



NEW BROUGHTON
FULL DAY CHILDCARE

Parent Handbook

At New Broughton Childcare we aim to provide a friendly, clean, comfortable and safe environment which the children will find stimulating and challenging and where enjoyment and fun are linked with discovery and learning. We work with the children as a whole group, in small groups and on an individual basis giving them the best possible start. Our setting aims to provide care to all children to a standard of excellence which embraces the fundamental principles of the Good Child Care Practice.

Our setting is run by qualified staff with the following adult to child ratio's:

Flying Start 1:4

Early Education 1:8

Wraparound 1:8

Breakfast and After School Club 1:9

Our opening times are Monday to Friday (Term Time Only) 7.30am – 5.30pm. The running times for each session are as follows:

Breakfast Club – 7.30am – 9.00am

Flying Start – 9.00am – 11.30am

Early Education – 12.30pm -3.00pm (Monday to Thursday) (January to July)

Wraparound – 11.30am – 3.00pm

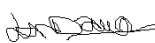
After School Club – 3.00pm – 5.30pm

It is the objective of the setting to provide a Staff who are sensitive and responsive to the individual needs of each child. The well-being of the children is at the heart of what we do and should you or your child feel anxious about joining us please come along to talk to us – we're sure you'll find us a very friendly bunch!!!!

*The following policies, procedures and statements were correct at the time of print, but are subject to change.
Parents will be notified if/when changes are made.*

Signed: 

Beth Davies (Registered Person)

Signed: 

Laura Davies (Manager)

Mission Statement

This statement outlines the services that children, parents/carers and the community can expect from our provision and the values that inform our work.

We aim to:

- Provide a happy, safe, warm and stimulating environment for all children to play, learn and develop freely.
- Help children to develop responsibility for themselves and their actions, and to become competent, confident, and independent individuals.
- Encourage children to have a positive attitude and respect for both themselves and other people.
- Promote a positive relationship with parents/carers and work in partnership with them to provide a high quality play and care for their children.
- Offer inclusive services that are accessible to the community.
- Undergo regular monitoring and evaluation of our services to ensure that the provision continues to meet the needs of children and parents/carers. We are committed to meeting the needs of parents and carers by listening and responding to their views and concerns.
- To keep parents informed of our policies, including opening times, fees and programmes of activities.
- Share children's achievements with parents and keep them up to date with their progress, along with any difficulties that may arise.

We are committed to providing:

- Care and activities that put the needs and safety of the children first.
- A programme of play based activities that is interesting, educational, stimulating and fun.
- Play based activities that promote each child's social, physical, moral and intellectual development.
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- Access to a variety of facilities and equipment under safe and supervised conditions.
- A staff team that is experienced, well trained and properly supported.
- Services that meet the conditions of the Children's Act 1989 and all other childcare legislation, wherever they apply.
- An environment where no child is bullied or suffers discrimination of any sort

Our Aims and Objectives

Our setting is committed to meeting the following aims and objectives:

- To deliver a childcare service of the highest standard that will develop, improve and sustain each child's overall quality of life.
- To ensure the childcare we provide is delivered flexibly, attentively and in a non-discriminatory fashion.
- To ensure each child's needs and values are respected in all matters of religion, culture, race, ethnic origin, disabilities or impairments.
- To manage and implement a formal programme of staff planning, selection, recruitment, training, supervision, and personal development to enable child care needs to be met.
- To value partnerships with parents/carers through encouraging and fostering good communications, being attentive and responsive to feedback, and by sharing information.

Flying Start

Our Flying start sessions run from 9.00am to 11.30am. These are government funded sessions and admissions are decided by Flying Start. We operate a free flow play session giving children the opportunity to play wherever they wish. In recent months Flying start have moved away from traditional toys and now encourage the use of more natural resources. Staff ensure that invitations to play are always on offer to help keep the children engaged. As this session offers free flow there is no set routine but the session consists of daily registration, song time and story time. Free flow play is offered throughout the session enabling the children to have access to the things they want to do most. Flying Start is supported by our Link Teacher Lisa Bancroft. She attends setting regularly to offer any support that is needed.

Wraparound

Our wraparound sessions for nursery children runs from 11.30am to 3.00pm and are charged at £14.00 per day. You may be entitled to the 30 free hours offer from Welsh government, please visit the link below to find out if you are entitled and to apply.

