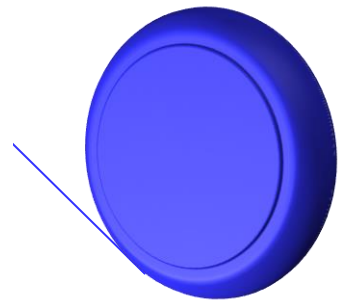
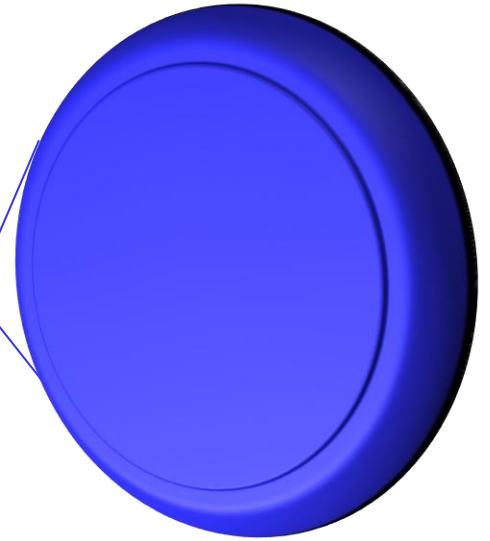




WYKE COMMUNITY &
CHILDREN'S CENTRE
A Sure Start Children's Centre

Childcare Policies and Procedures



Index of Childcare Policies and Procedures

These policies and procedures refer to the childcare provision we offer in our Centre and in other community venues from where our services are delivered. They set out the standards that all of our staff, partners and users of our Centre should be aware of and be able to implement in practice.

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Policy Review

Our Policies and Procedures will be reviewed annually by our Centre Manager, Board of Directors and Senior Management Team.

Date of Review	Review Completed By
September 2012	Pat Sherry, Wyke CCC Board of Directors and Senior Management Team
September 2013	Pat Sherry, Wyke CCC Board of Directors and Senior Management Team
September 2014	Pat Sherry, Andrew Hinchcliffe, Wyke CCC Board of Directors and SMT
November 2017	Joanne Hayhurst – Natalie Bartholomew WYKE CCC SM Team
April 2018	Joanne Hayhurst – Nursery Manager

Any queries or concerns about these policies should be raised with our Centre Manager, Natalie Bartholomew

1. Admissions and Fee's Policy & Procedure

1.1 Statement

Wyke Community and Children's Centre aim to offer a competitively priced, high quality childcare service for families within the local community. Priority for places will be given to children from our catchment area.

1.2 Implementation & Procedure

Admissions

- Information will be sent to parents/carers about the childcare provision available and our current pricing structure.
- Parents will be offered an opportunity to visit our childcare provision.
- Parents will be able to discuss their needs with the Nursery Manager or Fun-Care Out of School Co-ordinator.
- Parents will be given information about availability of a place for their child/children.
- On agreement of the 'Terms and Conditions of Admission' all appropriate Children's Centre Paperwork will need to be completed (Admissions/Registration form, Emergency Contact form, Medical form and e-Start form).
- Where there are no places available the child's name will be placed onto a waiting list - once a place becomes available the parent/carer will be notified by our Nursery Manager/Fun-Care Out of School Co-ordinator (priority will always be given to children living within our catchment area) and a home visit will be arranged where necessary.

Fees

- Payment of fees is for the booked place - not attendance.
- Payment of fees must be made on an agreed date no later than 1 month in arrears.
- Accepted methods of payment are debit card, direct debit or cash - receipts will be given for payments received.
- If fees are not paid on the agreed date, we will notify the parent/carer in writing to request immediate payment. If the family are experiencing financial difficulties they are advised to speak to our Centre Manager, who will assist where possible to ease the situation on a short term basis and try to come to an amicable solution.
- If late payments continue without any explanation, we will issue a formal written warning to the parent/carer and we reserve the right to terminate the child's place.
- Parents/Carers must give one month's written notice to confirm that they wish to terminate their child's place and payment must be paid in full.

