



# Little Cherubs Policies

Little Cherubs Crèche, Life Leisure, Shiers Drive, Cheadle, Stockport, SK8 1JR  
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## Contents

Introduction

Aims

Policies

1. Admissions Policy
  2. Staff & Employment Policy
  3. Safeguarding Children Policy
  4. Lost or children not collected
  5. Confidentiality
  6. Selecting Equipment/toys
  7. Complaints Procedure
  8. Safety Policy & practice
  9. Behaviour Management Policy
  10. Health & Hygiene policy practice
  11. Equal Opportunities policy
- Signed back sheet to confirm adoption of the various policy

## Introduction

Crèche is currently open:

MONDAY - FRIDAY 09.00 – 12:00. For children aged 6 weeks - 8 Years

COST: - 30 minutes	£3.00 per child
60 minutes	£5.00 per child
90 minutes	£7.50 per child
120 minutes	£10.00 per child

(10% discount applies for siblings)

## **Our Aims**

- To enhance the development and education of children in their early years, in a community based group.
- To provide a clean, safe and secure environment. (The playroom is cleaned on a daily basis.)
- To work within a framework that ensures equality for all children and families.
- To provide Individual care and attention

## **Policies**

### **ADMISSIONS POLICY:**

It is our intention to make our Crèche accessible to children and families from all sections of the community. In order to accomplish this we will:

- Ensure that the existence of the crèche is widely known in the local community. We will place notices advertising the crèche in places where they can be seen. Information will also be contained in the Life Leisure Cheadle Welcome Pack.
- We are an inclusive crèche regardless of ability, race, religion or culture.
- All sessions must be booked and paid for in advance. It may be possible to book and pay upon arrival depending on availability
- Cancellations to bookings must be received by 8.30am on the due day of attendance by calling Life Leisure Cheadle on 0161 428 3216. Refunds will not be made if a call is not received.

### **STAFF AND EMPLOYMENT POLICY:**

- All staff receive DBS checks.
- All staff are expected to complete basic training in Child Protection and Paediatric First Aid.
- Training will be provided in other areas when available.
- We operate an EQUAL OPPORTUNITIES POLICY when employing new staff.
- Staff are expected to adhere to the Staff/Children ratio of 1:3

### **SAFEGUARDING CHILDREN POLICY:**

We intend to create an environment in which all children feel safe and secure from both the fear and reality of abuse, and we are committed to protecting all the children in our care from harm.

- All staff will do safeguarding children training to enable them to recognise the signs of any possible abuse including physical, sexual abuse, neglect etc. Staff will also read 'What to do if you're worried a child is being abused' booklet and sign a sheet to confirm this. Further training will be offered when available.
- Any photographs taken will be used for the crèches purpose only and only with the permission of the parents.

- All visitors ID will be checked.
- The Crèche room will be secure at all times.
- All staff including voluntary will have DBS checks.
- Any concerns regarding a child will be reported to the manager and a written record made.
- Bumps & bruises will be recorded in the accident book. If a child arrives at crèche with an injury an explanation will be requested from the parent and a record may be kept.
- All confidential paperwork regarding a child will be stored in accordance with our Confidentiality Policy.
- First aid training will be given to all staff.
- Regular training will be offered when available.
- Any concerns staff may have about a child will be reported to the manager who will then decide the appropriate course of action. The decided action will then be initiated in accordance with current Government Guidelines.
- If an allegation is made about staff the manager would take the full details from the parent/carer. The manager would then investigate and take appropriate action.
- Parents are to accompany children until the playroom is open. Any parent bringing a child in a pushchair are asked to store in a convenient place that will not cause obstruction in the corridor.
- Parents will need to knock on the door to gain entry when collecting their child as the room remains secure during crèche opening hours. Parents may then wait in the corridor until called into the playroom by staff.
- Children are always accompanied by staff when using the toilet. Staff actively encourage independence with using the toilet.
- If the child is potty training/already using the toilet the parent/guardian should liaise with a crèche worker as to the preferred course of action
- All children are encouraged to wash their hands after visiting the toilet.
- Gloves will be worn when changing nappies.
- Children may bring their own labelled drinking cup with a drink and a light snack when attending the crèche.
- All children have their hands washed before eating and all tables are cleaned with Antibacterial spray.

#### **LOST CHILDREN or CHILDREN NOT COLLECTED POLICY:**

This policy is drawn up to the requirements of Little Cherubs Crèche, in line with the rules set up by Ofsted.

- Any child left at the Crèche after the session will be properly supervised until the parent or appointed guardian has collected them. If after 30 minutes the child still hasn't been collected arrangements will then be in place to contact the emergency contacts on the registration form e.g. grandparents etc.

- Any child who is left at crèche for more than 1 hour, and every other channel have been explored to contact the child's family. The matter will then be reported to the Crèche Manager. The Manager will then take the decision to contact the police or social services.

### **CONFIDENTIALITY POLICY**

The Crèches work with children and families may bring us into contact with confidential and private information. To ensure this information is held in the correct manner we will respect confidentiality in the following ways:

- Parent can only request access to their own child's file. Under no circumstances will confidential information be given to anyone else without written permission from the child's parent.
- All confidential information for both staff and children are stored in a locked cabinet at all times.
- Any concerns or observations collected about a child will remain in their individual confidential file. Information would only be passed on to a third party with written permission from the parent, unless the child was considered to be at risk.
- All volunteer staff and students will be asked to sign a copy of this policy.

