration packs is confidential and will only be passed on to other childcare staff on a need to know basis.
- All parent's/carer's who wish to enrol their child in our childcare facility will receive a welcome pack.
- All parent's/carer's who wish to enrol their child in our childcare facility will receive a parent's/carer's contract.
- Two different parent/carer contracts are available. Paid places and free places. Free places are allocated according to funder's criteria.
- Staff will ensure that parent's/carer's return the parents/carers contract and parents/carers are given a copy of the contract.
- All parents'/carers are required to fill in a document detailing funder's criteria met.
- Any parent/carer who can meet the funders' criteria must provide evidence of this.
- For working parents/carers (16hrs a week or less) a letter from your employer must be provided.
- For parents/carers who are in receipt of income support or jobseekers a letter from the DHSS must be provided.
- For parents/carers who are training off site a letter from the training provider must be provided
- Any parent/carer who cannot meet the funders' criteria can access a paid place at a cost of £5.00 per 2hr session may be available on request (on a first come first served basis). They can have up to five days of 4 hour care.
- Parent's who have enrolled under a paid place will be required to pay for that place whether the child attends or not. (Parents will not be required to pay if the centre is closed.)
- Blank registration packs, welcome packs, letter of criteria and parent/carer contracts are available to staff in the childcare office.

Reviewed March 2017

# Settling In Policy & Procedure

Greenway Women's Group childcare facilities aim to ensure that children feel safe and secure in the absence of their parents/carers. The childcare staff will therefore endeavour to make the settling in process a positive experience for children and will work closely in partnership with parents and carers to ensure this is achieved. We recognise that in some cases there may be particular difficulties experienced by children, parents, carers and childcare staff during the settling in period. All children are individuals and we plan to meet their individual needs and resolve them quickly and smoothly.

## Procedure

### Induction into the childcare facility.

- Induction is used for parents / carers and children to be introduced to the childcare staff who will be working with them for the duration of their time at Greenway.
- Induction can take up to one hour per day.
- Children may only require one hour induction while others may require several days.
- No fee will be incurred until such time as the child is fully inducted.
- Induction may be staggered over a period of time depending on how the child settles in.
- Parents/Carers are encouraged to remain on site during the induction process.
- Childcare staff will complete a settling in checklist and when necessary a follow up document for each child attending.
- Parents/Carers who wish to leave the premises during induction must inform the childcare staff and leave a contact number.
- Prior to the child attending the childcare facility for the first time opportunities will be given for parents/carers to exchange information with the childcare staff in particular the child's key worker.
- Parents/carers will be asked to complete the family information section in their child's registration pack.
- Parents will be offered phased/ staggered settling in periods.
- Parents / carers and their children are welcome in the childcare facility for as long as it takes to settle their child.
- Parents/carers are encouraged to bring along items from home such as blankets or teddies if they feel it will help the child to settle and be comforted by something familiar.
- The childcare staff will provide support and encouragement to parents/carers during the settling in period should the transition be difficult.
- Parents/carers are encouraged to separate from their children for brief periods at first, gradually building up to longer absences.
- Parents/carers and their children are encouraged to get to know the childcare staff.
- Childcare staff and parents/carers will work together to reassure the child that they will be returning in a short time.
- Should the child become overly distressed during the session the parents/carers will be contacted immediately.

Reviewed March 2017

# Behaviour Management Policy & Procedure

Greenway Women's Group Childcare Department aims to provide children the opportunity to set their own goals in a pleasant, safe and well organised early year's environment. We set age appropriate expectations of good behaviour through encouraging, praising and modelling good behaviour.

Childcare staff recognises the importance of routine and will apply simple age appropriate rules and boundaries in a fair and consistent way.

Under no circumstances will we use any form of punishment, this includes any form of "time out" or other forms of segregation. Childcare staff will however use techniques such as distraction to discourage any unwanted behaviour.

Childcare staff will encourage children to respect themselves, each other and property. The childcare facility aims to be welcoming, providing a happy, safe and caring environment for children with lots of challenging activities.

We believe that all children have the right to expect positive approaches to discipline which foster self control, self esteem, respect and tolerance.

In the case of persistent unwanted or challenging behaviour childcare staff will communicate with parents/carers to discuss a way forward.

All information regarding children attending our setting is treated with the strictest confidence in line with our Confidentiality policy. Information will only be passed on in a strict need to know capacity.

In the event of a child, staff member or other individual coming to physical harm by the action of a child this will be recorded as an incident in our accident/incident file. The parent/carer will be informed and be required to sign that they have read and understood the nature of the incident. The child who was involved in the incident will be named by name in the incident file. Staff will also record how the incident was dealt with.

***No other child's name will be recorded for parents/carers to see. This is in line with our confidentiality policy.***

## **Procedures**

### **Procedures for encouraging acceptable behaviour.**

- All new staff are introduced to this policy and are asked to sign an agreement to say that they have read, understood and will implement the policy when needed.
- Agreed rules and boundaries are discussed with the children if developmentally appropriate.
- Adults will adopt a positive approach to situations and provide children with a positive behaviour role model.
- Childcare staff will offer encouragement and praise and endorse positive behaviour.
- Childcare staff will ensure that this policy is carried out consistently.

### **Procedures for managing unacceptable behaviour**

- Age appropriate strategies will be adopted.
- Staff will attempt to discover any triggers. What happened leading up to the incident? Are the resources appropriate? Is there enough of them? Is the activity engaging enough?
- Children's waiting time will be limited.
- The use of visual aids may be used to assist the child in their understanding of acceptable behaviour.
- Older children are given the opportunities to resolve their own disputes.
- Calm intervention will be used with the use of clear language.
- Children are encouraged to discuss and express their feelings.
- Boundaries are reinforced by saying to the children what is expected of them in a firm but fair manner.
- Childcare staff will talk to children at child height as discreetly as possible in order to prevent children singling others out as "Bad"
- Staff will endeavour not to jump to conclusions about what has taken place.
- The use of rewards such as stickers and smiley faces will be offered to children no matter how small the achievement. Staff will then build on this to encourage further acceptable behaviour.
- Childcare staff will help children to understand that they are loved and valued even when their behaviour/actions are not.
- Younger children will be diverted to other activities.

### **Procedures that are NOT acceptable for managing behaviour**

- A child will never be humiliated.
- Any kind of physical punishment.
- Using techniques that segregate or single children out.
- Shouting or raising your voice inappropriately

- Physical restraint e.g.: Holding onto a child unless it is required to prevent injury to the child or other children, adults or property. In cases that this may occur it will be recorded in the accident/incident book and parents/carers will be fully informed of the incident.

### **In the case of extreme or persistent behaviour**

- Childcare staff will communicate with the child's parent/carer regularly.
- The practice leader will attempt to find a way forward in partnership with the child's parent/carer.
- The practice leader will discuss with the child's parent/carer strategies for dealing with the unwanted behaviour at home as well as when the child attends the childcare facility.
- If necessary and with consent from the parent/carer advice and assistance may be sought from relevant external specialists to try to find a solution to the matter.
- Staff may also offer advice on additional support or signpost other places or services the parent/carer may find useful in dealing with children who display extreme challenging behaviour.

### **Examples of inappropriate behaviour**

- Kicking, biting, swearing, hitting, pulling and destruction of property

# Play Policy & Procedures

Greenway Women's Group Childcare Department recognises Children's Right to play laid out by Article 31 of the UN Convention on the Rights of the Child 1991.

Greenway Women's Group Childcare Department advocates Playing as integral to children's enjoyment of their lives, their health and their development. Children and young people - disabled and non disabled - whatever their age, culture, ethnicity or social and economic background, need and want to play, indoors and out, in whatever way they can. Through playing, children are creating their own culture, developing their abilities, exploring their creativity and learning about themselves, other people and the world around them.

## Procedure

We will do this by:

- Providing a variety of choice, so that children can have control over what they want to play with.
- Childcare Staff recognise children's need to test boundaries and will manage risks accordingly.
- Childcare Staff will offer opportunities for children to take controlled risks within a safe environment.
- Through play children will be offered opportunities to socially interact with their peers.
- Childcare staff will create opportunities through play for children to develop self esteem and embrace diversity.
- The layout of the room will include enough choice for the child to choose what area they wish to utilize.
- Greenway Women's Group will encourage childcare staff to participate in a Play Work qualification in addition to CCLD and the principles of play as set out by Playboard will be adhered too. (Please see p.39)
- Childcare staff will seek out information from Parents/Carers from comments book, registration pack and verbally to maximise the children's learning and development through play.
- Childcare staff will keep adult involvement in the children's play to a minimum, but will keep children safe from harm.
- The environment created within the childcare rooms will endeavour to create space and light as well as a variety of resources, natural materials and objects.
- Upon evaluation of activities childcare staff will consider children's views and preferences when planning activities.
- Childcare staff will ensure that children's play goes uninterrupted as much as possible and that this will take precedence over adult led agendas.