1.3 Roles and Responsibilities

All childcare employees are responsible for ensuring that they understand and follow this policy and procedure. Our Business Manager is responsible for ensuring that the Fee's Financial System is followed and adhered to.

2. Arrivals and Departures Policy & Procedure

2.1 Statement

Wyke Community and Children's Centre places the safety of the children in our care as its highest priority and will adopt strict and thorough procedures to ensure their safety when arriving and leaving our childcare provision.

2.2 Implementation & Procedure

- All parents/carers accessing our childcare provision will be given clear information about our 'Card Pass Entry System' and will be registered and given appropriate 'card passes' for use when collecting their child/children.
- Registers will be taken daily to identify which children are in attendance - these are completed when a child is dropped off and picked up.
- No child will be allowed to be picked up if the adult does not have an appropriate 'card pass' - if this should happen we will contact the parent/carer to confirm.
- Children are **NOT** allowed to leave our childcare provision unaccompanied and cannot be collected by anyone under 16 unless special arrangements have been made in advance with the Centre Manager.
- Parents/Carers need to contact us immediately if they are going to be late picking their child up.
- If a child is going to be absent, parents/carers must inform us prior to the session taking place.
- If a child is absent for 3 days or more without explanation, the Nursery Manager or Fun-Care Out of School Co-ordinator will contact the parent /carer to gain clarification for the absence and where appropriate offer support.

Fun-Care School Collection Procedure

- The Fun-Care Out of School Co-ordinator will develop and update a collection schedule for each school detailing which children are due to be collected on each day of the week. A master copy will be kept on file and a copy will be sent to the relevant school for information (these will be updated each new term).
- A regular meeting place for all children being collected will be established within the school grounds. Children from Foundation Stage and Key Stage 1 will be collected from the appropriate collection point as designated by school.
- Fun-Care staff will ensure that the younger children have their coats and book bags, however older children will be expected to be responsible for their own items.
- If a child that is listed for collection is not at the designated collection point, Fun-Care Staff will check with school to see if they attended school that day, if they did but are not present, the school will be asked to contact the parent/carer. If it is not possible to contact the parent/carer our staff will try to contact them once we have arrived back at the Centre.
- Before leaving the school grounds children will be paired up (where possible one older child to one younger child). The children will walk together with a member of Fun-Care staff. Where appropriate two members of staff will escort the children, one at the front, leading the group and one at the back, until they arrive safely back at the Centre.
- Fun-Care staff will ensure that children are given clear instructions on road safety, which will be supported by safety sessions within the Centre from Bradford's Road Safety Authority Team.

- On some routes Fun-Care use public transport (Low Moor and Hill Top Primary Schools). When boarding a bus a member of Fun-Care staff will lead and assign an area for the children to sit in. The other member of staff being the last on the bus will complete a head count. On the journey, the children will sit together and be expected to stay seated and behave appropriately and not disturb other passengers. It is the responsibility of Fun-Care staff to ensure that this happens. One member of staff will lead the children off the bus, conducting a head count.
- The children are responsible for hanging up their coats on their designated hooks and ensuring that their bags and lunch boxes and are placed in the appropriate box.

2.3 Roles and Responsibilities

All childcare employees are responsible for ensuring that they understand and follow this policy and procedure. Our Reception staff are responsible for ensuring that the all parents/carers are using our 'Card Pass Entry System '.

3. Contingency for Staff Absences Policy & Procedure

3.1 Statement

Wyke Community and Children's Centre place the safety of the children in our care as our highest priority. This policy will ensure that our childcare provision is always fully staffed and that appropriate ratios are adhered to in line with Government legislation.

3.2 Implementation & Procedure

In the event of short term staff absence, staff should inform reception in the first instance and their line manager then the Fun-Care Co-ordinator or Nursery Manager must inform the Centre Manager so that there is sufficient time to make alternative arrangements for staff cover. Should the need arise for this, we will call existing employee's to ask if they are able to provide cover for the absence.

If a member of staff is going to be absent for a period of more than 2 weeks, the Centre Manager will:

- Liaise with the Fun-Care Out of School Co-ordinator or the Nursery Manager to ask existing centre staff to see if it is possible for them to cover the absence and where this is not possible - recruit a temporary member of staff via an agency.

