



# Grafton Childcare

## Parental Handbook

*Flexible Family Based Childcare Since 1991*

*24 Torquay Road, Newton Abbot  
Devon, TQ12 1AJ*

*Telephone: 01626 355066*

*Email: [graftonchildcare@btinternet.com](mailto:graftonchildcare@btinternet.com)*

*Website: [www.graftonchildcare.co.uk](http://www.graftonchildcare.co.uk)*



**Where Quality Childcare  
Is Not Expensive  
- It's Priceless**

# Glossary

<b>Ofsted</b>	Office for Standards in Education. The government organisation responsible for the registration & inspection of childcarers in England
<b>SENCO</b>	Special Educational Needs Co-ordinator
<b>Early Years Education Funding (EYEF)</b>	Early Years Education funded sessions for children between 3–5 years of age, which are funded by the Devon County Council's EYEF Team.
<b>EYDCP</b>	Devon Early Years Development and Childcare Partnership
<b>DLSCB</b>	Devon Local Safeguarding Children Board
<b>DfCSF</b>	Department for Children, Schools and Families
<b>Active Learning</b>	Learning that takes place as part of play, where children are interested and engaged in an activity with the support of an interested adult
<b>Registered Childminder</b>	A person registered to provide childcare and education in a home-based setting for two hours a day or more for reward
<b>Childcare on Domestic Premises</b>	A person registered to provide Childcare on domestic premises. It's purpose is to make a distinction between childminding and larger-scale provision operating from domestic premises, which is what Grafton Childcare is now classed as.
<b>Early Learning Goals</b>	Milestones for most children to have reached by the end of the Foundation Stage
<b>Early Years Foundation Stage (EYFS)</b>	A framework that sets the standards for the care, learning and development of children from birth to the end of the Foundation Stage. All registered early years-providers in England must comply with the EYFS
<b>End of the Foundation Stage</b>	The end of the academic year (31 August) in which a child has their 5th birthday
<b>Formative assessment</b>	The assessments your Childcarer makes every day when observing children and noting their abilities and interests
<b>Holistic learning</b>	Learning not in disconnected ways but in a rounded and integrated fashion
<b>Self-reflective practice</b>	Looking at the work you do on a regular basis to check you are providing a full service
<b>E.Y.F.S.S.F.</b>	Early Years Foundation Stage Statutory Framework

Grafton Childcare would like to thank:

Devon Childminding Association,  
Bromely Childminding Association,  
National Childminding Association,  
Devon Early Years Development and Childcare Partnership  
And the members of UK Registered Childminders  
<http://groups.yahoo.com/group/UKRegisteredChildminders/>  
For their help, contributions, funding, encouragement and support.

Copyright © Denise Tupman, Grafton Childcare 2012

All rights reserved. No part of this publication may be reproduced or transmitted in any form or by any means without permission in writing from the author.

5	About Us
6	Working in Partnership with Parents & Carers
7	Working in Partnership with Children
8	Confidentiality Policy
8	Access to Personnel Records
9	Our Admissions Policy
10	Transitions Between Settings
12	Equal Opportunities and Anti-discrimination Inclusion Policy
13	Rates/Fees Payment Procedures
14	Charging Policy
15	Sickness Policy
15	Absences
16	Hours of Operation
16	Arrival and Departures
18	Non Collection or Arrival of Child Policy
18	Misuse of Drugs, Alcohol and Solvents Policy
19	Policy on Lost Children,
20	Major Incidents and National Emergencies
20	Policy on Outings & Educational Visits
22	Safeguarding Children Policy, Whistle Blowing Policy
30	Holidays
30	Clothing, Belongings

31	Supplies
31	Daily Schedule
32	Healthy Eating Policy
35	Healthy Menu Plans
36	Toilet Training
36	Naps/Quiet Time
37	Introducing the Early Years Foundation Stage
40	Working with other Settings, Agencies & Professionals
40	House Rules
41	Intimate Care Policy
42	Anti Bullying Policy
43	Biting & Behaviour Management Policies
44	Illness/Medications
45	Symptoms Requiring Removal of Child from Grafton Childcare
46	Medical Emergencies
47	Health and Safety Policy
48	Planning for a Human Influenza Pandemic or Bird Flu Outbreak
50	Environmental Policy
50	Complaints Policy
52	Suspension & Termination Policies,
52	Revisions to this Handbook and Contracts

## About Us

**EYFS Requirement:** *"The provider must promote the good health of the children, take necessary steps to prevent the spread of infection, and take appropriate actions when they are ill". "Providers must ensure that adults looking after children, or having unsupervised access to them, are suitable to do so" "Adults looking after children must have appropriate qualifications, training, skills & knowledge".*

**Every Child Matter Outcome**      *Staying Safe*

**EYFS Requirement**      *Safeguarding & Promoting Children's Welfare (S.F., pg 31 & 32)*  
*Suitable People (S.F., pg 29-32)*

**EYFS Principle into Practice:**      *A Unique Child - Health & Well Being (card 1.4)*

*Enabling Environments - The Learning Environment (card 3.3)*

*Positive Relationships - Key Person (card 2.4)*

We have produced this Handbook which sets out our childcare ethos and business policies to promote greater understanding between parents and ourselves, as your childcare providers. Please read this handbook carefully and feel free to discuss any questions you may have. We realise that this handbook is quite large, current regulations and guidelines suggest that it is good practice to put all the enclosed information together in one hopefully easily readable document for parents to take away and read at their leisure. If you should have any questions or would like clarification on any points at any time just ask.

Grafton Childcare was formed in 1991 when Denise Tupman first became a Registered Childminder. As the demand for quality flexible childcare grew her husband and two adult sons joined the team. Although these days they have taken more of a back seat and only work on a part-time basis to cover lunch breaks and staff holidays. Denise now employs seven Registered Assistants, so that she is able to continue offering full-time flexible childcare seven days a week, as well as overnight childcare for those parents who need it.

Childcare on domestic premises is a new type of childcare which has been designated by the Childcare Act 2006 from 1st September 2008. Its purpose is to make a distinction between childminding and larger-scale provision operating from domestic premises, which is what Grafton Childcare is now classed as.

With the implementation of the Early Years Foundation Stage in September 2008, we have made lots of changes to ensure that we are meeting the new requirements although the majority of these have merely involved the updating and tweaking of our contracts, and the parent and child information forms as well as a major overhaul of this handbook. When Grafton Childcare is operating we will be required to have a minimum of two members of staff on the premises at all times, and for Grafton Childcare to appoint a manager. Not surprisingly it has been decided to appoint Denise Tupman as the manager. Philip, Denise's husband is no longer a Registered Childminder, but instead along with his two adult sons Matt & Chris the three of them will become Childcare Assistants. The boys assist Denise mainly first thing in the morning, during lunch hours, staff holidays and towards the end of the day.

During Grafton Childcare's core hours Denise is assisted by up to seven childcare assistants each day. Because there are times of the week where Denise does not work with seven other staff. e.g. between 7–8.30 am, and after 5.00 pm, during weekends and when providing overnight childcare, she has chosen to maintain her registration as a childminder as well as registering to provide childcare on domestic premises. Denise will be required to:

- ◆ hold two registrations, one for childcare on domestic premises and one as a childminder.
- ◆ pay two fees
- ◆ have two separate inspections; although Ofsted will normally carry these out at the same time.

The main reason Denise has decided to maintain two registrations, is purely financial, as it will mean that until our minded numbers reach the prescribed level that we can keep staffing levels lower at the beginning and end of the day and thus keep our fees lower for parents, a move that we are sure you will all approve of.

As well as being a parent for the past 23 years, Denise has completed the Ofsted pre-registration courses, covering areas such as working with children, working in partnership with parents, health and safety, food

hygiene, child protection and meeting children's needs. She regularly attends training courses covering many aspects of childcare, education and special needs.

Denise holds an NVQ 3 in Early Years Care and Education and also holds the Quality Assurance certificate known as Quality 1<sup>st</sup>: Oh and in her spare time she is studying for the Foundation Degree in Early Years with the Open University. All staff have Enhanced Criminal Records Checks Disclosures and hold current paediatric first aid certificates and have attended safeguarding children level 2 training. All assistants hold or are studying for their NVQ2/3 in Children's Care Learning and Development.

In January 2008 Grafton Childcare became Accredited which means we are now able to offer 'free' early years education to 3 and 4 year old children through the Early Years Entitlement Funding scheme.

Our ethos is to provide a safe and happy place for children, where they can learn, grow and have fun! A place where parent's know that they can safely leave their children and know that their child's well being is paramount. We provide small-scale home-based childcare. We are different from a pre-school or nursery because we are more limited in the number of children that we can care for at any one given time. But by staying small we believe we are able to provide the quality care and nurturing atmosphere that your child deserves with the added benefit of a homelike environment. During term-time hours (i.e. 8.30 am – 4.00 pm) we provide an adult to child ratio of a maximum 1:4 unlike many Pre-schools and Nursery Units which have ratios of anything between 1:8 or even as high as 1:13 dependant on the ages of the children in the setting.

Although we are not a Preschool or Nursery, we can offer an informal flexible based preschool programme. Children can participate in a full range of child initiated activities such as free play, cooking, outside play, stories, dramatic play, creative art, crafts, music, trips to the Farmer's Market, Paignton, Zoo, Newton Abbot Library, Teignmouth Beach, Decoy Parks and much more.

We are members of the Devon Childminding Association (DCMA) and Denise is a member of the DCMA Committee. We are also founding members of UK Registered Childminders which is a fantastic online support group for Registered Childminders.

Created Month Year, Reviewed Month Year and Updated July/10

## Policies

As Registered Childcarers, we find it useful to have a list of policy statements to share with parents; such statements lay some ground rules and help parents understand our views and practices concerning childcare. All of our policies and procedures are reviewed regularly. We welcome your input as your opinions and feedback are always welcome.

## Policy on Working in Partnership with Parents & Carers

***EYFS Requirement: "Providers must take necessary steps to safeguard & promote the welfare of children".***

***Every Child Matter Outcome***      *Make a Positive Contribution*

***EYFS Requirement***      *Safeguarding & Promoting Children's Welfare (S.F., pg 23)*

***EYFS Principle into Practice:***      *Enabling Environments - The Wider Context (card 3.4)*

Being Registered Childcarers is a responsible role that involves sharing responsibilities with parents and their families and recognising the prime role that they play in their children's upbringing. As Registered Childcarers we will never try to take over the role of parents or to see ourselves as a substitute for parents. Parents and families will be listened to as experts on their own children.

On occasion we will observe and record your child's development and progress and this will be shared regularly with parents to ensure continuity of care between the families home and the setting.

Respect will be shown for families' traditions and childcare practices, and our childcare practice will be in harmony with the values, practices and wishes of parents, as far as possible and practicable in the context of caring for children from several different families. Respect will be shown for parents' choices about working outside the home. As part of the parent/childcarer partnership a written agreement/contract will

be made, and signed by both parties, that sets out the expectations of both parties as to the care of the child, activities and business arrangement. Prompt action is taken on any concerns raised and a record of written compliments and complaints is maintained. Children will only be released from the care of ourselves to individuals named by the parent. If a child is identified as a child in need (Section 17 of the Children Act 1989), we will normally with the parents' permission, give appropriate information to referring agencies.

Communication is very important to us. When we accept a new family into our business, we like to be sure that we can share openly any concerns or questions that may arise. We positively welcome questions, feedback, or discussions of any kind that affect a positive outcome for your child. Sensitive issues will be discussed outside of regular hours either by telephone or personal meeting.

You may telephone us between 7:00 a.m. - 7:00 p.m., please respect our need for our own family time and don't call us outside of these hours. If you call during the day, please be aware that we may be busy with the children and may not be able to answer the phone. If you will leave a message we will call you back as soon as possible.

We publish regular newsletters that will explain events that will be happening or themes which are planned for our setting, details of our annual holidays, and any other pertinent, fun or helpful information that may be of interest to you. All parents should check the newsletters or additional information sheets for important information, items you need to bring and special announcements etc. It would be appreciated if all newsletters and sheets placed in your child's Daily Record Folder, are left there as they will build up a lasting record for you to reference back to should the need arrive.

Reviewed and Updated October/08

## Working with Children Policy

***EYFS Requirement: "Providers must plan & organise their systems to ensure that every child receives an enjoyable & challenging learning & development experience that is tailored to meet their individual needs".***

***Every Child Matter Outcome***      *Make a Positive Contribution, Enjoy & Achieve*

***EYFS Requirement***      *Organisation (S.F., pg 37)*

***EYFS Principle into Practice:***      *Positive Relationships - Respecting Each Other (card 2.1)*

*- Supporting Learning (card 2.3)*

*- Key Person (card 2.4)*

In line with article 12 of the United Convention of the Rights of the Child (1989) which gives children the right to express their opinion in any decision that will affect them and states that adults should respect their views and take them into account, we believe it is of vital importance that children are acknowledged as having valid choices and opinions from birth.

In order to engender this right to participation in all aspects affecting their lives we will endeavour to provide choices at all times and elicit children's opinions on the day to day running of the setting. In the case of older children this will be in the form of conversation and questionnaires but with the very young children we will use the Mosaic approach to listening to children as suggested by the researchers Clark and Moss. This is a form of child friendly research that takes a selection of observations, conversations, photos and general dispositions of each individual child to build a bigger picture (like a Mosaic) in order to ascertain the child's thoughts and feelings before they are developed enough to verbalise such concepts.

In line with this endeavour to treat children as active agents in their own lives we will work to create an environment where children are able to choose their own activities and we will plan sensitively and individually in accordance with the interests they display in order to assist their development and their learning through the Early Years Foundation Stage and beyond. We will respect their wishes and opinions while maintaining the need for guidance during these important early years of their developing personalities. Parents and carers opinions and thoughts on their child are requested and valued and add to the wider picture of each child's experience in this setting. If parents or carers wish to know more about the Mosaic Approach or Children's Rights then please ask and we will provide information and leaflets.

Reviewed and Updated August/09

# Confidentiality Policy

***EYFS Requirement: "The provider must take necessary steps to safeguard & promote the welfare of children".***

<b><i>Every Child Matter Outcome</i></b>	<i>Staying Safe</i>
<b><i>EYFS Requirement</i></b>	<i>Safeguarding &amp; Promoting Children's Welfare (S.F., pg 22)</i>
<b><i>EYFS Principle into Practice:</i></b>	<i>A Unique Child – Child Development (Card 1.1)</i>
	<i>A Unique Child – Keeping Safe (Card 1.3)</i>
	<i>Enabling Environments – Observation &amp; Assessment Planning (Card 3.1)</i>

As Registered Childcarer's and members of Devon Childminding Association, we understand the need to ensure the privacy and maintain the confidence of the child/ren and their family. But we also need to balance the fact that records are a necessary part of childcare therefore we will;

- Ensure parents/carers understand the requirements for information and records which we hold on their child and family. Reassure parents/carers that any personal information given will be treated as confidential.
- But also advice parents/carers of any relevant organisations that could have access to appropriate information and records which might with parental consent be shared with the child's health visitor, the TRIO SENCO, the Devon Early Years Development and Childcare Partnership (EYDCP) SENCO or other health, educational or childcare professionals in order to meet the needs of the child as per our policy on Working in Partnership with Parents.
- Make parents/carers aware of our child protection policy.
- Ensure that all personal information on children and families is kept in a secure filing cabinet, whilst being easily accessible should the need arise.
- Ensure that all personal information on children and families is securely stored on personal computers, laptops and external storage devices via the means of anti virus software, firewalls and password protected.
- Ask that parents/carers recognise the right of ourselves, our employees and our family to privacy and confidentiality also and not to disclose any information about us without our prior consent.
- We reserve the right to terminate your childcare contract for breaches of our confidentiality policy.

Reviewed and Updated August/11

## Access to Personal Records

***EYFS Requirement: "The provider must take necessary steps to safeguard & promote the welfare of children".***

<b><i>Every Child Matter Outcome</i></b>	<i>Staying Safe</i>
<b><i>EYFS Requirement</i></b>	<i>Safeguarding &amp; Promoting Children's Welfare (S.F., pg 22)</i>
<b><i>EYFS Principle into Practice:</i></b>	<i>A Unique Child – Child Development (Card 1.1)</i>
	<i>A Unique Child – Keeping Safe (Card 1.3)</i>
	<i>Enabling Environments – Observation &amp; Assessment Planning (Card 3.1)</i>

We have put together this short policy to demonstrate how Grafton Childcare will comply with the Data Protection Act 1998 and how we will meet the needs for access to Personal records of the Parents and Children for whom we provide childcare whilst complying with the Act.

In common with most organisations we need to keep records in order to provide an efficient and effective service to the Parents and Children for whom we provide childcare. For the purposes of administration, it is necessary for Grafton Childcare to hold and process personal data on its employees, clients and parents/guardians/carers of clients. The data will be held for the duration of your contract or for any longer period

as deemed reasonable to enable Grafton Childcare to answer any question relating to you as a service user. Every care is taken to ensure that this personal data is held in confidence, secrecy and securely. You have the right to inspect, review and, if necessary, update your personal details on an annual basis. Normally you will be able to inspect your file within one working day of this request.

Reviewed and Updated January/09

## Our Admissions Policy

***EYFS Requirement: "Providers must plan & organise their systems to ensure that every child receives an enjoyable & challenging learning & development experience that is tailored to meet their individual needs".***

<b><i>Every Child Matter Outcome</i></b>	<i>Make a Positive Contribution, Enjoy &amp; Achieve</i>
<b><i>EYFS Requirement</i></b>	<i>Safeguarding &amp; Promoting Children's Welfare (S.F., pg 25)</i>
<b><i>EYFS Principle into Practice:</i></b>	<i>A Unique Child - Child Development (Card 1.1)</i>
	<i>- Inclusive Practice (Card 1.2)</i>
	<i>Positive Relationships - Respecting Each Other (card 2.1)</i>
	<i>- Parents as Partners (card 2.2)</i>
	<i>- Supporting Learning (card 2.3)</i>
	<i>- Key Person (card 2.4)</i>
	<i>Enabling Environments - Supporting Every Child (card 3.2)</i>
	<i>- The Learning Environment (card 3.3)</i>
	<i>- The Wider Context (card 3.4)</i>

Beginning in a new setting can be a daunting experience for any child. We aim to work together in partnership with parents to make the experience a long and happy one. In order to achieve this it's important that we have as much information about your child(ren) and his/her family as possible.

