



The Wickbourne Centre, Clun Road, Littlehampton, West Sussex, BN17 7DZ
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Playcentre Policies

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About Playcentre Wickbourne

The aim of the Playcentre and its dedicated staff is to provide a happy, safe environment where children can learn through play, have fun, gain in confidence, and develop their social skills. We work in partnership with parents to ensure that each child has the best possible start to their early year's education. We treat each child as an individual and provide equal opportunities for all.

The Playcentre Wickbourne was opened in February 2004 as part of the wider Wickbourne Centre, with the intention of providing help and support services to the local community.

Parents are very welcome to visit the Playcentre to meet the staff and view the facilities we offer to the children. Please call 01903 867582 to arrange a convenient appointment.

The following Policies and Procedures are available on request and are also available at www.arunchurch.com/community/playcentres/wickbourne

SESSIONS:

Monday - Friday	9am – 12pm, mornings
	12pm - 1pm, lunch
	1pm – 4pm, afternoons

AGES:

2 – 5 year olds

STAFF

As well as our permanent members of staff the Playcentre operate a bank of Supervisors and Assistants for emergency staff cover. All our staff are registered with Ofsted (Office for Standards in Education), having undergone Disclosure and Barring Service (DBS) checks. All staff with a level 2 or level 3 qualification will have a Paediatric First Aid certificate, with at least one trained member of staff on duty for each session.

In accordance with the Registration Certificate the Playcentre can accept up to forty children at each session (between the ages of 2 - 5 years old). At least 50% of the staff will be qualified.

About Arun Church

Playcentre Wickbourne is operated and managed by Arun Church. Arun Church is a vibrant organisation that is passionate about serving God and changing our community for the better. We run many initiatives including CAP Debt Help, Arun Youth Projects, Playcentres, Refresh coffee shop and social activities in addition to our Sunday services.

Our offices are at the Wickbourne Centre which is owned by the Church. We also own premises at 102-104 The Street, Rustington where we lease offices to tenants upstairs and our Playcentre downstairs. We meet on Sundays at The Littlehampton Academy. Our vision is to see the good news of Jesus change lives, communities, and the world. Our mission is **bringing life to everyone, everywhere, everyday**.

Find out more at www.arunchurch.com

Accident/Incident Policy and Procedures

All staff, including volunteers and trained First Aiders need to know what procedures to follow when treating an accident. These accidents/emergencies will hopefully be a very rare occurrence within the session.

In case of a minor accident

- The person that is trained to administer First Aid will assess the situation and decide on what is to be done and administer First Aid accordingly.
- The accident must then be recorded in the accident sheets.
- An investigation into the cause of the accident should be made by either the deputy manager or manager as soon as practicable and any remedial action taken.
- If the accident involves a child in the Playcentre full details should be recorded in the accident file which will be signed by the person dealing with the accident, an additional person/witness and the parent/carer on collection of the child.

In case of a major accident

- One staff member trained in First Aid is to stay with the unwell or injured child or adult, and apply emergency treatment as appropriate.
- Other member/s of staff is to:
 - Telephone for an ambulance.
 - Telephone the parents to attend. (In the case of a member of staff – their emergency contact).
- If a volunteer is on duty then are to ensure the safety of the children until the members of staff involved in the emergency are able to take full control again.
- If the ambulance arrives before the child's parents, the person who has been looking after the child should accompany them to the hospital.
- If the parents cannot be found it may be necessary to ask the Police to trace them.
- Enter full details into the Accident/Incident book/sheets.
- Written notification of any serious accident occurring on the premises must always be sent to the Early Years Directorate of OFSTED (Office for Standards in Education) and RIDDOR

In case of health emergencies

This may be in the form of a health pandemic such as influenza measles or COVID 19. The Playcentre would follow advice and guidelines from the DFES and West Sussex. It may be that the Playcentre would have to close for one or more of the following reasons:

- To prevent the spread of the disease
- Too many staff off sick/caring for dependents to adequately care for the children.
- Children are highly effective 'spreaders' of respiratory infections and they may pass these on to adults as well as other children.

The final decision to close the Playcentre and for how long would be taken by the manager in consultation with other professionals. Parents would be kept fully informed of developments. Staff would be expected to attend work in the event of a closure unless ill themselves or caring for sick dependents.

In case of other emergencies

Other emergencies may arise, such as a power cut, failure of the heating system etc. In the event of such emergencies the Manager will make a decision in liaison with their line manager and Children & Family Centre Manager.

Admissions policy

Children are admitted to the Playcentre via a non-discriminatory process, and the group embraces parents and children from all racial and cultural groups. Anyone with disabilities or learning difficulties are considered a priority, wherever possible.

- The catchment area is Wick, Littlehampton, East Preston and Angmering. However, under some circumstances we will take children from other areas.
- Children are accepted into the setting via the Waiting List.
- Session allocations are by place on the register, date of birth and space available at the time.
- The registration for the setting accepts children between the ages of 2 – 5 years old.
- All places require a £25 registration fee, unless your child is 2 year funded.
- All places require 4 week's notice of withdrawal.

Behaviour Management

We believe that children and adults flourish best in an ordered environment in which everyone knows what is expected of them and children are free to develop their play and learning without fear of being hurt or hindered by anyone else. We aim to work towards an environment in which children and adults can develop self-discipline and self-esteem in an atmosphere of mutual respect and encouragement.

- We encourage children to be responsible for their own behaviour and actions, to aim towards self-discipline;
- We celebrate each other's successes, however great or small;
- We aim to help children acquire a positive self-image, a pride in themselves and the work that they do, and high self-esteem, through praise and encouragement;
- All adults will provide a positive role model i.e. quiet voices, "please" and "thank you" as appropriate, to each other and to the children, moving around without rushing;
All adults will provide a positive role model for children of friendliness, care and courtesy.
- Adults in the group will praise desirable behaviour, e.g. kindness and willingness to share.

Unacceptable behaviour may include:

- Rudeness to an adult or child
- Fighting of any description
- Hitting, kicking, punching
- Pinching, biting
- Physical or verbal intimidation
- Swearing/bad language
- Bullying or racial abuse

- Any child/children will be talked with about the behaviour, emphasising that it is the **behaviour** which is unacceptable, not the child;
- A positive approach will be taken to any unacceptable behaviour, with the child being redirected to an alternative activity, after talking about the behaviour.
- Physical punishment such as smacking or shaking will neither be used or threatened.
- Adults will be aware that some kinds of behaviour may arise from a child's additional needs.

- Continued unacceptable behaviour will be discussed with the parents/carers, for a consistent approach to dealing with it within the group and at home.
- Our staff attend whenever possible, in service training on behaviour management, as appropriate with a number of professional providers.
- The Play Centre Manager is responsible for behaviour management issues.
- The Play Centre staff aim to deal with unacceptable behaviour using the Conflict Resolution strategy and approach and ACT. Please ask a member of staff for details.