## **The Playwork Principles**

These Principles establish the professional and ethical framework for playwork and as such must be regarded as a whole. They describe what is unique about play and playwork, and provide the playwork perspective for working with children and young people. They are based on the recognition that children and young people's capacity for positive development will be enhanced if given access to the broadest range of environments of play opportunities.

1. All children and young people need to play. The impulse to play is innate. Play is biological, psychological and social necessity, and is fundamental to the healthy development and well being of individuals and communities.
2. Play is a process that is freely chosen, personally directed and intrinsically motivated. That is, children and young people determine and control the content and intent of their play, by following their own instincts, ideas and interests, in their own way for their own reasons.
3. The prime focus and essence of playwork is to support and facilitate the play process and this should inform the development of play policy, strategy, training and education.
4. For Playworkers, the play process takes precedence and playworkers act as advocates for play when engaging with adult led agendas.
5. The role of the playworker is to support all children and young people in the creation of a space in which they can play.
6. The playworker's response to children and young people playing is based on a sound up to date knowledge of the play process, and reflective practice.
7. Playworkers recognise their own impact on the play space and also the impact of children and young people's play on the playworker.
8. Playworkers choose an intervention style that enables children and young people to extend their play. All playworker intervention must balance risk with the developmental benefit and well being of children.

The Playwork Principles were developed by the Playwork Principles Scrutiny Group, convened by Play Wales and adopted by SkillsActive in 2005.

(Playboard Northern Ireland: Driving the agenda)

**Updated March 2017**

# Health and Safety policy and procedure

The UN Convention on the Rights of a Child state that:

**"Children have the right to be as healthy as possible, live and play in a safe healthy unpolluted environment and benefit from preventive health care and education".**

Learning about health is an important area of learning. If good health habits can be developed early they are likely to be continued throughout life.

## Statement of intent

The policy within Greenway Women's Group childcare facilities is to provide the children with a healthy, safe, stimulating environment in which to work and play.

The childcare department promotes healthy eating habits, socialisation skills and healthy snacks.

Children with special dietary needs are catered for.

## Procedure

**We will endeavour to maintain high levels of health and safety by ensuring that:**

### Outdoors

- On outings childcare staff will maintain correct ratio of one adult to two children.
- Parents will be advised on health and safety before embarking on trips out.
- Childcare staff will use mobile phone with no camera for use in emergencies whilst on outings with children.
- Parents will be invited to join their children on outings that all children registered are invited to attend. For example on trips to Zoo/Farm etc.
- Childcare staff will carry out risk assessment before allowing children to use equipment in parks or playgrounds.
- Childcare staff will ensure only equipment which is age appropriate for the children are used on trips to parks or playgrounds.

### Indoors

- The layout of the room will be safe for the children to move freely from area to area.
- A checklist will be available in all childcare rooms which shows all areas have been checked and deemed safe by staff. This list should have staff initials, date and signature. It is the responsibility of the Practice Leaders to ensure that this is delegated daily
- The activities on offer will meet the needs of the group, providing children with appropriate challenges and opportunities for success.
- The room will be bright and stimulating with appropriate heat and ventilation.

- Equipment and materials will be accessible and within children's reach when appropriate.
- Children will be actively encouraged to respect their environment and equipment provided and will be encouraged to help with the tidying at the end of each session to further promote this skill.
- Dressing up clothes, cot sheets and blankets will be washed regularly with cot sheets changed after each use.
- Safety mats will be used for children when using large climbing equipment.
- Safety mats will be checked regularly by staff to ensure they are in good condition.
- All staff are aware on the correct method of manual handling and will receive health and safety training which incorporates this.
- 50% of adults in each room are fully qualified in childcare.
- Staff and children will wear suitable clothing and footwear when attending the childcare facility.
- The art/sand/water areas will be kept clean with spillage being wiped up immediately in order to prevent accidents

### **Lost/Missing child**

- In the event of a missing child staff will first make sure that all other children are safe with responsible adults.
- Staff will attempt to cover all exits.
- Staff will inform the childcare manager and centre manager.
- Systematic searches will take place beginning with the place the child was last seen, with whom and that all exits are covered.
- Childcare staff will inform the child's parents.
- Childcare staff will inform the police.

### **Child Protection**

- Parents/carers must inform childcare staff if someone different is picking up their child.
- A password will then be given for parents to pass on to collector
- If unknown adult arrives to collect a child staff will telephone parent/carer before child is handed over.
- Written consent forms must be signed before children go on outings/trips.
- Due to insurance children must not enter the premises before their agreed time.
- The designated child protection officers for the centre are the *Childcare Manager & Operational Manager*; a designated officer should always be available.

## **Emergencies and fire procedure**

**(Please also see 1<sup>st</sup> Aid policy, Accident and Injury policy and Emergency escape procedure)**

- Fire drills will be carried out once a month.
- Fire drills will be recorded with number of staff, children and time it took to evacuate the premises.
- Staff are aware of assembly points in the event of fire or emergency evacuation.
- Fire exits will be checked daily and left unobstructed.
- In the event of an emergency one staff member will possess the register from which all parents/carers will be contacted.
- First aid training will be offered to all staff with at least one member of staff fully qualified with a valid first aid certificate.
- All childcare staff are trained in first aid at this time.
- First aid box will be checked regularly.
- Staff must wear disposable gloves when dealing with an accident or changing a child.
- All staff must be aware of the correct procedure when dealing with minor cuts or bruising.
- Accident/Incident books will be maintained with accurate description of what took place. Book must be signed by person who witnessed and dealt with the accident along with parent/carer. Accident/Incident books will be retained indefinitely

## **Food preparation and Kitchen area**

- Children will not have access to the kitchen area.
- Kitchen area will be kept clean and surfaces cleaned with disinfectant daily.
- Tea towels and cloths will be changed daily.
- Children's food for lunch will be stored appropriately and at the correct temperature in either clean dry cupboard or refrigerator. Temperature records will be kept.
- Tables used for lunchtime are thoroughly cleaned before and after use.
- Children's cups, plates and spoons are kept in the kitchen and washed after each use.
- Dangerous and/or hazardous substances are stored safely away from children's reach and preferably in a locked cupboard in line with COSHH guidance.
- Lunch will be prepared by a member of staff who has gained Level 2 Food Safety training.

## **Illness & Infection**

- If a child is taken ill whilst in our care the parent/carer will be contacted immediately to come and collect them.
- Staff will make parents/carers will be aware of infection control policy and staff will ensure the display of exclusion periods for illness in the room.
- Parents/carers must not bring their child in when they are ill. Vomiting and diarrhoea episodes must be reported to the childcare staff and child must be kept from day care for at least 48 hours to prevent potential infection spreading.
- In an outbreak of head lice parents will be informed of our head lice policy. This state's staff will give parents clear and informative advice on the detection and removal of lice

and their eggs, reassurance and support and that all persons within the household are treated on the discovery of actual lice.

- Children will wash their hands before eating and after using the toilets.
- Disposable towels will be provided for adults and children's use.

### **Equipment**

- Equipment will be checked on a regular basis for damage. If an item is considered unsafe it will be removed for repair or replacement.
- Good teamwork is essential to ensure that all staff are familiar with health and safety issues and are able to follow the necessary checks and procedures.
- The adult/child ratio will be adhered to, to ensure the correct standard of supervision whilst children are using equipment. (In line with social services legislation)
- Equipment and materials will be washed, cleaned or sterilised and all staff will adhere to daily room cleaning routine.

# COSHH policy and procedure

## Aim of the Policy

By implementing COSHH guidelines thoroughly and fully the organisation aims to protect staff who come into contact with hazardous substances as part of their work.

Such 'hazardous substances' include:

- substances or mixtures of substances classified as dangerous to health under the current CHIP Regulations, including chemicals classified as very toxic, toxic, harmful, irritant or corrosive, such as bleaches and cleaning agents (Glue, floor cleaner, Milton, bleach etc)
- substantial concentrations of airborne dust
- harmful micro-organisms

## Who has responsibility?

It is the employer's responsibility to ensure the following:

- To ensure all staff, trainees and volunteers have knowledge of Health and Safety policy and COSHH policy and have signed and dated that they have read and will adhere to these
- To ensure all staff have received information and training in relation to Health & Safety and COSHH guidance and are equipped with appropriate protective equipment or clothing
- Ensure that the exposure of staff (or anyone else) in the organisation to hazardous or potentially hazardous substances is minimised and adequately controlled in all cases.
- Ensure that COSHH assessments are reviewed and performed regularly or whenever there is a substantial modification to the work process.
- That an accident and emergency policy has been put in place.