There are several forms that we must have completed and in our possession before we can assume the responsibility of caring for your child no exceptions. This is to ensure that your child will get the very best care possible from us and that we are meeting all our registration requirements as set out by Ofsted (the Office for Standards in Education) and our Public Liability Insurance company. All the forms must be reviewed at least every 12 months, sometimes sooner, if circumstances change. Most of the necessary forms which we are required to have completed by yourself will be handed to you when you visit our setting for the first time. In addition to this we will also draw up an individual contract specific to the requirements which you have negotiated with ourselves. A sample generic contract will also be given to you at your initial visit. If you have any questions regarding completion of the forms, please feel free to ask before completion. The forms are as follows:-

- Signed Contract and Rate Agreement
- Details of the Child & Initial Child Profile
- Parent contact details
- Parental permission form (a) - Routine Day-to-day trips
- Parental permission form (b) - Outdoor Play Equipment
- Parental permission form (c) - Emergency treatment & Discloser of Information
- Parental permission form (d) - Consent for photographs & Internet/Computer Assess
- Parental permission form (e) - Animals on premises
- Parental permission form (f) - Who can collect child
- Parental permission form (g) - Administering medicines (1) & (1a)
- Parental permission form (h) - Consent for child to walk home from school

- Parental permission form (i) - Consent for child to be left with Childcare Assistants
- Parental permission form (j) - Consent for Observations
- Parental permission form (k) - Working with & Sharing Information With Other Settings
- Parental permission form (l) - Acknowledgement of policies etc.

The first two weeks (14 calendar days) of your child's enrolment will be classed as a trial, or settling in period. Between the signing of the contract and the commencement of care we would prefer that, if possible, the child(ren) come to visit with us once or twice. The first visit should be with a parent or responsible adult present. On this visit your child will be able to join in our daily activities and just get a general feel for the place. On the second visit your child could be left in our care for a short period of time and possibly share a meal with us. This is to help with the transition period and is less stressful on the child as s/he doesn't feel abandoned to strangers.

Good communication is of utmost importance to us. When we accept a new family into our business, we like to be sure that we can share openly about any concerns or questions that arise. It is important that there is a similar childcare philosophy between the parents and ourselves. We welcome questions, feedback, or discussions of any kind that are orientated towards a positive outcome for the child(ren). Sensitive issues will be discussed in private outside of regular childcare hours.

During the first 14 days the parent or provider may terminate the child care agreement at any time, if we or you feel the arrangement is not fulfilling your child's, your or our needs. All contracted hours between that two week period plus any extra you might of asked us to work must be paid for in full. After the trial period is complete then the full conditions of the contract will come into force when four weeks (28 calendar days) written notice is required to terminate the agreement.

Reviewed and Updated August/11

## Transitions Between Settings

***EYFS Requirement: "Providers must plan & organise their systems to ensure that every child receives an enjoyable & challenging learning & development experience that is tailored to meet their individual needs".***

***Every Child Matter Outcome***

*Make a Positive Contribution, Enjoy & Achieve*

***EYFS Requirement***

*Safeguarding & Promoting Children's Welfare (S.F., pg 25)*

*Organisation (S.F., pg 37)*

***EYFS Principle into Practice:***

*Positive Relationships - Respecting Each Other (card 2.1)*

*- Parents as Partners (card 2.2)*

*- Supporting Learning (card 2.3)*

*- Key Person (card 2.4)*

*Enabling Environments - The Wider Context (card 3.4)*

By the time children reach school many will already have experienced several transition periods, particularly if they have attended childcare full-time. Including: the transition from home to the setting, the transition between room bases for those in full daycare, the transition from a childcare provider to school, and possibly the transition from one provider to another during the working week.

We make planning for transition a priority. There is no doubt that transition periods are times which can be stressful for children, parents and practitioners alike. By considering the following factors it should be possible to make the move from one situation to another a positive experience for all concerned, full of excitement and anticipation rather than uncertainty and anxiety. A key to the success of times of transition is effective consultation with all the stakeholders, especially parents and carers.

Periods of change, especially for the families of the very youngest children, can be made less daunting if parents' views are respected and they feel that they have some say over what happens in new situations. Fundamental to consultation with parents is the recognition that they are their children's prime carers and

first educators. We understand the importance of parents being involved in their children's learning and clearly welcome parents' views, knowledge and opinions about their children. So that you will feel valued and secure in the knowledge that your child's needs are being catered for.

Equally importantly, successful transitions from one setting to another, are dependant on practitioners consulting one another and respecting, and building on, the information provided by their colleagues. Where practical we will also consult the children on what makes transitions easier, and more enjoyable, for them this will help us to determine how we will manage any transitions. We hope that this comprehensive Parental Handbook will go some way to provide as much information as possible on Grafton Childcare's policies, organisation, routines, personnel and pedagogy.

We also hope that our Parental Handbook as well as information we gave out at your initial interviews and any subsequent meetings have answered any questions or concerns you might have had about the transition process for your individual child. However if there is anything which you do not understand or which you might have concerns about, please feel free to discuss them with us at any point during your child's settling in period with ourselves. You can do this by speaking directly to Denise Tupman or your child's key worker at the beginning or end of the day; or you may prefer to do this via your child's Daily Diary, email or telephone chats between 7 am - pm when Denise is often available to discuss any minor transition concerns or worries which you might have whilst your child is going through the transition process with us.

We believe that continuity for children and their families is crucial in making successful transitions. We invest a lot of time in planning for continuity which will benefit us by our having secure, happy children and relaxed and interested parents. Which also means that our staff are confident and able to cope with the social, emotional and educational needs of the children in our care. We have well established routines which provide the framework for continuity at Grafton Childcare. An element of predictability in daily routines provides security for children and gives them a feeling of self-confidence in knowing what will happen next.

We also believe very strongly that consistency in staff attitudes is essential if children, and parents, are not to be confused about what is expected or acceptable. This is particularly important in terms of acceptable behaviour, how it will be encouraged and how unacceptable behaviour will be addressed, you can read more details about our Behaviour Management Policy and House Rules elsewhere in this Parental Handbook.

We try to ensure that our settling in procedures are flexible, allowing the time which is necessary for individual children and their parents to be comfortable with the change in their lives. For many children reminders of home are crucially important and we include lots of opportunities for children to talk about their family members during the day, as well as the fact that we very positively encourage children bringing one or two comfort items from home e.g. a special taggy or teddy, especially if this helps to ease the transition and settling in period with ourselves at Grafton Childcare.

At Grafton Childcare we use the Key Person system, this will ensure that parents are able to talk to a specific member of staff to ensure that their child is being cared for appropriately. This is particularly important at times of transition within each setting, between different settings which a child attends in any one week and during the transition between an early years setting and school. You will be notified as to whom your child's Key Person will be during the settling in period, however if you have any concerns at any point you may also discuss them with Denise Tupman as well as your child's individual Key Person.

# Equal Opportunities and Anti-discrimination Inclusion Policy

*EYFS Requirement: "The provider must take the necessary steps to safeguard & promote the welfare of children".*

*Every Child Matter Outcome      Make a Positive Contribution*

*EYFS Requirement      Safeguarding & Promoting Children's Welfare (S.F., pg 25)*

*EYFS Principle into Practice:      A Unique Child - Inclusive Practice (Card 1.2)*

*Positive Relationships - Respecting Each Other (card 2.1)*

As Registered Childcarers and members of DCMA we aim to provide a quality service for parents and their children. We will not discriminate against any child, family or group in society on grounds of gender, racial origin, cultural and social background (including religion, language, class and family pattern), disability, health, marital status, age or sexuality. We will also endeavor to promote access for all children to the same range of services, facilities and resources.

Britain today is a multicultural - multiracial society, the contribution made to this society by a variety of cultural groups will be viewed in a positive light and information about varying traditions, customs and festivals will be presented to the children as a source of pleasure and enjoyment. Children will be helped to develop a sense of identity within their racial, cultural and social groups, as well as having the opportunity to learn about cultural differences from their own.

No culture will be represented as being superior from any other.

If when commencing the childcare relationship with the child, or during the relationship, the parents notify us of specific special educational needs for their child we will:

- Ask for details of the needs (including any reports that analyse the child's need) and what the parents are already doing to support their needs;
- Draw up a plan with the parents that would identify any specific support that should be given to the child for their day to day welfare as well as to help the child develop.

During our time caring for your child we will endeavor to:

- Include the child within the activities enjoyed by the other children;
- Support the child to continue to develop a positive self-image;
- Ensure other cared for children understand the special needs of the child and that they are supporting a positive environment for the child;
- Keep abreast of the subject and if necessary complete some training and or research on the subject.
- If we believe that a child already in our care has a specific problem we will note down our observations and will liaise with the parents on the subject.

We aim to recognize that all children and young people have the right to express their needs and we will endeavor to meet these needs. We will aim too safeguard the welfare of every child and to create a friendly and caring setting to challenge unacceptable language, actions or beliefs which may be prejudicial or exclusive to others. We aim to recognize the importance and needs of parents and families in the life of every child, to treat each child as an individual; recognizing, valuing and encouraging their individuality and their potential.

We aim to respect differences; to help each child develop their self-respect and to respect others. We aim to avoid stereotyping; each child will be given opportunities to explore, understand and value differences and similarities. We aim to provide positive images; each child will be offered access to a range of resources that reflect a rich diversity of society. We also aim to work in partnership with parents and with all others involved in the child's upbringing. We also provide a range of stimulating, fun and creative activities which are both age and ability appropriate and where applicable, in line with the Early Years Foundation Stage.

## Payment Procedures, Rates, Fees

**EYFS Requirement:** *"Providers must plan & organise their systems to ensure that every child receives an enjoyable & challenging learning & development experience that is tailored to meet their individual needs".*

<b>Every Child Matter Outcome</b>	<i>Make a Positive Contribution, Enjoy &amp; Achieve</i>
<b>EYFS Requirement</b>	<i>Safeguarding &amp; Promoting Children's Welfare (S.F., pg 25)</i>
<b>EYFS Principle into Practice:</b>	<i>A Unique Child - Child Development (Card 1.1)</i> <i>- Inclusive Practice (Card 1.2)</i> <i>Positive Relationships - Respecting Each Other (card 2.1)</i> <i>- Parents as Partners (card 2.2)</i> <i>- Supporting Learning (card 2.3)</i> <i>- Key Person (card 2.4)</i> <i>Enabling Environments - Supporting Every Child (card 3.2)</i> <i>- The Learning Environment (card 3.3)</i> <i>- The Wider Context (card 3.4)</i>

Your specific hourly rates will be outlined in your Contract. Fees are payable one month in arrears via a Bank Transfer (BACS) or cash, sadly we are unable to accept cheques. We are also very happy to receive part-payment of your childcare fees via childcare vouchers, i.e. Busy Bees. We also require a deposit of two weeks fees, this will be held against your final months fees when your child eventually leaves our care.

We very much look forward to a long and happy childcare relationship, we always allow our "parents" a two week settling in period, the dates for this will be included in the covering letter with your contract. If you or we do feel it would not be appropriate to continue the full terms of the contract after this date, then the contract will cease after the two week period. All contracted hours between that two week period plus any extra you might of asked us to work must be paid for in full.

Fees are payable for all hours contracted even if they have not been used. Please remember that you are booking a block of hours that will be reserved for your sole use which need to be paid for regardless of whether you regularly drop off late or arrive half an hour early or not. We advise parents to err on the side of caution to allow for occasional delays and to book about five to ten minutes longer than they think they will need. In return for parents who regularly pick up on time and pay promptly, we don't charge any extra for those odd occasions when they are a few minutes later than their contracted hours. Fees which are not paid in full and on their due date will incur a £5 per day late payment penalty for each and every day including weekends until the arrears have been paid in full.

Early Years Education Funded Sessions. We are registered to provide EYEF sessions for 3—5 years old children and because of this will not usually drop off or pick up children from any Playgroups, Nurseries or Pre-schools. Devon County Council will be invoiced for any child in receipt of EYEF sessions with us. If your child does not attend regularly and fails to meet the DCC minimum attendance criteria then Grafton Childcare must refund overpayments. Parents will then be invoiced to reimburse us for the amount outstanding including any late fees which might of accrued.

Fees are calculated with the following in mind: Staff wages, Tax & National Insurance contributions, food, health supplies, craft/activity supplies, play equipment, books, washable nappies & washable wipes, outdoor activities, heating, lighting and general wear and tear on our home. Our continuing education, attending training workshops, first aid courses, home study packs etc. Additional time each week spent on record keeping, clearing up after childcare, planning and preparing for future childcare activities, shopping for necessary supplies. So although fees can appear high, please keep in mind the amount that is returned directly to your child. Our "wage" is what is left after all these expenses have been taken into account.

Overtime fees will be charged if persons who were arranged to arrive to pick up your child are late i.e.

Parents, Partners, Grandparents, other Relatives and Friends. It is your responsibility to have your child picked up on time. If you know that you will be unavoidably late, it is your responsibility to have an authorised alternate person to collect your child.

Bad traffic or weather (except in extreme situations) will not be accepted as a late excuse and you will be billed accordingly. Please remember that it is your responsibility to allow ample time to get here to collect your child at the appropriate time. In cases of extreme bad weather a phone call will be expected to let us know that you are on your way. We would however not expect for you to put yourself in danger in rushing to our home to arrive here on time, but we will of course charge you overtime should you arrive late.

If you claim Childcare Tax Credits against the cost of this registered childminding service, you should be aware of the following. In doing so, you are entering into an agreement with us to use the childcare hours for which you have claimed Childcare Tax Credit allowance. Should you cease to use this service you are required to inform the Inland Revenue, any over payments will be re-claimed by the Inland Revenue.

Please be aware that if due notice of termination of your childcare contract is not given to us and there are any fees outstanding, including any fees in lieu of notice, you will be in breach of contract and as such we will seek reimbursement through the small claims court.

Reviewed and Updated March/09

## Charging Policy

***EYFS Requirement: "Providers must plan & organise their systems to ensure that every child receives an enjoyable & challenging learning & development experience that is tailored to meet their individual needs".***

***Every Child Matter Outcome***

*Make a Positive Contribution, Enjoy & Achieve*

***EYFS Requirement***

*Safeguarding & Promoting Children's Welfare (S.F., pg 25)*

***EYFS Principle into Practice:***

*A Unique Child - Child Development (Card 1.1)*

*- Inclusive Practice (Card 1.2)*

*Positive Relationships - Respecting Each Other (card 2.1)*

*- Parents as Partners (card 2.2)*

*- Supporting Learning (card 2.3)*

*- Key Person (card 2.4)*

*Enabling Environments - Supporting Every Child (card 3.2)*

*- The Learning Environment (card 3.3)*

*- The Wider Context (card 3.4)*

We are required by Devon Early Years Service to have a clear Charging Policy that we share with parents so that they can be very clear exactly what they are being charged and are paying for when they use us. Some years ago the Government introduced a policy to provide 15 hours of free early years entitlement for every child, from the term after their third birthday until the child enters full-time education for up to 38 weeks a year between 8.00 am–6.00 pm. In Devon these sessions are managed through Devon County Council's Children and Young People's Service which represents early years and childcare interests. Your child can access these FREE funded sessions here at Grafton Childcare. However the Early Years Entitlement Funded sessions are only reimbursed to us at the rate of £3.62 per hour this rate has been frozen since April 2010!. Since we currently charge £3.95 an hour, the additional 33p per hour which we charge covers the costs of all of your child's snacks, lunches or evening meals. However you may opt out of this charge and provide all your child's snacks and meals, if you wish to do so then please inform us in writing and we will amend your monthly invoices. You may then supply your child with a Healthy Packed lunchbox as an alternative, to our own freshly prepared home cooked meals. However most parents find it more costs effective to opt into their child having their snacks and meals provided by us. School dinners now start at £2.05 per day, so our charges are considerably cheaper than the minimum charged by the Devon's School Meals Service.

Reviewed and Updated September/11

## Sickness:

**EYFS Requirement:** *"The provider must promote the good health of the children, take necessary steps to prevent the spread of infection, and take appropriate action when they are ill".*

**Every Child Matter Outcome**      *Being Healthy*

**EYFS Requirement**      *Safeguarding & Promoting Children's Welfare (S.F., pg 26)*

**EYFS Principle into Practice:**      *A Unique Child—Health & Well Being (Card 1.4)*

Due to Ofsted regulations we are not permitted to childmind babies and children who are unwell, because we are required to not only think of the Health & Safety of your child but all other children within our care. If your child should become unwell whilst in our care i.e. vomiting and or diarrhoea then you will be contacted to arrange a speedy collection of your child (if your place of work is some distance from Grafton Childcare it might be prudent to arrange a back up plan for somebody who would be able to pick up your child should this occasion ever arise). Your child will be quarantined away from the rest of the children awaiting your swift arrival and will of course be treated with TLC. If we feel that your child needs urgent medical treatment then we will of course seek it on your behalf, following any requirements and requests you have made to us on your child's emergency record forms to the letter. We can sometimes continue to childmind a child with a mild cold but are unable to childmind any child with flu, throat infections or conjunctivitis due to their highly contagious nature.

Any child who has presented with the symptoms of vomiting & diarrhoea or a green nasal discharge will not be readmitted on the premises for at least **48 HOURS** from the last episode and full childcare fees will still be payable for your child's place in their absence. If you are ever in any doubt about whether or not we can care for your child because you think he/she might be unwell. Then please telephone us beforehand explaining their symptoms and we will let you know whether we are willing to admit your child on that particular day having considered what other children we will be minding and what impact this might have on school drop offs and picks ups outings etc. Please don't turn up with a potentially infectious child and expect us to make a snap decision on the doorstep. When your child returns from a bout of sickness we are more than willing to administer medication. However all medicines and lotions must be clearly marked with the child's full name and (where appropriate) the prescribed dosage and fitted with a child resistant cap. Grafton Childcare does not supply any medications, they must be supplied by the parent. Medicines should only be brought to Grafton Childcare when this is essential. Grafton Childcare may only accept medicines that have been prescribed by a doctor, dentist, nurse or pharmacist. We will provide you with a quantity of medication forms to complete, stating the name of the medication and the doses schedule you wish us to follow.