3.3 Roles and Responsibilities

The Centre Manager and Fun-Care Out of School Co-ordinator and Nursery Manager are responsible for ensuring that we are complying with government legislation around staff ratios.

4. Early Years Foundation Stage Policy & Procedure

4.1 Statement

Wyke Community and Children's Centre will comply with all legal requirements set out in the Early Years Foundation Stage statutory framework 2017 and will aim to provide high quality learning experiences for every child following the Development Matters and Early Years Outcomes guidance.

4.2 Implementation & Procedure

To do this we will do the following:

Early Years Foundation Stage (EYFS)

Wyke CCC Nursery uses the EYFS guidance to ensure all children receive the best possible start to their Early Education. In line with the Statutory guidance children's education is tailored around their own individual needs and abilities.

All children's experiences will be planned around the three prime areas and the four specific areas, within the EYFS, for younger children focusing on Communication and language, Physical development and Personal, social and emotional development.

Practitioners use the Early Years Outcomes to assess children's abilities, provide relevant age appropriate experiences for children and plan for their next steps.

Initial Assessments

Initial assessments should be completed by the child's allocated Key Person up to two weeks after a child begins attending the provision. These should be completed in partnership with parents and provide an initial assessment of children's level of development.

2 Year Assessments

As part of the framework a 2 year progress check will be completed for each child aged between two and three years old, parents play a valuable part in their children's development and they will be invited to take part in this process along with the child's key person.

Observations

Children will be observed on an on-going informal basis during their time in nursery. Practitioners work together with parents by asking them to provide information about what their child does at home and encouraging parents to upload their own videos or observations to Capture. Observations will feed into planning for each individual child and key persons will provide any learning experiences and appropriate provision.

Observations will be recorded onto the Online Capture Education Services Site. This will allow practitioners to take pictures, observations and videos of children whilst in Nursery and upload them onto their individual profile. This will track children's development and enable practitioners to share their child's learning with parents on a regular basis. Parents will receive an individual log in for their child's profile and receive emails when a new observation has been uploaded.

Record of Achievement

Each child will have unique profile on Capture Education Services in which photos and observations are kept, this record will build a picture of each child's development while they are in nursery and will cover

the seven areas of learning. These records will be kept by the child's key person and will have input from parents on a regular basis.(Children under six who attend our Fun Care provision will also have a Record of Achievement)

Every Child A Talker(ECAT) Language Tracker

Wyke CCC is dedicated to being an ECAT setting. ECAT Language Trackers are completed 3 times per year, at the same time as the MLP, the outcomes will be shared with parents at the Parents evenings. Should staff identify speech and language delays, these will be monitored, one to one interactions will be carried out and when necessary referrals made onto a Speech and Language Therapist.

My Learning Picture (MLP) Monitoring Tool

All children aged between 0-5years will have their progress recorded three times a year on the MLP monitoring sheet, all seven areas of learning from the EYFS are covered and progression can be tracked easily with summary sheets and next steps. Parents are invited to look through and discuss the MLP with their child's keyworker at planned intervals throughout the year. These records will be given to a child's new teacher during transition meetings before they leave to start full time school or when they move onto another setting.

Planning

Planning is completed 2 weekly within the setting, key persons are responsible for completing this. Children's interests are observed and activities or experiences are planned based around these interests and children's individual stage of learning. Planning is evaluated to ensure practice is continually improved and enhanced.

Environmental planning is displayed throughout the setting, this ensures that the Nursery offers a wide range of resources and provision for children to engage in.

Long term planning is produced termly, as a result of COHORT Tracking evaluations. This informs Nursery practitioners on the areas within the EYFS for improvement over the following term and methods in which are used to encourage progress.

4.3 Roles and Responsibilities

All childcare employees are responsible for ensuring that they understand and follow this policy and procedure.

5. Intimate Care Policy & Procedure

5.1 Statement

At Wyke Community and Children's Centre all employees who have a responsibility for the intimate care of children will undertake their duties in a sensitive, respectful and professional manner.