It is the Staff's responsibility to ensure the following:

- That all hazardous cleaning materials are kept out of sight and reach of children.
- That appropriate Personal Protective Equipment is used when using hazardous materials. E.G. Wearing protective gloves when using Milton.
- That instructions for use of hazardous materials should be read and adhered too. E.G. Cleaning products should not be mixed
- That hands should be washed after used of hazardous substances
- No medicines should be kept on premises unless long term such as an Epi pen/inhalers, in all instances medicines should be kept in a locked cupboard and Management of Medicine policy should be adhered too. On some occasions medicines may be kept in fridge. Staff should ensure these medicines have a child safety lid, are clearly labelled and returned to parents at end of session.

## First Aid Policy

Greenway Women's Centre makes every effort to ensure that all children are safeguarded and well cared for. The children are the centre of our focus in all decision - making and arrangements. The setting sees adequate First Aid provision as vital in the daily process of caring for the children. The setting keeps records of illnesses, accidents, and injuries, together with an account of any first aid treatment, non - prescription medication or treatment given to a child in line with the minimum standards of childminding and day care for children under age 12.

New staff are given information on all of the nursery policies as part of their induction and required to sign and date that they have read.

### Implementation: Practical Arrangements

The first aid boxes are located on top shelf above the folders in both the baby room and toddler room. The contents of the first aid boxes are checked regularly by management. First aid boxes will be restocked immediately when required.

### Practical Arrangements at the point of need

Any member of nursery staff can administer first aid to a child in line with the following procedures:

- Administer first aid as appropriate
- Call for help if appropriate
- Call emergency services if required
- Ensure everyone is safe and the injured party cared for and accompanied
- Call the parents if appropriate immediately after the incident. E.g. if a child has a bump to the head the parent should be notified immediately
- Record the incident / accident
- Ensure that everyone relevant knows
- Take any further action as required

If an ambulance is required for emergency treatment, a senior member of staff will accompany the child to hospital. The parents will be notified immediately.

Staff members should call emergency services as soon as it becomes clear the injury is beyond the nursery's capability and the health of the child is compromised; if in any doubt, refers immediately to a member of the senior staff.

### **Recording accidents and informing parents**

Members of Staff who deal with an accident or injury must record the incident in the Accident / Incident forms and inform management.

Parents are contacted if a child suffers anything more than a trivial injury, suffers a head injury or if s/he becomes unwell or we have any worries or concerns about his/her health.

Parents are encouraged to contact the nursery if they have any concern relating to their child's health.

Parents will be informed of the accident when the child is collected from nursery at the end of the session. The records are reviewed regularly by Management and action taken to minimise the likelihood of recurrence.

Records include: -

- The date, time and place of incident
- The name of the injured or ill child
- Details of the injury/illness and what first was given
- What happened to the person immediately afterwards (e.g. went home, resumed normal duties, went back to playroom, went to hospital)
- Name and signature of the person dealing with the incident along with a witness.

### **Qualified Staff**

All staff receives First Aid training every 3 years.

### **Protocol for Administration of Medicines at nursery**

Refer to Administration of Medicine Policy

### **Arrangements for children with particular medical needs**

Prior to joining the nursery, all medical details are required so that the nursery can provide the level of care expected. Where appropriate, parents and Management, along with any relevant members of staff, will meet prior to a child joining the Nursery to ensure such provision is in place.

Special arrangements, such as, training are made when necessary to ensure medical needs are met.

# Accident and Injury Policy

## Purpose of Policy

The purpose of this policy is to ensure that when an accident occurs in Greenway Women's Group childcare, appropriate action is taken and accurate information is recorded and communicated. An accident is classed as an occurrence which has resulted in an injury to one or more persons.

## Who is Responsible?

It is the responsibility of every member of staff to ensure that accidents and injuries are dealt with in a timely manner. It is the responsibility of the manager to ensure that all members of staff have knowledge of first aid and that there is at least one member of staff on duty at all times who has a valid first aid certificate.

It is the responsibility of the member of staff who has administered the first aid to write the accident report and ensure that it is signed by the parent or carer of the child or children involved.

All members of staff have a responsibility to ensure that the manager is informed when items from the first aid box are used. A system of recording is in place to ensure that the first aid box is restocked on a regular basis.

## How the Policy is Implemented

- When creating the staff rota, the manager must ensure that at least 1 member of staff on duty has a valid first aid certificate.
- A sign must be displayed on the notice board or information board which states who the first aider on duty is and where the first aid box is situated.
- The manager will check the first aid box each month to ensure that the box is fully stocked, if there are any items that need to be ordered this should be done as soon as possible.
- The manager is responsible for making sure that all medical information and emergency contact details on the children's registration documents are up to date and accurate.
- When an accident occurs it is the responsibility of the first aider to determine whether the injury can be dealt with in the setting or if medical assistance is required.

## Minor Injuries

- If the injury is minor and does not require medical assistance the first aider should address the injury and complete an accident record, this record will be signed by the first aider and by the parent or carer of the child.
- If the injury is minor but requires medical assistance the first aider will call a taxi and take the child to the nearest health centre, the child's medical information and registration forms should be taken with them, a member of staff at the setting should contact the parent or carer to inform them of the accident and the actions that have been taken. Upon returning to the setting the first aider should complete the accident report and have it ready for the parent to sign.

## **Serious Accidents and Injuries**

- If the injury is serious and hospital treatment is required a member of staff should call an ambulance immediately and a member of staff should accompany the child to the hospital. The child's registration form containing medical information should accompany them to the hospital. A member of staff should inform the parent or carer of the child (or an emergency contact) immediately and inform them of the accident and what hospital the child has been taken to.
- Parents/carers will be asked to sign a consent form in registration pack to give permission for children to be transported in taxi or ambulance in the case of medical emergencies.

## **Recording Accidents**

All accidents and injuries, however minor must be recorded in the accident book. Each child has their own page in the book and parents have access to their child's records and those alone. The accident record should include the following:

- Name of the child
- Date, time and place of accident
- How the accident occurred
- The nature of the injury
- What treatment if any was given
- Medical aid sought
- Further action
- Signature of person who dealt with accident and witness signature
- Who it was reported too including contact details of any professional bodies

The child's parent or carer must sign the accident record and any incidents which required

# Risk assessment policy and procedure

Greenway Women's centre aims to ensure that all activities, trips and outings, materials and equipment are safe for children to use. The purpose of this policy is to ensure that any hazards associated with these are identified and removed or minimised to an acceptable level of risk.

Greenway appreciates that children need some level of risk in their activities in order to develop, but these risks are assessed to ensure that any risks are appropriate to age and stage of development.

## Who is responsible?

It is the responsibility of the Manager under the Health and Safety at work act 1974 to ensure that risks to staff, parents and children are minimised or eliminated whenever possible. It is the responsibility of the manager to ensure risk assessments are completed for all setting activities.

## How the policy will be implemented

Risk assessments must be carried out on all existing and new activities that take place in the setting. It is identified that some activities with a low level of risk will not be assessed for risk on every occasion; however these risk assessments will be renewed on a monthly basis and signed by the member of staff reviewing the risk assessment to ensure that it is still valid. Hazards are identified as something that will cause harm to one or more people if controls are not put in place to minimise their impact. Risks are identified as something that may cause harm to one or more persons depending on what controls are put in place.

## Procedure

During a risk assessment the following information should be looked at and then recorded on a risk assessment template form.

- The activity
- The hazard
- Outcome and severity (What is the worst thing that may happen and who would it involve.)
- Measures put in place to reduce risk
- Evaluation
- All risk assessments should be stored in a marked folder within room and a copy placed in the Health and Safety folder located in Childcare Manager and Finance Officer Office.
- Risk assessment should be reviewed on an annual basis or as and when needed.

Updated March 2017

# Infection Control Policy & Procedure

## Statement of intent

All childcare staff are required to follow the procedure in order to minimise the spread of infection.

## Procedure

- Childcare staff will cover cuts, breaks in their skin, scratches or moist skin conditions with a waterproof dressing when they are working in the childcare facility.
- Dressings and plasters will be changed as often as necessary, and these will be blue if the childcare staff will be involved in preparing food.
- Childcare must report symptoms of sickness to the childcare manager or centre manager.
- Childcare staff must observe the correct exclusion period for infectious diseases and advice will be sought if in doubt.
- Some infections if caught by a pregnant woman can pose danger to her unborn child.
- Chicken pox, rubella, parvovirus if there is an outbreak in the childcare department the childcare coordinator will inform parents immediately.
- If a female member of staff comes into contact with the above she will contact the centre manager and her GP.
- If a member of the childcare staff comes into contact with the chicken pox virus outside the childcare facility it is unlikely that she will carry that virus providing she has had chicken pox in the past.
- Staff will wear protective clothing and equipment when required, e.g. gloves will be required during nappy changes and toileting. Also if a child vomits staff should put gloves on before cleaning areas.
- Waste will be disposed off in the following ways:
  - Nappy waste- will be placed in a nappy bag and disposed of in nappy bin in children's toilet- gloves will then be removed and hands will be washed
  - Rubbish- will be placed in black bin, bag will be removed at end of each day and placed in an external bin, and bin will then be disinfected.