[Apply for free childcare if you're working - GOV.UK \(www.gov.uk\)](https://www.gov.uk)

Wraparound is run from the larger room within our setting and offers a wide range of activities. The children have access to outdoors and often use the school field and trim trail.

Wraparound children are required to bring a healthy packed lunch and drink and a snack for the afternoon.

Early Education

Early Education (from the term following a child's 3rd Birthday) is run Monday to Thursday 12.30pm - 3.00pm. This is government funded and places are allocated through the school admissions website. Early education work closely with the link teacher Vicki Madigan. We have a wide range of activities available throughout the session and always make use of the school grounds. We operate a free flow play system where children can choose where they wish to play. We also include song time, story time and snack time into our daily routine.

Breakfast and After school club

Breakfast club runs from 7.30 am to 8.50pm at a charge on £4.50. Bookings must be made via our online booking system and places are limited and allocated on a first come first served basis. Children are offered a choice of toast or cereal.

After school club runs from 3.00pm to 5.30pm at a charge of £7.50. Bookings must be made via our online booking system and are again on a first come first served basis. There are lots of activities and games on offer and outside space is always used, we have a cozy corner for children who may want to relax after a long day in school. Children are offered a healthy snack and drink during the session.

If you have any concerns regarding your child while he/she is attending our setting, please call in and discuss these concerns with the manager Laura Davies or Beth Davies (Registered Person). Your child's welfare and happiness is our main concern.

NB: It is essential that the contract and registration form are both completed prior to your child attending Wraparound. It would be beneficial to complete both forms and return as soon as possible regardless of whether you intend using the service or not. There may be an occasion when a situation unexpectedly arises and it would be helpful or necessary for your child to attend a session. Once the forms have been completed and returned, your child is registered and can then attend the setting.

The following pages contain the Policies we use and must be read before signing the contract, which is found at the end of this document together with a registration form.

Accident Policy and Procedure

MAJOR ACCIDENT

If a major accident occurs the procedure is as follows:

- At all times the staff must wear protective gloves.
- If able to be moved the child is taken to a quiet area and the Person in Charge notified.
- The situation is assessed to decide whether the child needs to go immediately to hospital or whether the child can wait for a parent/carer to come.
- If a child needs to go straight to hospital an ambulance is called. Then the parent/carer is called and arrangements made to meet the parent/carer at hospital. A member of staff will accompany the child to the hospital, but will not sign for any treatment to be carried out.
- If the child can wait for the parent/carer to come, then the parent/carer will be contacted and the child made as comfortable as possible. A member of staff will stay with them until the main parent/carer arrives.
- A report of the accident will then be recorded in the accident book, which is available for the parent to read and sign next time they are in the building.

MINOR ACCIDENT

If a minor accident occurs the procedure is as follows:

- At all times staff must wear protective gloves. –
- The child is taken to a quiet area.
- The injury is assessed by a First Aider
- The injury is treated.
- The child is then resettled back into group activities and observed.
- The incident is recorded in the accident book for the parent to sign when they collect their child. Parent will also take home a slip for their records.

Additional Learning Needs Policy

Statement of intent

We are committed to the inclusion of all children. All children have the right to be cared for and educated so that they can develop to their full potential alongside each other through positive experiences. This should enable them to share opportunities and experiences and develop and learn from each other. We provide a positive and welcoming environment where children are supported according to their individual needs and we work hard to ensure no children are discriminated against or put at a disadvantage as a consequence of their needs.

We believe that all children have a right to experience and develop alongside their peers no matter what their individual needs. Each child's needs are unique, therefore any attempt to categorise children is deemed inappropriate.

We are committed to working alongside parents in the provision for the child's individual needs to enable us to help the child develop to their full potential. We are committed to working with any child who has specific needs or disabilities and making reasonable adjustments to enable every child at the setting to access all of the facilities. All children have a right to a broad and well balanced early learning environment.

Where we believe a child may have additional needs that may have gone unacknowledged, we will work closely with the child's parents and any relevant professionals to establish if any additional action is required.

Where a child has individual needs, we feel it is paramount to find out as much as possible about those needs, any way that this may affect their early learning or care and any additional help they may need by:

- Liaising with the child's parents/carers and, where appropriate, the child.
- Liaising with any professional agencies
- Reading any reports that have been prepared
- Attending any review meetings with the local authority/professionals
- Observing each child's development and monitoring such observation regularly.

Admission Policy.