Check In and Collection Procedure

- Parents/carers are required to complete a registration form before their child starts at the Playcentre. This will include their personal password, two emergency contacts as well as parents/carers and consent for staff to obtain emergency treatment for their child if the need arises.
- Details of each child will be entered onto our database and shared only with the senior members of the team and individual children's key workers.
- As the child enters the premises, a staff member will mark the child on the register and uploaded to Iconnect. The same applies when the child departs the setting.
- Parents/carers must inform the Playcentre as soon as possible if they are unable to collect their child and they must provide details of the person who will be collecting in their stead.
- To release a child to named individual on registration form, Playcentre staff must:
 - Have consent from the parent that the named individual is collecting,
 - ask for the password and check it against the written version on file.
 If BOTH these criteria are satisfied then a child can be safely released.
- To release a child to someone unknown, Playcentre staff must:
 - have written/verbal confirmation that this person is collecting, and
 - ask for ID to check against the confirmation, and
 - ask for the password and check it against the written version on file.
 If ALL these criteria are satisfied then a child can be safely released.
- No person will be allowed to collect the child from Playcentre unless the above conditions are met.
- If the person requesting to collect does not know the listed password they will not be able to collect the child. In this instance every effort would be made to contact the parent/carer to gain full authorisation.
- Children will not be taken out to their parent/carer or authorised person to the coffee shop within the family centre at the end of or during the session.
- If staff have any concerns or the child is not happy to leave with the nominated adult, then every effort will be made to contact the parents or the emergency contact to try and clarify the situation. If they are not available we will not release the child and will contact the Police.
- All our procedures as detailed above are in place to protect the children in our care as their safety is our paramount concern at all times.

Child Not Collected Policy

Children are in the care of the Playcentre until they are collected by their parent/carer. Therefore we act in loco parentis.

- The times and procedures for collection of children should be clear in the information given to parents when registering for the Playcentre. It is acknowledged that, very occasionally, a parent may be delayed or a child 'forgotten' by another family member, friend or neighbour.
- If a parent/carer is expecting to be delayed or another person is collecting the child this should be recorded.
- If a parent or person collecting the child is delayed, that person should contact the setting to let them know of the delay and the expected time of collection, with a possible alternative person to collect e.g. relative or friend. In this case a full description of the person collecting the child should be given and proof of identity will be asked before this person will be allowed to collect the child.
- **If any staff member is uncertain about the collection arrangements, they should contact the parent/carer before the child is collected to clarify.**
- If after 15 minutes of the session finishing the parent has not arrived the deputy manager or manager will contact the parent/carer by telephone.
- If contact cannot be made with the parent/main carer, the other emergency contacts named for the child will be telephoned to collect the child. The manager/deputy manager will still try to reach the parent/main carer whilst waiting for the child to be collected.
- Two members of staff will remain with the child until they are collected.
- If nobody can be contacted to collect the child then it may become necessary for the staff to contact social care team to make suitable arrangements for the child. This will only be done as a last resort.
- At all times the staff aim to develop a good relationship with parents, with the child's best interests at heart.

Arun Church Safeguarding Policy and Procedure

1. What is Safeguarding?

Safeguarding is a term that describes the actions used to keep children and adults-at-risk safe from abuse. The terms Child, Children and Young People refer to those under the age of 18 as defined by the Children Act 2004. A adult-at-risk is a person aged 18 years or over who may be unable to take care of themselves or protect themselves from harm or from being exploited.

Types of abuse

The main categories of abuse are physical, emotional, sexual and neglect, but abuse also includes Child Sexual Exploitation (CSE), Bullying and cyberbullying, Female Genital Mutilation (FGM), extremism and radicalisation (Prevent), grooming, Domestic Violence (DV), County lines and others. More comprehensive information on types of abuse is [available from the NSPCC on their website](#).

2. Our Responsibilities

Arun Church, Arun Church: Wickbourne Centre, Refresh Trading Ltd and Arun Creative (the 'Company') including Playcentres, CAP Debt Help, and Arun Youth Projects aim to adopt the highest possible standards and take all reasonable steps to safeguard the welfare of children and adults-at-risk, and to prevent their abuse. We recognise that creating a culture of safeguarding is everyone's responsibility and that clear communication is key to preventing abuse.

We accept the principles laid out by the [Children Act 2004](#) and the [Care Act 2014](#), and work within current government and local authority guidelines including:

- [Working Together to Safeguard Children](#) (July 2018)
- [Pan-Sussex Child Protection and Safeguarding Procedures](#)
- [West Sussex Safeguarding Children Partnership \(WSSCP\)](#)
- [West Sussex Safeguarding Adults Board \(WSSAB\)](#)
- [West Sussex Continuum of Need/Threshold guidance](#)
- [West Sussex Adults Safeguarding Thresholds](#)

This policy applies to all staff, trustees and volunteers working across the organisation and is available to everyone online at <https://www.arunchurch.com/safeguarding>. Other policies linked to this document include: Recruitment, Whistleblowing, Complaints, Privacy Statement, Disciplinary & Grievance, Health and Safety, and Equality and Diversity which are available in the staff handbook.

Recruitment & Training

The Company follows safe recruitment procedures (outlined in the Company Recruitment Pack) to ensure the suitability of staff and volunteers. Measures include:

- Ensuring all adults both paid and voluntary are aware that work with children is exempt from the provisions of the Rehabilitation of Offenders Act 1974,
- Securing two references, ideally from previous employers, for every application,
- Completing Disclosure and Barring Service (DBS) checks,
- Requiring everyone to undertake safeguarding induction training within 6 weeks of start date
- Completing regular 1:1 supervision with staff, and session debrief

All staff and volunteers are made aware of these safeguarding procedures and must attend safeguarding training a minimum of every 3 years. The Designated Safeguarding Lead will attend training every 2 years. Everyone should be able to recognise the possible signs of abuse including neglect, emotional, physical or sexual abuse, among others.

Designated Safeguarding Lead

The Designated Safeguarding Lead (DSL) holds responsibility for all safeguarding issues within the Company. The role of the DSL is to collect and clarify the precise details of any safeguarding concern and to decide on the appropriate action. Where necessary, the DSL will refer the information to the relevant authority whose responsibility it is to investigate.

The Designated Safeguarding Lead (DSL) for Arun Church is:

- Jon Jolly jon.jolly@arunchurch.com 07713 639690

The DSL works alongside additional Designated Safeguarding Officers (DSO) for different parts of the Company. The DSOs will respond to safeguarding concerns and liaise with the DSL. Designated Safeguarding Officers are:

- Ben Young ben.young@arunchurch.com 07834 223001
- Wendy Groussin (Playcentre) wendy.groussin@arunchurch.com 01903 850984
- Charlotte Black (Playcentre) charlotte.black@arunchurch.com 01903 867582

The church trustee with safeguarding responsibility is:

- Andy Harsant andy.harsant@arunchurch.com

3. Responding to Safeguarding Concerns

The following steps outline the Company process for dealing with concerns of abuse. They are set out under headings known as The 5 R's of Safeguarding:

1. Recognise
2. Respond
3. Report
4. Record
5. Refer

The summary flow chart outlines the process for what happens if you have a concern over the safety and wellbeing of someone. The flow chart should be printed out and available in all premises and settings where the Company operates and made known to all staff and volunteers.

Following steps 1-4 are the responsibility of the individual who raises the concern. Step 5 is usually the responsibility of the Designated Safeguarding Lead (DSL) and Designated Safeguarding Officers (DSOs).

Further detailed information on each step of the process is outlined after the flow chart below.