<b>Diarrhoea &amp; Vomiting</b>	<b>Recommended exclusion period</b>	<b>Comments</b>
Diarrhoea and/or vomiting	48 Hours from last episode of diarrhoea or vomiting	Exclusion is necessary to prevent spread to illness
E Coli 0157	Exclusion is important for some children. Consult with local health protection unit.	Exclusion applies to young children and those who find hygiene practices difficult to adhere to.
Typhoid and paratyphoid (enteric fever)	Exclusion is important for some children.	Exclusion applies to young children and those who find hygiene practices difficult to adhere to.
Shigella (dysentery)	Exclusion is necessary.	Exclusion applies to young children and those who find hygiene practices difficult to adhere to.
<b>Respiratory Infections</b>	<b>Recommended exclusion period</b>	<b>Comments</b>
Flu	Until recovered	
Tuberculosis	Consult with local health protection unit.	Not usually spread from children requires quite prolonged close contact to spread.
Whooping cough	Five days from commencing antibiotic treatment	Preventable by vaccination. After treatment non infectious cough may remain
Swine Flu	Current advice from the Health Protection Agency states that it is not necessary to close schools or nurseries until the disease is widespread in the local community	Advice to be sought immediately from health protection unit and NHS
<b>Skin rashes</b>	<b>Recommended exclusion period</b>	<b>Comments</b>
Athletes foot	None	Athletes foot is a non serious condition. Treatment is recommended
Chicken pox	5 days from day of last spot appearing. Up to 10 days in some cases.	Most infectious 5 days before rash and 5 days after.

Scarlett Fever	5 days from start of antibiotics	Scarlett Fever is extremely contagious with symptoms of swollen glands, sore throat and rash.
Cold sores	None	
German measles	5 days from onset of rash	Preventable by immunisation
Hand, foot and mouth	5 days from last spot appearing Up to 10 days in some cases	Contact local health protection unit if a large number of children become infected
Impetigo	Until lesions are healed	Antibiotic treatment by mouth may speed healing and reduce infectious period
Measles	5 days from onset of rash	Preventable by immunisation
Molluscum contagiosum	None	A self limiting condition
Ringworm	Until treatment commenced	Treatment is important and is available from pharmacies. For treatment of scalp GP is required.
Scabies	Child can return after first treatment	2 treatments
<b>Other Infections</b>	<b>Recommended exclusion period</b>	<b>Comments</b>
Head Lice	Until cleared	Head Lice treatment is only recommended when live lice have been detected. Regular detection combing should be carried out by parents.
Meningitis *Viral	None	This is a mild illness Contact tracing of siblings or other close contacts is not required
Meningitis *Due to bacteria	Until recovered	HIB Meningitis and pneumococcal meningitis are preventable through vaccination There is no reason to exclude siblings and other close

		contacts. Contact local health protection unit for advice
Meningitis *meningococcal/ septicaemia	Until recovered	Meningitis C is preventable by vaccination Advice should be sought.
Oral Thrush	None	Can be treated with medication from GP.

Reviewed March 2017

# Management of Medicines policy & Procedure

- Each room must contain a first aid box the contents of which must meet the Minimum Standards guidance and must be checked on an annual basis to ensure all contents are in date.
- Each first aid box and any medicines must be kept out of reach of children.
- A poster must be displayed detailing the designated 1<sup>st</sup> aid contact.
- Prescribed medicines will not be accepted without complete written and signed instructions from the parent.
- Staff will not give non-prescribed medicine to a child unless there is specific prior written permission from the parent to allow staff to administer medicines. This form must contain name of child, date, name of medicine, dosage + time required and signature however staff should make sure that this information is the same as that provided by the prescriber. This form should be kept in child's folder and staff who may be administering should be aware of details.
- Each item of medication must be delivered to the setting, in normal circumstances by the parent, in a secure and labelled container as originally dispensed or purchased. Each item of medication must be clearly labelled with the following information:

- Child's name;
- Name of medication;
- Dosage;
- Frequency of administration;
- Date of dispensing;
- Storage requirements (if important); and Expiry date.

## Unlabelled prescribed medication will not be accepted

- After medicine is administered the time, date, dosage and signature of staff member should be recorded and parents made aware of details.
- All medicines are stored securely in a locked container/cupboard which is inaccessible to children and in accordance with the manufacturer's instructions. This could necessitate storage in a refrigerator therefore COSHH procedures should be adhered to.
- Staff who manage and/or administer medicines receive training or guidance and are competent to do so. A record is kept of all medicines management training.
- Each room should have any known allergies displayed alongside a picture of the child and medical advice.
- All early years settings **must** keep written records of all medicines administered to children.
- It is the responsibility of the parent to notify the setting in writing if the child's need for medicine has ceased.

- Staff will not dispose of medicines. Date expired medicines or those no longer required for treatment will be returned to parents for transfer to a community pharmacy for safe disposal.

## **Procedure**

**Before a medicine is administered to a child, the following practices are followed:**

- The child's personal medication record is consulted to identify the medicine, dosage instructions required and to confirm when the medicine was last administered;
  - The medicine pack is checked to confirm it is labelled with the child's name, dosage instructions and to ensure the expiry date has not passed;
  - Medicine doses are prepared immediately prior to their administration from the container in which they are dispensed;
  - The correct dose is identified and appropriately administered at the specified times according to the prescriber or manufacturer's instructions which should be clearly written on the medication label or product;
  - (In the case of Day Care) 2 members of staff are present, one of which is the designated member of staff;
  - When the medicine is administered, the medication record is immediately updated with details of the dose given, names and signatures of the staff involved and the time and date;
  - Any refusal of medication by the child is recorded and reported to the parent;
- and
- Parents are informed daily of the medicines that have been administered to their child.

# Intimate Care Policy & Procedure

Greenway Women's Group childcare department are committed to maintaining an environment for children where they are safe from harm and neglect. In order to do this we endeavour to maintain an intimate care policy and procedure to ensure staff and volunteers are aware of the importance of intimate care and infection control.

## In order to do this staff will ensure

- They record on nappy changing rota.
- Children will be changed at least once per session.
- Children will be toileted as and when required.
- They will also be taken out 20 mins after snack and lunch.
- Staff must follow and maintain the intimate care procedure below in line with infection control policy.

## Procedures

### Nappy Changing

- Nappy changing area is separate from play and kitchen area.
- Childcare staff will wear disposable gloves when changing children.
- The child should be made comfortable on the changing mat.
- Wet or soiled nappy should be removed and child will be cleaned ensuring that all contours of child's legs and bottom are cleaned thoroughly.
- Clean nappy should then be secured on the child.
- Used nappy and changing materials are put into a nappy bag and put into the sealed nappy bin.
- Childcare staff should then remove disposable gloves.
- Childcare staff should then thoroughly clean changing mat and surrounding area with antibacterial cleaner and disposable paper.

### Toileting

- Children will be toileted as and when required by a fully vetted member of staff.
- All children will be toileted 20 mins after snack and lunch.
- Childcare Staff will open the toilet door to allow the child into the toilet area and will hold door open.
- Children will be encouraged to adjust their own clothing after toileting.
- Children will be encouraged to clean themselves after using the toilet.
- In the event a child has accidental soiling whilst toileting childcare staff will inform another member of the team.
- Childcare staff will accompany the child back into the childcare room and change the soiled clothing discreetly, whilst still in sight of other staff members.

## **Changing Clothing**

- All parents are required to sign a consent form contained in their registration pack to give permission for childcare staff to change their child's clothing in the event of accidental soiling.
- Clothing will be changed discreetly as possible at the rear of the childcare rooms, whilst still in sight of other childcare staff.
- Soiled clothing will be double bagged for parents to launder at home.