1. Our setting is open to all children that attend Ysgol Penrhyn.
2. It will cater for a maximum of 18 children in Breakfast and After School club and 12 children in Flying Start, Wraparound and Early Education.
3. The ratio of staff in Breakfast and After School Club is 1:8, the ratio in Wraparound and Early Education is 1:6 and in Flying Start is 1:4.
4. There will always be a minimum of two staff on duty.
5. The language through which our setting will provide care is English but we do use incidental Welsh throughout the sessions and encourage children to speak welsh.
6. Opening Hours:

Breakfast Club	7.30 am - 8.50am
Flying Start	9.00am - 11.30am
Wraparound	11.30am - 3.00pm
Funded Early Education	12.30pm - 3.00pm
After School Club	3.00pm - 5.30pm

7. Parents/Guardians will be asked to complete and sign a registration form before their child starts.
8. Parents/Guardians **must** notify the person in charge in advance, if someone unknown is to collect their child.
9. Parents/Guardians are requested to provide emergency telephone contact numbers.
10. Parents/Guardians are required to agree a written contract with the registered person. The registered person is Mrs Beth Davies, Head teacher.
11. Parents' views/comments on any of our policies or about the running of our setting are always welcome.

This policy defines the approaches used in respect of promoting positive behaviour. At our setting we believe in the strong promotion of children's good behaviour through the acknowledgement and praise of positive, considerate and caring attitudes and actions. Staff encourage self-discipline, consideration and respect for others and for the property, facilities and surroundings of the setting.

Our setting promotes these values by treating the children with respect and through leading by example. Staff act in a caring and considerate manner towards each other in the hope that the children will copy this and begin to treat their peers and adults around them with the same respect.

It is recognised that behaviour problems can often be attributed to boredom, being hurried or perhaps becoming over-stimulated without being provided the time to relax or unwind. Or it may be due to frustration (e.g. due to communication issues). Our setting addresses these eventualities as far as possible through effective planning and implementation of the daily routines.

Where a child acts inappropriately their action's and the possible consequences are discussed with them in a calm and reasoned manner by a member of staff. Where appropriate the child will be encouraged to apologise to another child or member of staff.

Our staff manage a wide range of children's behaviour in a way that promotes their welfare and development and respects their rights under the UNCRC (Article 19) and recognises the reason for negative behaviour may be complex.

Where inappropriate behaviour persists then the following measures are taken:

- The child is removed from the group for a short period to enable them to think about what they have done with a member of staff. Such measures are conducted sensitively and thoughtfully.
- The ethos of our setting ensures that children are reassured that it is the behaviour and not them that is inappropriate. It is our policy that the word naughty is not used.
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- If inappropriate behaviour still persists the parent/guardian/carer will be informed as part of on-going partnership with parents. The behaviour issues will be discussed openly to determine if there is an underlying cause such as changes to their home life etc. The objective is to address any difficulties with a common approach with parents/guardians/carers.

- The supervisor has responsibility for behaviour management issues and is able to access expert advice (if usual methods are not proving effective with a particular child).

The following actions are not permitted under any circumstances:

- Smacking, slapping, shaking or treating the child roughly in any way.
- Deprivation of food, drink, sleep or medical attention.
- A requirement to wear inappropriate or distinctive clothing.
- Shouting or in any way frightening or humiliating a child.
- Isolating a child by leaving them alone in a room.
- Any other actions likely to instil feelings of guilt, shame or inferiority in the child.

Physical restraint of a child will ONLY be used where, in the judgement of the staff there is a real danger to themselves, other children, staff or property. In such cases restraint will be limited to holding the child until the immediate danger has passed and talking to the child in a calm and reassuring way. Restraint will be released as soon as it is deemed safe to do so.

In all cases records are made of any occasion where restraint has been necessary and/or where parental involvement has been needed to resolve the behaviour problems. On a broader basis the management will review these records on a regular basis to determine whether any adverse trends are apparent and if so what action is required.



Billing and Debt Recovery Procedure

Billing

All bookings must be made via the online booking system, iPal.

www.newbroughtonchildcare.ipalbookings.com

If you terminate the contract at any time, one week's notice in writing is required and will be charged at full price.

Should the setting have to close during normal opening hours, for any reason such as (but not exclusively) poor weather (eg snow), necessitating the closure of New Broughton Full Day Childcare, then you will not be charged for those sessions and refunded into your wallet on the booking system. No refunds can be made back to the card used to make payment or in cash.

Late Fees.