Responding to Safeguarding Concerns - Flow Chart

The Designated Safeguarding Lead (DSL) for Arun Church is:

- Jon Jolly

jon.jolly@arunchurch.com

07713 639690

Additional Designated Safeguarding Officers (DSO) are:

- Ben Young (Kids, Youth & Community Projects)
- Wendy Groussin (Playcentre Rustington)
- Charlotte Black (Playcentre Wickbourne)

ben.young@arunchurch.com

07834 223001

wendy.grousson@arunchurch.com

01903 850984

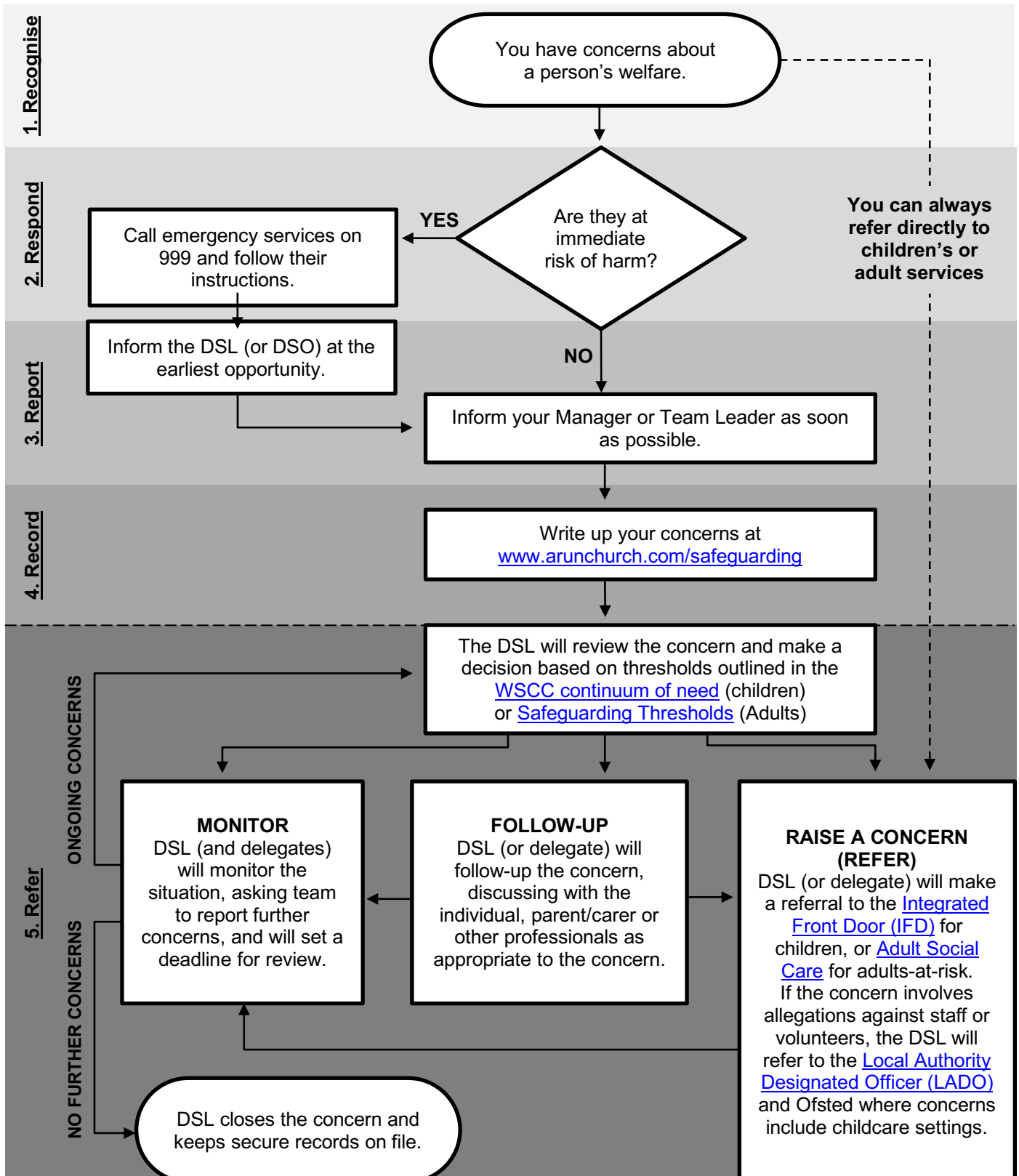
charlotte.black@arunchurch.com

01903 867582

The church trustee with safeguarding responsibility is:

- Andy Harsant

andy.harsant@arunchurch.com

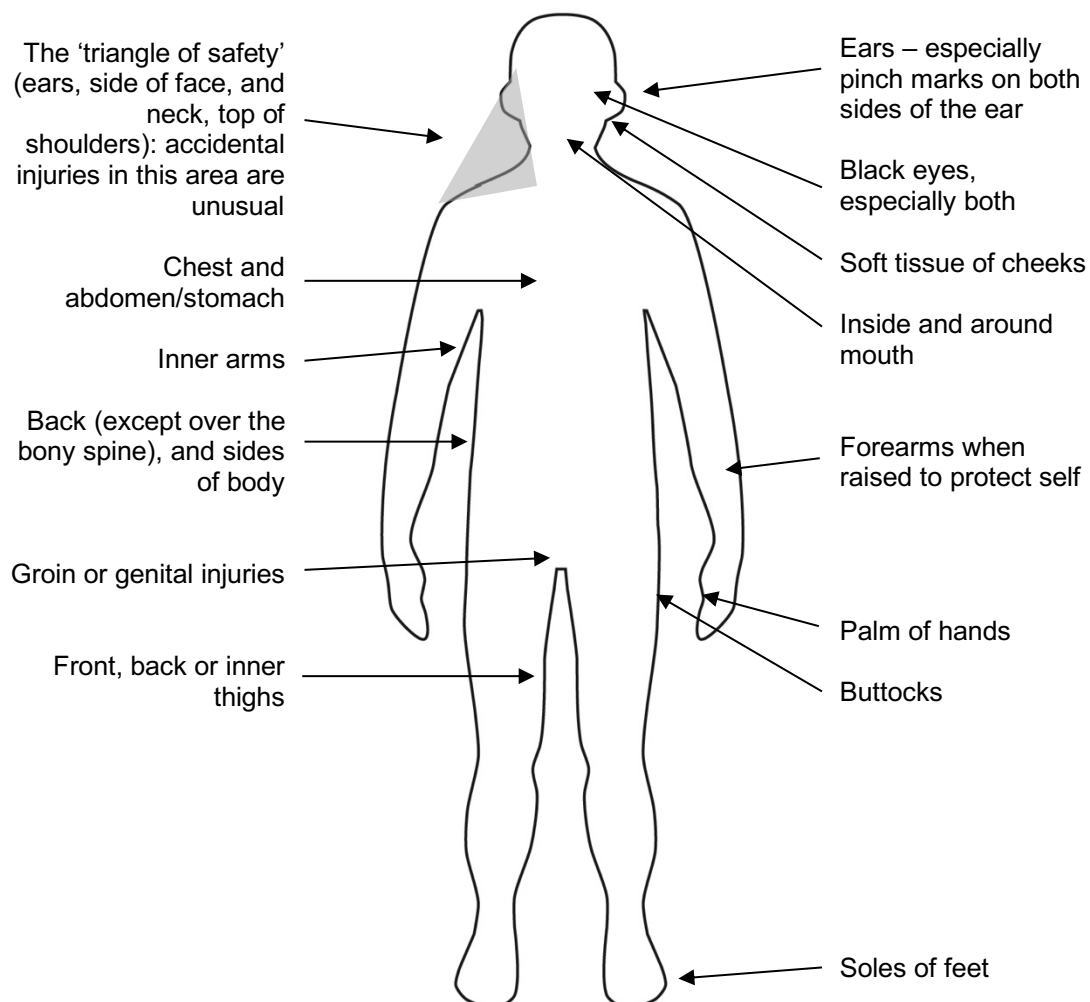


The 5 R's of Safeguarding:

1. Recognise

The ability to recognise signs or behaviour that may indicate abuse is of fundamental importance. All staff and volunteers will receive training on safeguarding and should be able to recognise the possible signs of abuse including neglect, emotional, physical or sexual abuse, among others. Some common signs that there may be something concerning happening in a person's life include:

- unexplained changes in behaviour or personality
- becoming withdrawn
- seeming anxious
- becoming uncharacteristically aggressive
- lacks social skills and has few friends, if any
- poor bond or relationship with a parent or carer
- knowledge of adult issues inappropriate for their age or ability
- running away or going missing
- always choosing to wear clothes which cover their body
- physical injuries that are likely to be non-accidental, including



Concerns should be raised when there are:

- Injuries to both sides of the body
- Injuries to soft tissue
- Injuries with particular patterns
- Any injury that doesn't fit the explanation for it

- Delays in presentation – injuries that seem to have occurred previously
- Untreated injuries

In children, the NSPCC states that particular attention should be paid to bruises which have 'petechiae' (dots of blood under the skin) around them, which are found more commonly in children who have been abused than in those injured accidentally. Clusters of bruises are also a common feature in abused children and adults-at-risk. These are often on the upper arm, outside of the thigh or on the body. Furthermore, abusive bruises can often carry the imprint of the implement used or the hand.

As signs of abuse can often have other explanations, it is important people are confident in raising any concerns without worrying they might get it wrong. More information on spotting signs of abuse is [available from the NSPCC here](#).

2. Respond

No sign of abuse should ever be ignored. The welfare of the child or adult-at-risk is paramount. Statements about, or allegations of abuse, or neglect made by children or adults-at-risk, must always be taken seriously.

If you believe a person is in immediate risk of harm, call 999 and follow their instructions.

You should then inform the Designated Safeguarding Lead (DSL) at the earliest opportunity.

Where a child or adult-at-risk discloses incidences of abuse directly to staff or volunteers, you should:

- Stay Calm. The individual disclosing abuse may be very scared and emotional in sharing the information. Use empathetic listening skills, and do not let them know if you feel panicked, shocked or outraged as this may make them stop.
- Don't push for information. Use open questions (not leading or suggestive ones) to gather enough information to clarify the nature of the disclosure so you can report it and discern if they are in immediate danger. **It is not your role to get a detailed account, so do not probe with further questions.**
- Explain you must share this information. You must not make any promises about what will happen next. Be clear that it will be treated in confidence, but will be recorded and passed on to the appropriate person. It is the responsibility of the Designated Safeguarding Lead or Designated Safeguarding Officers to decide whether there is any cause for further action.
- Reassure them that they have done the right thing by telling you.

3. Report

If any staff or volunteer has any concerns which may suggest someone is being abused or is at risk of harm, they must report it to their Team Leader/Manager immediately who will liaise with the Designated Safeguarding Lead (DSL) or Designated Safeguarding Officers (DSO). It is the responsibility of the Designated Safeguarding Lead or Designated Safeguarding Officers to decide whether there is any cause for further action.

Staff and volunteers also have the right to share their concerns directly with the Integrated Front Door, Adult Social Care or the Police without affecting their terms of employment (see Whistleblowing Policy) but we encourage people to go through the company's DSL or DSO. All concerns must be reported and should never be ignored.

Allegations About Staff or Volunteers

If a complaint or allegation of abuse or harm is made against a member of staff or volunteer, it will immediately be brought to the attention of the DSL who will arrange for discussions to be held with the person, if appropriate. The Company's Disciplinary Procedure will be followed where applicable and we will ensure that we cooperate fully with any investigation.

4. Record

Once a concern has been reported to the appropriate person, it must be recorded. All concerns should be recorded in writing within 12 hours. The usual method will be to complete the online form at <http://www.arunchurch.com/safeguarding>. All written records should be clear and factual, containing what was seen, heard and what action was taken. They should include:

- The individual's name, full address, date of birth (if known)
- Date and time of the disclosure/observation
- Exact record of any conversation or disclosure (in their own words)
- Name of person to whom disclosure was made.
- Names of any third-party present.
- Location of any injuries including their colour and shape.

The DSL will be notified when a concern is logged online. They may contact you for more information on your concern. The DSL will review the concern and make a decision on the most appropriate action, based on the [West Sussex Continuum of Need Thresholds Guidance](#) or the Adults' [Safeguarding Thresholds Guidance](#). The action will be one of the following options:

- **Monitor** – keep an eye on the situation, asking the team to report additional concerns, and setting a deadline for review.
- **Follow-Up** – discussing the concern with the individual, parent/carer or other professionals as appropriate. Then deciding to Monitor or Refer
- **Raise A Concern (Refer)** – make a referral to the appropriate authorities. See below.

All concerns will remain confidential, be stored securely, and shared on a need to know basis in line with the Company's Privacy Statement available at www.arunchurch.com/privacy. Records relating to children will be kept until the child is 25 (this is seven years after they reach the school leaving age) (Information and Records Management Society (IRMS), 2016). Records related to an adult's behaviour around children will be kept in their personnel file either until they reach the age of 65 or for 10 years – whichever is longer (IRMS, 2016; Department for Education (DfE), 2020). This applies to volunteers and paid staff. In certain cases, records may be kept for longer periods of time, but must be clearly marked with the reasons for the extension period.

5. Refer

Making a referral is usually the responsibility of the DSL or DSO. It is their responsibility to gather information and decide on what action to take. This allows for consistency in the process and for the DSL to build relationships with the referral agencies. Staff and volunteers also have the right to share their concerns directly with the Integrated Front Door, Adult Social Care or the Police without affecting their terms of employment (see Whistleblowing Policy), but we encourage people to go through the DSL or DSO.

To make a referral, the DSL or DSO will contact one of the following:

- **Integrated Front Door:**

The Integrated Front Door (IFD) is the only public contact point for Early Help and Children's Social Care. The IFD for West Sussex Children Services ensures that all enquiries and referrals are triaged upon receipt and directed to the appropriate service to support with the query, providing a seamless process with children receiving a service proportionate to their needs in a timely way. The team comprises of qualified Early Help specialists, qualified Social Care specialists, qualified managers, Customer Service Centre Agents and social care referral advisors.

Referrals should usually be made via the [online referral form](#).

You can also call **01403 229900** (Mon-Fri 9am to 5pm), or 033 022 26664 for emergencies out of office hours, weekends and bank holidays.

- **Adult's Social Care:**

Referrals should usually be made via the [online referral form](#).

The general public can also call **01243 642121** to discuss concerns, or 033 022 27007 for emergencies out of office hours, weekends and bank holidays.

- **Sussex Police (non-emergency): 101**

Wherever possible, concerns about an individual should be discussed with their parents/carers or immediate family and agreement sought for a referral unless this may:

- Place the individual at risk of significant harm e.g. by the behavioural response it prompts or by leading to an unreasonable delay.
- Lead to the risk of losing evidential material.
- In cases where fabricated or induced illness is suspected.