# Head Lice Policy & Procedure

This policy has been developed to promote a coordinated approach to the control and effective management of head lice infection, and to assist parents/carers, children and staff in reducing anxiety that often surrounds this infection. A sensible approach to the problem is paramount as many cases of suspected head lice are not true infections and are the result of a psychogenic itch upon hearing of other cases. Consequently it is important that a case of head lice is not diagnosed unless a living moving head louse is seen in the hair. The main symptom from head lice is itching. Early detection is crucial in order to control an infection among close head contacts. Greenway childcare department recommends that parents and carers of children attending use the detection combing method before any chemical treatment is used

## Procedure

### **Detection combing method. You will need**

1. A plastic fine toothed comb
2. An ordinary comb
3. Tissue paper
4. Good lighting
5. Time (approx 20 minutes for average hair)
  - Wash hair as normal with shampoo
  - Apply enough conditioner to cover hair thoroughly
  - Comb the hair with an ordinary comb to remove tangles
  - If the hair is long separate into sections to make combing easier
  - Start with the teeth of the fine tooth comb touching the scalp and draw the comb carefully towards the edge of the hair
  - After each stroke check the teeth of the comb (in good lighting) for lice and if necessary use a piece of tissue to wipe the conditioner of the comb to look for the lice.
  - Continue this method until whole head is done
  - If there are any lice present you should find one in the teeth of the comb

If any lice are found using this method then a chemical treatment may be needed. (Consult GP or pharmacist) It is our recommendation that all members of the household's heads are done using this method first.

### **Responsibility of parents/carers**

- To comb /brush their own and their children's hair routinely to help identify a head lice infection at the earliest possible stage
- To inspect hair for lice regularly i.e. once a week
- To inspect hair for lice especially if head to head contact with an infected person has occurred or when members of the household have been named as contacts
- To promptly treat (at the same time ) any members of the family who have head lice infection (has living moving louse)
- Only use the chemical treatment when infection is present NEVER as a preventive measure.
- To inform the childcare staff if any infection is present (confidentially will be maintained at all times)

### **Responsibility of childcare staff**

- On the rare occasions that head lice are present on any child attending the childcare staff will support parents/carers by giving them clear informed advice such as Instructions on proper diagnosis by detection combing
- Reassurance and guidance
- The avoidance of unnecessary or inappropriate treatments
- The thorough and adequate treatment of definitely confirmed infections using a chemical lotion

In some cases if treatment is not being thoroughly carried out the childcare staff may ask you to remove your child until such time as treatment has been carried out successfully. This procedure is put in place with regard to the protection of health and well being of **all** children attending Greenway childcare facility.

Reviewed March 2017

# Emergency Procedure

In the event of a fire in the building the following procedures must be activated. Liaison Officers have been given specific responsibilities to ensure a quick response and effective evacuation of the building.

**FIRE LIAISON OFFICERS** are as follows:

*Lindsay Cooper	Centre Manager
*Julianne Thompson	Board of Directors
*Helen Smyth	Education Department

## **IN RESPONSE TO THE SMOKE ALARM BEING ACTIVATED**

- Stop what you are doing
- Switch off any electrical appliance near you
  - Inform a fire liaison officer
  - Locate source of the smoke

## **DO NOT ATTEMPT TO EXTINGUISH FIRES UNLESS**

- You have sounded the alarm and/or consulted with a fire liaison officer
  - It is safe to do so without endangering yourself or others

## **RAISING THE FIRE ALARM**

- Discovery of a fire
  - Stop what you are doing
  - Sound Fire Alarm and call Fire Brigade
- Fire alarm call points should be used and are operated by breaking the front glass panel
  - Move immediately to the next point if it fails to activate
    - Evacuate the building without delay
      - **DO NOT USE THE LIFT**
    - Don't hesitate to pick up personal belongings
  - Go to Assembly point - Kilbroney House adjacent to GWC Main Entrance

## **FIRE ALARM CALL POINTS ARE LOCATED**

- Between Toddler room door and entrance/exit door
- Between IT Suite and Emergency exit doors in drop in area
  - Main Reception area at bottom of stairway
- **UNDER NO CIRCUMSTANCES SHOULD ANYONE ATTEMPT TO RE ENTER THE BUILDING.**

## **EMERGENCY EXITS ARE LOCATED**

- Main drop in area- Though double doors to stairway leading to main CREGAGH Road
- Entrance/Exit door beside Toddler room through double doors leading to stairway outside to assembly point Kilbroney House

Reviewed March 2017

# Fire Drill Procedure

In line with Minimum Standards of Day Care the childcare department must carry out monthly fire drills to ensure that all staff, trainees and volunteers have full comprehension of Emergency Evacuation Procedure.

## Procedure

### **In order to set Alarm for Fire Drill- Keyholders Only**

- Belfast Council is to be notified of date and time of fire drill on this number **02890270275**
- Black Key marked fire alarm is located in the key box in the training/admin room
- Black Key must be inserted into one of the Red Alarm boxes found in the following locations:
  - Outside Toddler Room door**
  - Landing**
  - Reception**
- Alarm will sound and intruder alarm will also sound
- Timer must be set from minute alarm is sounded
- To switch off alarm locate alarm box
  - Outside disabled toilet door - follow instructions on box**
- To switch off intruder alarm locate box
  - Behind reception - enter code**
- Contact Belfast City Council to see if signal has been received **02890270275**
- Fire Drill date, number of children, staff present and time it took to complete must then be recorded in Fire Drill recording book located in Toddler Room
- Set date for next drill ensuring it takes place on different days and at different times

# Adverse Incident Policy and Procedure

Greenway Women's Group (hereafter referred to as the Organisation) will ensure that in the event of an internal/or external incident which could impact on the safety of board, staff members, volunteers, participants or users of the centre.

All incidents are formally recorded and thoroughly investigated as a remedial action.

However immediate response to incidents which are beyond the control of either the organisation and or staff members must responded to in a manner which is effective and efficient. The goal is to ensure the prevention of injury, to children, parents, Board, Staff members, volunteers and centre users.

In the event of serious untoward incident board members, employed staff and independent contractors/tutors are required to respond in accordance with this policy.

## DEFINITIONS

Accident/Incident — any event that occurs which could result in (or has the potential to result in) harm, to persons, property, equipment, assets etc.

**Examples:**                   Wet floor  
                                  Obstructions on stairs  
                                  Obstructions in hall ways or landings

Serious untoward incidents are those defined as follows;

Any other type of event which could result in (or has the potential to result in) loss, injury or harm to Board, staff members, volunteers, participants, and/or children under our care.

**Examples:**                   Fire  
                                  Gas Leak

**Hazard** — Anything with the potential to cause harm, loss, damage or injury

**Examples:**                   Lift not working properly  
                                  Fire Extinguishers not in working order  
                                  Emergency Lighting not operating  
                                  Physical obstructions  
                                  Wet or overly polished floors

**Risk** — the likelihood of harm, loss, damage or injury occurring.

**Risk Profile** — the relationship between the hazard, the risk and the severity of the outcome of the accident/incident

The greater the risk rating value, the greater the risk issue for the Organisation and the more detailed the risk management response required.

### **Procedure**

- As a preventative measure risk assessments should be carried out to ensure action plans are put in place. (Please see Risk assessment policy)
- All risk assessments should be reviewed and up dated as and when required.
- The emergency evacuation procedure should be followed if required.
- Parents/Carers should be notified ASAP
- Emergency evacuation information should be displayed in each room and throughout the centre to ensure everyone knows escape routes and roles.
- All incidents should be recorded and investigated and emergency evacuation should be evaluated.
- All adverse incidents should be reported the  
The Early Years Services,  
Everton Complex  
585-587 Crumlin Road  
BELFAST  
BT14 7GB  
Tel: 02895042811

# Food & Drink Policy & Procedure

The UN Convention on the Rights of the Child (1991) states:

"Children have the right to be as healthy as possible, live and play in a safe healthy, unpolluted environment and benefit from preventive health care and education"

Greenway Women's Group childcare department are committed to promoting children's health and to encourage healthy eating habits.

The childcare department will therefore endeavour to provide snacks and food which are healthy and nutritious and help to provide children with the energy and the nutrients they need, to sustain them throughout their time in our care.

## Procedure

### **Breakfast snack**

- Will be provided every morning on arrival for all children.
- Will consist of a choice of cereals with full fat milk (dietary requirements will be taken into consideration)
- Will be placed on green tray will scoops for children to choose from.
- Children will be encouraged to have morning snack however other activities will be available if they choose to not have snack.

### **Buffet Style Lunch**

A well balanced nutritious buffet lunch will be provided for the children each day from one of the four main food groups for the small fee of £1 per week if the parent decides to opt in by filling in a lunch consent form. When possible we aim to provide natural and organic food.

1. Bread, cereals, rice, pasta and potatoes.
  2. Fruit and vegetables
  3. Milk and dairy foods
  4. Meat, fish and alternatives
- All puddings provided are based on fruit and/ or milk
  - Fresh fruit is always available
  - Special therapeutic dietary needs are respected. Parents are requested to put any special therapeutic dietary needs onto their child's registration form and to make childcare staff aware of these needs.
  - As a precautionary measure Greenway Women's Centre childcare department is a nut free zone. Parents should be informed of this and appropriate posters placed to reinforce this.
  - Mealtimes are used as an opportunity to encourage good social habits.