All our sessions finish promptly at the time stated. If you are late to collect your child then a late fee of £7.00 will be charged.

Debt Recovery

Parents who use a tax free system straight into our bank account, must make payment to us within 24 hours of booking. Failure to do so will result in the booking being cancelled. There will not be an option to re book those sessions.

In all cases, we will try and meet any reasonable reasons for late payment. However, if no payment terms are offered, or agreed payment terms are not met, New Broughton Full Day Childcare will have no choice but to exclude the child from sessions and consider legal proceedings.

If you are having problems meeting payment of your bills, please email the Manager on DaviesL2787@hwbcymru.net who will treat your concerns with complete confidence and assist you to try and resolve the issue amicably. Failure to resolve the issue, the matter will be brought to the Committee to seek legal recovery of the debt.

Collection Policy

This policy summarises our philosophies and strict policy of registration and collection from the setting. We have strict guidelines concerning the registration and collection of children for the protection and safety of all.

Registration

- Parents/guardians/carers must hand over their child to a member of staff on arrival.
- Each Parent/guardian/carer is required to discuss with staff how the child has been during the previous day/night.
- Each Parent/guardian/carer is required to hand over the child's bag to a member of staff.
- The member of staff to receive the child into setting will sign them in on the register.

Collection

- Staff will only hand over children to those specified on the registration form.
- No child will be allowed to leave with anyone under the age of 18.
- It is vital that staff are informed in advance if somebody different is to collect the child.
- A password system can be put in place using passwords selected by the parents, if you so wish. In such circumstances, passwords are kept confidential.
- In the event that you may be late to collect your child you must telephone the setting so staff are fully aware.
- Each parent/guardian/carer will be given a verbal report detailing their child's time at the setting.

Complaints policy and procedure

It is the policy of New Broughton Full Day Childcare to share our achievements, reflect on our work and look for ways to improve our service.

We welcome suggestions and constructive criticism from all who use our service.

We avoid the potential for escalation of issues by responding to, recording and resolving complaints quickly, effectively; and where possible in a positive and informal manner.

We do this by:

- Operating an effective quality assurance process that includes seeking the views of parents/carers and others who may use our service about the way we work.
- Applying a similar approach to all suggestions, concerns and complaints by keeping records of dates and actions taken as an audit trail.
- Responding to comments, suggestions, concerns and complaints within specific time scales in line with relevant legislation and in a confidential and sensitive manner.
- Designating a complaints officer Mrs Beth Davies to work with complainants to produce satisfactory resolution at the earliest opportunity.
- Implementing a set of effective policies and procedures to protect those who are involved with our service.
- Ensuring that all staff are familiar with the complaints policy and procedure and confidentiality is maintained at all times.

Suggestions and concerns can be dealt with by: · Speaking to the person in charge (a mutually convenient arrangement can be made to discuss any issues in confidence and outside operational hours).

- Writing the suggestion or complaint in a letter addressed to Mrs Beth Davies. Any action taken in response to suggestions, comments and concerns is fed back either verbally, in writing or if appropriate by the person in charge placing a notice on the notice board about any changes made to operations as a result.

How to make a complaint about the service you receive at New Broughton Full Day Childcare:

In the event of a complaint please address your complaint to the Manager Miss Laura Davies. In all cases a written record of complaints is kept, which includes the following information:

- Name of complainant.
- Nature of complaint.
- Date and time of complaint.
- Action taken in response to complaint.

- Result of complaint investigation.
- Information given to the complainant, including the date of response.

At any time during the process of the complaint being resolved, the complainant has the right to complain to CIW or, where relevant, the local authority which has arranged for the care of a child at the provision.

The role of CIW in the complaints process:

CIW is happy to receive information about any social care service, but is not a complaints agency and has no statutory powers to investigate individual complaints between people and their service providers. They cannot make judgments on behalf of people or decide who is right or wrong. When CIW receives information about a service they will consider it and inform the complainant they will take one of the following actions:

- Undertake an inspection of the service within an identified timescale (a copy of the focused inspection report is sent to the complainant).
- Consider the information within the next planned inspection of the service.

- Advise the complainant to contact an identified agency.
- Refer the complainant to the service about which the complaint was made for resolution under their own complaints procedure.
- Advise the complainant that their information has been recorded and there is no further action required from CIW.
- See also: www.ciw.org.uk

If the complaint is of a child protection nature: Mrs Beth Davies or Mrs Claire Hitchen must be spoken to without delay and the New Broughton Full Day Childcare safeguarding policy is implemented.