Reviewed and Updated October/08

## Absences

**EYFS Requirement:** *"The provider must take necessary steps to safeguard & promote the welfare of children".*

**Every Child Matter Outcome**      *Staying Safe*

**EYFS Requirement**      *Safeguarding & Promoting Children's Welfare (S.F., pg 22)*

**EYFS Principle into Practice:**      *A Unique Child — Keeping Safe (Card 1.3)*

There will be no refunds or adjustments made for days missed due to your or your child's illness, holidays, or days off. A place has been reserved for each child and that cannot be filled on a short-term basis.

If we are unable to provide services due to staff training, illness or personal reasons, payment will of course not be expected. However we are lucky in that because we work as a team we can usually manage if one of us is under the weather, we would just spend the day on slightly less boisterous activities. You will be notified as soon as possible of any personal or family illness, funeral or emergency which means that we have to close for a day, however touch wood this is a very rare occurrence. It will be your responsibility to obtain substitute care on such occasions and arrange payment to the substitute.

Reviewed and Updated July/10

## Hours of Operation

**EYFS Requirement:** *"The provider must promote the good health of the children, take necessary steps to prevent the spread of infection, and take appropriate actions when they are ill". "Providers must ensure that adults looking after children, or having unsupervised access to them, are suitable to do so" "Adults looking after children must have appropriate qualifications, training, skills & knowledge".*

**Every Child Matter Outcome**      *Staying Safe*

**EYFS Requirement**      *Safeguarding & Promoting Children's Welfare (S.F., pg 31 & 32)*  
*Suitable People (S.F., pg 29-32)*

**EYFS Principle into Practice:**      *A Unique Child - Health & Well Being (card 1.4)*  
*Enabling Environments - The Learning Environment (card 3.3)*  
*Positive Relationships - Key Person (card 2.4)*

Normal hours of operation are Monday through Saturday from 7:00 a.m. - 7:00 p.m. Sundays 8.00 am—4.00 pm, Closed Bank Holidays. We are also registered for Overnight Care and hours outside our core hours are negotiable. We offer both full and part time care. We are happy to hold parents and child details on our waiting list and contact parents in the future should a vacancy arise which might suit your needs. We also offer a drop-in or emergency cover facility, if numbers permit.

Add - ons or schedule changes may be accepted to our daily schedule only if there is a position open for that day. The only purpose for accepting add-ons or schedule changes, is as a service to the families. Please remember that schedule changes of this nature create some disruption to our normal routine. We would appreciate as much notice as possible, so that we can plan for meals, sleeping arrangements, and any other changes in activities that may occur.

We maintain an open door policy for parents during the hours 7:00 a.m. - 7:00 p.m. This means that parents are always welcome to call or drop in to see their children. We would appreciate your taking into consideration our schedule when dropping in or calling, and remember that visitors usually cause children to react in an excited manner that does not normally occur when we are alone with the children. If you telephone during the day, please be aware that we may be busy with the children and may not be able to answer the phone. But if you leave a message we will call you back as soon as possible.

Our open - door policy does NOT mean that our doors will be kept unlocked. We believe that it is extremely important to keep the doors locked for the safety of the children. We do not want unwanted or unexpected visitors to enter without our permission or knowledge. We also do not want little ones leaving the house unsupervised so don't worry.

In order for us to be the best Childcarers that we can be, it is important to have adequate time to spend with our family. There are also planning, preparation and cleaning activities, associated with being Registered Childcarers, that cannot be completed during day time hours which is why our normal core hours are between 7:00 a.m. - 7:00 p.m.

Reviewed and Updated October/08

## Arrival and Departures

**EYFS Requirement:** *"The provider must take necessary steps to safeguard & promote the welfare of children".*

**Every Child Matter Outcome**      *Staying Safe*

**EYFS Requirement**      *Safeguarding & Promoting Children's Welfare (S.F., pg 00)*

**EYFS Principle into Practice:**      *A Unique Child — Keeping Safe (Card 1.3)*

Children are to arrive clean and fed, unless arriving just before a contracted meal time. We have breakfast between 7.00 am — 8.30 am. Children who arrive after this time will not be given breakfast. If we are not

contracted to give your child breakfast we probably won't have enough milk in the fridge as it will have been used by our "boys" and the bread will have been used in making up their packed lunches, so please don't make us feel awkward by saying "oh he's not had his breakfast because I was running late", because it's not fair on us or your child!

We will try our best to send your child home with a clean nappy on, and would appreciate the same consideration when you drop them off, lets face it it's fairly obvious if your child has been sat in a dirty nappy for a while and not much fun for your child either. We use our own washable nappies and wipes, this not only has environmental benefits, but it also benefits your pocket as you won't need to purchase quite so many disposable nappies for your child. When your child arrives each day we will take them out of their nappy write their name on it pop a disposable liner into it and then place them into one of our own washables. Then just before they go home at the end of the day we will then swap them back into their own disposable nappy. If they should then soil it just before home time, we should be able to remove the liner and save the nappy. However if this is not possible we ask that you supply us with three or four disposable nappies so that if your child should arrive at any time in a dirty nappy or fill their nappy shortly after we have swapped them back at the end of the day and we have not been able to save the nappy with the use of our disposable liners we have a few for just in case. We don't have the space to store a whole packet of disposable nappies per child, but will let you know when we need any replacements.

It is normal for some children to have difficulty separating from their parents or cry when being dropped off. Please make your drop off brief, the longer you prolong the departure, the harder it gets. A smile, cheerful good-bye kiss, and a reassuring word that you will be back is all that is needed. In our experience children are nearly always quick to get involved in play or activities as soon as the parents are gone. If you are at all worried please feel free to phone during the day to check if your child has settled.

Be brief at collecting times, as well. This is the time of testing, when two different authority figures are present (the parent and the childcarer). All children will test to see if the house rules still apply. During arrival and departure we expect parents to back up our rules (see house rules), but if you do not, we will remind the child that their behaviour is inappropriate if needed. So please control your child during pick up times. Please do not allow your child to run out to your car while you are still inside. Our safety rule is that "no one goes outside without their parents accompanying them".

Our normal procedure is to release the child only to his/her parents, or someone else who parents designate. If someone other than the parents is to pick up the child, please notify us ahead of time. A verbal notice is fine on the day, if this person is on the list of people who are authorised to pick up your child. If the person is NOT on that list, children will only be released to persons other than those named on the "Parental permission form (f) - Who can collect child" form on production of a "Special Arrangement" form. . Please inform emergency contacts, or people designated to pick up your child, that if we do not know them, and the child is too young to recognise them ("Hi Grandma!"), then we will need to ask for photo identification. We do not mean to offend them. This is simply a measure taken for your child's protection.

Drop off and collection times are not a good time to discuss serious problems. Little ears and minds hear and understand everything. We are not comfortable discussing children in the presence of anyone, but their parents, although topics that concern day-to-day events or light-hearted discussions are fine.

We're sure you can appreciate what a juggling act we have to do to keep within our allowed numbers per day, it does take some major juggling at times. Could we just make a very small plea, if we are contracted to have your child at a certain time each day, could you try your utmost to drop off and pick up on time. It does cause us real problems when one or two parents are consistently late at either end of the day. However if you know you are going to arrive late whether it be to drop off or pick up, could you please telephone and let us know at least half an hour to an hour in advance. This is especially important at the end of the day, when our staff want to go home themselves after a long day, but are unable to until all the children have been collected.

## Non Collection or Arrival of Child Policy

**EYFS Requirement:** *"The provider must take necessary steps to safeguard & promote the welfare of children".*

**Every Child Matter Outcome**      *Staying Safe*

**EYFS Requirement**      *Safeguarding & Promoting Children's Welfare (S.F., pg 00)*

**EYFS Principle into Practice:**      *A Unique Child – Keeping Safe (Card 1.3)*

Our normal procedure is to release the child only to his/her parents, or someone else who parents designate. We must be made aware of any changes to the usual arrangements ahead of time, a verbal notice is fine on the day, if this person is on the list of people who are authorized to pick up your child. Otherwise a "Special Arrangement" form will need to be completed by either one of the parents listed in the Parent Contact Details. This is again particularly important if parents separate and custody or access arrangements change. Children will only be released into the care of authorised adults there will be no exceptions. We will not under any circumstances allow anyone under the age of 16 to collect children unless the child is the parent of a child they are collecting. You will be supplied with a number of "Special Arrangement" collection forms and children will only be released to persons other than those named on the A4 "Parental permission form (f) - Who can collect child", on production of a "Special Arrangement" form. Please inform emergency contacts, or people designated to pick up your child, that if we do not know them, and the child is too young to recognize them ("Hi Grandma!"), then we will need to ask for photo identification. We do not mean to offend them. This is simply a measure taken for your child's protection.

Should an adult arrive to collect a child who is not listed on this form and they have not got a "Special Arrangement" form in their possession or you have not left one completed in your child's Daily Record Folder they will not be permitted to collect your child. We will endeavour to contact either parent to make them aware of the situation. If we are unable to contact either parent and it is more than 30 minutes later than your normal collection time and we have not heard from either parent to make us aware of any delay we shall contact the emergency contacts on your list. If none are available to collect your child we will then contact the duty Social Worker from the Children and Young People's Services based at Teign House, Newton Road, Newton Abbot and ask them to make a judgement on what should happen to your child. However 99.9% of the time they would instruct us to hold onto the child until a parent or somebody from this list becomes available to collect your child. An incident form will be completed which you will be asked to sign, copies of which will be held on the premises as well as in your child's Daily Record Folder. We reserve the right to charge for late collection as per the terms and conditions of your contract.

We follow the same procedure if we are contracted to have a child and for some reason on a particular day they do not arrive and we have not been made aware that the child was arriving later or not attending on that particular day. An incident form will be completed which you will be asked to sign, copies of which will be held on the premises as well as in your child's Daily Record Folder. Again this is simply a measure taken for your child's protection.

Reviewed and Updated October/08

## Misuse of Drugs, Alcohol and Solvents Policy

**EYFS Requirement:** *"The provider must take necessary steps to safeguard & promote the welfare of children".*

**Every Child Matter Outcome**      *Staying Safe*

**EYFS Requirement**      *Safeguarding & Promoting Children's Welfare (S.F., pg 00)*

**EYFS Principle into Practice:**      *A Unique Child – Keeping Safe (Card 1.3)*

Drugs, alcohol and solvents are readily available; it is vital that we all play our part in safeguarding children from these harmful substances and be good role models for all of the children for whom we provide childcare. As a responsible childcare setting we have a duty to safeguard all children in our care, from the effects of exposure to the misuse of non prescription drugs, (which is a criminal offence), prescription drugs taken inappropriately, alcohol and other substances misuse e.g. Solvents.

A child could be affected by, either seeing or hearing or by being solely the responsibility of a person who is under the influence of any substance. We will never care for your, or any, child whilst under the influence of any of the above substances.

Our aim is to:- Safeguard all children's health, safety and welfare,  
Prevent all children from suffering the effects of the misuse.  
Raise awareness.

If a designated person arrives to collect a child in our care and we have reasonable evidence that this person has misused any of the above and we deem this to be hazardous for the child to leave Grafton Childcare with this person,

We will:- Ask the person under the influence to leave, whilst leaving the child in our care.  
We would then contact another of the child's Emergency Contacts to collect the child.

If this were not possible we would continue to care for the child in accordance with Ofsted regulations, until a suitable person collects the child, or until the person became suitable to collect the child. Payment for these hours would be charged as per the terms and conditions of your contract. We might seek advice from the Children and Young People Services or the Police. We would inform Ofsted of the situation and document the incident of which the child's parent/s would all receive a copy for their records.

Reviewed and Updated June/11

## Policy on Lost Children

***EYFS Requirement: "The provider must take necessary steps to safeguard & promote the welfare of children".***

<b><i>Every Child Matter Outcome</i></b>	<b><i>Staying Safe</i></b>
<b><i>EYFS Requirement</i></b>	<b><i>Safeguarding &amp; Promoting Children's Welfare (S.F., pg 00)</i></b>
<b><i>EYFS Principle into Practice:</i></b>	<b><i>A Unique Child — Keeping Safe (Card 1.3)</i></b>

There are a limited number of situations where a child could be lost and these are:

- Where a child wanders off on an outing (see Policy on Outings)
- Where a child escapes from the backyard, assuming they can scale the 2-meter high wooden fence!
- Where a child is taken from premises by an unapproved adult (see non-collection of child policy & "Parental permission form (f) - Who can collect child" form & "Special Arrangement" form (i))

Should a child become lost the following action should be taken:

- Alert all staff and work out when and by whom the child was last seen and where.
- Remember the safety of the other children, with regard to supervision and security.
- Ensuring that the remaining children are sufficiently supervised and secure, one or preferably two members of staff should search the building, backyard and immediate vicinity.
- If the child cannot be found within ten minutes then the Police and parents will be informed.
- Continue to search, opening up the area, keeping in touch via mobile phone.

When the situation has been resolved Grafton Childcare would complete an incident report a copy of which would be sent to Ofsted and review the reasons for it happening and put in place measures to ensure it does not happen again.

Reviewed and Updated May/08

## Policy on Major Incidents and National Emergencies

**EYFS Requirement:** "Outdoor & indoor spaces, furniture, equipment & toys, must be safe & suitable for their purpose". "The provider must take necessary steps to safeguard & promote the welfare of children".

<b>Every Child Matter Outcome</b>	<i>Being Healthy, Enjoy &amp; Achieve, Staying Safe</i>
<b>EYFS Requirement</b>	<i>Suitable Premises, environment &amp; equipment (SF, pg 35)</i>
<b>EYFS Principle into Practice:</b>	<i>A Unique Child - Health &amp; Well Being (card 1.4)</i> <i>- Inclusive Practice (card 1.2)</i> <i>Enabling Environment - Supporting Every Child (card 3.2)</i> <i>- The Learning Environment (card 3.3)</i> <i>Learning &amp; Development - Play &amp; Exploration (card 4.1)</i> <i>- Active Learning (card 4.2)</i> <i>- Creativity &amp; Critical Thinking (card 4.3)</i>

Sadly these days it is considered necessary to have a procedure in place on what to do in the event of a more widespread disaster in the community i.e. a major fire or flooding, civil disturbances and terrorism. At all times the care and security we provide to your child is paramount.

As Ofsted Registered Childcarers we will do everything within our powers to protect, comfort and support your child in the event of a major incident. If we are involved or caught up in the incident we will comply fully with the instructions from the emergency services and constantly reassure the children in our care. We will also follow the guidelines in the Government booklet "Preparing for Emergencies, What You Need to Know."

If you are caught up in an incident please be reassured that we will continue to look after your child until you are able to return or a person nominated is able to collect them. This can include overnight care if necessary for which Denise is Registered with Ofsted. We would put in place our non collection of child policy which is shown on the previous page.

We understand that during major incidents the mobile phone networks are often not available and even landlines can be cancelled to free up communication systems for the emergency services. We will however attempt to contact you on a regular basis and ask that you try to do the same. We will keep up to date on the situation using any media source available to us, radio, television, internet etc. We will endeavour to protect your child from information or images that may alarm or distress them. If you wish we can have a pre-planned excuse that we can use to explain your delay in arriving let us know, it could be a flat tire on the car for example.

Reviewed and Updated May/08

## Policy on Outings & Educational Visits

**EYFS Requirement:** "The provider must take necessary steps to safeguard & promote the welfare of children".

<b>Every Child Matter Outcome</b>	<i>Staying Safe</i>
<b>EYFS Requirement</b>	<i>Safeguarding &amp; Promoting Children's Welfare (S.F., pg 00)</i>
<b>EYFS Principle into Practice:</b>	<i>A Unique Child — Keeping Safe (Card 1.3)</i> <i>— Health &amp; Well Being (Card 1.4)</i> <i>— Inclusive Practice (Card 1.2)</i> <i>Enabling Environments — The Learning Environment (Card 3.3)</i> <i>— The Wider Context (Card 3.4)</i>

For all outings the following procedures must be followed:

- Written permission must be obtained from all parents prior to the outing.
- Official EYFS staffing ratios must be maintained for children under 5 years of age.
- 1:4 for children under 5 years of age on days when a variation to numbers has been approved by Ofsted. Additionally, where possible parents should be encouraged to join in as they can be responsible for their own children and allow staff to concentrate on the other children.
- A first-aider must be present and a suitable first aid box must be taken. Children's Emergency ID cards must be taken on all trips outside the premises.
- The children must be counted before setting off and counting must be ongoing at regular intervals throughout the outing. If the group is broken up into sub-groups a designated person in charge must be assigned and that person is responsible for counting the children at regular intervals.
- A ID wrist band must be attached to all children showing the emergency mobile telephone number. This label must be displayed on the child in a manner that is visible and is not easily removed by the child. i.e on the wrist or ankle. High visibility vest will also be worn by all children who can walk.
- Toilet facilities must be provided for the children at regular intervals.
- Food and drinks must be provided at similar times to those when at Grafton Childcare and additional drinks should be offered if the weather is warm or if energetic exercise is part of the day.
- Meeting points must be pre-designated and times arranged when all the party should assemble. These must be strictly adhered to.
- Transport must be fully insured; drivers' details satisfactory and all seats in private vehicles must have safety harnesses or equivalent. The maximum seat capacity of the vehicle must not be exceeded.
- All children should have spare clothing provided by parents.
- At the conclusion of each outing the member of staff in charge of the outing will complete a review of the outing, noting the following:
  - Any particular problems with transport (e.g. bus/train arriving late etc)
  - Any particular problems with the venue (e.g. nowhere to shelter during rain)
  - Any particular problems with specific children (illness, distress, etc)
  - Educational benefits of the visit
  - Comments from parents
  - Recommendations for future visits.

Prior to each outing the childcarer in charge of the outing will refer back to the reviews and take account of comments when preparing for the next outing.

# Safeguarding Children Policy

***EYFS Requirement: "The provider must take necessary steps to safeguard & promote the welfare of children".***

<b><i>Every Child Matter Outcome</i></b>	<i>Staying Safe</i>
<b><i>EYFS Requirement</i></b>	<i>Safeguarding &amp; Promoting Children's Welfare (S.F., pg 00)</i>
<b><i>EYFS Principle into Practice:</i></b>	<i>A Unique Child – Child Development (Card 1.1)</i>
	<i>A Unique Child – Keeping Safe (Card 1.3)</i>
	<i>Enabling Environments – Observation &amp; Assessment Planning (Card 3.1)</i>

## Purpose and Aims

The purpose of Grafton Childcare's safeguarding policy is to provide a secure framework for the workforce in safeguarding and promoting the welfare of those children/young people who attend our setting. The policy aims to ensure that:

All our children are safe and protected from harm.