If a parent/carers has agreed to give their consent for a referral this should be recorded and confirmed in the referral. A decision not to seek consent before making a referral must also be recorded and reasons given when making the referral.

All referrals must be confirmed in writing by the referrer within 24 working hours if not already submitted online. The helpdesk advisors are responsible for making initial assessment as to the nature of the referral, and with a social services manager decide whether an investigation should take place.

Where concerns or an allegation involves a member of staff or volunteer, the DSL will also contact:

- **The Local Area Designated Officer (LADO): 0330 222 3339** LADO@westsussex.gov.uk within 24 hours, and
- **Ofsted** for concerns relating to a childcare setting: **0300 123 1231** or <https://www.report-childcare-incident.service.gov.uk/serious-incident/childcare/update-incident/> within 14 days

Depending on the outcome of the investigation, a DBS referral may also be triggered. Parent/Carers of the alleged victim(s) will be supported and informed of all progress.

Other Contacts for advice on Safeguarding children:

- **NSPCC** for concerns over a child: **0808 800 5000**, www.nspcc.org.uk
- **Thirtynine:eight** (Formerly the Churches' Child Protection Advisory Service) for advice on safeguarding issues: **0303 003 11 11**, www.thirtynineeight.org

Escalation – Taking Concerns Further

If you believe that a safeguarding concern is not being taken seriously, or is not being dealt with in a timely or appropriate manner, you should seek to escalate your concern. Initially, this should be with the Designated Safeguarding Lead (DSL). If your concern is not satisfied, then you should contact the Trustee with safeguarding responsibility. Staff and volunteers also have the right to share their concerns directly with the Integrated Front Door (IFD), Adult Social Care or the Police without affecting their terms of employment (see Whistleblowing Policy), but we encourage people to go through the DSL or DSO. Remember, **If you believe a person is in immediate risk of harm, call 999 and follow their instructions**

Occasionally situations arise when workers within one agency feel that the decision made by a worker from another agency is either not safe or not in the best interests of a child; this may relate to professional involvement in early help services, children in need, child protection or children looked after. The [WSSCP Escalation Policy](#) provides workers with the means to raise concerns they have about decisions made by other professionals or agencies by:

- Encouraging professional curiosity
- Avoiding professional disputes that put children at risk or obscure the focus on the child
- Resolving the difficulties within and between agencies quickly and openly
- Identifying problem areas in working together where there is a lack of clarity and to promote the resolution via amendment to protocols and procedures

More information about the WSSCP Escalation Policy is [available here](#).

Minimising Risk

The safety of children and adult at risks is the responsibility of all staff and volunteers, and everyone has a duty to ensure a safe environment, and to report any issues or concerns. The following points are general actions that should be taken at all our activities to help minimise risk.

- Activities with children will be covered by regular risk assessments as outlined in the company's Health & Safety Policy.
- All activities which involve a single child or adult at risk working with an adult should take place in a public area or room which can be easily observed by other staff in nearby areas. If this is not possible, permission should be sought from a manager/leader with consideration to the Lone Working Policy.
- Only DBS-checked staff or volunteers will supervise children in the toilet/washroom area, and only when necessary to assist a child.
- All visitors, staff and volunteers must sign in as they enter and exit the building/venue.
- Staff and volunteers should not give out personal mobile numbers, email addresses or chat to service users on social network websites (see Acceptable Use of IT and Social Media Policy).
- Staff will not be allowed access to mobile phones during sessions unless authorised by the manager and any volunteers/parents coming into the session will be asked to leave mobile phones in their bag in the hallway or in the storage area provided.
- The Company will always ensure the appropriate level of supervision for children in our care adhering to specific requirements where necessary.
 - For childcare settings, the ratios set out by Ofsted in [Statutory framework for the early years foundation stage](#)
 - For other activities, the [NSPCC Guidance on appropriate levels of supervision for children and young people](#) will be used. Supervision levels will vary depending on children's age, gender, behaviour and abilities but will usually be a minimum of:
 - 1 adult to 3 children for 0-2 years

- 1 adult to 4 children for 2-3 years
 - 1 adult to 8 children for 4-8 years
 - 1 adult to 8 children for 9-12 years
 - 1 adult to 10 children for 13-18 years
- For high-risk activities the ratio should be appropriate to the level of risk as determined by Risk Assessment.

Comments and Complaints

Our Playcentre aims to provide a safe, stimulating and caring environment where children and their families feel welcomed and valued. We believe in working together with parents to ensure their children's needs are identified and met.

We welcome comments from parents and carers about our provision and recognise that parents/carers are the prime educators of their child and that comments, whether positive or negative are made with the child's interest at heart.

This policy is not intended to be used by employees or volunteers who are unhappy about their own experience in the workplace. In these circumstances, employees should use the Grievance Policy and Procedure. It is also not intended to cover concerns that employees or volunteers may have about issues of possible malpractice or wrongdoing in the workplace. These should be dealt with under the Whistle-blowing procedure.

We recognise that:

- Everyone who comes to our project has the right to a high standard of service
- Those who come to the project have the right to complain if they are not happy with the standard of service they receive
- Learning from complaints helps us to improve the service we provide

The purpose of this policy and procedure is to:

- Help us to provide a service of the highest standard to all those who come to the company
- Help us to ensure that children and families using or wishing to use the project know they have a right to complain about our service if they need to
- Help us to deal with complaints in a positive way and use them to improve our service
- Set out the issues that could be covered under this procedure
- Set out the steps that children, young people and their families should take if they wish to make a complaint
- Set out how we can deal with complaints in a fair and consistent way. This policy and procedure apply to all children, young people and families attending or wishing to attend the company

If anyone, whether employee member, volunteer, child/young person or family member, is concerned that a child or children may be at risk of harm, they should use the Company's Safeguarding Policy instead of this complaints policy. We will seek to deal with complaints by:

- Defining clearly what we mean by a complaint
- Setting out a procedure that can be easily followed and understood
- Making sure that everyone knows about the policy and procedure
- Producing child and family friendly material explaining this policy and procedure
- Reassuring people that they will not be penalised in any way for using the complaints procedure and that we will respond positively to any complaints made in good faith
- Offering extra support to those who need help to make a complaint
- Taking a staged approach to complaints that takes account of the level of seriousness and the possibility of resolution at different points
- Investigating each complaint as objectively and fully as we reasonably can
- Keeping the complainant informed during the course of the investigation and of the outcome of their complaint
- Keeping clear records of complaints and of how they are resolved.

What do we mean by a complaint?

A complaint is a statement from someone that they are not happy about the service provided to them by the Company and would like this to be improved. The complaint might be about:

- The behaviour of an employee or volunteer (if this relates to allegations that someone may have harmed a child or be at risk of doing so, our Safeguarding Policy should be used).
- The behaviour of other children and young people in the group (please note the comment about child protection procedures above)
- The level of service received
- The type of service received
- Being refused a service altogether
- The building or facilities
- Written information
- Service received over the telephone (e.g., not being able to get through or being kept waiting)
- A child, young person or family member feeling that they have been treated unfairly or in a way that is discriminatory
- A specific activity or outing
- Anything else related to the service provided by the Company.

Procedure for making a complaint

1. If possible, the person should discuss the complaint with their key worker. If this is not possible (e.g., the complainant does not feel comfortable speaking to the key worker because the relationship is too difficult) the discussion should be with the key worker's manager.
2. The key worker or manager will, in the first instance, try to resolve the matter informally. This is often possible and can mean that the problem is sorted out simply and more quickly.
3. If an informal solution has been tried before and has not worked, or if the complainant does not feel that informal discussions are adequate or likely to be effective, stage one of the complaints procedures should be followed.