5.2 Implementation & Procedure

Wyke Community & Children's Centre provide care and education for children aged 2-5yrs old and it is part of our care role to change nappies as and when required. Parents/carers will provide their own nappies as well as any other additional items such as wipes or creams. Our employees will work together with parents/carers to provide support when their child is ready to begin toilet training.

Nursery Staff must:

- Change all nappies according to the rota at 11.30am and 2.00pm and whenever needed in between (Senior Nursery staff are responsible for supervision of the changing area).
- Put on gloves and aprons provided before changing nappies.
- Always ensure that the child is safe whilst on the changing unit, if the child is too big, place on the floor to change the nappy.
- Use this time to talk to the child - this will help them feel safe and reassured.
- Double bag soiled nappies and place them in the yellow bag bin provided.
- Clean the changing area thoroughly.
- Sign the 'Nappy Changing' sheet when finished.

Children with medical conditions may require staff to perform invasive or non-invasive medical procedures such as assisting with a colostomy bag. These procedures must only be carried out after appropriate written authorisation has been sought from the parent/carer. Any member of staff undertaking medical interventions will be appropriately trained.

5.3 Roles and Responsibilities

All childcare employees are responsible for ensuring that they understand and follow this policy and procedure.

6. Key Person Policy & Procedure

6.1 Statement

Wyke Community & Children's Centre operate a 'key person' system which enables the parent/carer and their child to have a special person with which parents/carers can share information about home and nursery life.

6.2 Implementation & Procedure

We will ensure that the key person is assigned to a child by no later than the end of session 2.

The key person has a responsibility to:

- Ensure that the parent/carer and child become familiar with the nursery routine.
- Form a close relationship with the child and care for them as an individual, valuing their ability, culture and religion.
- Observe and plan for the child's interests and work with parents/carers to carry on these interests at home.
- Keep a record of child's development and share this information with parents/carers on a regular basis.
- Help children with personal and social aspects of learning.
- Work with other professionals whenever a child has an additional need and keep other staff informed of any individual planning put into place.

6.3 Roles and Responsibilities

All childcare employees are responsible for ensuring that they understand and follow this policy and procedure.

7. Medication Administration Policy & Procedure

7.1 Statement

Wyke Community and Children's Centre is committed to ensuring that the children in our care stay healthy and safe. This policy and supporting procedure will protect the health and welfare of the children in our care.

7.2 Implementation & Procedure

All members of staff must ensure that:

- A Medication Consent Form has been completed and signed by the parent/carer and approved by the Out of School Fun-Care Co-ordinator or Nursery Manager.
- Use Health Care Plans where a child or Centre user has an ongoing medical condition that requires ongoing, long term medication.
- Department managers must ensure that staff training is provided and completed for children that have specific medical needs, this should be included within Centre users Health Care Plans and where necessary Individual Risk assessments.
- Follow guidance stated within the Early Years Foundation Stage, Statutory Guidance that states that only medication prescribed by either a doctor, dentist or Nurse is administered to children within our care.
- All necessary information is recorded and that staff understand the instructions for the medication. If unsure, staff must consult their Manager.
- Any medication is correctly labelled and stored according to the product instructions, in the original container and with written instructions from the manufacturer stored with the medication.
- Ensure that all medication are clearly labelled with the child's full name and Date of Birth, this must be checked before administering.
- Medication is stored securely in an appropriate place e.g. fridge or cupboard.
- An Administering Medication form is completed and signed when staff administer medication and that this is signed by the parent on collection (daily if applicable).
- Under no circumstances will any employee administer 'over the counter' medication.

We reserve the right to decline a request from parents/carers to administer medication which requires a level of technical training or knowledge which our employees do not possess.

7.3 Roles and Responsibilities

All childcare employees are responsible for ensuring that they understand and follow this policy and procedure.

8. Outings Policy & Procedure

8.1 Statement

Wyke Community and Children's Centre is committed to expanding the learning opportunities for the children in our care. As part of this plan we take children on outings and trips that are both appropriate and enjoyable.