Other elements of provision and policies are in place to enable children to feel safe and adopt safe practices;

Staff, children, *proprietors*, visitors, volunteers and parents are aware of the expected behaviours' and the settings legal responsibilities in relation to the safeguarding and promoting the welfare of all of our children.

## Ethos

All children deserve the opportunity to achieve their full potential. In 2003, the Government published the *Every Child Matters* Green Paper alongside the formal response to the report into the death of Victoria Climbié. The Green Paper set out five outcomes that are key to children and young people's wellbeing:

- be healthy;
- stay safe;
- enjoy and achieve;
- make a positive contribution; and
- achieve economic wellbeing.

The five outcomes are universal ambitions for every child and young person, whatever their background or circumstances. Improving outcomes for all children and young people underpins all of the development and work within this setting.

Safeguarding at Grafton Childcare is considered everyone's responsibility and as such our setting aims to create the safest environment within which every child has the opportunity to achieve their Five Outcomes. Grafton Childcare recognizes the contribution it can make in ensuring that all children registered or who use our setting feel that they will be listened to and appropriate action taken. We will do this by working in partnership with other agencies and seeking to establish effective working relationships with parents, carers and other colleagues to develop and provide activities and opportunities throughout our curriculum that will help to equip our children with the skills they need. This will include materials and learning experiences that will encourage our children to develop essential life skills and protective behaviours.

## Responsibilities and expectations

Grafton Childcare has a proprietor whose legal responsibility it is to make sure that the setting has an effective safeguarding policy and procedures in place and monitors that the setting complies with them. The proprietor should also ensure that the policy is made available to parents and carers if requested. It is the responsibility of the proprietor to ensure that all staff and volunteers are properly checked to make sure they are safe to work with the children who attend our setting and that the setting has procedures for handling allegations of abuse made against members of staff (including the Manager) or volunteers. The

proprietor is the appointed Safeguarding Designated Officer (SDO) who has lead responsibility for dealing with all safeguarding issues in our setting.

The Safeguarding Designated Officer is Mrs Denise Tupman. It is the responsibility of the SDO to ensure that all safeguarding issues raised in setting are effectively responded to, recorded and referred to the appropriate agency. They are also responsible for arranging the whole settings safeguarding training for all staff and volunteers who work with children and young people in our setting. The SDO must ensure that the whole settings safeguarding training takes place at least every three years; which they can deliver within setting provided they are linked in to the support and quality assurance process offered by the Local Authority.

The SDO is required to attend or ensure that a senior member of staff who has the relevant training and access to appropriate supervision, attends where appropriate, all child protection case conferences, reviews, core groups or meetings where it concerns a child at our setting and to contribute to multi-agency discussions to safeguard and promote the child's welfare.

All Child Protection concerns need to be acted on **immediately**. If you are concerned that a child may be at risk or is actually suffering abuse, you must tell the Safeguarding Designated Officer.

**All Adults, including the SDO, have a duty to refer all known or suspected cases of abuse to the relevant agency including Children and Young Peoples Service (CYPS) – Social Care, MASH (Multi Agency Safeguarding Hub) or the Police.** Where a disclosure is made to a visiting staff member from a different agency, e.g. Early Years Consultants, Health Visitors, it is the responsibility of that agency staff to formally report the referral to the Setting's Designated Person in the first instance. Any records made should be kept securely on the Child's Protection file.

## Recognising concerns, signs and indicators of abuse

Safeguarding is not just about protecting children from deliberate harm. For our setting it includes such things as child safety, bullying, racist abuse and harassment, visits, intimate care and internet safety etc. The witnessing of abuse can have a damaging affect on those who are party to it, as well as the child subjected to the actual abuse, and in itself will have a significant impact on the health and emotional well-being of the child. Abuse can take place in any family, institution or community setting, by telephone or on the internet. Abuse can often be difficult to recognise as children may behave differently or seem unhappy for many reasons, as they move through the stages of childhood or their family circumstances change. However, it is important to know the indicators of abuse and to be alert to the **need to consult further**.

## Physical Abuse

This can involve hitting, shaking, throwing, poisoning, punching, kicking, scalding, burning, drowning and suffocating. It can also result when a parent or carer deliberately causes the ill health of a child in order to seek attention through fabricated or induced illness. This was previously known as Munchausen's Syndrome by Proxy.

## Emotional Abuse

Emotional Abuse is where a child's need for love, security, recognition and praise is not met. It may involve seeing or hearing the ill-treatment of someone else such as in Domestic Violence or Domestic Abuse. A parent, carer or authority figure is considered emotionally abusive when they are consistently hostile, rejecting, threatening or undermining toward a child or other family member. It can also occur when children are prevented from having social contact with others or if inappropriate expectations are placed upon them. Symptoms that indicate emotional abuse include:

- Excessively clingy or attention seeking.
- Very low self-esteem or excessive self-criticism.
- Withdrawn behaviour or fearfulness.
- Lack of appropriate boundaries with strangers; too eager to please.
- Eating disorders or self-harm

## Sexual Abuse

Sexual abuse involves forcing or enticing a child or young person to take part in sexual activities, whether or not the child is aware of what is happening. This may include physical contact both penetrative and non-penetrative, or viewing pornographic material including through the use of the internet. Indicators of sexual abuse include: allegations or disclosures, genital soreness, injuries or disclosure, sexually transmitted diseases, inappropriate sexualized behaviour including words, play or drawing.

## Neglect

Neglect is the persistent failure to meet a child's basic physical and/or psychological needs which can significantly harm their health and development. Neglect can include inadequate supervision (being left alone for long periods of time), lack of stimulation, social contact or education, lack of appropriate food, shelter, appropriate clothing for conditions and medical attention and treatment when necessary.

## What to do if you are concerned

If a child makes an allegation or disclosure of abuse against an adult or other child or young person, it is important that you:

- Stay calm and listen carefully.
- Reassure them that they have done the right thing in telling you.
- Do not investigate or ask leading questions.
- Let them know that you will need to tell someone else.
- Do not promise to keep what they have told you a secret.
- Inform your Safeguarding Designated Officer as soon as possible.
- Make a written record of the allegation, disclosure or incident which you must sign, date and record your position using the setting safeguarding record log forms.

If you are concerned that a member of staff or adult in a position of trust poses a danger to a child or young person or that they might be abusing a child or young person you should report your concerns to the Safeguarding Designated Officer. Where those concerns relate to the Senior Safeguarding Designated Officer however, this should be reported to the Local Authority Designated Officer.

## Current Safeguarding Issues

*The following Safeguarding issues are all considered to be child Protection issues and will be referred immediately to the most relevant agency. The issues featured below are linked to guidance and local procedures which can be found on the South West Child Protection Procedures at [www.swcpp.org.uk](http://www.swcpp.org.uk) (Direct links to the policies listed below are included where available.*

Some members of our communities hold beliefs that may be common within particular cultures but which are against the law of England. Grafton Childcare does not condone practices that are illegal and which are harmful to children. Examples of particular practices are:

### Forced Marriage

Grafton Childcare does not support the idea of forcing someone to marry without their consent.

### Under-age Marriage

In England, a young person cannot legally marry until they are 16 years old (without the consent of their parents or carers) nor have sexual relationships.

### Genital mutilation/female circumcision

This is against the law, yet for some communities it is considered a religious act and cultural requirement. It is illegal for someone to arrange for a child to go abroad with the intention of having her circumcised. If any of the above areas of concern is brought to the attention of Grafton Childcare we will report those concerns to the appropriate agency in order to prevent this form of abuse taking place.

### Ritualistic Abuse

Some faiths believe that spirits and demons can possess people (including children). What should never be considered is the use of any physical or psychological violence to get rid of the possessing spirit. This is

abusive and will result in the criminal conviction of those using this form of abuse even if the intention is to help the child.

## Sexually Active under Eighteen years old

It is acknowledged by those working with young people that most young people under the age of 18 will have an interest in sex and sexual relationships. The Protocol for Sexually Active Young People under 18 years old has been designed to assist those working with children and young people to identify where these relationships may be abusive, and the children and young people may need the provision of protection or additional services.

## Safeguarding Disabled Children

Disabled children have exactly the same human rights to be safe from abuse and neglect, to be protected from harm and achieve the Every Child Matters outcomes as non-disabled children.

Disabled children do however require additional action. This is because they experience greater risks and '*created vulnerability*' as a result of negative attitudes about disabled children and unequal access to services and resources, and because they may have additional needs relating to physical, sensory, cognitive and/ or communication impairment (*Safeguarding Children, DCSF, July 2009*) Grafton Childcare will ensure that our disabled children are listened to and responded to appropriately where they have concerns regarding abuse. In order to do this we will ensure that our staff and volunteers receive the relevant training to raise awareness and have access to specialist staff in the event they have concerns regarding abuse of a child.

## Safer Recruitment and Selection

It is a requirement for all agencies to ensure that all staff recruited to work with children and young people are properly selected and checked. At Grafton Childcare we will ensure that we have a member on every recruitment panel who has received the appropriate recruitment and selection training. That all of our staff are appropriately qualified and have the relevant employment history and checks to ensure they are safe to work with children in compliance with the Key Safeguarding Employment Standards.

## Honour Based Violence

'Honour based violence' is a crime or incident, which has or may have been committed to protect or defend the honour of the family and/or community'. It is important to be alert to signs of distress and indications such as self-harm, absence from setting, infections resulting from female genital mutilation, isolation from peers, being monitored by family, not participating in setting activities, unreasonable restrictions at home. Where it is suspected that a child/young person is at risk from Honour based violence Grafton Childcare will report those concerns to the appropriate agency in order to prevent this form of abuse taking place.

## Trafficked Children

Child trafficking involves moving children across or within national or international borders for the purposes of exploitation. Exploitation includes children being used for sex work, domestic work, restaurant/ sweatshop, drug dealing, shoplifting and benefit fraud. Where Grafton Childcare is made aware of a child is suspected of or actually being trafficked/exploited we will report our concerns to the appropriate agency.

## Domestic Abuse

The Government defines domestic abuse as "*Any incident of threatening behaviour, violence or abuse (psychological, physical, sexual, financial or emotional) between adults who are or have been intimate partners or family members regardless of gender or sexuality*".

Staff need to understand what is required of them if children are members of the household where domestic abuse is known or suspected to be taking place. Our policy includes action to be taken regarding referrals to the Police and Children and Young People's Services and any action to be taken where a member of staff is the alleged perpetrator or victim of domestic abuse. At Grafton Childcare we will follow our safeguarding policy and report any suspected concerns regarding Domestic Abuse to the relevant agency.

## Private Fostering

Private fostering is an arrangement made between the parent and the private foster carer, who then becomes responsible for caring for the child in such a way as to safeguard and promote his/her welfare.

A privately fostered child means a child under the age of 16 (18 if a disabled child) who is cared for and provided with accommodation by someone other than:

- A parent.
- A person who is not a parent but has parental responsibility.
- A close relative.
- A Local Authority.

for more than 28 days and where the care is intended to continue. It is a statutory duty for us at Grafton Childcare to inform the Local Authority where we are made aware of a child or young person who may be subject to private fostering arrangements.

## Child Exploitation and E-Safety

Children and young people can be exploited and suffer bullying through their use of modern technology such as the internet, mobile phones and social networking sites. In order to minimize the risks to our children and young people Grafton Childcare will ensure that we have in place appropriate measures such as security filtering, and an acceptable use policy linked to our E-Safety policy. We will ensure that staff are aware of how not to compromise their position of trust in or outside of the setting and are aware of the dangers associated with social networking sites.

Our E-safety policy will clearly state that mobile phone or electronic communications with a child at our setting is not acceptable other than for approved setting business. Where it is suspected that a child is at risk from internet abuse or cyber bullying we will report our concerns to the appropriate agency.

## Managing Allegations

We are aware of the possibility of allegations being made against members of staff or volunteers that are working or may come into contact with children and young people whilst in our setting. Allegations will usually be that some kind of abuse has taken place. They can be made by children and young people or other concerned adults. Allegations are made for a variety of reasons:

- Abuse has actually taken place.
- Something has happened to the child that reminds them of a past event - the child is unable to recognize that the situation and people are different; Children can misinterpret your language or your actions.
- Some children recognize that allegations can be powerful and if they are angry with you about something they can make an allegation as a way of hitting out.
- An allegation can be a way of seeking attention.

If an allegation is made against an adult in a position of trust whether they be members of staff or volunteers this should be brought to the immediate attention of the SDO who will advise the Proprietor. In the case of the allegation being made against the SDO this will be brought to the immediate attention of the Local Authority Designated Officer. The Local Authority Designated Officer (LADO) will need to discuss with the nature of the allegations in order for the appropriate action to be taken. This may constitute an initial evaluation meeting or strategy discussion depending on the allegation being made. Proprietor will need to:

- Refer to the Local Authority Designated Officer (LADO) immediately and follow up in writing within 48 hours. Consider safeguarding arrangements of the child or young person to ensure they are away from the alleged abuser.
- Contact the parents or carers of the child/young person if advised to do so by the LADO.
- Consider the rights of the staff member for a fair and equal process of investigation.
- Advise Ofsted of allegation
- Ensure that the appropriate disciplinary procedures are followed including whether suspending a member of staff from work until the outcome of any investigation is deemed necessary.
- Act on any decision made in any strategy meeting.

- Advise the Independent Safeguarding Authority where a member of staff has been disciplined or dismissed as a result of the allegations being founded.

## Training

All members of staff and volunteers will have access to whole setting safeguarding training at least every three years. We will also, as part of our induction, issue information in relation to our Safeguarding policy and any policy related to safeguarding and promoting our children/young people's welfare to all newly appointed staff and volunteers.

Our Safeguarding Designated Officer will undertake further safeguarding training in addition to the whole setting training. This will be undertaken at least every three years which updates their awareness and understanding of the impact of the wide agenda of safeguarding issues. This will support both the SDO to be able to better undertake their role and support the setting in ensuring our safeguarding arrangements are robust and achieving better outcomes for the children in our setting. This includes taking part in multi-agency training in addition to safeguarding training.

Our Proprietor will have access to safeguarding training will also undertake additional awareness training at least every three years. They will also be advised to undertake additional training to support their employers' role in Handling Allegations against adults who work with children and young people, including our staff and volunteers.

Our safeguarding arrangements are reported on an annual basis to our Proprietor and our Safeguarding policy is reviewed annually, in order to keep it updated in line with local and national guidance/legislation.

We will include our Safeguarding Policy in our settings prospectus/website and will make hardcopies available within the setting. We are also able to arrange for our policy to be made available to parents whose first language is not English, on request.

## Related Setting Policies

'safeguarding covers more than the contribution made to child protection in relation to individual children. It also encompasses issues such as child health and safety and bullying.....and a range of other issues, for example, arrangements for meeting the medical needs of children ....providing first aid, setting security, drugs and substance misuse, etc.

There may also be other safeguarding issues that are specific to the local area or population'  
*Safeguarding Children and Safer Recruitment in Education DfES 2007*

This policy will cross reference to related setting policies and other protocol:

Behaviour Management (Including guidance on positive-handling)	August 2011
Anti-bullying	August 2011
Confidentiality	August 2011
Misuse of Drugs, Alcohol & Solvents	June 2011
Admissions	August 2011
Consent for Photographs, Internet & Computer Access	August 2011
Health and Safety	September 2011
Equal Opportunities & Anti Discrimination Inclusion	September 2011
Educational Visits & Outings	September 2011
Code of Conduct/Staff Handbook	December 2011
Whistle Blowing	June 2011
Managing Allegations	August 2011
Safe Recruitment	December 2011
Working with other Settings, Agencies & Professionals	August 2011

## Legislation relating to this policy

Children Act 1989, 2004  
 Education Act 1996, 2002 (Section 175)  
 School Standards and Framework act 1998  
 Safeguarding Children and Safer Recruitment in Education Guidance DfES 2007  
 Every Child Matters  
 Statutory Framework for the Early Years Foundation Stage 2008  
 Working Together to Safeguard Children 2010

## Manuals kept in setting:

What to do if you're worried a child is being abused 2006  
 Working Together to Safeguard Children 2010

Both can be found in the Safeguarding Wallet in the front hallway.

Reviewed and Updated December/11

For further information regarding any child protection procedure, please consult [www.swcpp.org.uk](http://www.swcpp.org.uk)

## Useful Contacts:

Devon Safeguarding Children Board [www.dscb.info/](http://www.dscb.info/)  
 South West Child Protection Procedures [www.swcpp.org.uk](http://www.swcpp.org.uk)  
 Devon Early Years and Childcare Service [www.devon.gov.uk/eycs](http://www.devon.gov.uk/eycs)  
 Child Exploitation and Online Protection Agency [www.ceop.org.uk](http://www.ceop.org.uk)  
 NSPCC Safe (Safe Activities for Everyone) Network [www.safenetwork.org.uk](http://www.safenetwork.org.uk)  
 CYPS area contact number  
 (9am - 5pm Monday to Thursday, 9am - 4pm Friday)  
 Teignbridge, South & West Devon CYPS - 01392 386 000

Multi-agency Safeguarding Hub (MASH) 0345 155 1071  
 email: [mashsecure@devon.gcsx.gov.uk](mailto:mashsecure@devon.gcsx.gov.uk)

Out of hours for CYPS (Social Care):  
 5pm -9am and at weekends and public holidays, please contact:  
 Emergency Duty Service 0845 6000 388 (low-rate call)

Police Central Referral Unit: 0845 605 116

EYCS Consultation Service:

If you have concerns about a child but are unsure whether to make a Social Care referral. The number is:

Susan Bolt - Senior District co-ordinator South West	01626 324982
Mary Cousins - Registration and Inspection Officer	01392 385533

DSCB

Head of Safeguarding: Chris Dimmelow	01392 386091
DSCB Office: Christina Ashforth	01392 386067

Child Protection Chairs and Local Authority Designated Officers for managing allegations against staff:

Allegations against staff Referral Co-ordinator	01392 384964
South and West Chris Vigar	01392 380739

## Multi-Agency Safeguarding Hub - MASH

This is a new initiative which has been developed by Devon and Cornwall Police, Devon Children and Young People's Service (CYPS) and partner agencies, supported by the Devon Safeguarding Children Board. Devon's Multi-Agency Safeguarding Hub (MASH) will provide information sharing across all partners involved in safeguarding - including statutory, non-statutory and third sector sources. All partners work together to provide the highest level of knowledge and analysis to make sure that all safeguarding activity and intervention is timely, proportionate and necessary.