- Cultural dietary needs are respected. Parents/Carers are requested to put any cultural dietary needs onto their child's registration form and to make childcare staff aware of these needs.
- Sweets and fizzy drinks are not offered. There are some exceptions i.e.: celebration days/birthday parties etc.
- Water is always regularly available throughout the day
- Quashes are well diluted (one part juice to eight parts water) and will only be offered on special occasions with parental consent.

### **Rewards**

- Greenway childcare facility does not promote the use of sweets and fizzy drinks given as rewards, but praise and attention are used to help develop children's self esteem to act as a positive for good behaviour.

### **Special occasions**

- At celebrations and special occasions childcare staff will encourage children to focus on the sense of shared occasion rather than the provision of sugary foods. Therefore a few treats may be offered with the consent of the child's parent/carer and are not consumed on site but taken home and eaten under parental/carer supervision.

### **Activities**

- Healthy eating is promoted through a range of activities for the children including role play, stories, music, outings and cookery.
- The childcare staff promote children's involvement when preparing their daily breakfast and lunch
- The childcare staff will promote healthy eating campaigns and initiatives through the children's group time activities.

The implementation of this Healthy Eating policy will not only relate to the provision of healthy snacks provided by the childcare department we also strongly recommend that parents/carers provide nutritionally balanced packed lunches and be aware of the amount of sugar and salt that they are giving their children. This is in order to promote the nutrition and general well being of our children and enable them to make healthy food choices for themselves in the future.

**Updated March 2017**

# Food Hygiene and Menu Planning

Childcare staff will ensure that good food hygiene is followed and every precaution is made to minimise infection.

## Procedure

- Snack tables will be washed with a clean cloth and detergent prior and after snack time and should be sprayed with Milton at the end of each day on a daily basis.
- The children's snacks will be served on individual plates which are easily washed.
- All snack time utensils and equipment will be washed thoroughly on a daily basis.
- Juice cups, spoons and bottles will be washed daily in hot soapy water or alternatively can be placed into the dishwasher
- Childcare staff will be required to undergo level 2 food safety training.

## Menu Planning Procedure

Greenway Women's Centre Sessional day care understands the importance of a nutritional and balanced diet which incorporates dietary, religious and cultural requirements. During a 4 hour session children will be offered water throughout the day and a buffet lunch.

Menu planning will take place taking in the following way:

- Parents will be given the opportunity on the registration pack and during induction to disclose any special dietary requirements and allergies.
- Staff will adhere to information provided in the 'Nutrition Matters in the Early Years' guidance
- A weekly budget of £15.00 will be issued
- One staff member will be in charge of gathering ingredients for lunch
- A weekly menu will be drawn up using information gathered
- Each snack will contain options of the following four main food groups to ensure choices are available
- The monthly menu will be displayed on the notice board facing Toddler Room.
- A record of lunch will then be kept and the following will be recorded:
  - Date
  - Items of food used
  - Who made snack

Staff will also attend any training available in terms of nutrition and any staff member who makes lunch will be trained in Level 2 Food Hygiene.

Updated March 2017

# Smoking Policy & Procedure

## Principles

In order to provide a safe, healthy and smoke free environment for children childcare staff need to be aware and take action to ensure that children are not exposed to smoking in any way when attending Greenway Childcare Facility.

## Statement of intent

Greenway Women's Group recognises the dangers that smoking and second hand smoke has on children. This policy is designed to protect children from these dangers. We aim to encourage children to make healthy lifestyle choices. To do this staff will provide children with positive role models in themselves.

## Procedures

In order to do this we will:

- Childcare staff uniform must be removed or covered with outer layer to prevent smoke clinging to clothing.
- Ensure that childcare staff are not witnessed by parents or children smoking when in uniform.
- A designated smoking area is positioned to avoid non -smokers exposure to second hand smoke.
- Appropriate bins for the disposal of cigarette butts are provided
- Entrances and exits are clear to avoid non smokers passing through a cloud of smoke to enter a building
- All smokers will wash hands thoroughly on their return to the building.
- Smoking policy is displayed in a prominent position
- Smoking policy is included in childcare policy file and all staff, volunteers and trainees who work with children on our premises will be required to sign that they have read and will adhere to policies contained therein.

# Face Painting Code of Conduct

During celebrations and holidays we may offer a face painting service. We aim to deliver the face painting service by following these guidelines below to ensure that staff work in a safe and practical fashion when face painting children.

- High quality and professional face paints will be used.
- No child with any kind of skin condition will be painted.
- Utensils, containers, brushes and sponges will be thoroughly cleaned throughout the session.
- Brush water will be changed frequently.
- Appropriate care and attention will be given when painting around children's eyes
- Children's faces and hands will be cleaned before painting commences.
- Disinfectant will not be added to the water used.
- Children will only be painted with parental consent.
- Skin tests will be carried out especially on those children who have never had face painting done before
- Face painting will only be carried out by staff that has been trained or professional face painters.

Updated March 2017

# Wastage Policy & Procedure

The purpose of this policy is to describe in detail the correct segregation, storage and disposal of waste within the childcare department. This policy gives detailed guidance for all staff, volunteers and trainees who are working within the childcare department to dispose of waste effectively and safely. Organisations have a responsibility that waste that cannot be reduced, reused or recycled is disposed of in the most sustainable manner.

## Procedure

### Paper

- Unwanted paper must be assessed to see if it is suitable for reuse for another task or activity.
- If it is deemed that the paper cannot be reused it must be disposed of in the white recycle bin.
- Under no circumstances must paper be disposed of in an ordinary waste bin. (Except in the case of shredded paper)
- Blue recycle bin is collected fortnightly.
- Paper which contains information of a confidential nature must be shredded but into black bin bags.
- The use of paper for photocopying must only be printed in colour when absolutely necessary.
- Colour photocopying or printing can be carried out but must be monitored closely to ensure coloured copies are kept to a minimum.

### Laminating Pouches

- When making the decision to laminate a document it must be considered for what the document is to be used for.
- Signs and visual aids which have been laminated must be kept for use again in the future.
- Signs and visual aids which have been laminated are kept in the appropriate labelled box located in toddler room above the cupboard.

### Paint

- When using poster paint with the children, paint must be kept in an appropriate pot with a lid to prevent drying out.
- Paint stocks will be monitored closely and orders may be made up to two times a year.
- Paint pots must be cleaned and only refilled when needed.

### Junk art

- Materials such as cartons, kitchen roll tubes and boxes may be recycled and kept for junk art activities with the children.
- Junk art materials can be obtained from the play resource centre. Childcare Manager is the cardholder for the childcare department.

## Photographs

- When printing photographs for children's photo albums the size and amount needed should be kept to the minimum.
- Photographs may be taken throughout the year and given to childcare manager to print.
- Photographs will be printed on A4 paper with a minimum of four photographs on one page.
- Quality of photographs will be moderate due to the amount of colour ink used for printing.

## Food

- Food purchased for the children's snacks should be bought weekly.
- Staff will ensure that the highest quality food is purchased at reasonable cost.
- Cost of food for the week for snack should not exceed £15.00. (Including full cream milk)
- Staff will monitor fresh produce and use food including yogurts with the earliest date first.
- In the event that at the end of week bread based products are left over these can be frozen for use at a later date.
- Fresh fruit must be used within the week period.
- Bread products should be stored in containers within Toddler Room. Refrigerated products should be stored on top shelf of fridge.

# Transportation Policy

Greenway Women's Centre Sessional Day care takes the safety of children seriously and realises the responsibilities required when transporting children. We will ensure all legal requirements are met.

## Cars

- We will ensure that there is one seat per child
- The vehicle will have a valid M.O.T. certificate.
- The vehicle will have a working fire extinguisher.
- The vehicle will carry a first aid kit.
- We will ensure that no side facing seats are used.
- The setting will be insured for liabilities to third parties, (which covers passengers in the vehicle).
- The driver will hold a full licence.
- If there are four children or more then, at least one non-driving escort will be in the vehicle.
- We will obtain written permission from parents prior to transporting children.
- All transportation used by Greenway Sessional Day care will be covered for business use insurance.
- A register of parent's contact details will be carried at all times.

## Minibuses

- We will ensure that there is one seat per child.
- All seats will be equipped with appropriate seat belts.
- The vehicle will have a valid M.O.T. certificate and appropriate insurance.
- The vehicle will have a fire extinguisher and first aid kit.
- The driver will hold the appropriate category on his driving license
- If there are four children or more then, at least one non-driving escort will be in the vehicle.
- We will obtain written permission from parents prior to transporting children.
- All transportation used by Greenway Sessional Day care will be covered for business use insurance
- A register of parent's contact details will be carried at all times.