Stage one

1. The complainant should put their concerns in writing to their key worker or, if the key worker is the subject of the complaint, to the key worker's manager. If they need help to do this, and a family member is not able to offer this support, help should be provided by the key worker, or, if the key worker is the subject of the complaint, by another employee identified by the manager.
2. The key worker should give the written complaint to the manager within 24 hours. The manager should then acknowledge the complaint within two working days by sending a brief letter to:
 - Thank the complainant for getting in touch
 - Express regret that a complaint has been necessary
 - Assure them that the matter will be investigated
 - Set a provisional timescale for the investigation that is achievable but avoids delay as much as possible
 - Explain when the manager will next be in contact
 - Offer a contact name (usually the key worker or the manager's own name) in case the complainant has any questions in the meantime
 - Make any temporary arrangements that may be necessary pending the outcome of the investigation into the complaint.
3. Normally the service to the complainant should continue as normal during the investigation into the complaint. If this is not possible (e.g., because a child has had to be excluded from an activity, or because the complainant does not want to use the service at that point, or because it would not be appropriate for the key worker to continue working with the child/family) then this should be acknowledged, and temporary alternative arrangements made, if possible.
4. If the complaint is about a specific employee member, volunteer or other child/young person, then that person (and the parent/carer if the person is a child) should be informed within two working days (or as soon as possible) that a complaint has been made against them and the nature

of the complaint. However, the person should not be informed if doing so would compromise anyone's safety or a police investigation.

5. The manager should normally be responsible for investigating a stage one complaint. The manager should plan the investigation according to the nature of the complaint, taking into account any witnesses or specialist opinion that should be sought. As a minimum, the complainant (and parent/carer if the complainant is a child/young person) should be interviewed. Any person who might be the subject of the complaint should also be interviewed, provided that doing so would not compromise anyone's safety or a police investigation.
6. If the complaint is about a building, facilities or equipment, then this should be examined.
7. If the complaint is about access to a service, the reasoning behind a decision to offer or not offer a particular service should be examined.
8. If, at any point during the investigation, it appears that a criminal offence may have been committed, the matter should be reported to the police. Discussions should be held with the police about whether the investigation into the complaint can continue alongside their own enquiries.
9. If it emerges at any point that a child may have been caused significant harm or may be at risk of significant harm, child protection procedures should be instigated immediately.
10. The investigating manager should make notes of the investigation, including notes of any meetings that take place, and should write a report based on their findings. The report should state clearly whether the complaint is upheld or not and should make recommendations about how the matter can be taken forward. The report should be shared with both the complainant and any specific employee, volunteer or other child, who may be involved. Any comments that either party may wish to make about the extent to which they accept or rejects the findings of the report should be noted.
11. Once a way forward has been agreed, this should be reviewed regularly.
12. If either the complainant or a person who is the subject of the complaint is not prepared to accept the findings of the report, they should confirm this in writing. The matter then becomes a stage two complaint.
13. A complaint also progresses to stage two if it has previously (i.e., within the last 12 months) been handled as a stage one complaint but has resurfaced.

Stage two

1. A stage two complaint may come about for one of two reasons. It may be a complaint that has escalated from stage one because the complainant or a person who was the subject of the complaint wishes to challenge the findings from a stage one investigation. Alternatively, it may relate to matters that were investigated as a stage one complaint within the previous 12 months and have resurfaced.
2. Stage two complaints should be investigated either by a manager senior to the person who was investigating at stage one or by a completely independent person, not employed or acting as a volunteer for the company who should be nominated by the company's management board. The investigation should be commissioned by the management board and findings reported back to the chair of the board.
3. If a complaint is to progress to stage two, the complainant (this could be the original complainant or a person who was the subject of the original complaint) should again indicate in writing that they wish to complain (or complain further) and should state the reason for this.
4. The written statement should be presented to the chair of the board of trustees, who should then, within two working days, respond in writing to the complainant in the same way as indicated in the stage one procedures. In addition, the chair should provide the complainant with the name of the person who will investigate the stage two complaint.
5. The procedure for the investigation and sharing of the report should be similar to that outlined in the stage one procedure.

6. Stage two is the final stage of the complaint's procedure. If any party wishes to complain further following the completion of stage two, this should be taken up with an external party (e.g., local councillor, MP or commissioning body such as Ofsted).

Keeping a record of the complaint

Regardless of whether a complaint is dealt with formally or informally, accurate notes should be made by the key worker or investigating manager of each stage of the process, including records of meetings. Copies of the final report should be given to the person making the complaint and to anyone who may be the subject of the complaint.

If the complaint leads to any disciplinary action or a referral to a statutory authority, copies of the notes made during the investigation and the report of the investigation (together with any notes relating to the outcome) should be kept confidentially on the file of any person who is the subject of the complaint.

Anonymous summary notes of any complaint should also be kept on the complaints file. This will assist the company in the process of monitoring and learning from complaints.

Confidentiality Policy

Information received by Playcentre staff from parents and/or other agencies is often confidential. In order to maintain parents'/carers' confidence in our professional approach we will ensure that:

- All parents can see the details kept about their child and themselves at any time. Parents will not be given access to the information kept on other children and their families.
- Any feedback given to parents on their child's progress will be given directly to the parents unless they express a wish for someone else to be involved e.g. childminder, nanny or grandparent.
- Information about a child's medical needs or status will be kept in a separate file and will only be available to authorised personnel.
- Staff, students and other visitors, including voluntary workers to the setting will be made aware of the importance of confidentiality of information and their responsibility within the Playcentre.
- Information about individual members of staff will not be given out to anyone without the permission of that person, except in a case of Child Protection.
- Data protection regulations will be followed and explained to parents when their child first starts.
- Staff will not discuss individual children, other than for purposes of curriculum planning/ group management, with people other than the parents/carer of that child.
- Any anxieties/evidence relating to a child's personal safety will be kept in a confidential file and will not be shared within the group except with the child's manager/supervisor/assistant and playgroup coordinator.
- Voluntary workers, students and other visitors to the group will be made aware of the importance of confidentiality of information and their responsibility within the group.

Curriculum Planning

Our Playcentre aims to provide a safe, secure, happy and stimulating environment for pre-school children, where they will be helped and encouraged to develop and learn through a variety and appropriate range of play and learning activities, by caring, professional, trained adults.

Early Years Foundation Stage

The EYFS curriculum guidelines we work within are those set out by the DfE as the Learning Outcomes covering seven areas of learning, which we incorporate into our everyday practice. Many children will be well on the way to achieving these outcomes when they leave the Playcentre. We work closely with our local schools to help in the transition stage, for the school to build on what the children have achieved and learned.

Our objectives are to embrace and implement the **Early Years Foundation Stage (EYFS)**, incorporating the seven areas of learning and development:

Prime Areas

1. **Communication, Language**
 - a. Listening, attention and understanding
 - b. Speaking
2. **Physical Development**
 - a. Moving and handling
 - b. Health and Self Care
3. **Personal, Social and Emotional Development**
 - a. Making relationships
 - b. Sense of self
 - c. Understanding feelings

Specific Areas, through which the three prime areas are strengthened and applied:

4. **Literacy**
 - a. Reading
 - b. Writing
5. **Mathematics**
 - a. Numbers
 - b. Shape, space and measure
6. **Understanding of the World**
 - a. People and communities
 - b. The World
 - c. Technology
7. **Expressive arts and design**
 - a. Creating with materials
 - b. Being imaginative and expressive

As a Church-run setting, we also have an additional heading of Spiritual and Moral Development.