### How will it work

All information within the MASH is collected and decision-making will take place in a timely manner within agreed timescales depending on the priority criteria when the concern is referred to a Hub.

#### High Risk - Red

- MASH INFORMATION PACKAGE TO BE COMPLETED WITHIN 4 HRS AND
  - Police & CYPS assessment team receive immediate notification with research to follow
- Immediate and serious safeguarding concern requiring action to ensure the safety of the child and possible necessity to secure and preserve physical evidence that might otherwise be lost.

#### Medium Risk - Amber

- MASH product within one working day
- There are significant concerns but immediate urgent action is not required to safeguard the child although an investigation under Section 47 of the Children Act 1989 is likely.

#### Low Risk - Green

- MASH information package to be completed within three working days or
  - Immediate referral to Early Response Service (Practice Manager, CYPS, decision)
- The referrer clearly has concerns about a child's wellbeing. The child may be a child in need as defined by section 17 of Children Act 1989 however there is no information at this stage to suggest an investigation under Section 47 of the Children Act 1989 would be required.

### The MASH

- Manages contacts and referrals received from any source (usually CYPS and Police 121A reports)
- Develops a document recording the concern information and all other available information in the Hubs within agreed timescales and an Early Years and Families manager makes an informed decision using all of the available information.
- Develops concern information into an Early Years and Families referral if services are required under section 17 or section 47 of The Children Act 1989
- Liaises with the Early Response Service for children and young people who need services but do not meet The Children Act 1989 threshold
- Provides consultation to agency referrers about thresholds, appropriate action to be undertaken and services.

The Hub contributes to improved outcomes for safeguarding children because it has the ability to swiftly collate and share information held by the various agencies and to provide a multi-agency risk assessment of each case for 'actual or likely harm'.

The above list is not exhaustive and as new policy guidance and legislation develops within the remit of Safeguarding we will review and update our policies and procedures as appropriate and in line with the Devon Safeguarding Children Board and Local Authority.

### Whistle blowing

- If we see or suspect abuse occurring in any other setting, for example a school or nursery we will follow the measures identified in the Safeguarding Procedures for Grafton Childcare.

## Holidays

**EYFS Requirement:** *"Providers must take necessary steps to safeguard & promote the welfare of children".*

**Every Child Matter Outcome**      *Make a Positive Contribution*

**EYFS Requirement**      *Safeguarding & Promoting Children's Welfare (S.F., pg 23)*

**EYFS Principle into Practice:**      *Enabling Environments - The Wider Context (card 3.4)*

Although very rewarding, childcare is also a very high stress occupation. In order for us to be the best childcarers that we can be, we need time to relax with our family, accomplish household projects, or attend training seminars/conferences.

**Statutory Public Holidays** As childcarers we are **NOT** available to work during Statutory Public Holidays & these are **NOT** included in our 20 days holiday per year. When a statutory holiday falls on a normal contracted day, our childcarer provision will be closed and full fees will be charged. This is because of the 01/19/07 EU directive, which now means we are now no longer permitted to include Statutory Public Bank Holidays in our employees accrued annual leave. But they are now in addition to their annual leave sadly we are forced to pass the full cost of this onto parents.

**Childcarer Sickness/Booked Holidays** We will give no less than 28 days advance notice of our holiday dates. No fee or any other amount is payable for or in respect of any time that the contracted service is not available, apart from Statutory Public Holidays. It may be possible for Grafton Childcare to suggest an alternative registered carer, but this would not constitute as a recommendation. No fees are payable during the childcarers booked holidays apart from Statutory Public Holidays, but full fees are due during the parents holidays. Which is why it is to the parents advantage to take their holidays during the same time as the childcarer so that you don't have any additional childcare fees to pay.

If a parent or a child is ill and the childcarer service is not used full fees will be charged. The service is available, as contracted and the childcarer would be unable to fill the place at short notice which is why full fees as per the contract will be charged.

Reviewed and Updated September/08

## Clothing & Belongings

Children should arrive dressed for play. We like to have fun! Having fun involves outdoor play and lots of messy activities, so make sure that your child is dressed appropriately. Please don't dress your child in their best clothing or expect them to be spotless when you arrive to pick them up, if we are going on an outing somewhere that requires your child to be dressed in something other than play clothes we shall inform you in advance so that you have the option to include another outfit for such a purpose. Clothing should be comfortable and seasonally appropriate for outdoor play everyday of the year.

Remember that we use our own washable nappies and to allow for this when dressing your child, trousers and leggings which are tight or snug over disposable nappies, will not fit over our washable nappies. We would prefer that once your child is being potty/toilet trained that you do not send them in dungarees or trousers with belts, as they are too difficult for your child to undo unaided.

Make sure you include warm hats, mittens, boots and coats for cold weather and sun hats and sandals or canvas shoes for warmer weather. Please do not send you child over two years with shoes with laces or buckles, unless they are able to fasten them themselves. The children take their shoes off and on frequently during the day when going from inside to outside. So they need to be able to tie the shoelaces themselves or wear shoes with Velcro fastenings which they can operate.

Please remember that we need one pair of slippers, wellington boots, lightweight raincoat (pack-a-mac style) and sun hat left here at Grafton Childcare at all times, labelled clearly with your child's name.

We prefer that children do not bring toys from home little ones can have a difficult time sharing with others, and it is even harder with their own special toys. If toys are brought please note that they will be left in their bag until it is time to leave if they are the cause of disagreements among the children.

Exceptions to this policy will be that a child may bring a favourite sleepy toy for naptime only, and toys may be brought for show and tell and circle time activities. We are not responsible for any loss or breakage of personal items including clothing, toys and jewellery. All personal items should be clearly marked with your child's name we highly recommend the Sharpie Laundry Marker Pens they are fantastic for this purpose.

We cannot be responsible for lost items of clothing or footwear, especially those which are not labelled. Recently we have spent a huge amount of time trying to repatriate items of clothing, which have not been labelled, and have decided to introduce a lost property bin which will be kept just inside the conservatory door so that parents can look through it themselves to see if any of the unlabeled items belong to their children and thus free up staff time. Sainsbury's, Tesco, and WHSmiths all sell Laundry Marker Pens in their stationery isles we highly recommend you purchase one and save both staff and parents the stress involved in trying to locate and repatriate unlabeled belongings, thank you for your continued cooperation.

Reviewed and Updated July/11

## Supplies

### Parents to Provide:

Set of spare clothes, suitable outdoor footwear and outerwear i.e. Slippers, wellie boots, warm waterproof coats (during the Winter months), socks, shoes, woolly hats, sun hats, spare clothing for babies & whilst toilet training. Nappy rash prevention creams, paracetamol suspension e.g. Calpol, sun cream, expressed baby milk, three or four disposable nappies. If child is on a special diet their needs will need to be discussed in detail although we are very experienced at catering for special diets, i.e lactose intolerant.

### Childcarers to Provide:

Morning fruit snack, healthy lunch, afternoon fruit snack, light tea for full-time cared child 9+ hours a day & water, powdered milk or fresh milk as wanted, bedding, bibs, hand towels, washable nappies & wipes.

**Please note that we do not provide any type of medication.**

Donations help us keep the costs down, so if you have any of the following items on hand and are willing to donate them, it would be greatly appreciated. This is not mandatory.

- Dressing up clothing child sized not old adult clothing, costumes, jewellery, hats etc.
- Magazines for cutting, especially ones that depict other cultures, old birthday cards etc.
- Paper of any kind, brown, white, coloured, waxed, foil, etc.
- Crayons, water colour paints, or any misc. art supplies, such as fabric scraps, glitter, pipe cleaners, paper plates, etc.
- Any odd shaped boxes or packages, especially if you can get a dozen or so of them, maybe from your place of work, we are very happy to help you recycle, these come in very hand for junk modelling.
- Used padded envelopes, any size or amount.
- Anything that you think we might find useful for arts and crafts, just ask if not sure.

Reviewed and Updated August/09

## Daily Schedule

Infants and toddlers will not necessarily follow the same schedule as the pre-schoolers. They may need morning naps, etc. Infants are fed on demand unless parents dictate otherwise and toddlers usually eat meals and snacks with the other children. While older children engage in child led play we try to take some time to focus with the infants and toddlers. Feeding time and nappy changing times are good times for interaction with infants and toddlers. Of course all children develop differently, and whenever these "wee ones" wish to join in with the older ones (unless it is not a safe activity for them), they will be encouraged.

Since infants and toddlers cannot communicate well enough to parents we supply a Daily Record Folder, which includes Daily Report Booklets which will be completed as the day proceeds. The Daily Record

Booklets include space for the following information, such as meal times, food eaten, amount eaten, details of nappy changes, things we've been doing during the day, nap times etc. We have also included some Parent's Just a Note forms and it would also be nice if you could add your comments on these, stating what your child does at home in the evenings, or weekends (visit to shops, or grandmas, tried new food etc) as well as any other new information we might need to know about yourself, partner or child. Between us we should get a nice picture of your child's day and home life.

Young children, toddlers and babies enjoy a semi structured schedule that allows for flexibility. A schedule helps the day to flow more smoothly, allows the children to anticipate forthcoming events, and aids in achieving a variety of goals. We will adhere to our written timetable to the best of our ability, keeping in mind that anything can happen when children are involved. There will be times when we have to make adjustments to the timetable. We appreciate families considering our schedule when picking up or dropping off their children. It is better if arrivals and departures do not occur during quiet time between 1 and 2 pm, but when they do, please take note of the fact that children may be sleeping. Come and go as quietly and quickly as possible. Children who arrive during quiet time will be expected to rest and play quietly until the rest period is over. The timetable is just a very rough example of how our day is mapped out, obviously when we take the children out and about some of the timings can alter a little, but most activities can be continued whilst out and we try very hard to stick to the usual mealtimes for babies and children no matter where we are or what we are doing.

Reviewed and Updated December/11

7.00 - 8.30 am	Arrival and Breakfast for those whom we provide breakfast.
8.30 - 9.30 am	Changing Babies & Toddlers into our own washable nappies *, checking Daily Diaries for notes from parents. Child Led Play with Brio, Duplo Small World Play sets, Self Registration etc.
9.30 - 10.00 am	Rhyme Time & Circle Time, followed by a Range of Themed and Child Led Activities both in and outside
10.00 - 10.30 am	Morning Healthy Fruit Snack with Chilled Filtered Water or Milk
10.30 - 12.00 am	Craft , Cooking or Science Activity, which is either linked to our current topic or theme or child led.
12.00 - 1.00 pm	Lunch when we all sit down together and share a healthy home prepared freshly/cooked lunch
1.00 - 2.00 pm	Quiet Time low-key activities such as puzzles, stories or quiet play in areas away from sleeping babies.
2.00 - 3.00 pm	Afternoon session where we will carry out a range of both themed games and activities including use of the Home Corner and Role-play Equipment both in and outside, which can be linked in with our current topic or theme or child led.
3.00 - 3.45 pm	Afternoon Healthy Fruit Snack with Chilled Filtered water or Milk
3.45 - 5.15 pm	Table top toys from our vast range of puzzles and Orchard Toys games and activities which can be linked in with our current topic or theme or be simply child led.
5.15 - 6.00 pm	Dinner when we all sit down together and share a healthy home prepared freshly cooked dinner, for those who depart between 6.00 - 7.00 pm and whose parent's wish them to have four meals a day here. Changing babies out of our washable nappies*, for those children who will be shortly going home. Calming down session, when we sit and read to the children, have circle time and complete their Daily Diaries, ready for their parents to collect them after a busy fun packed day.
6.00 - 7.00 pm	Child Led Play in the Playroom or enjoy having a selection of stories and rhymes read to them.

\* We do not have set times for the changing of nappies, nappies are checked very frequently during the day and are changed as soon as it is necessary to do so.

## Healthy Eating Policy

**EYFS Requirement:** *"The provider must promote the good health of the children, take necessary steps to prevent the spread of infection, and take appropriate action when they are ill".*

**Every Child Matter Outcome**      *Being Healthy*

**EYFS Requirement**      *Safeguarding & Promoting Children's Welfare*

**EYFS Principle into Practice:**      *A Unique Child—Health & Well Being (Card 1.4)*

We provide lunch and snacks at no extra charge. Meals will consist of a nutritious lunch, morning and

afternoon snacks. Breakfast is also available for children who arrive between 7 - 8.30 am and also the evening meal if required for those who leave after 6.00 pm and attend for over nine hours per day.

Children who arrive after meal times should be fed before they arrive. We prefer that children do not bring food, drinks, etc. from home unless requested. Children tend to think the "grass is greener . . ." when they see someone eating something different from themselves. Although we are very happy for you to send in Birthday Cakes and other foods eaten during Cultural or Religious Festivals which your family take part in. As these are very important learning opportunity for the children to share and learn about other cultures other than their own. We can supply all formula milks as per parental requests and are very happy to give breast milk supplied from the parent and can even store supplies of breast milk bagged and labelled with the date it was expressed and your child's name in our freezer if you would find that useful. It is our belief that infants should be fed on demand. If parents have another feeding schedule in mind, we are happy to discuss it, so that your infant's specific needs can be met.

If your child has allergies, and requires a modified diet, we must be notified of this on the "Details of the Child" form and describing any foods the child is not permitted to eat. An appropriate substitution will be made, if possible. We never force a child to finish what is on his/her plate, but we do encourage each child to try one or two bites of everything. Sometimes they are surprised by what they like! If a child refuses to eat something they have had before, they will be offered a plain but wholesome alternative. If they refuse this also, because they might not be hungry then they will not be offered anything else until the next snack or meal time. All eating patterns will be communicated to the parents via their child's Daily Childcare Report Booklet.

This is the rationale for our Being Healthy Food & Drink Policy. Our minded children are encouraged to eat a varied diet. They all eat foods from each of the four main food groups every day if their prescribed diet allows for it. Which are:-

Bread, other cereals and potatoes, Fruit and vegetables,, Milk and dairy foods, Meat, fish and pulses and soya. A varied diet is of course associated with better health as it is more likely to contain all the nutrients the body needs. Fruit and vegetables are particularly important for good health. Our under-5s are encouraged to eat five child-sized portions of fruit and vegetables a day: e.g., half an apple; two portions of vegetables (such as peas, carrots or tomatoes); occasionally a glass of fruit juice (diluted, and preferably served with a meal); and a small banana or a dried fruit snack (eg raisins and apricots).

Vitamin C is important in maintaining good health and has a role in helping the body to absorb iron if both nutrients are present in the same meal. Our under-5s are encouraged to eat foods containing vitamin C - for example most fruit and fruit juices, potatoes, broccoli and other green vegetables, tomatoes and peppers. Eating five portions of fruit and vegetables a day will ensure an adequate vitamin C intake.

We are aware that children up to the age of 5 years might receive vitamin drops containing vitamins A, C and D. This is the responsibility of the parents or guardians but we can provide information about where to find out more about them should they wish. The iron intake of children under 5 is lower than currently recommended and there is evidence to suggest that low iron status is common in this age group. Our under-5s are therefore encouraged to eat a diet that is high in iron-rich food such as meat, poultry and fish, as well as fruits and vegetables. (Meat and meat dishes are also a good source of zinc.) Our children who do not eat meat have a varied diet containing foods such as cereals, pulses (peas, beans and lentils), vegetables and fruits.

The intakes of the type of sugars in the diet which most contribute to tooth decay are higher than recommended among the under-5s. Our minded children do not have sugary foods, but we are aware that these should be given with meals rather than as snacks between meals. Children do not need sugary foods such as sweets, chocolate, soft drinks or honey for energy. Starchy foods - such as potatoes, bread, rice, pasta and yam - are better sources of energy as these foods contain other important nutrients too. It is important that the our under-5s get enough energy (calories) for growth and development. While adults and children aged over 5 are encouraged to eat a diet that is high in starchy foods and low in fat, younger children on this sort of diet may not have the appetite to eat enough food to provide all the nutrients they need. We are therefore sensitive to the needs of children who are fussy eaters or small eaters and ensure that these children are offered food that they will accept. We pass on the healthy advice we have read about in many books and leaflets and at the Network Training which we have attended by fostering a real

and genuine partnership between ourselves and the parents for whom we provide childcare.

This includes making our Healthy Menu plans available to parents to view at any time. They are on permanent display on the display board in the Dining-room. We give parents lots of notice of any changes to meals, food choices or any other aspect of our food provision and giving them the opportunity to comment on and discuss the changes before they are actually introduced.

For all of the under fives in our care we provide a complete record of exactly what their child has eaten and drunk during the course of the day. Although we don't usually do this for older children, we have in the past done so for school aged children who have been less than forthcoming when questioned by their parents.

We discuss fully with parents whether or not their child has any special dietary requirements before the child starts in our care. We remind the parents that they are responsible for keeping us up to date with information and lists of foods which their child can and cannot eat whilst in our care. This is usually done via their child's Daily Childcare Report Booklet on the "Parent's Just a Note" pages. Since we will not introduce new foods to the child whilst in our care, just in case the child were to have an adverse allergic reaction. For this reason we positively encourage parents to let us know as soon as their child has tried a new food at home, so that we are able to update records.

We reduce the total amount of sugary foods and drinks which the children have whilst in our care. By not giving sweets and cakes as a snack, unless they are homemade and thus we have made them with unrefined sugar as advised. On the odd occasion when the children do have shop bought cakes i.e. Birthdays, Festival Days and other special occasions these are always given with meals and not in between meals as snacks. This is because we are aware that children's first teeth are very prone to decay if they are frequently in contact with sugars. For this reason also we do not give the children any fruit squashes, they only have milk or water and occasionally they have the choice of fresh fruit juices which are heavily diluted, but even then these are not given in bottles but are put into a cup or beaker and are given during a meal and again not in between meals to cut down on the frequency of the child's teeth coming into contact with sugars. We do not provide fizzy drinks at all since they provide very little in the way of nutrients and will only serve to suppress a child's appetite and possibly make them wish to eat less at mealtimes.