### **SELECTING EQUIPMENT/TOYS POLICY**

The toys and equipment in the Crèche provide opportunities for children to develop new skills in the course of play and exploration. The equipment we provide will conform to the following:

- All toys/equipment will conform to British standards.
- Be appropriate for ages and development stages of the children within the setting.
- Offer development in physical, personal and intellectual skills.
- Feature positive images of people, of all genders, from a range of ethnic and cultural groups, with and without disabilities.
- Any toys/equipment donated will be inspected before used.

### **COMPLAINTS PROCEDURE POLICY**

Little Cherubs Crèche aims to provide the highest quality care. It is the policy of Little Cherubs Crèche to receive complaints in a positive manner and to deal with them in a professional way, to ensure that the issue is resolved as early and quickly as possible. If however you feel you have a concern regarding your child please use the following guide lines.

- A parent who has concerns regarding their child should contact the crèche manager to discuss the matter.
- If it is not possible, or inappropriate, to discuss the issue with the crèche manager they should contact one of the crèche directors with their concerns
- If the above does not resolve the matter satisfactory, or the concern reoccurs, the parent should put the complaint in writing requesting a meeting with the crèche manager and one of the crèche directors

- Both parents and staff should take a companion along to the meeting. The meeting should also be accurately documented. Most complaints should be resolved at this stage.

### **HEALTH & SAFETY POLICY**

The Health and Safety of the children is always of paramount importance. In order to ensure the continued safety of both staff and children the crèche will ensure that:

- All children are supervised by at least two staff.
- The crèche room will remain secure at all times when children are in attendance.
- Ensure all parents are aware of the correct arrival and collection procedure.
- A register of all children and adults is maintained at every session and will remain in the playroom during the session.
- The layout and space ratios are maintained at all times.
- Equipment is checked regularly and damaged equipment/toys removed.
- Fire doors are not obstructed.
- Fire drills are regularly held. Staff will attend further fire training when available.
- A First Aid kit is always available and fully stocked.
- Fire extinguishers are checked regularly.
- An accident book is available at all times.
- Fires, heaters and electrical points are adequately guarded.
- All dangerous materials are kept out of reach of the children, including medication and cleaning fluids.

### **BEHAVIOUR MANAGEMENT POLICY**

We believe that children flourish in a well organised environment, where they are free of fear. In order to achieve this we will:

- All staff in the crèche will provide a positive role model, regarding friendliness, care and courtesy.
- Staff in the crèche will praise desirable behaviour when shown by children.
- The staff will try and take positive steps to ensure a child does not only receive attention as a result of negative behaviour.
- Children will never be sent out of the room by themselves.
- Children who misbehave will be spoken to on a one to one basis with an adult who will explain that the behaviour is not acceptable.
- In cases of serious misbehaviour, such as racial abuse or other abuse, the child will again be given an explanation rather than blame. The parents will also be told and possible prevention strategies discussed.

- In any cases of misbehaviour children will always be told it is the behaviour that is not wanted, NOT the child.
- Staff in the crèche will not raise their voices or shout in a threatening manner.
- All staff in the crèche will be aware of any behaviour that may be a result of 'special needs'.
- Recurring problem behaviour will be discussed with the parents and support may be requested from outside agencies for further guidance and/or training.
- A written report of any misbehaviour may be maintained. This will enable staff to monitor behaviour patterns.
- Staff will attend any training offered when available.
- Staff will source support/training from external agencies where appropriate.

### **HEALTH AND HYGIENE PRACTICE/POLICY.**

Our crèche promotes a healthy lifestyle and a high standard of hygiene in its day to day work with both children and adults. This is achieved in the following ways:

#### Health –

- Parents are asked to keep their child at home if they have any infections and are asked to inform the crèche of the nature of the illness, so they can alert other parents.
- Parents are asked not to bring any child who has been vomiting or had diarrhoea until at least 24 hours has elapsed since last episode.
- Cuts or open sores, on both children and adults, will remain covered with appropriate dressings.
- If a child is on prescribed medications the parent/guardian must administer the medication
- Crèche staff will not administer any medications
- Medications or other items which may cause harm to children must not be brought in your child's nappy bag or day bag e.g. medicines, perfumes, toiletries, penknives etc.
- The crèche will ensure that the First Aid kit is well stocked with appropriate supplies.
- Staff will attend any relevant training when available.

#### Hygiene –

- Hands must be washed after using the toilet.
- Gloves must be worn when changing nappies.
- Hands must be washed before snack.
- Any bodily fluid will be cleaned immediately with disinfectant and disposed of in the correct manner.
- Only bins outside the crèche room will be used to dispose of soiled nappies.
- Tissues are always available and once used will be disposed of in the correct manner.
- Children are encouraged to cover their mouth when coughing and sneezing.
- The parent/guardian must provide clean spare clothes should a child have an accident.

## **EQUAL OPPORTUNITIES POLICY**

Little Cherubs Crèche, realises that discrimination exists in our society, and is committed to providing care and play opportunities to all families in the community. We ensure this using the following points. Admissions –

- No child will be refused a place as a result of race or religion.
- No child will be refused a place as a result of a disability (except where staff would require specialist training for the child's safety.)
- No child will be refused a place as a result of social upbringing.
- All children will be treated as equals regardless of ability.
- No child shall be excluded from an activity as a result of ability.
- No child shall be singled out or treated differently due to a disability.
- Crèche will endeavour to make any reasonable adaptations required to accommodate a child with special need/disability.
- No child will be knowingly subjected to discrimination.
- Any discriminatory behaviour will be challenged immediately by staff.
- Crèche will employ the best person for the job regardless of age, race, culture, religion or disability.

### **Declaration.**

All the enclosed policies have been adopted and will be followed by Little Cherubs Crèche employees