8. Spiritual And Moral Development

- a. Appreciate there is a God who loves and cares for us.
- b. Develop an understanding of what is right, wrong and why.
- c. Have a grasp of basic Bible Stories.
- d. Have an understanding of Christmas and Easter and the significance of Jesus Christ

- e. Have an understanding of how these spiritual values affect everything else they do.

More information about the Early years foundation stage (EYFS) statutory framework can be found on the government website at: <https://www.gov.uk/government/publications/early-years-foundation-stage-framework--2>

Equality and Inclusion Policy

In the Playcentre we aim to acknowledge, value and foster every child's and adult's individuality regardless of ability, gender, culture, religion, language and family group. We believe this is one element in providing self-confidence to progress each individual's development. We are aware that parents/carers are the children's first educators. It is important for us to educate all people associated with the Playcentre by developing an inclusive environment where children and adults can grow in self-confidence and all family groups can flourish.

Our equality of opportunity policy includes adults as well as children ensuring that no one will be discriminated against.

We support and promote social inclusion and anti-discriminatory practice in the Playcentre.

Our aim is to ensure the removal of all stereotyping, allowing children to develop their own identity.

We promote equality of opportunity for children and adults with additional needs and operate this within our environment and the resources available.

Children will be involved in planned experiences to extend and develop their knowledge and understanding of many different cultures, languages and celebrations. A variety of resources such as dolls, puppets, photographs, books, music, artefacts, foods and people will be used as appropriate for the children.

We will operate a no-tolerance policy for those who discriminate against any person within our Playcentre.

As a staff we monitor our practice and as with all our policies, there is a regular review procedure to discuss how our practice and procedures might be improved.

Where possible our staff attend in service training on equal opportunities and Inclusion as appropriate with a number of professional providers.

Equality Commissions – The Commission for Racial Equality (CRE)
The Disability Rights Commission (DRC)
The Equal Opportunities Commission (EOC)

SENCO Responsible person – Lucie Coe

Fire Evacuation Procedures

To ensure that all adults and children know what to do in the case of a fire on the premises, a fire drill (practice) will take place at least three times a year and be recorded in the Fire Log Book. Plans of the building and the exits will be displayed in each room with the fire evacuation procedures.

Any person finding the fire should raise the alarm and not try to tackle it alone.

On hearing the alarm everyone will need to stop and listen to instructions from the nominated fire marshals regarding evacuation of the building.

The Manager or nominated person will collect the daily register, child contact forms, emergency mobile phone and First Aid Kit. They will direct everyone as listed below.

- Ask everyone to keep calm ensuring that all children are with an adult
- Tell all staff, students, visitors and children to leave the building by the nearest available fire exit, leaving all personal belongings behind. They should then meet at the assembly point listed on the fire evacuation procedure notices displayed in each room.
- All children will be assisted to evacuate as quickly as possible
- The Manager or nominated person will check or delegate checking of areas of the building such as inside/outside toilets, kitchen etc.
- At the assembly point the register will be called to account for all children and adults.
- Fire service personnel only will decide if and when it is safe to re-enter the building.
- If children are allowed to re-enter the building it will be necessary to discuss the action of evacuation.
- If it is not possible to re-enter the building, parents/carers will need to be contacted to collect their children with full details of the assembly point location.
- Full details of the incident should be recorded in the fire log book.

Fire Prevention Measures

- Fire drills will be performed regularly and details recorded in the fire log book.
- All staff members will be fully aware with the fire evacuation procedures and receive fire training annually.
- All persons in the Playcentre will be logged in and out.
- A register of all children will be kept.
- All resources will be stored neatly in appropriate containers and away from fire exits, which will never be blocked.
- The premises will be designated as non - smoking at all times.
- All doors will be shut before the premises are vacated at night.
- Fire alarms and extinguishers will be checked and serviced regularly by appropriately trained personnel.

Fire Marshalls

- Charlotte Black
- Poppy Jupp

Health and Hygiene Policy

The Playcentre promotes a healthy lifestyle and a high standard of hygiene and safety in its day-to-day work with children.

Food

- All meals and snacks provided will be nutritious and pay attention to children's particular dietary requirements and needs.
- When cooking with children as an activity, the adults will provide healthy, wholesome food promoting and extending the children's understanding of a healthy diet.
- A no smoking policy operates throughout the Wickbourne Centre, including the Playcentre.

Outdoor Play

- Children will have the opportunity to play in the fresh air throughout the year, whether in the Playcentre garden or on outings to parks .
- All measures will be taken to ensure that the activities and equipment are safe and fully supervised by staff both indoors and outside.

Illness

- Parents are asked to keep their children at home if they have any infection and to inform the group as to the nature of the infection so that other parents can be alerted, in case their child becomes unwell (an up to date exclusion list is available from the Local Health Authority).
- Parents are asked not to bring a child to the setting after suffering vomiting or diarrhoea, for at least 48 hours following the last symptoms. This also applies to staff's children who are normally cared for in the Playcentre, even if it results in staff being absent
- Cuts or open sores, whether on child or adult, will need to be covered up with plaster dressing or suitable alternative
- Any member of staff suspecting child is unwell or contagious must report this to a senior member of staff. Where appropriate a child will be made comfortable away from other children until a parent/carer or if necessary emergency contact is able to collect them.
- Parents may be advised to seek the advice of a medical practitioner. Where staff are concerned about a child's condition deteriorating e.g. suspected meningitis, they will take the child directly to hospital and seek medical guidance. The parents will be contacted to come to the Playcentre or hospital.
- Parents will be informed if there is any infestation of head lice, infection of scabies, or worms, or childhood infection that may affect other children or adults.
- If there should be a pandemic outbreak of e.g. flu, measles, we will take advice from the DfE and West Sussex and follow their guidelines. This may include closing the Playcentre for a short period of time. If ratios are not correct when a number of team members are ill, this too could result in a closure of the Playcentre for a short period of time.

Hygiene

To prevent the spread of infection, adults in the group will ensure that they provide a positive role model and that the following good practices and procedure are followed:

- Hands are washed after using the toilet and any time before preparing food, first aid and/or medication;
- Children are encouraged to blow and wipe their nose when necessary, with soiled tissues being disposed of hygienically;

- Children are encouraged to put their hand in front of their mouth when coughing;
- Paper towels used and disposed of hygienically.

Body fluids – clearing and cleaning

- Disposable gloves and aprons must always be worn when cleaning up or clearing blood, vomit, urine, faeces, with any surfaces being cleaned with bleach, diluted to the manufacturer's directions.
- Fabrics contaminated with body fluids should be washed in hot soapy water/washing machine;
- Spare laundered pants and other clothing available together with polythene bags in which to put soiled garments to be taken home;
- All surfaces cleaned daily with an appropriate cleaner.
- All bodily fluids will be disposed of in accordance with health and safety guidelines.