8.2 Implementation & Procedure

We will ensure that:

- The planned outing is appropriate to the children's ages and needs and to the size of the group.
- Written parental permission is obtained prior to the outing taking place.
- All members of staff will carry a work mobile phone.
- We are adequately equipped for the outing - taking a register, a first aid kit and contact records for all children and staff in attendance.
- A site risk assessment is requested or completed prior to the outing taking place.
- A maximum ratio of 1 adult to 5 children will be maintained for all Fun-Care outings.
- A maximum ration of 1 adult to 2 children will be maintained for all Nursery outings.
- Any transport used will be fitted with seat belts and that parents provide car seats and booster if required.
- All children will be provided with a wrist band displaying contact information for the Children's Centre.
- All staff are aware of and follow the Lost and Missing Child Procedure if a child in their care becomes lost or missing.

8.3 Roles and Responsibilities

All childcare employees are responsible for ensuring that they understand and follow this policy and procedure.

9. Play Policy & Procedure

9.1 Statement

Wyke Community and Children's Centre recognises the significance and value of play in children's development.

9.2 Implementation & Procedure

We will ensure that children have access to stimulating and challenging environments that will help them to develop and learn. Children will also be offered a structured programme which allows opportunity for creativity with elements of risk.

We positively promote outdoor physical play. Free flow access is provided for children to be able to choose the environment which they play in. Free flow play will be accessible to all children whatever the weather. We ask all parents to provide sufficient clothing and spares to ensure that this is possible.

9.3 Roles and Responsibilities

All childcare employees are responsible for ensuring that they understand and follow this policy and procedure.

10. Positive Handling Policy & Procedure

10.1 Statement

Wyke Community and Children's Centre place the safety of the children in our care as our highest priority to ensure the safety and well-being of all of the children in our care we will have a set of standards in place for managing the behaviour of the children in our care.

10.2 Implementation & Procedure

Staff should:

- Use an appropriate level of volume for the situation - staff should try not to raise their voices unnecessarily.
- Never handle children in an aggressive manner (pushing, pulling, grabbing etc.).
- Ask for assistance if staff feel that they cannot manage a situation.
- Use 'Time Out' appropriately - This will be different for Nursery & Fun-Care Children.
- Encourage children to calm down and talk about how they are feeling in a calm manner.
- Use the minimum amount of force necessary to make the situation safe.
- Only use physical intervention as a last resort.
- Ensure when physical intervention is used a Physical Intervention Log is completed, shared with the department manager and parents upon collection of the child.

When a situation arises which necessitates the use of restraint, staff must:

- Calmly and repeatedly advise the child of the actions they are about to take and why.
- Call a second member of staff for support.
- Offer the child an alternative behaviour option which would prevent restraint.
- Move away other children within close vicinity.
- Ensure that the amount of force used to handle the restraint is appropriate to the age and size of the child.

Fun-Care staff are trained in Team-Teach handling techniques.

10.3 Roles and Responsibilities

All childcare employees are responsible for ensuring that they understand and follow this policy and procedure.

11. Settling In & Transition Policy & Procedure

11.1 Statement

Wyke Community and Children's Centre recognise that starting a new nursery or school is an important time in a child's and parents/carers life and that a smooth transition is necessary for a child to feel safe and happy.

11.2 Implementation & Procedure

Visits with parents/carers are very important and give both the child and family time to become familiar with new people and a new environment. We aim to make the settling into Nursery process as positive as possible by:

Prior to starting Nursery

- Giving parents/carers information about our nursery and completing registration forms.
- Arranging a home visit prior to starting Nursery.
- Arranging settling in sessions consisting of two 1 hour periods on chosen days. Some children will need more sessions and more support, parents will gradually withdraw and leave for longer periods of time.
- Assigning a key person to each child to observe and record children's progress and share this information with parents - this will take place after the child's first session.
- Ensuring that the key person builds a relationship with the parents/carers.
- Ensuring that children with additional needs meet our nursery SENCO and that appropriate support is arranged if needed.

We aim to make the transition to School process as positive as possible by:

Prior to starting School

- Sharing information between the key person and the child's new teacher.
- Inviting the child's new teacher to visit and see the child in our Nursery environment.
- Sharing a 'photograph' book about the child's new school with them, this will give children the chance to talk through any worries they may have.