We are aware that it is recommended in Guidance for Early Years that children should brush their teeth twice daily, preferably morning and night. If parents would like their child to brush their teeth whilst attending Grafton Childcare, we are more than happy to accommodate this for those children who attend for four meals a day. In the interest of good hygiene we ask that parents supply a toothpaste and appropriate under fives toothpaste for their child, which will be stored here for their specific use.

As you can see from our menu plans, we avoid, sweet, fatty, processed, foods which contain preservatives and food colourings and non organic foods since large amounts of any of these items will not help with a balanced healthy diet. Overleaf you will find a sample of the healthy meals provided at Grafton Childcare. Children are never forced to eat something they do not like, although they are encouraged to taste items before declining them. Alternative foods to accommodate religious beliefs, vegetarians and allergies can be provided, in fact we have become very used to accommodating different dietary needs over the years, so this is not a problem to us, but an enjoyable challenge.

Our menu plan is subject to change because some food items might not be available as planned. The majority of our fruits and vegetables and fresh meats are purchased fresh from Ashfords and Bakers the Butchers inside Newton Abbot Market. In fact the children will quite often come with us and select their own produce which is great fun. They can often be encouraged to sample new fruits and vegetables if they have brought and carried them home themselves. All meals are prepared on the premises to Pat's very exacting high standards, she takes great delight in sourcing new recipes to tempt the children and because of this our menu is subject to change but alternatives to the menu will always be to a very high standard.

# Grafton Childcare Healthy Menu Plans

	Monday	Tuesday	Wednesday	Thursday	Friday
<b>Week 1</b>	<b>7- 8.30 am Breakfast</b> Cornflakes 15g/ 1 weetabix, rice crispies 15g, 1 shredded wheat, milk 50ml, wholegrain toast 15g, margarine 3g, honey/jam 5g, water or 25ml Orange diluted with water.				
	<b>10.00 Snack</b> Portion of Fresh Fruit, Apples, Banana, Kiwi, Grapes, Satsuma, Strawberries, Pear, Nectarines, Plums, Pineapple, Mango or a pot of mixed dried fruits, Milk or Chilled Filtered Water				
	<b>12.00 Lunch</b> Wholemeal Edam & Cucumber Wholegrain Sandwich  Handful of Grapes Milk or Water	<b>12.00 Lunch</b> Chicken Breast & Lettuce Wholegrain Sandwich  Carrot Sticks Milk or Water	<b>12.00 Lunch</b> Homemade Spaghetti Bolognaise  Fruit Bar Milk or water	<b>12.00 Lunch</b> Corn-beef & Salad wholemeal Sandwich  Pot of raisins and sultanas Milk or water	<b>12.00 Lunch</b> Tagliatelle with Parma Ham & Asparagus  Small Apple Milk or water
	<b>3.00 Snack</b> Portion of Fresh Fruit and/or Homemade EasyYo Yoghurt Milk, Water or Fresh Diluted Fruit Juice				
	<b>5.00 Evening Meal</b> Pasta Spirals with Freshly Cooked Chicken & Tomato Sauce Portion of Fresh Fruit Milk or Water	<b>5.00 Evening Meal</b> Homemade Shepard's Pie with Extra Chunky Veg Portion of Fresh Fruit Milk or Water	<b>5.00 Evening Meal</b> Home cooked Gammon Granary Lettuce Sandwich Portion of Fresh Fruit Milk or Water	<b>5.00 Evening Meal</b> Homemade Chicken & Vegetable Pie Mashed Potatoes Sweetcorn & Peas Portion of Fresh Fruit Milk or Water	<b>5.00 Evening Meal</b> Jacket Potato with Bacon & Baked Beans Portion of Fresh Fruit Milk or Water
<b>Week 2</b>	<b>7- 8.30 am Breakfast</b> Cornflakes 15g/ 1 weetabix, rice crispies 15g, 1 shredded wheat, milk 50ml, wholegrain toast 15g, margarine 3g, honey/jam 5g, water or 25ml Orange diluted with water.				
	<b>10.00 Snack</b> Portion of Fresh Fruit, Apples, Banana, Kiwi, Grapes, Satsuma, Strawberries, Pear, Nectarines, Plums, Pineapple, Mango or a pot of mixed dried fruits, Milk or Chilled Filtered Water				
	<b>12.00 Lunch</b> Ham with pickle in a Wholemeal Bap  1 Small Banana 1 Pot of sultanas & raisins Milk or water	<b>12.00 Lunch</b> Cheese Salad Granary Sandwich  1 Homemade Fruit Muffin Milk or water	<b>12.00 Lunch</b> Slice of Homemade Egg & Bacon Pie Carrot sticks  Small Banana Milk or water	<b>12.00 Lunch</b> Thick vegetable soup & wholegrain roll  Handful of grapes Milk or water	<b>12.00 Lunch</b> Chicken Breast & Lettuce Granary Sandwich  Carrot Sticks Milk or Water
	<b>3.00 Snack</b> Portion of Fresh Fruit and/or Homemade EasyYo Yoghurt Milk, Water or Fresh Diluted Fruit Juice				
	<b>5.00 Evening Meal</b> Homemade Tortellini with Cream, Butter and Three Cheeses Portion of Fresh Fruit Milk or Water	<b>5.00 Evening Meal</b> Homemade Sweet & Sour Pork with Wholegrain Rice Portion of Fresh Fruit Milk or Water	<b>5.00 Evening Meal</b> Farmers Market Homity or Steak Pie & Vegetables Portion of Fresh Fruit Milk or Water	<b>5.00 Evening Meal</b> Penne with Freshly Cooked Chicken, Broccoli & Cheese Portion of Fresh Fruit Milk or Water	<b>5.00 Evening Meal</b> Cauliflower Cheese With side salad Portion of Fresh Fruit Milk or Water

This is just small a sample of the healthy meals provided at Grafton Childcare. Children are never forced to eat something they do not like, although they are encouraged to taste items before declining them. Alternative foods to accommodate religious beliefs, vegetarians and allergies can be provided if adequate notice is given of your child's individual needs. Fresh filtered, chilled water is available at all times

## Toilet Training

When you feel your child is ready for toilet training, we ask that you begin this training at home during a minimum of four days holiday. We will then follow through and encourage your child while in our care. Toilet training can only be done in a relaxed manner with the full co-operation of the family. We ask that your child must be at least 2 yrs. old, and must be showing signs of readiness. When your child is ready, the process should go pretty quickly. We suggest that your child should be kept in pants at all times. Putting a child in nappies part time, and pants part time, can be confusing and delay the training process.

Please keep in mind that the activity level with us can distract your child from responding to an urge to use the toilet, more so than at your home. Therefore, we will continue to use nappies until your child can and will announce that (s)he must use the toilet or potty (not just at home, but here, as well) and can control his/her bladder and bowels for a few seconds beyond that announcement. Parents will need to supply six pairs of pants, plus three sets of extra changes of clothing each day, don't forget the socks, whilst toilet training.

If your child is dry during the day, but not at naptime we will continue to use our own washable nappies for your child to sleep in during our rest period. During toilet training, we ask that your child be dressed in "user friendly" clothing, as much as possible. The best items are shorts and jogging bottoms with elastic waists. Try to avoid really tight clothing, trousers with zips or buttons at the waist, and dungarees. These are difficult for children to remove "in a hurry".

Occasionally children do have accidents. When this happens the children will be treated with the greatest respect, there will be no form of punishment what so ever, this includes name calling or anything else that is likely to distress the child as the children are normally embarrassed enough and any form of distress can hinder the child's progress and thus lead to further accidents.

If your child does have an accident then the child will be taken to one side and then be cleaned up and changed discretely, offered lots of cuddles and then will go back to continue what ever activities your child was participating in before the accident. The soiled clothes will be sent home with the parents on collection unless we are due to do laundry when they will be washed for you. If they are sent home please don't forget to replace the spare clothes as we do not keep any other spare clothes on the premises unless they have been supplied by yourself.

Reviewed and Updated July 09

## Naps/Quiet Time

There will be a designated nap/rest time each day all children are encouraged to either nap, rest, read or play quietly during this period. Rest time gives everyone a much-needed break during the day, also we can't perform at our best if we are expected to work 12 hours (i.e. 7.00 am — 7.00 pm) without a break. Without rest time, some children are argumentative in the afternoon, short-tempered with others, and not real happy when they go home in the evening. We use this period to write up your child's Daily Childcare Report Booklets and log observations etc.

Infants nap at varying times and their schedules will be accommodated. Somewhere between 12 and 18 months, children usually drop down to one nap per day. At this time, we will attempt to put them on the scheduled nap/rest period.

Generally, infants tend to nap 2 times daily. If this is the case for your child, they will be encouraged to nap between 9.45 am and 10.30 am and again 1:00 pm to 2:00 pm. Please notify us if you'd like to stop the morning nap, and we can discuss any concerns at that time. We understand it can be difficult to get them to sleep at night if they have slept too much during the day. If this is the case please notify us and we can arrange to have naps shortened. Although if a child falls asleep naturally, we will not wake them, as we feel this could be viewed as a form of abuse.

All children are encouraged to have a 'Quiet Time' from 1:00 - 2:00. The 'Quiet Time' can consist of low key activities such as puzzles, stories or quiet play in an area other than where the Infants are napping. If you wish to telephone us during the normal working day and your call is not urgent, please could you avoid calling between 1:00 — 2:00 pm and thus avoid waking the Infants.

Reviewed and Updated August/09

# Introducing the Early Years Foundation Stage (EYFS)

*EYFS Requirement: "The provider must plan & organise their systems to ensure that every child receives an enjoyable & challenging learning & development experience that is tailored to meet their individual needs".*

**Every Child Matter Outcome**      *Enjoy & Achieve*

**EYFS Requirement**                      *Organisation (S.F., pg 37)*

**EYFS Principle into Practice:**      *A Unique Child – Child Development (card 1.1)*

*Positive Relationship - Parents as Partners (card 2.2)*

- *Supporting Learning (card 2.3)*

- *Key Person (card 2.4)*

*Enabling Environment - Observation, Assessment & Planning (card 3.1)*

- *Supporting Every Child (card 3.2)*

- *The Learning Environment (card 3.3)*

- *The Wider Context (card 3.4)*

*Learning & Development - Play & Exploration (card 4.1)*

- *Active Learning (card 4.2)*

- *Creativity & Critical Thinking (card 4.3)*

- *Areas of Learning & Development (card 4.4)*

The EYFS framework sets the standards for the learning, development and care of children from birth to the end of the Foundation Stage, it brings together three separate frameworks:

- Birth to Three Matters
- the Curriculum Guidance for the Foundation Stage
- national standards used for the registration and inspection of early years providers.

From September 2008 all schools and early years providers in Ofsted-registered settings attended by children from birth to the end of the Foundation Stage, must ensure that their provision meets the EYFS requirements. This will include all childcarers on the Ofsted Early Years Register caring for children under six.

There are many aspects and dimensions to the EYFS framework. The key points are summarised here.

The EYFS is based on four themes.

The four themes are:

- a unique child
- positive relationships
- enabling environments
- learning and development.

The fourth theme of learning and development is divided into six areas:

- personal, social and emotional development
- communication, language and literacy
- problem-solving, reasoning and numeracy
- knowledge and understanding of the world
- physical development
- creative development.

Each area of learning and development starts by setting out the requirements. Different aspects of each area of learning and development are also summarised. The non-statutory guidance in the EYFS pack then offers examples of the types of activities and experiences in which children may be involved as they progress in each area of development. Although the DfCSF assure us that this is not a curriculum.

In these next few pages we will be looking at the activities, experience and support we provide for children to help them meet the EYFS learning and development requirements.

Each area of learning and development is broken down into early learning goals (ELGs). These set out the expectations for most children to reach by the end of the EYFS. Although these are goals for 5-year-olds, not 1, 2, 3 or 4-year-olds, they provide the basis for our planning learning and development for all children from birth.

Children learn more quickly during the first five years of life than at any other time.

In these early years they learn through:

- observing and exploring the world around them
- watching others (adults and children)
- listening and talking.

Much of this happens through play, especially when Parents and Childcarers are part of the play and learning and it takes place in an emotionally secure environment. Children need first-hand, clear experiences of the real world so they are able to gather information through their senses which they can use to build their understanding. Active learning happens when children are keen to learn and are interested in finding things out for themselves.

All activities and experiences should be child-centred, starting with:

- the child's current stage of development, based on what the child can do and has achieved so far
- the child's interests and preferences.

Because children develop at different rates and in different patterns, - it is not helpful to compare children with one another. The early learning goals should not be seen as the ultimate and only goals for 5-year-olds - many children of this age are capable of much wider learning. Some children may exceed the early learning goals and some may still be working towards them at age 5. But the EYFS assessment process takes this into account.

Although the EYFS theme of learning and development is split into six areas, children's learning does not happen in a disconnected way. Children learn in an integrated and holistic way. They learn from everything they do and everyone they come into contact with. From any particular event a child may experience "personal, social and emotional development", "communication, literacy" learning and gain "knowledge and understanding of the world" - or any other combination of the areas of learning and development.

We will provide a range of activities and experiences throughout the childcare day which enable children to develop and learn. Some of these activities and experiences are carefully planned, but others happen spontaneously, arising from situations which crop up as the day unfolds. Sometimes our role is to participate, to intervene, to comment or to demonstrate - but at other times the most effective role is to be silent, to give children time and space to work things out for themselves.

Play and work are not separate activities at this early stage of life and although it is good practice for us to include special times in our daily routine when a child can take part in planned activities, these will not be viewed as sessions, when certain formal tasks must be performed and completed, Learning should be fun and children should be able to make choices. We will be giving them praise and encouragement for their achievements so that they become more self-confident and able to try things out for themselves.

All the children will have equality of opportunity through various stages of development. We will bear in mind that children are not all the same but need different types and levels of support to be able to take advantage of activities and experiences. The ideas and examples in the EYFS pack will not be used as checklists for learning and development. Different children will do different things at different times.

In order to assess the stage that children have reached and to understand what interests and motivates them, careful observation and assessment of each child as an individual will be necessary. This means avoiding making judgements based only on a child's size, age, gender, racial origins, cultural or social background or impairment. The initial discussions we have with parents is an essential part of assessing the stage of development a child has already reached.

The EYFS Principles Into Practice "Observation, assessment and planning" bases this planned approach to working with children on:

## Observation

This means collecting information about a child's activities and behaviour through active observation, this is called "look, listen and note" in the EYFS pack. We will be observing the children all the time and using the information we assemble in this way as the basis of judgements about the children's wellbeing and progress, as well as making decisions about our provision.

In fact, we are often in a position to observe children more closely and assess them more accurately than people who work with children in group settings because we have a close relationship with a smaller number of children with whom we spend long periods of time over several years. We can also discuss children's progress with parents more regularly.

## Assessment

This involves reflecting and thinking carefully about what our observations tell us about the child's:

- stage of development - what they can do, what they need help with, what they are ready to move onto
- behaviour patterns.

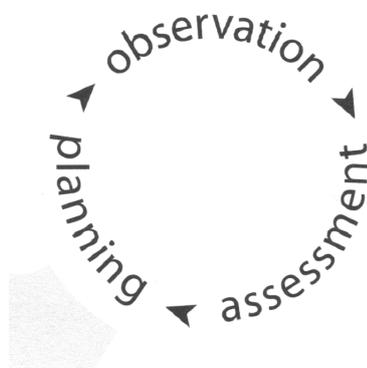
As Childcarers we are making this kind of assessment - formative assessment - all the time, as we work together with parents to identify a child's stage of development and consider what new stage the child is ready to move on to.

## Planning

This stage involves using our observations and assessments to plan the next steps for a child's learning. It means deciding what we would like to achieve next with the child and what we and the child's family want them to be able to do - either developing new skills or changing behaviour. This is called "planning and resourcing" in the EYFS pack.

But it is important that we be realistic about what to expect of each child. Children will not be forced to persevere to achieve a goal which is currently beyond their reach.

When we are planning next steps for the children we will take each of the six areas of learning and development and record what we currently provide for each individual aspect, how this supports the child's learning and development and what we plan to do next to extend each child's learning and development. We will also share our observation sheets with parents and with the other settings their children attend if they wish. By recording our Observations, Assessments and Planning along with the recording of evidence included in our Daily Childcare Report Booklet and Scrapbooks is this way it will help us to demonstrate that we are meeting the requirements of the EYFS to both Parents and Ofsted inspectors.



# Working With Other Settings, Agencies and Professionals

**EYFS Requirement:** *"Providers must take the necessary steps to safeguard and promote the welfare of children".*

<b>Every Child Matter Outcome</b>	<i>Being Healthy, Enjoy &amp; Achieve</i>
<b>EYFS Requirement</b>	<i>Safeguarding &amp; Promoting Children's Welfare (SF, pg 23)</i>
<b>EYFS Principle into Practice:</b>	<i>A Unique Child - Health &amp; Well Being (card 1.4)</i>
	<i>Positive Relationships - Parents as Partners (card 2.2)</i>
	<i>- Key Person (card 2.4)</i>
	<i>Enabling Environments - Supporting Every Child (card 3.2)</i>
	<i>- The Wider Context (card 3.4)</i>

The Government has defined that when children attend several settings that practitioners ensure that each setting regularly share the children's development and learning records and any other relevant information because effective communication between settings is key to ensuring that children's needs are met and there is continuity in their learning.

As Ofsted Registered Childcarers working within the Early Years Foundation Stage framework, we will work with other settings that your child attends, for example, pre-school, nursery, surestart centre, drop-in groups or reception class, to ensure that your child benefits from our sharing of information. This will extend our knowledge of your child as an individual and help us to support and build on his/her understanding and learning.

We will, with your permission, share with the pre-school, nursery, surestart centre, drop-in groups or reception class any learning records and any other relevant information that we draw up for your child and ask to see theirs on a regular basis. This will enable us to work as a team and provide real opportunities for your child's development and ensure that they gain the skills that contribute to future economic well-being.