Confidentiality Policy

Statement of Intent

It is our intention to respect the privacy of children and their parents and carers, while ensuring they access high quality childcare.

Aim

We aim to ensure that all parents can share their information, confident that it will only be used to enhance the welfare of their children.

Methods

To ensure that all those using, and working in our setting can do so with confidence. We respect confidentiality in the following ways:

- Parents have ready access to the files and records of their own children but do not have access to any information about other children.

- Staff will not discuss personal information given by parents, with other members of staff, except where it affects the planning for the child's needs.
- Staff induction includes an awareness of the importance of confidentiality in the role of the key person.
- Any concerns/evidence relating to a child's personal safety are kept in a secure, confidential file and are shared with as few people as possible, on a 'need to know' basis.
- Personal information about children, families and staff is kept securely in a lockable file whilst remaining as accessible as possible.
- Issues to do with the employment of staff, whether paid or unpaid, remain confidential to the people directly involved with making personnel decisions.
- Students on recognised qualifications and training, when they are observing in our setting are advised of our confidentiality policy and are required to respect it.
- Parents' permission will be sought before photographs are taken of children, either as individuals or in groups. Permission is normally given on the registration form.

Emergency Fire and evacuation Policy

On the discovery of a fire, the person discovering the fire will ring the nearest fire alarm.

Upon hearing the fire alarm:

- The manager will collect the register, contact details and mobile phone
- A member of staff is to check the toilets, kitchen area and any empty rooms.
- Staff and any other adults that may be present are to escort the children to the nearest and safest fire exit.
- Manager to lead the children and adults to the meeting point on the infant yard.
- Supervisor to check all children on the register once assembled.
- If the fire is real, parents and carers are contacted from a safe place and asked to collect their children.

Location of fire exits:

Route 1 - Main door in the Flying Start/Early Education or main door in the Breakfast, After school club and Wraparound room leads to outside. Turn right through small fenced yard. Manager to open the gate on to the school's main yard to our meeting point near the fence, next to Nursery class.

Route 2 - Main door in the Flying Start/Early Education or main door in the Breakfast, After school club and Wraparound room, turn left, manager to open gate, up the steps and turn right down the hill on to the main yard and walk down to the meeting point.

All Fire exits are clearly signposted.

Exclusion of an ill child

Policy and procedure.

This policy summarises the procedures for handling children who become unwell at our setting.

On entry to our setting parents/carers will be asked to provide details of the child's medical history. This will include childhood illnesses that the child has already had, any current conditions, vaccinations/immunisations, allergies, intolerances and any other information that will be relevant in the case of an emergency

Included in the registration form is a consent form allowing staff to administer emergency medical treatment if needed.

The management may administer prescribed medication for existing medical conditions if parents have first consulted with the management and completed the medication permission form. Any new medication will not be administered until the child has completed the first 48 hours of medication.

In the event a child becomes unwell at the setting, the following procedure will be followed:

- The supervisor will assess the situation and will contact parents if required.
- If the parent is unavailable, another named person on the child's registration form will be contacted. Whilst waiting to be collected we will make the child as comfortable as possible.
- If a child has an illness that can be contracted by other children within the group, all parents shall be informed of this.
- In some cases parents may need to be informed of symptoms to be looked out for in their child, for example, chickenpox.
- If a child has been sent home after becoming unwell then they must not return until they are fully recovered. Please refer to our exclusion policy.
- No child will be received into the setting if they are unwell.

Where a child has been prescribed antibiotics for a medical condition by their GP the child must be kept at home for the first 48 hours of treatment.

With respect to other medical conditions, children who are suffering from the following will be excluded from our setting for an appropriate length of time as detailed below.

Illness / Condition	Minimum period of exclusion
Sickness/Vomiting	48 Hours once cleared
High Temperature	48 Hours after last spike
Diarrhoea	48 Hours once cleared
Impetigo	Until skin has healed
Head lice	Until treatment has been given
Scabies	Until treatment has been given
Conjunctivitis	2 days minimum, thereafter until eyes are no longer weeping
Throat Infection	3 Days from start of treatment
Food Poisoning	Until cleared by GP
Chicken Pox	7 Days from onset of rash
Measles	7 Days from onset of rash
Mumps	7 days from onset of illness and until swelling has subsided.