Reviewed March 2017

# Student Placement Policy

Greenway Women's Centre Sessional Day Care recognises that qualifications and training make an important contribution to the quality of care and education provided by the early years setting.

As part of our commitment to quality we offer placements to students undertaking an early year's qualification. We also offer placements to students from local schools on work experience.

We aim to provide students with experiences that contribute to the successful completion of their studies by demonstrating examples of quality practice in our setting.

## Procedures

- We require students on qualification courses to have gained appropriate vetting via Access NI and also confirmation of vetting from Social Services
- Students from local schools under the age of 17 years will need someone from the school to vouch for the good character.
- Students under the age of 17 years will be supervised at all times and cannot have unsupervised access to children.
- Students undertaking qualifications who are placed in our setting on a short term basis are NOT counted in our staffing ratios.
- We have liability insurance and public liability insurance which covers both trainees and voluntary helpers.
- All students must abide by our Confidentiality Policy.
- We liaise with student's tutors to help students fulfil the requirements of their course of study.
- We provide students with a short induction at their first placement on how the setting is managed, how our setting is organised and our policies and procedures.
- We communicate a positive message to students about the value of qualifications and training.
- The needs of the children in our care is paramount so we therefore do not admit students in numbers which may hinder the essential work of the setting only 1 student will be present in the setting per day if we have under 50 children attending, 2 students are permitted if we have over 50 children attending on a daily basis.
- We will on sign timesheets which have been filled out in pen, pencil will not be accepted.
- Students attendance should be recorded in the diary along with time of arrival.

## Dress code for students/expectations

- Students must dress smartly and wear navy trousers and a red polo shirt.
- Shoes must be sensible, not high heels for outdoors but wellingtons or walking boots. Slippers or slipper socks must be worn indoors, no bare feet.
- A watch, stud ear-rings may be worn but no dangly jewellery.
- Hair should be clean and neat and tied back if long.
- Students should observe staff, ask relevant questions about our practice and engage with the children whenever possible.
- Students should sit with children at meal times and reinforce independence and manners whilst eating.
- Students will be expected to help staff tidy up and clean the rooms.

- Students should communicate to the Room Leaders/Manager what specific area they are covering at college and share their work with them. This will give opportunities for a two-way conversation about the job/course and help them fulfil their potential.
- Health and Safety systems that operate within *GWG* should be adhered to at all times. Confidentiality must be adhered too. If a student is unsure they must ask.
- Feedback is welcomed when the placement is complete so that we can make sure the support we offer is successful and if any areas can be improved upon

Updated March 2017

# Code of Conduct

*Every child deserves the best possible start in life and the support that enables them to fulfil their potential (EYFS, 2014:5).*

Greenway Women's Group Sessional Day Care recognises that children need to feel safe and build trust within an environment in order to feel valued. Once this is established it will lead to enhancement of learning and development. Ensuring a positive and effective partnership with parent/carers is essential to this and will be encouraged at all times. Taking a child-centred approach may also mean that we will at times have to work alongside other professionals involved please be aware that we are happy to do this as the child's welfare and development remains paramount to us.

At GWG we are registered via the Belfast Health and Social Care Trust. This means we have a legal responsibility to provide a comfortable, safe and happy environment for all of the children and staff, in which the rights of the child are considered at all times. We follow the Minimum Standards for Childminding and Day Care (2012) guidance and are inspected by Social Services on an annual basis. We are insured via Allianz brokers for both public and employer liability. Insurance certificates and registration certificates are displayed within the childcare rooms and around the centre.

## **We place great value on:-**

- The physical and emotional well being of the children: Meeting the individual needs of all children lies at the heart of the EYFS. We will, in close partnership with Parent/carers, strive to deliver individual learning, development and care to help children get the best possible start in life.
- Providing an open, welcoming environment where everyone's contribution is encouraged and will be respected.
- Promoting positive attitudes to diversity, helping to promote an inclusive ethos in order to encourage the children to understand and value different aspects of their own and other people's lives.
- Encouraging Parent/Carers to support and participate in the day to day activities that we provide for the children and to actively involve parents as often as possible.
- Providing a safe and secure environment, in which children will be stimulated and will thrive, staff will feel supported and valued, and parents will feel that their views and opinions are important and are considered.

**To ensure the smooth running of the setting due regard should be given to the following procedures.**

- **Health and Safety-** Our policies and procedures are always available and can be found outside the childcare rooms. New parents will receive a copy of key policies and procedures upon enrolment of their child(ren). Compliance with all policies and procedures is essential. Parents/Carers will receive an induction where key policies and

procedures are discussed. Any queries or questions can be answered and guidance on where to find information is provided.

- **Communication:** - Is key to avoiding misunderstandings and potentially volatile situations. We encourage a culture of polite consideration toward others using acceptable verbal and nonverbal language. At no time will aggressive or offensive language be acceptable from any one whatever the circumstance may be.
- **Discipline:** - issues with the children are the responsibility of the staff and as such any concerns about behaviour should be referred to them directly. Children's behaviour should only be discussed within the confines and privacy of a designated area provided by staff. At no time will staff members be permitted to raise their voice whilst disciplining a child.
- **Respect:** - We are an inclusive setting and we celebrate diversity. Everyone is valued and respected and we aim to promote positive attitudes to diversity and difference within all people.
- **Confidentiality:** - Is paramount and everyone is expected to comply with the settings confidentiality policy. Please respect the confidential nature of information gained or behaviour observed in relation to other children and adults.
- **Conduct:** - Always act in the best interests of other people.

For this Code of Conduct to be effective everyone concerned **must** take ownership and assume responsibility of it. To ensure that this happens:

### **The Management will endeavour to**

- Ensure all Staff/Trainees and volunteers abide by the standards of conduct as set out in the policy and procedure booklet.
- Provide all parent/carers with a copy of the code of conduct making them aware of its importance and the implications of not abiding by it.
- Ensure that it is displayed at the setting and that all volunteers, students and visitors are made aware of it and agree to abide by its terms and conditions.
- Ensure that all staff is provided with a copy upon acceptance of employment and that they are made aware of the serious implications of not acting within its boundaries.
- Reviewed at least once a year or as and when required with the involvement and inclusion of Board of Directors, management, staff, and parent/carers.

### **The staff will endeavour to**

- Abide by the standards of conduct as set out within this statement of intent.
- Respect individual needs and value the cultural practices and beliefs of the children and families that use our service.
- Work with colleagues, management and parent/carers to provide an environment that encourages positive communication and feedback. Your views and opinions are valuable in enabling us to evaluate our service.
- Act as positive role models at all times.

## **Parent/Carers will endeavour to**

- Abide by the standards of conduct as set out in this Statement of Intent.

## **Breach of Conduct**

Any breach of conduct will be treated promptly and taken very seriously. The management will endeavour to determine the appropriate course of action which may include, but is not limited to, any of the following procedures.

- A first and final warning meeting/letter being issued to inform the relevant person of the outcome of the investigation and that another breach of conduct will not be tolerated.
- A restraining order being sought against the relevant person, which will in affect prevent that person from attending the setting even to drop off or pick up children.
- The suspension and possible permanent withdrawal of a child's place. This action will only be taken if all other avenues have been explored and the management feel that this is the only possible course of action left open to them.
- If the staff are presented with a difficult or volatile situation and they feel that an individual is at immediate risk of harm, then the Police will be contacted, and their assistance requested to help deal with the situation.

## **This Code of Conduct has taken into consideration the following legislation.**

- Child Wellbeing and Safety Act 2005
- Children, Youth and Families Act 2005
- Children's Services Act 1996
- Disability Discrimination Act 1992
- Equal Opportunity Act 1995
- Human Rights and Equal Opportunity Commission Act 1986
- Occupational Health and Safety Act 2005
- Sex Discrimination Act 1984
- Workplace Relations Act 1996
- Equalities Act 2010

**Reviewed March 2017**

# Tapestry Policy

## Statement of intent

At Greenway we use an online system called Tapestry to record and store all observations and assessments relating to each child. This is a safe and secure system and one that enables parents and carers to access their child's learning journey at any time. They can share it with their child, family and friends at home and also post any comments and photographs of their own, helping to create a fully holistic view of the child and strengthen the parental partnership.

## Management duties include:

- Training staff in the use of Tapestry, explaining sensible precautions such as keeping all access details confidential, and not permitting any material to be used without written permission from the parents/carers.
- Delete staff from your Tapestry account once they have left your employment.
- Prevent access to Tapestry from staff who are involved in disciplinary procedures.
- Prevent access to Tapestry for parents whose children have been made inactive or have been deleted, unless they have other children at your setting.