11.3 Roles and Responsibilities

All key persons have a responsibility to ensure that this policy is understood and followed.

12. Sleep and Rest Policy & Procedure

12.1 Statement

Wyke Community and Children's Centre are aware of the importance of sleep and rest for young children.

12.2 Implementation & Procedure

We recognise that all children are different and while some may want to sleep, others may not, because of this we do not have a set time in the day that we put children down to sleep.

If a child needs to sleep we have quiet areas in which they can do so. Should a parent/carer make a request for their child to have a sleep during the day, then we will do what we can to ensure that their wishes are carried out.

12.3 Roles and Responsibilities

All childcare employees are responsible for ensuring that they understand and follow this policy and procedure.

13. Severe Weather Policy & Procedure

13.1 Statement

Wyke Community and Children's Centre places the safety of the children in our care as our highest priority, this policy will ensure that we are taking all measures possible to ensure that during poor weather we are able to keep the children in our care safe.

13.2 Implementation and Procedure

In the event of severe weather happening overnight we will:

- Make a decision as to whether to open our Centre - this decision will be made by the Centre Manager by 7am.
- Inform parents by 8am - this will be done by contacting parents via telephone, we will also provide closure information on our website www.wykeccc.co.uk, on our Facebook page 'Wyke Community & Children's Centre' and on the local radio 'Pulse FM'.
- Employees who live locally will be asked to come into work for a short period to help in the communication to parents.

In the event of severe weather happening during the day we will:

- Make a decision as to whether to keep our Centre open- this decision will be made by the Centre Manager. This will be based on health and safety issues and the weather forecasts and warnings.
- Inform parents of this decision via telephone, asking them to make arrangements for their child to be collected. We will also provide closure information on our website www.wykeccc.co.uk, on our Facebook page 'Wyke Community & Children's Centre' and on the local radio 'Pulse FM'.
- Expect employees who live locally to stay to assist with the care of children until they are collected. These staff may return home once all children have been collected safely.

13.3 Roles and Responsibilities

The Centre Manager has responsibility for deciding whether or not to close our Centre. All employees have a responsibility to ensure that they understand and follow this policy.

14. Sun Safety Policy & Procedure

14.1 Statement

Wyke Community and Children's Centre is committed to providing information and education about the risk posed by exposure to the sun and take our duty to keep the children in care safe from these risks.

14.2 Implementation & Procedure

During the summer months we are aware that children are at a higher risk of sun burn, as the sun is at its strongest. To ensure the safety of the children in our care we will:

- We will ask parents to provide a bottle of high factor sun cream which will be labelled and used for their child during warm weather.
- Ask parents to complete a permission slip allowing childcare staff to apply sun cream to their child.
- Provide information about sun exposure and sun safety.

14.3 Roles and Responsibilities

All employees have a responsibility to ensure that this policy is understood and followed.

15. Uncollected Children Policy & Procedure

15.1 Statement

Wyke Community and Children's Centre places child safety and welfare as its highest priority in line with our fundamental aim of helping children to develop and achieve more.

15.2 Implementation & Procedure

- We have an obligation to ensure a member of staff remains with any uncollected child at the end of a session.
- In the event of a parent/carer being more than 15 minutes late to collect their child, we will attempt to make contact with the parent or other emergency contacts using the emergency contact details held on record. The member of staff will try to ascertain the reason for the delay and a possible arrival time.
- If we are not able to make contact with the parent, we will wait for a further 30 minutes, if the child remains uncollected, as a last resort we will contact Children's Social Care and the Police to make arrangements for one of their officers to collect and take responsibility for the child (If this happens we will leave a telephone message for emergency contacts).
- The child will not be released to an unauthorised person. A child can only be released after verbal permission has been given by the parent/carer.
- We reserve the right to impose a fine of half a session per late collection, if persistent late collection occurs.

15.3 Roles and Responsibilities

The Fun-Care Out of School Co-ordinator and Nursery Manager are responsible for ensuring that this policy is understood and followed by themselves and their staff.