Partnership with parents' policy

This policy defines the ethos within our setting to establish a working partnership with parents/carers that ensures the needs of the children, both as individuals and as a group are met. This policy builds upon the fundamental principles that parents/carers have an important role in their child's development and education.

It is our aim to work closely with parents/carers in an atmosphere of open dialogue and mutual collaboration with respect to the child's needs, wants and values. This will soundly contribute to the following key objectives:

- To ensure that the individual developmental and learning needs of the child are met
- To better understand and contribute positively to the cultures and values of the child's family and community.

Before attending our setting parents/carers are required to complete and sign:

- Registration form

- Consent to photograph form
- Medical treatment form.

Feedback from parents/carers is welcomed and a procedure is in place for comments with respect to the way our setting is run and the services provided for the children and dealing with any recommendations for appropriate improvement.

Parents/carers are asked to openly discuss and Additional learning Needs that a child may have and agree on the best procedures for caring for a child. This will address any language, cultural, religious, dietary and medicinal needs, allergies, phobias, disabilities and impairments. This is established at the outset before the child attends our setting and then it is reviewed regularly with the parents/carers. Mutual dialogue will ensure that the parents/carers are fully aware of the services our setting is able to provide.

To maintain a continual interaction with parents/carers the latter are encouraged to visit our setting at any time to discuss their child's progress. Informal chats and discussions about the child's activities, interests, progress and the care provided are offered at the beginning and end of each session when the children are dropped off or collected. At times it may be appropriate

to encourage a parent who has a particular hobby, skill or special interest to visit the setting to show the children. If you feel you have something of value to share please speak to management who will discuss this further with you. Parents/carers are actively encouraged to spend some time with their children within the setting if they wish to do so. This may be helpful to some children if they are struggling with transition into the setting.

A copy of our policies and procedures are always on hand for parents/carers to access at any time.

SAFEGUARDING CHILDREN POLICY AND PROCEDURES

New Broughton Full Day Childcare will create an environment in which children are safe from harm and abuse in which the welfare of the children is paramount, and any suspicion of abuse is responded to promptly and appropriately. In order to do this the setting will:

- exclude known abusers,
- prevent abuse by means of good practice,
- respond appropriately to suspicion of abuse,
- keep accurate records,
- liaise with other bodies,
- support families

- offer training.

It will be made clear to applicants for posts, both paid and unpaid, within the group, that they will be asked to sign a statement giving details of any convictions for criminal offences against children, including any 'spent' convictions under the Rehabilitation of Offenders Act 1974 and to give their permission for checks to be made for any criminal records. All applicants who work within the setting, both paid and unpaid, will be interviewed before they are appointed and asked to provide at least two references from people who have had experience of their work with children. All references will be followed up. Every member of staff we employ will need to hold a current Enhanced DBS certificate.

All applicants, both paid and unpaid, will be subject to a probationary period and will not be confirmed unless the manager is confident the applicant can be safely entrusted with children.

Prevent Abuse by Means of Good Practice

Children will be supervised at all times by a responsible adult. Adults who have not been registered as 'fit' persons will not take children unaccompanied to the toilet or be left alone in a group. There are no circumstances in which children will be punished by smacking, slapping or shaking. Neither will humiliation and/or frightening methods of punishment be used. Children will not be left alone with visitors to the group. Children will only be collected from the group by an authorised adult whose details are held by the group. The group will ensure all staff and volunteers have knowledge of, and access to, Early Years Wales Safeguarding Children Guidelines, and encourage accurate record keeping.

The setting will hold regular meetings with all staff and volunteers working in the group to discuss the raising of any concerns.

Children are accompanied at all times by authorised adults when taking part in any external activities, e.g. walks, visits etc.

Respond Appropriately to Suspicion of Abuse

Changes in a child's behaviour or injuries will be investigated. If there are grounds for suspecting abuse, these will be referred to our Safeguarding Officer, Mrs Beth Davies, Social Services, or Police, as appropriate. A SPOA (single point of access telephone number) is always displayed.

All such suspicions/investigations/referrals will be kept confidential and shared only with those who need to know. This should usually be a member of staff, and the manager.

Keep Accurate Records

Whenever worrying changes are observed in a child's behaviour or physical condition, or if there is an injury, a confidential record should be set up. The record will include (in addition to the child's name, address, age, and date) observations of the child's behaviour/appearance, without comment or interpretation. Exact words spoken by the child may also be recorded, timed, dated and signed by the recorder. Such records will be kept confidential and should not be accessible to anyone in the group other than the Manager, Responsible Individual and other members of staff as appropriate.