## Safety and security

Staff use tablets to take the photographs for observations which are be uploaded to the journals.

Each staff member has a secure login which is password and pin protected.

The tablets are kept in a secure cupboard at pre-school.

Staff will be allocated time at work to update journals and assess their key children's next steps, the staff can do this either by using the tablet or can access using a computer within our computer suite. Staff are not permitted to download any photographs of the children onto the desktop computer used in the IT suite.

Staff are not allowed to take any of the Ipads home nor are they allowed to access tapestry from a device at their home.

Staff must logout as soon as they have stopped working.

If any member of staff suspects that their login details have been compromised in any way, they must inform the pre-school manager and new login details will be created.

The Tapestry on-line Learning Journey system is hosted on secure dedicated servers based in the UK.

All data held on our Tapestry account is owned by Greenway; we are registered controllers of data with the Information Commissioner's Office and are bound by the Data Protection Act.

Photographs stored on the tablets are deleted after 1 year or more regularly if required.

No group photos or videos will be uploaded.

Observations input into the Tapestry system are moderated by a member of the management team before being added to the child's Learning Journey.

Staff should ensure that other children written about in a child's learning journey remain anonymous.

Observations input into the Tapestry system are moderated by a member of the management team before being added to the child's Learning Journey.

## **Parents**

Parents will be given a permission form at induction. This form will give a summary of what Tapestry is. Parents will then have the choice to opt in or opt out, for those who opt out written observations will continue.

The Childcare Manager will enter in the parents e-mail provided on consent note and an activation e-mail which expires after one month will be sent. Once parents access their account the Childcare Manager will link them with their child and will make them active which means they can view, comment and add to their child's Learning Journey.

Parents logging in to the system can only access their own child's Learning Journey. Parents may input new observations and photo's, and add comments to existing observations. They do not have the necessary permission to edit existing content.

For parents without access to the internet, we can print all the information from Tapestry and collate it into a paper Learning Journey. This will be in the setting for the parent to view at all times and will be available to take home if they request to do so.

## **When children leave**

When children move to another setting we will transfer the Tapestry account to the new setting, if they also use Tapestry. If they do not, we will email a PDF to the setting if requested otherwise parents can download and forward to the setting.

When a child leaves the setting to start school we will email the parents a PDF copy of their child's Learning Journey so they have a lasting record of their child's time at Greenway. The child's information and their Learning Journey will be permanently deleted from our Tapestry account.

## **Refinement**

At Greenway we follow the Early Years Foundation Stage (EYFS) curriculum therefore all assessments carried out using Tapestry should be done under the EYFS heading.

**New Policy June 2017**

# Surestart Sensory Room Visit Policy and Procedure

## Statement of intent

Our senses tell us about the world around us using our senses can provide the foundations of building knowledge and understanding and will ultimately be the cornerstone of our actions. Our senses include smell, sight, hearing, taste and touch.

At Greenway our aim is to provide enriching and inclusive opportunities for children to learn through exploration and play. As part of this it is our duty to encourage positive actions for those with sensory impairment or additional needs. Furthermore this type of activity will also promote rest and relaxation for agitated or stressed children. East Belfast Surestart has kindly provided Greenway with the opportunity to access their sensory room for 1 hr each week.

## Management duties

- To format a consent note for parents to provide permission for their children to travel by public transport to East Belfast Surestart on the Albertbridge Road and from Surestart back to Greenway. This consent note will also ask for permission for the actual use of the room.
- To liaise with Practice Leaders in order to establish which children it will benefit the most.
- To conduct a risk assessment and to review this annually or sooner if any major changes take place.
- To book access to the room, to liaise with Surestart's Additional Needs worker to confirm holiday dates etc.
- To ensure staff members have correct amount of cash available for bus journey.
- To review along with Keyworkers and Practice Leaders that the child still requires this service on a 3 monthly basis.
- To ensure ratio is always kept within room to allow staff to facilitate this outing.

## Staff duties

- To initially observe their key children in order to establish who would benefit from this service.
- To accompany children on bus journey to Surestart.
- To observe children whilst at Surestart.
- To review children with Practice Leader and Management on a 3 monthly basis to see if needs are being met and reflect on appropriateness of service for the children.
- To ensure they have been given the correct amount of money for bus journey.
- To supervise children at all times.
- To respect Surestart's sensory room and staff at all times.
- To carry a register of the parent's names and telephone numbers in case of an emergency.

New Policy June 2017

# WellComm Policy and Procedure

## What is WellComm?

WellComm is a complete speech and language toolkit for to be used with children from 6 months to 6 years.

## The WellComm system is:

- An approach that operates in partnership with parents.
- A means of tracking the progress of all children in the class, regardless of ability.
- The opportunity to identify areas of concern in language, communication and interaction development, in order to ensure targeted early intervention.
- An array of resources enabling delivery of focused activities to
  - target those children who have some language difficulties,
  - enhance the skills of all children and
  - increase the number of children whose language, communication and interaction development is within the expected range for the age group.
- A means of monitoring the success of the strategies the school uses to enhance communication skills.
- An assessment that can be used at different stages of the child's development to understand progress.
- A diagnostic tool to enable professionals to advise parents should the need arise for external help and support (such as speech and language therapists)
- A range of fun and play-based activities to address children's language needs.
- A means of collaborative working.

## How does it work?

- Every child is assessed for around 10 - 15 minutes on their understanding of what is being said to them (*receptive language*) and also how they communicate verbally (*expressive language*).
- This assessment is partly completed through the everyday observations that your child's key worker carries to assess his/her progress throughout the whole of the Early Years curriculum. But also involves few targeted questions such as asking the child to point out various pictures or follow some easy instructions.
- Each child's own pace and concentration span is taken into consideration and the overall assessment may be done in several stages. However, we find that most children enjoy being asked the questions in WellComm and the activities we set for them as a follow up.
- The assessment will only be carried out by someone who has been trained to use Wellcomm (currently only the Childcare Manager is trained in this area) and results will be discussed with the child's Keyworker to ensure effective planning is put in place to support or challenge the child.

### **How will Greenway let me know about my child and WellComm?**

If your child is not in need of any support then your child's keyworker will be able to reassure you of this.

If we find that your child needs a little extra help then we will inform you which part of their language development they need support with and how we will be doing this at school. More importantly, we will also be asking you to help your child alongside us by carrying out some easy practical activities at home which include songs, rhymes, games and other play activities. Very easy-to-read instruction sheets will be provided for each of these activities.

### **Timeframes**

Assessments will take place 3 times per year in the months of October, February and June.

**New policy July 2017**

# Absence of Practice Room Leader Policy and Procedure

Greenway Women's Group will encourage all staff to maximise their attendance to work while recognising that employees will from time to time, be unable to attend for short and sometimes long periods of time due to illness or leave. This policy and its procedures relates to periods of absence of a Practice Room Leader.

We endeavour to maintain the same level and quality of service in the absence of the Practice Room Leader. We aim to ensure children, parents, trainees, volunteers and staff will receive the same level of support and guidance in the Practice Room Leader's absence.

## Procedure

### In the event of an absence due to illness:

1. The Practice Room Leader will report their absence to the Childcare Manager.
2. If the Childcare Manager is unavailable then absence is to be reported to Centre Manager.
3. Practice Room Leader will provide the following information:
  - When they became ill
  - The nature of the illness
  - If the illness or accident is work related
  - Whether they will be seeking medical attention
  - The likely date they will return to work
4. The childcare team will be informed of the absence and any information they may have regarding their intended date of return and plans for the room.
5. Childcare staff will inform parents of the Practice Room Leader's absence.
6. If childcare team have any urgent issues that need addressed in the absence of the Practice Room Leader they are free to report to Childcare Manager or Centre Manager.

### In the event of an absence due to requested annual leave:

1. Practice Room Leader will book annual leave using the annual leave procedure.
2. Childcare Manager will give all relevant documentation to Childcare Manager for consideration. In the event the Childcare Manager is unavailable Practice Room Leader will give all relevant documentation to Centre Manager for consideration.
3. If annual leave is approved Childcare team will be notified and date recorded in the diary. The Practice Leader will prepare and/or delegate any appropriate work that needs to be taken care of in her absence.
4. Childcare team will inform parents of the Practice Room Leader's absence.
5. Childcare team will continue with normal duties and will follow any further instruction left by Practice Room Leader.
6. If childcare team have any urgent issues that need addressed in the absence of the Practice Room Leader they are free to report to the on duty Practice Room Leader, Childcare Manager or Centre Manager.

New policy July 2017