Reviewed and Updated August/11

## House Rules

**EYFS Requirement:** *"Children's behaviour must be managed effectively & in a manner appropriate for their stage of development & particular individual needs".*

<b>Every Child Matter Outcome</b>	<i>Make a Positive Contribution</i>
<b>EYFS Requirement</b>	<i>Safeguarding &amp; Promoting Children's Welfare (SF, pg 28)</i>
<b>EYFS Principle into Practice:</b>	<i>A Unique Child - Keeping Safe (card 1.3)</i>

There are certain house goals and boundaries that all children will be taught and expected to follow. This is for the safety and well being of everyone. In addition, although we realise that we must expect a certain amount of wear and tear where children are concerned, we do not want to have our home "demolished". These House Rules are for sharing with both parents and the children and will be applied firmly and consistently.

- Everyone must remove their shoes or boots if they are dirty before walking on any carpeted areas, as this is where your children play. Children will not be permitted to stand or climb on chairs or tables.
- Name-calling, or yelling is not allowed as it is not nice and most children get very distressed by this. Foul language is strictly prohibited, as there is no need for any child to use such language and we will not allow it to be used in our home.
- Hitting, pushing, biting, grabbing, kicking, spitting, or pinching other children/infants/adults will NOT be allowed. We have a 'Hands Off!' Rule, which will be enforced at all times. Children come to our setting to learn and play and they cannot do this if other children/adults are constantly pushing and hitting them. Running will also not be permitted in the house it simply is not big enough.
- Children may not walk around the house with food, cups or bottles. Food and drinks are only consumed

in the dining-room, as this keeps the lounge, playroom and conservatory where the children play clean and safe from spills and left over food items.

- Children are not permitted to play outdoors unsupervised.
- Older children will not be permitted to pick up babies or small children even if the child is their sibling.
- "Back Talking" will not be tolerated, children will be encouraged to respect others.
- Rude, disrespectful behaviour will not be tolerated, children will be encouraged to be respectful and to care for each other, as well as adults. Respectful treatment of other people and all property, toys, and furniture is expected. Wilful destruction of property will be charged to the parent at the cost to replace the item. Please support us in the enforcement of these boundaries, in order to create a better environment for all (see Departure and Arrival).
- We emphasise the importance and practice of good manners. Every young child is capable of learning some of the most important phrases, "Thank you", "No thank you", "Please", and "You are Welcome".
- Children will also be encouraged to use the phrases, "I'm Sorry", and "I Forgive You", however they will never be forced to apologise.
- Smoking is **NOT** permitted on the premises or the front or back gardens by any person at any time, whilst minded children are present or an hour before any minded children are due to arrive.

Children and families are welcome in any areas of the home that are used for childcare purposes. Our family also need some privacy and separation from the childcare. Please respect this. It is hard for our children to share their home/dad/mother, so intimately, with other children/families, for so many hours each day. It is important for them to feel that they have their "own" space. Our children are expected to keep any toys that they are not prepared to share, in their rooms, away from the other children. Therefore, children are not permitted in the bedrooms, except when they are in use for napping or at the specific invitation of a particular child, i.e. Jonathan or Andrew might invite a particular child to come and play in their bedroom with their Playmobile or Lego.

Reviewed and Updated September/11

## Intimate Care Policy

**EYFS Requirement:** *"Children's behaviour must be managed effectively & in a manner appropriate for their stage of development & particular individual needs".*

**Every Child Matter Outcome**      *Make a Positive Contribution*

**EYFS Requirement**      *Safeguarding & Promoting Children's Welfare (SF, pg 28)*

**EYFS Principle into Practice:**      *A Unique Child - Keeping Safe (card 1.3)*

It is our policy to inform parents of the nature and type of routine physical contact their child(ren) will experience whilst in our care. There will be NO physical punishment of any child in our care at any time, discipline is taught through love and understanding. It is our belief and practice that children need nurturing and adult physical contact for their care and healthy development. This contact can be described in three ways: -

1. Nurturing - This includes hugs and non-intimate kisses, hand holding, gentle tickling, carrying and cuddling. This type of contact is never made against the express wishes of the child(ren). It is also our belief that it is normal and healthy for children to express affection with their peers.
2. Safety and Guidance - This includes restraining children from harmful situations, separating physically conflicting children, directing children by gently leading or guiding them and administering first aid to injuries.
3. Intimate Care - This includes face and hand washing, assisting with bathroom duties (as appropriate to the age of the child), nappy changing when a disposable glove must be worn, examining rashes or unusual marks, nose blowing and assisting with or conducting necessary clothing changes.

Grafton Childcare is committed to ensuring that all staff responsible for the intimate care of children will undertake their duties in a professional manner at all times. We recognise that there is a need to treat all children with respect when intimate care is given. No child should be attended to in a way that causes distress, embarrassment or pain.

Intimate care is any care which involves washing, touching or carrying out an invasive procedure (such as cleaning up after a child has soiled him/herself) to intimate personal areas. In most cases such care will involve procedures to do with personal hygiene and the cleaning of equipment associated with the process as part of a key worker's duty of care. In the cases of specific procedures only staff suitably trained and assessed as competent should undertake the procedure, (e.g. the administration of rectal diazepam).

The management of all babies/children with intimate care needs will be carefully planned. The baby/child who requires intimate care is treated with respect at all times; the baby's/child's welfare and dignity is of paramount importance.

Key Workers who provide intimate care are trained to do so (including Child Protection and Moving and Handling where appropriate) and are fully aware of best practice. The baby/child will be supported to achieve the highest level of autonomy that is possible given their age and abilities. Key workers will encourage each child to do as much for him/herself as he/she can. This may mean, for example, giving the child responsibility for wiping and or washing themselves. Individual intimate care plans will be drawn up for particular children as appropriate to suit the circumstances of the child.

Each child's right to privacy will be respected. Careful consideration will be given to each child's situation to determine how many carers might need to be present when a child is toileted and or showered. Where possible one child will be catered for by one adult unless there is a sound reason for having more adults present. If this is the case, the reasons should be clearly documented.

Intimate care arrangements will be discussed with parents/carers on a regular basis and recorded in the child's permission forms and or care plans as appropriate. The needs and wishes of children and parents will be taken into account wherever possible within the constraints of staffing and equal opportunities legislation.

Child Protection Procedures and Multi-Agency Child Protection procedures will be adhered to. All children will be taught personal safety skills carefully matched to their level of ability, development and understanding. If a key worker has any concerns about physical changes in a baby's/child's presentation, e.g. marks, bruises, soreness etc s/her will immediately re/report concerns to their appropriate supervisor or manager who might then refer the concern to the designated person for child protection. If a child becomes distressed or unhappy about being cared for by a particular member of staff, the matter will be looked into and outcomes recorded. Parents/carers will be contacted at the earliest opportunity as part of this process in order to reach a resolution. Key worker schedules might be altered until the issue(s) are resolved so that the child's needs remain paramount. Further advice will be taken from outside agencies if necessary.

If a child makes an allegation against a member of staff, all necessary procedures will be followed. All staff will be required to confirm as part of their induction processes that they have read the Devon County Council document 'Guidance on Toileting and Provision of Intimate Care for Children in Nursery and Reception Classes May 2011' or any revisions of this guidance and understand the need to refer to other policies Grafton Childcare may hold for clarification of practices and procedures. E.g. Our Nappy Changing Procedure, which can be found in our Staff Handbook.

Reviewed and Updated May/11

## Anti Bullying Policy

**EYFS Requirement:** *"Children's behaviour must be managed effectively & in a manner appropriate for their stage of development & particular individual needs".*

**Every Child Matter Outcome**

*Make a Positive Contribution*

**EYFS Requirement**

*Safeguarding & Promoting Children's Welfare (SF, pg 28)*

**EYFS Principle into Practice:**

*A Unique Child - Keeping Safe (card 1.3)*

Bullying involves the persistent physical or verbal abuse of another child or children. We take bullying very seriously. If a child bullies another child or children:

- We will intervene to stop the child harming the other child or children;
- We will explain to the child doing the bullying why her/his behaviour is inappropriate;
- We will give reassurance to the child or children who have been bullied;

- We will help the child who has done the bullying to say sorry for her/his actions;
- We will make sure that children who bully receive positive praise when they display acceptable behaviour;
- We do not label children who bully;
- When children bully, we will discuss what has happened with their parents and work out with them a plan for handling the child's behaviour; and
- When children have been bullied, we share what has happened with their parents, explaining that the child who did the bullying is being helped to adopt more acceptable ways of behaving.

Reviewed and Updated August/11

## Policy On Biting

**EYFS Requirement:** *"Children's behaviour must be managed effectively & in a manner appropriate for their stage of development & particular individual needs".*

<b>Every Child Matter Outcome</b>	<i>Make a Positive Contribution</i>
<b>EYFS Requirement</b>	<i>Safeguarding &amp; Promoting Children's Welfare (SF, pg 28)</i>
<b>EYFS Principle into Practice:</b>	<i>A Unique Child - Keeping Safe (card 1.3)</i>

Biting can be an uncomfortable subject for parents of both the biter and the child who is bitten. We hope that this policy will explain how we deal with biting at Grafton Childcare. Please do discuss any concerns you may have regarding this issue with us. If your child is known to bite we would prefer to know in advance. Children bite for a variety of reasons. This may be because they are teething, frustrated, exploring using their mouth, asserting their independence and wanting to gain control, maybe of a toy or they could be stressed. It may also be because they want to gain attention. We will work with you and your child to establish when and why they are biting. We will observe the child closely to see if certain conditions or situations trigger the behaviour and then work with them to try and avoid the incidents occurring. This may involve altering the child's routine, giving them more one to one attention, purchasing additional resources so sharing is not such a major issue or if it is because a child is teething provide suitable teething resources. We will ensure that if a child is bitten that they are comforted and given lots of attention. We will ensure that any first aid is applied correctly if required and the incident will be recorded. If your child bites then we will remove them from the situation and explain to them, according to their age and understanding that biting is unacceptable behaviour. For younger child this may be by our tone of voice and facial expressions rather than lots of words. It may be necessary for us to exclude the child from an activity until they are calm enough to return. We will also encourage the child to apologise to the child they have bitten and work with them to develop strategies to help them deal with the reasons.

Reviewed and Updated August/09

## Behaviour Management

**EYFS Requirement:** *"Children's behaviour must be managed effectively & in a manner appropriate for their stage of development & particular individual needs".*

<b>Every Child Matter Outcome</b>	<i>Make a Positive Contribution</i>
<b>EYFS Requirement</b>	<i>Safeguarding &amp; Promoting Children's Welfare (SF, pg 28)</i>
<b>EYFS Principle into Practice:</b>	<i>A Unique Child - Keeping Safe (card 1.3)</i>

As Registered Childminders and members of Devon Childminding Association, we aim to offer a quality childcare service for parents and children. We recognise the need to set out reasonable and appropriate limits to help manage the behaviour of children in our care. We do not and will not administer physical punishment or any form of punishment with the intent of causing pain and discomfort, nor any kind of humiliation or hurtful treatment to any child in our care. Hitting and hurting are always wrong, and in this house, nobody hits anyone else. We endorse positive discipline as a more effective way of setting limits for children.

- **Rewarding good behaviour.** Because rewards are constructive, they encourage further effort. Punishment is destructive - it humiliates the children and makes them feel powerless. We actively use

our Star Reward Charts positioned in the hallway to reward good behaviour and acts of kindness and good manners on a daily basis.

- **Encouraging self-discipline and respect for others.** Because children need to grow into people who behave well even when there's no one to tell them what to do.
- **Setting realistic limits according to age and stage of development.** Because as children grow and develop our expectations of them change.
- **Setting a good example.** Because young children take more notice of how we are and what we say.
- **Encouragement, not orders and instructions.** Because 'do as your told' teaches nothing for next time. Positive discipline means explaining why.
- **Being consistent** - saying no and meaning no. Because children need to know where they stand and it helps if they know that we mean what we say.
- **Praise, appreciation and attention.** Because when children are used to getting attention with good behaviour, they won't seek it by misbehaving.
- **Building children's self esteem.** Shaming, scolding, hurting and humiliating children can lead to even worse behaviour. Attention, approval and praise can build self-esteem, a child who feels valued is more likely to behave well.

We maintain a positive discipline policy, which focuses on prevention, redirection, love, consistency and firmness. We stress two main patterns of behaviour: respect for other people and respect for property. The children are explained the rules of the our home frequently, so they are all familiar with the guidelines. Please keep in mind that there WILL be disagreements between children. Young children, especially, who are not adept at communication, have a hard time expressing their feelings. Sometimes they hit, throw toys, bite, etc. Although teaching children appropriate behaviour is what we will be doing, remember that this behaviour is normal, in most cases. We will try to prevent problems, redirect when appropriate, discuss inappropriate behaviour, encourage making amends when offence involves another person and sometimes withdraw privileges based on the principle of "natural consequences". An example might be where a child is misusing a toy, then (s)he will not be allowed to play with the toy for a period of time. The use of time outs will be rare, as we have not found them to be particularly effective, except when a brief cooling off period is needed. Sometimes when children are fighting about, or throwing toys, we will simply put the toy in a short time out, and then bring it back into circulation a little later. This seems to work better than giving the child a time out.

Under NO CIRCUMSTANCES will there be any spanking, shaking, physical abuse, verbal abuse, name-calling used. Neither food nor sleep will ever be withheld from children as a means of punishment.

Physical intervention is only used at Grafton Childcare to manage a child's behaviour if it is necessary to prevent personal injury to the child, other children or an adult, to prevent serious damage to property, or in what would reasonably be regarded as exceptional circumstances. Any occasion where physical intervention is used to manage a child's behaviour would be recorded via one of our Incident Forms and a copy of which would be placed in the child's Daily Record Folder.

Reviewed and Updated August/11

## Illness/Medications

**EYFS Requirement:** *"The provider must promote the good health of the children, take necessary steps to prevent the spread of infection, and take appropriate action when they are ill".*

**Every Child Matter Outcome**      *Being Healthy*

**EYFS Requirement**      *Safeguarding & Promoting Children's Welfare (S.F., pg 26)*

**EYFS Principle into Practice:**      *A Unique Child—Health & Well Being (Card 1.4)*

This is a "well-child" care facility. At no time do we provide childcare for sick children. The following illness policies will be strictly enforced, for the health, well being and safety of all concerned.

**Sick Child Policy:** Under no circumstances may a parent bring a sick child to our home. If your child shows

any signs of illness (see SYMPTOMS REQUIRING REMOVAL OF CHILD FROM CHILDCARE), or is unable to participate in our normal daily routine. Sick children expose other children, as well as our family and ourselves, to the spread of their illness and require additional care and attention that we are unable to give. Moreover, sick children want care from their parents in the comfort of their own homes. If other children become ill due to exposure to your sick child, either because he/she was returned to our care before full recovery or because he/she was not picked up promptly upon notice of becoming ill, other parents will be unnecessarily inconvenienced. If our family or we become ill due to exposure to a sick "minded" child, all of the "minded" children may need to arrange alternate care, and we will lose a portion of our income. Because this is disruptive to other children and their families, as well as our own, your co-operation on this issue is extremely important. Every effort is taken to reduce the spread of illness by encouraging hand washing and other sanitary practices

If your child is unable to participate in the normal activities including being able to play outside or accompany other children as part of our normal daily routine, then your child **MUST** stay home.

Children will be visually screened when they arrive in the morning. In the event a child becomes ill and needs to be picked up, the parent(s) will be called and are expected to come and pick the child up within one hour (60 minutes). If the parent(s) cannot be reached, or have not arrived within an hour, the emergency contact person will be called and asked to come and pick the child up.

For the benefit of other children in our care, ourselves and our children, a sick child will not be permitted to return to care for 48 hours after their condition has returned to normal. The child may return 48 hours (depending upon the illness) after they have received the first dose of an antibiotic. If a child receives an antibiotic for an ear infection, (s)he may return to Grafton Childcare immediately if he/she has been free of other symptoms mentioned for at least 48 hours. If you aren't sure about whether or not to bring your child to care, please call us to discuss it. Allergy related symptoms, and non-communicable illnesses do not require exclusion.

Any child who has presented with the symptoms of vomiting & diarrhoea or a heavy green nasal discharge will not be readmitted on the premises for at least **48 HOURS** since the last episode and full childcare fees will still be payable for your child's place in their absence.

Children with headlice will not be excluded initially, however treatment needs to be commenced by the parent swiftly thus minimising the risk of infecting the rest of the children in our care. If 36 hours have passed since a parent was notified that their child has headlice and the headlice or nits are still visibly present on their child then the child will be excluded for 24 hours so that the parent can effectively eradicate them and thus remove the risk of re-infecting the rest of the children in our care.

Reviewed and Updated October/08

## Symptoms Requiring Removal of Child from Grafton Childcare:

**EYFS Requirement:** *"The provider must promote the good health of the children, take necessary steps to prevent the spread of infection, and take appropriate action when they are ill".*

**Every Child Matter Outcome**      *Being Healthy*

**EYFS Requirement**      *Safeguarding & Promoting Children's Welfare (S.F., pg 26)*

**EYFS Principle into Practice:**      *A Unique Child - Health & Well Being (Card 1.4)*

*- Keeping Children Safe (card 1.3)*

**Fever:** Fever is defined as having a temperature of 38°C or higher taken under the arm, 38°C taken orally. A child needs to be fever free for a minimum of 48 hours before returning to our care, that means the child is fever free without the aid of Calpol, or any other fever reducing substance.

- Fever, sore throat, rash, earache.

- Diarrhoea: runny, watery or bloody stools, or 2 or more loose stools within the last 4 hours.
- Vomiting: 2 or more times in a 48 hour period.
- Breathing trouble, sore throat, swollen glands, loss of voice, hacking or continuous coughing.
- Runny nose (other than clear), draining eyes or ears.
- Frequent scratching of body or scalp, lice, threadworms, rash, or any other spots that resemble childhood diseases, including ringworm and impetigo.
- Child is irritable, continuously crying, or requires more attention than we can provide without impeding the health, safety or well being of the other children in our care.

Just a note: Sometimes we have been blamed for the illness of a child, meaning that we have "allowed" sick children to come here. Parents may not stop to think that when sick children are brought to our home, our entire family is also at risk of exposure. How would you feel if another parent brought their sick child and exposed your child? We stress this again if you are not sure whether or not it is okay to bring your child, please call ahead to ask us. We may require a doctor's decision or to consult our Spotty Book as to whether or not the child is contagious. We appreciate your co-operation in this matter.