Liaise with Other Bodies

The setting will operate within the local authority guidelines. Confidential records kept on children about whom there is concern will be shared with the Social Services Department if it is felt that adequate explanations for the child's condition have not been provided, or if the Social Services Department requests access.

Support Families

The setting will do all in its power to build trusting and supportive relationships between families, staff and volunteers within the group. Where abuse is suspected at home or elsewhere, the group will continue to welcome the child and family whilst investigations proceed. Confidential records on a child will be shared with the child's parents. The group believes the care and safety of the child are paramount and will do all in it can to support and work with the child's family.

Offer Training

The setting will ensure all staff and volunteers have knowledge of, and access to, Early Years Wales 'Safeguarding Children Guidelines'. All staff will be trained to Level 2 Safeguarding.

Nappy Changing Policy and Procedure

The purpose of maintaining sanitary conditions is to prevent the spread of germs. Nappy changing provides the perfect opportunity for germs to be transmitted to children, staff and the immediate environment. Nappy changing therefore requires scrupulous hygiene procedures that must be followed too by all staff.

The following procedure must be adhered to by all staff in the setting.

Equipment

- Waterproof changing mat
- Antibacterial spray
- Antibacterial hand gel

- Wet wipes, supplied by the parent
- Nappy Sacks
- Non porous gloves
- Disposable apron
- Spare clothes within easy access
- Hands free lidded bin.

The nappy change area must always be left ready for next nappy change in the following way:

- Changing mat must be sanitised with an antibacterial spray.
- Any used wipes and nappies must be disposed of into the lidded bin
- Area must be clear ready for the next child.

Nappy Changing Procedure

Ensuring the above is prepared, the practitioner must undertake the following.

- Collect child's changing bag and take child to changing area.
- Adult to wash their hands.
- Put on apron followed by gloves.
- Position wipes and open nappy sack ready for use.
- Support child to get on to changing surface.
- Remove child's lower clothing to allow access to nappy.
- Clean child's bottom gently, but thoroughly, from front to back.
- Place used wipes into the centre of nappy and fold.
- Remove gloves and apron and place inside nappy sack and tie sack. If the nappy is soiled, ensure it is double bagged.
- Dispose of bag into lidded bin.
- Wash hands or use antibacterial gel.
- Redress and assist child in getting up or down from nappy changing area.
- Assist in thoroughly washing child's hands with soap and warm running water for a minimum of 10 seconds.
- Wash own hands.
- Escort child to play area.

Cleaning procedure of nappy changing area.

- Once the child has been escorted to the play area, return to the nappy changing area.
- Thoroughly sanitise the changing mat and area using antibacterial spray and clean tissue.
- Thoroughly wash hands again.
- Ensure a good supply of wipes, gloves, aprons, nappy sacks, antibacterial spray and gel are available for the next nappy change.
- Record the nappy change on the chart.

If a child requires cream, this must be supplied by the parent and noted on the nappy changing chart.

OPERATIONAL PLAN

New Broughton Full Day Childcare operational plan supports and underpins our Statement of Purpose. It describes how we organise our resources to operate flexibly and effectively and our approach to improving the quality of care we provide. Any changes to the operational plan will be reflected in the Statement of Purpose. New Broughton Full Day Childcare's aims are described in our Statement of Purpose.

Sessions are run out of a separate area attached to Ysgol Penrhyn main building. Security of the premises is maintained by operating a system of locking the main entrance and exit points and ensuring staff are always visible at entry/exits points during opening/closing of sessions.

New Broughton Full Day Childcare address:

Ysgol Penrhyn, New Broughton CP, School Lane, Wrexham, LL116SF

Telephone: 01978269923 in opening hours only.

Email: DaviesL2787@hwbcymru.net

Legal status: New Broughton Full Day Childcare is a registered charity, managed by a voluntary Committee.

Age range of children cared for and type of care:

Sessional care for 38 weeks of the year (we run in line with the Wrexham Schools) and cater for children aged between 2 and 12 years

Operational times:

Breakfast Club - 7.30am - 8.50am

Flying Start- 9.00 am - 11.30 am Monday to Friday

Early Education - 12.30pm to 3.00pm Monday to Thursday

Wraparound - 11.30am to 3.00pm

After School Club - 3.00pm - 5.30pm

New Broughton Full Day Childcare implements policies and procedures that ensure the smooth operation of the provision. The policies and procedures are developed and maintained in line with and/or exceed the national minimum standards and regulations. They are reviewed regularly and updated as necessary. The policy pack is available to read for all who visit, work in or use New Broughton Full Day Childcare and is sent out to all Parents prior to their children attending.