Parents will provide any medications needed by the child, including over-the-counter and prescription medicine. Written authorisation is needed for us to administer **ANY** medication (including creams, plasters etc.), prescription or over-the-counter. All medicines must be in their original container with pharmacist or manufacturer's label, child's name, dosage instructions, current date, name of medication, and times to be administered clearly written. You will also be required to fill in a 'Permission to administer medicine' form and your signature will be required to acknowledge each dose of medicine or application of cream which will be recorded on a medication sheet.

We will **not** administer any medication that your child has not previously taken. This is in case of allergic reactions. Parents are to supply sachets or a bottle of fever reducing syrup (e.g. Calpol) to be kept with us at all times - we **do not** supply **any** medications. If your child should need some fever reducing syrup while in our care, providing that you have supplied us with some we will dispense it but only if we have your prior written permission to do so, however we would still attempt to contact you before dispensing any medication. At the end of each day we as your childcarers will sign in your Child's Daily Record Folder if on that day your child had received any medication and ask that you then also sign the book to confirm that we have notified you.

Reviewed and Updated May/08

## Medical Emergencies

**EYFS Requirement:** *"The provider must promote the good health of the children, take necessary steps to prevent the spread of infection, and take appropriate action when they are ill".*

**Every Child Matter Outcome**      *Being Healthy*

**EYFS Requirement**      *Safeguarding & Promoting Children's Welfare (S.F., pg 26)*

**EYFS Principle into Practice:**      *A Unique Child—Health & Well Being (Card 1.4)*

Minor bumps and scratches are inevitable, but we make every effort to keep the children safe through supervision and childproofing. Minor injuries receive appropriate first aid, and if an emergency injury or illness occurs, you will be contacted as soon as possible. If necessary, your child will be taken to the nearest hospital where you will be asked to meet us. If you are not going to be at your usual place of employment, or at home, please make sure that we have a number where you can be reached.

If an accident does occur to your child whilst in our care they will be logged in our accident book with a brief explanation of how the injury occurred and any treatment given. Your signature will be required to say that you have been informed and you will be supplied with a copy of the entry which will be placed in your child's Daily Record Folder.

Any obvious visible injuries that your child has when they arrive to our home will also be logged on an "existing injuries" form in your Child's Daily Record Folder. A brief explanation from you on how the injury occurred and your signature will be required.

All parents are required to complete the "Parental permission form (c) - Emergency treatment" form, this document gives us permission to seek emergency medical treatment for their child, should the need arise or alternatively state clearly what we should do if you decline permission for us to seek emergency medical treatment on your behalf.

Reviewed and Updated Aug/07

## Health and Safety Policy

**EYFS Requirement:** "Outdoor & indoor spaces, furniture, equipment & toys, must be safe & suitable for their purpose". "The provider must take necessary steps to safeguard & promote the welfare of children".

<b>Every Child Matter Outcome</b>	<i>Being Healthy, Enjoy &amp; Achieve, Staying Safe</i>
<b>EYFS Requirement</b>	<i>Suitable Premises, environment &amp; equipment (SF, pg 35)</i>
<b>EYFS Principle into Practice:</b>	<i>A Unique Child - Health &amp; Well Being (card 1.4)</i> <i>- Inclusive Practice (card 1.2)</i> <i>Enabling Environment - Supporting Every Child (card 3.2)</i> <i>- The Learning Environment (card 3.3)</i> <i>Learning &amp; Development - Play &amp; Exploration (card 4.1)</i> <i>- Active Learning (card 4.2)</i> <i>- Creativity &amp; Critical Thinking (card 4.3)</i>

As Registered Childcarers and in accordance with the guidelines set out in the Health and Safety Act 1974, we will take reasonable steps to ensure that all hazards to children on the premises, both inside and outside are minimised. Our home will provide clean and well-supervised learning and play areas, which will be fully cleaned (i.e. floors, work areas etc.) on a daily basis. These areas are checked daily for broken items that may hurt children. Toys are inspected on each occasion that they are used and any that are damaged are either repaired or discarded. Toys are also washed and disinfected frequently.

- Any bedding that is used is washed at least daily or as needed.
- Equipment such as highchairs etc. is inspected daily for wear and tear and is repaired if needed. These items are also disinfected and cleaned with an antibacterial solution daily.
- Socket covers will be in use at all times and, all wires are tucked out of reach of children.
- The ground floor toilet will be cleaned with an antibacterial solution daily (more if necessary). All children will be encouraged to wash their hands before meals and snacks and after using the toilet and potty, blowing their nose and after playing outside.
- Children will **not** be allowed to play in the toilet.
- Changing mats will be cleaned with an antibacterial solution after use.
- To discourage any accidents children will not be allowed in the kitchen.
- Smoke alarms are checked on a regular basis and batteries are replaced when necessary.
- All harmful chemicals, medications, knives, or dangerous items are kept behind closed doors, in lockable cupboards, or on the top of shelves. None are accessible to children.
- There are no smokers in this setting.
- Sleeping children are regularly monitored and recorded in the child's Daily Childcare Report Booklet.
- Safety gates are used, when needed, for toddlers and crawling infants.
- Fireguards are used at all times.

## Outdoor play

- Outdoor toys are checked for safety, on each occasion that they are used, and repairs will be made if necessary. All outdoor toys will be cleaned on a regular basis with an antibacterial solution.
- Gates and fences will frequently be checked for damage. Gates will be closed and secured while the children are in the setting.
- Our Water-trough and Sand-pit will be cleaned on a weekly basis and both are covered when not in use.

## Safety

In case of fire the children will leave by the nearest available exit, which are situated at both front and rear of the house, and will meet at the back of the house in Northerhay Lane. This will be practised at least every three months so that the children become familiar with the drill. A fire notice is displayed on the inside of the front door and on the kitchen door. We will also incorporate a fire safety programme, occasionally into our normal daily activities.

Two smoke alarms are fitted in the front hallway and dinning-room, two more are cited on the first floor landings. All smoke alarms are regularly serviced and cleaned. Batteries are changed every 6 months or as required.

As Registered Childcarers we hold current first aid certificates which are on display in the porch wall. All emergencies should be reported directly to Denise Tupman. First aid boxes can be located in the large cupboard in right hand the corner of the dinning-room, with the large green 1st Aid sign affixed to it.

Reviewed and Updated September 2011

# Planning for a Human Influenza Pandemic, Bird Flu or Swine Flu Outbreak

**EYFS Requirement:** *"The provider must promote the good health of the children, take necessary steps to prevent the spread of infection, and take appropriate action when they are ill".*

**Every Child Matter Outcome**      *Being Healthy*

**EYFS Requirement**      *Safeguarding & Promoting Children's Welfare (S.F., pg 26)*

**EYFS Principle into Practice:**      *A Unique Child—Health & Well Being (Card 1.4)*

Experts have advised that a flu pandemic is inevitable and a bird flu outbreak is possible and the DfES have advised that all Early Years Settings draw up their own contingency plan as part of our general emergency planning, and that these should be shared with staff and as appropriate parents.

Denise Tupman the Manager of Grafton Childcare would make the decision whether or not Grafton Childcare would close during a pandemic or outbreak. Being mindful that the general advice is that all Early Years Settings should continue operating as normally as possible during a pandemic, but that we should plan for much higher than normal levels of staff absence and the consequences of this.

However it should be born in mind that children are highly efficient spreaders of respiratory infections, both among themselves and to adults in their families. So excluding any children showing signs of respiratory infections for 48 hours should significantly reduce the number of children who will become infected.

We will carry out the following practical steps to prevent the spread of pandemic flu in our setting.

1. Remind children and staff to wash with hand cleansers, and make sure extra supplies are available
  - Staff and children must use hand cleaner to wash soiled hands. They may also use a hand cleanser to wash their hands if they are not visibly soiled.
  - Strongly encourage staff to wash their hands between contacts with infants and children such as before meals or feedings, after wiping the child's nose or mouth, and after touching objects such as tissues or surfaces soiled with saliva or nasal secretions.

- Strongly encourage staff to wash the hands of infants and toddlers when their hands become soiled.
  - Encourage children to wash their hands with hand cleaner when their hands have become soiled - teach them to wash their hands for 15-20 seconds. Children with medical conditions may need staff assistance, as they may be at greater risk if careful hygiene procedures are not followed.
  - Follow the manufacturers' guidance on the use of hand cleansers.
  - Ensure that all hand-washing facilities are stocked with hand cleaner and fresh hand towels for each child.
2. Keep our setting environment clean and make sure that extra supplies are available
- Clean frequently touched surfaces such as toys and commonly shared items at least daily and when visibly soiled.
  - Use warm water and detergent, or commonly available household disinfectants/cleaning products, and follow instructions.
  - Keep detergents, disinfectants and cleaning products out of reach of children.
3. Remind children and staff to cover their noses and mouths when sneezing or coughing
- Remind children and staff to cover their noses and mouths with a tissue when sneezing and coughing and to dispose of the tissues in the facilities provided.
  - Ensure tissues are available in all rooms in our setting.
  - Encourage staff and children to wash their hands using a hand cleanser as soon as possible, if they have sneezed or coughed in their hands.
4. Observe all children for symptoms of fever and respiratory illness, especially when there is increased influenza in the community
- Observe closely all children with respiratory illness or any of the symptoms given in paragraph 9 of the Infection Control Guidance for schools and early years settings.
  - If a child should fall ill whilst at Grafton Childcare they will be separated away from other children to help prevent spread of the infection.
  - Notify parent(s) immediately for child to be taken home and advise parents to seek advice from the child's doctor.
5. Strongly encourage parents of sick children to keep their children home. Strongly encourage staff to stay at home if they have symptoms of illness
- Parents of sick children should keep them at home and away from the setting until they no longer have symptoms, to prevent spreading the infection to others.
  - Sick staff must also stay at home and only return to work once completely recovered.
6. Have up to date contact details for parents so that we can let them know whether we can care for children or not, and if their child falls ill while in our care that they will need to be collected earlier than the normal contracted time.
- Remind parents to keep us updated with changes to their contact details via their parent pages in their child's Daily Report Booklet.

## Environmental Policy

**EYFS Requirement:** *"Outdoor & indoor spaces, furniture, equipment & toys, must be safe & suitable for their purpose". "The provider must take necessary steps to safeguard & promote the welfare of children".*

**Every Child Matter Outcome**      *Make a Positive Contribution & Economic Well-being*

**EYFS Requirement**      *Suitable Premises, Environment and Equipment (SF, pg 33)*

**EYFS Principle into Practice:**      *Enabling Environments - The Wider Context (card 3.4)*

The Environmental Policy of Grafton Childcare is to ensure so far as it is reasonably practicable that its operations will be carried out with a commitment to protecting and enhancing the environment. The Management of Grafton Childcare recognises that our activities have an environmental impact and in developing this policy we seek to confirm our commitment to manage environmental issues properly. This policy has the full support of the staff. In implementing this commitment to manage our environmental impact properly we will:

- Fully comply with environmental regulations.
- Ensure that environmental considerations are integrated into our business decisions.
- Ensure that we use risk assessments in order to identify potential environmental risks to the day to day operation of Grafton Childcare.
- Actively pursue opportunities to minimise the environmental impact of our operations, concentrating particularly on the use of energy, waste disposal, and water discharges. For example via the use of Organic Cotton Washable Nappies, Wipes and Hand Towels.
- Attempt to develop a wider understanding of environmental issues among our suppliers, and employees, and where appropriate, our clients. For example by promoting the use of Washable Nappies and encouraging our supplies to stock nappies produced from Organic Cottons and other natural fibres such as bamboo.
- Regularly review our policies to ensure that they remain properly aligned to the need to reduce waste and encourage the most effective utilisation of scarce resources. For example by using a balance of in season locally produced fruits and vegetables and overseas produced foods where possible.
- Responsibility for implementing this Environmental Policy Statement rests with the management team.

This Environmental Policy Statement will be regularly reviewed and updated as necessary. The management team and staff endorses these policy statements and is fully committed to their implementation.

Originally Written & Implemented 27th April 2011, Reviewed, Updated

## Complaints Policy

**EYFS Requirement:** *"The provider must take the necessary steps to safeguard & promote the welfare of children".*

**Every Child Matter Outcome**      *Make a Positive Contribution*

**EYFS Requirement**      *Safeguarding & Promoting Children's Welfare (SF, pg 23)*

**EYFS Principle into Practice:**      *Positive Relationships - Parents as Partners (card 2.2)*

In accordance with the guidelines set out in the Early Years Foundation Stage and both parts of the Childcare Register, we shall ensure that we have time to discuss your child's development, behaviour and

care via our Daily Record Folders, Early Years Foundation Stage Scrapbooks and here in our childcare setting. Beginning in a new setting can be a daunting experience for any child. We aim to work together in partnership with parents to make the experience a long and happy one. In order to achieve this it's important that we have as much information about your child(ren) and his/her family as possible. So communication is very important to us. When we accept a new family into our business, we like to be sure that we can share openly any concerns or questions that may arise. We will of course contact you if we feel there are any aspects of your child's behaviour or development that we feel we need to discuss with you. We will respect your beliefs and culture and ensure that you are the most central person in your child's life. We understand that it is your right as a parent to pass comment on, or make a complaint about the service that we provide as childcarers. In the event of any concerns please do not hesitate to bring them to our attention; we cannot deal with your criticisms or problems unless you do so.

Constructive criticism may be beneficial to the smooth running of our childcare service. We positively welcome questions, feedback, or discussions of any kind that affect a positive outcome for your child. Sensitive issues will of course be discussed outside of regular hours either by phone or at a mutually convenient meeting.

We aim to recognize that all children and young people have the right to express their needs and we will endeavor to meet these needs. We will aim too safeguard the welfare of every child and to create a friendly and caring setting to challenge unacceptable language, actions or beliefs which may be prejudicial or exclusive to others. We aim to recognize the importance and needs of parents and families in the life of every child, to treat each child as an individual; recognizing, valuing and encouraging their individuality and their potential.

We aim to respect differences; to help each child develop their self-respect and to respect others. We aim to avoid stereotyping; each child will be given opportunities to explore, understand and value differences and similarities. We aim to provide positive images; each child will be offered access to a range of resources that reflect a rich diversity of society. We also aim to work in partnership with parents and with all others involved in the child's upbringing. We also provide a range of stimulating, fun and creative activities which are both age and ability appropriate and where applicable, in line with the Early Years Foundation Stage.

Should a parent's concerns not be resolved by discussion and our then taking appropriate and prompt action. You might wish to make a formal complaint to us; this must be made in writing. We must be notified in writing or in an electronic form of any formal complaint that you might wish to make before we can carry out any formal investigation. If the written complaint relates to the Statutory Framework for the Early Years Foundation Stage, it is now mandatory for us to investigate the complaint, and to take any necessary action and inform parents of the outcome of our findings between 14 and 28 days of receiving a formal written complaint. We must also keep a record of such complaints and make them available for viewing by other parents for up to three years and interested parties taking care not to name any individuals. However a more detailed record of the complaint will be held in the child's file and copy given to the parent who made the complaint.

Should you wish to view our complaints file held on our premises at any time please feel free to ask. Where a parent complains directly to Ofsted, they will normally have all such complaints referred back to their childcare provider in the first instance, since it is now mandatory for them to investigate all written complaints and keep a record of them for three years. Some complaints, or aspects of complaints, are about matters that Ofsted do not investigate. They cannot act upon complaints about providers, which relate to private matters between the provider and the complaint, such as contractual or payment disputes and employment matters. In these cases Ofsted would refer you back to your childcare provider and tell you the matter in question is not one that Ofsted has any legal power to investigate. However should you wish to contact the Ofsted national address for complaints you are within your rights to do so.

Ofsted Early Years  
Piccadilly Gate,  
Store Street,  
Manchester, M1 2WD,  
Tel: 0300 123 1231

## Suspension Policy

We reserve the right to Suspend childcare for failure to pay your childcare fees in full at the end of each month in Cash or via BACS as invoiced. If the last day of the month falls on a weekend then payment must be made in full by the previous Friday. Please remember to allow at least four clear weekdays for cleared funds to arrive into our account. Late payment fees of £5 per day will be charged until the invoice has been settled in full via Cash or BACS. We are very keen for parents to pay via BACS, but it is the parent's responsibility to ensure that funds reach our account on or before the date stated on each month's invoice, even if funded by Vouchers or Tax Credits. Childcare will not resume until all outstanding fees, including any late payment fees which have accrued have been paid in full.

## Termination Policy

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

- Failure to pay your childcare fees in full at the end of each month as invoiced.
- Failure to complete the required forms
- Lack of parental co-operation
- Failure of child to adjust to the centre after a reasonable amount of time
- Physical or verbal abuse of any person or property
- Our family moves (not likely)
- Our inability to meet the child's needs (highly unlikely)
- Lack of compliance with handbook regulations
- Serious illness of child or provider
- Child's behaviour causes continual disturbance
- Breach of our confidentiality policy

We appreciate as much advance notice as possible when terminating your contract, and will give the same courtesy in return. Parents are required to give 28 days/four weeks written notice (verbal notice does not count) when they decide to terminate child care. The 28 days/four weeks will be charged in full, regardless of whether or not the child is in attendance (this cannot include any part of the Registered Childcarer's holiday period).

We will give 28 days/four weeks written notice of termination for which the full fee is due, whether or not the child is in attendance.

However we reserve the right to give written notice of immediate termination where there are extreme circumstances that affect the health and financial well-being of the provider or other children in attendance. In this situation, payment of fees will only be required for all contracted hours worked, plus any extra you might have asked us to work prior to your contract being terminated including any late payment fees which might have accrued. Any deposits held will be put towards any outstanding fees remaining.

## Revisions to Handbook and Contracts

A yearly revision will be made to this handbook, this is usually done in August each year ready for any changes to come into force at the start of the new school year in September. Contracts are subject to review every six months, hourly rates in the contract are guaranteed until the review date as stated on your contract as long as the hours & days agreed do not change. The terms of your contract remain in force until a new contract is agreed, or the contract is terminated with the agreed period of notice. We reserve the right to make changes in rates and policies, as we deem necessary in order to comply with current Ofsted, Early Years Foundation Stage, Childcare Register or Voluntary Register regulations and or changes in working patterns. You will be notified, in writing, of any changes that may occur. Every attempt will be made to give at least 28 days/four weeks notice of changes.



This Childcare provider is supported by



Promoting good quality, affordable, local childcare development.

© Denise Tupman, Grafton Childcare 2012