Staffing roles and responsibilities:

New Broughton Full Day Childcare:

- Recruits, vets and employs staff in line with regulatory requirements.
- Maintains or exceeds legal qualification levels.
- Develops and maintains staff training plans and the continual professional development plans reflect our commitment to continuous improvement.

New Broughton Full Day Childcare:

- Maintains or exceeds legal staff: children ratios at all times. -
- We keep accurate records on every child.
- Keeps a consistent but flexible staffing routine to enable positive relationships between staff and children to develop.
- Ensures relevant information is shared routinely with parents/carers about their child by having an 'open door' policy (See also: Confidentiality Policy.)

Children with additional needs and those that require one to one support can be integrated into setting with the help and support of additional staff.

STAFF ROLES

Miss Laura Davies - Manager and Early Education Lead

Miss Janice Kingston - Breakfast and After School Club Supervisor

Miss Kirsty Williams - Flying Start Supervisor and Early Education Practitioner

Miss Jaynie Davies - Flying Start Practitioner

Miss Mollie Hughes - Flying Start Practitioner and Wraparound Practitioner

Mr Jason Griffiths - Breakfast and After School Club Practitioner

Mrs Sharon Roberts - Wraparound Practitioner

Quality of care review and action plans:

New Broughton Full Day Childcare is committed to making improvements to the quality of care we provide. We do this by:

- Undertaking an annual review of our operational practice and management systems.
- Involving staff, parents/carers and children in the review as appropriate.
- Reporting on the outcomes of the review.
- Sharing the report of the outcomes with those who contributed to the review.
- Developing action plans from the report that are monitored for timely implementation.
- Applying a reflective approach to all our work and including what we learn in our staff team meetings, which in turn contributes to the overall review of care.

New Broughton Full Day Childcare Contract

1. All operational times must be adhered to. Children must be collected promptly or a late fee of £7.00 will apply.
2. If your child is ill during the session we will either contact you or your designated person, to collect him/her. If for any reason we are unable to contact anyone we will make your child as comfortable as possible until they are collected (See Exclusion of an ill child Policy & Procedure)
3. In the case of an emergency e.g. if your child has an accident requiring hospital treatment, we will do our utmost to contact you or your designated person prior to treatment being sought. If this is not possible a staff member and/or registered person will accompany your child to hospital / doctor and remain with them until you arrive.
4. We will only administer medicine as per our Medicine Policy.
5. Please read all policies and the complaints procedure in this handbook.
6. Please be aware that the contract and registration form need to be completed and returned PRIOR TO YOUR CHILD'S FIRST SESSION at New Broughton Full Day Childcare.
7. We ask on the registration form the names of persons who have your permission to collect your child from our setting. Please note that unless we have adequate notice from you, we will not allow anyone other than you or the designated persons to collect your child from us. This is to ensure the safety of your child. Should you wish, we can provide a password system whereby a password (which remains confidential) is used by designated carers and staff.
8. As children will be eating throughout the session, we need to know if he/she has any special dietary requirements. If there are any changes to your child's dietary needs during the school year, we need to be informed.
9. If you are using the 30 hours free childcare offer please note that this agreement must be in place prior to your child starting. Any sessions used before the agreement is in place will be charged in full.
10. Any chargeable sessions must be booked using our online payment system and paid for at the time of booking. Please see billing and debt recovery policy.
11. Please note during all sessions we must abide to strict legal adult to children ratios, please understand that there may not be space for your child at short notice. This is also why it is important children are collected on time.

Please complete using BLOCK CAPITALS and return

I have read the statements in The Contract and The Parents Handbook and agree to the contents.

Child's Name: _____

Parent/Guardian's Name: _____

Parent / Guardian's Signature: _____

Date: _____

PARENT COPY

New Broughton Full Day Childcare Contract

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3. In the case of an emergency e.g. if your child has an accident requiring hospital treatment, we will do our utmost to contact you or your designated person prior to treatment being sought. If this is not possible a staff member and/or registered person will accompany your child to hospital / doctor and remain with them until you arrive.
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PLEASE DETACH THIS PAGE AND RETURN