Preparation of Food

- All staff will follow current legislation when handling food and possess a Basic Food Hygiene certificate:
- Always wash hands under running water before handling food;
- Not be involved in handling food or preparation if suffering from any infectious/contagious illness or skin trouble
- Never cough or sneeze over food: if this should occur, food should be disposed of;
- Prepare raw and cooked food in different areas using different utensils
- Wash fresh fruit and vegetables thoroughly before use;
- Use different cleaning cloths in toilet and kitchen area;
- Keep food refrigerated;
- Ensure waste is disposed of appropriately and out of reach of children;
- Tea towels will be washed between each session;
- All utensils will be kept clean and stored in a cupboard or drawer.
- The Playcentre will obtain (and display via the notice board) current information on health issues from sources such as the Environmental Department and Health Authority to ensure current recommendations are met.

Policy for Medication

Children who are unwell, have infectious diseases or who have had diarrhoea or sickness, should remain at home for 48 hours from the time of the last occurrence. If children become unwell whilst at the Playcentre, their parents/carers will be asked to collect them as soon as possible.

PRESCRIPTION MEDICINES

- a) Only medicines that have been prescribed by a doctor, dentist or nurse will be administered.
- b) All medicines should be given directly to Playcentre staff by a responsible adult and placed in the medicine cupboard or fridge in the staff kitchen where it is inaccessible to children.
- c) Medicines must be in their original containers with instructions for administration.
- d) The medicine must be clearly marked with the child's name
- e) A dosage spoon should be with the medicine.
- f) When medicine is administered it is always recorded by the designated staff member in the Medicine Log and witnessed.
- g) Medicines are only administered with a completed Parent Agreement in writing in advance of its administration.

NON-PRESCRIPTION MEDICATION

- a) The Playcentre will not administer any medication that has not been prescribed for the child but with some exceptions, such as paracetamol/Ibuprofen to reduce a temperature, and non-prescription, over-the-counter medication such as cream for skin conditions, Sudocreme, and other non-prescription medicines such as cough syrup or teething remedies. These will only be given with a written request and agreement from parents/carers which has been written before administration.
- b) Before agreeing to administer non-prescription medicines, the member of staff will check the label for details, expiry date, dosage and storage instructions and check that there is a written instruction from the parents with the child's name. The Playcentre will not accept any medication without this information.
- c) Parents/carers will provide any non-prescription medicines or liquid paracetamol/Ibuprofen.
- d) The Playcentre reserve the right to refuse to administer non-prescription cream if we feel that it is not in the best interests of the child and will request that the parents/carers seek medical attention.

ADMINISTERING OF PARACETAMOL/IBUPROFEN

- a) On registration, parents/carers will be asked if they would like to complete the medication consent for liquid paracetamol/Ibuprofen.
- b) If a child experiences a high temperature whilst at Playcentre, staff will attempt to cool the child naturally and will continue to monitor their temperature.
- c) If staff cannot reduce the child's temperature they will contact parents and inform them of their child's condition.
- d) Only with parent/carer consent and prior completion of consent at registration will staff administer the liquid paracetamol/Ibuprofen.
- e) Parent/carer must inform the Playcentre if the child has been administered any medication, including paracetamol/Ibuprofen, prior to arriving at Playcentre.
- f) The dosage given will follow the guidelines provided on the medication unless a smaller dosage has been requested by parents or is deemed more appropriate based on the child's size and weight.

- g) Staff will record any medication administered.
- h) Once liquid paracetamol/Ibuprofen has been administered, parents will be called to collect their children to care for them at home.
- i) When a child experiences no further episodes of a high temperature and can maintain a 'normal' temperature without reliance of paracetamol/Ibuprofen, will they be allowed to return to Playcentre the following day.
- j) Teething: Children suffering mild temperatures due to teething can be administered paracetamol/Ibuprofen with the parents' consent. However, should the child's temperature go above 38 degrees C, the parents will be called to collect the child.
- k) If a child requires antibiotics, parents are asked not to bring the child in for 48 hours.
- l) If a child requires Calpol parents are asked not to bring them in.

Outings

As part of the curriculum planning we occasionally will want to take children off the premises, walking to somewhere close by e.g. parks, local library. These opportunities are special for the children and are important as 'milestones' in their development.

When undertaking such outings, every care will be taken in the planning and organisation of such events, for the safety and welfare of the children.

AIMS:

- To extend children's learning experiences;
- To support the belief that wherever possible the learning experiences should be 'first hand' experiences;
- For children, parents and other adults to see that learning takes place all the time, not just at set times within the group or at school;
- For the children and the group to be seen as part of the local community, taking an interest in and learning about the local area, how it functions, it's history;

LOCAL VISITS – WALKING

Part of the learning process is:

Talking about the purpose of the visit;

What they will be looking at or doing;

To whom they will be talking or listening;

How they will be organised;

How they will be expected to behave.

ORGANISATION

- Written parental consent must be obtained prior to any outings.
- Parents and other adults will be encouraged to join any outing to have a ratio of a minimum of 1 adult to 2 children;
- Children will walk in twos in a 'crocodile' with the adult on the kerbside if near a road;
- Great care will be taken when crossing any road, with an adult 'holding up' the traffic until the children have safely crossed;
- Any accompanying adults will be briefed as to their role and what is expected of them;

The group leader should ensure that at least one person carries a mobile telephone and any relevant telephone numbers.

Parental Involvement

Parents are the most significant persons in a young child's life, the first educators. Our playgroup will work in partnership with parents to enhance and support their work at this very important stage of development for their children.

In order to do this we will:

- Ensure that all parents are aware of the group's aims, policies and procedures;
- Encourage parents to become actively involved in the group;
- Ensure that parents are regularly informed about their child's progress;
- Listen to parents' comments and opinions about their child's progress;
- Involve parents in shared record keeping about their child, verbally or from examples of work and play;
- Inform parents about workshops and training courses which might interest them;
- Ensure parents feel welcome in the group and that their contributions are valued.

PARENT/CARER HELP IN PLAYCENTRE

It is to the benefit of the children that we have additional adult help within the group. To make the best possible use of this help, guidelines are needed for the workers and the helpers.

Aims:

- To help to enrich the playing and learning opportunities for the children
- To use the skills and knowledge of people within the community
- To help foster good relationships with parents and the community
- For parents to have a greater understanding of the group's work, its aims and range of resources and children's learning.

SUPERVISOR / ASSISTANTS:

- Need to establish whether they want parents/other adults during session time;
- Need to identify what areas of play/activities could enhance the quality of children's learning and understanding by adult support;
- Need to feel confident in their own professionalism, organisation and management to make the best use of additional adult help;
- Need to clarify with any prospective helper any areas of expertise/what activities they would feel happy doing;
- Need to recognise that 2 or 3 children is the most that any untrained person can comfortably handle;
- Need to give time to talking with helpers;
- Should not leave a parent/adult alone with children.

PARENTS / ADULTS

- Need to clarify when they are available to help, aim to be punctual and to let the group know if they are unable to keep an arranged time;
- Need to know exactly what is expected of them;
- Need to know to what extent they 'help' children with e.g. sewing, painting, crayoning – not doing it for them;
- Need to feel they can ask questions;

- Need to feel appreciated;
- Need to know the procedures for:
 - Fire drill
 - Safe use of equipment
 - Confidentiality

Anyone wishing to volunteer to work at the Playcentre on a regular basis will need to have a DBS check in compliance with our Child protection policy

Record Keeping

Records for individual children should be in a positive way of identifying what children have achieved and what they understand and can do. Over a period of time, they also indicate how the children have progressed, the rate at which they have progressed and where children may need extending in their learning, or need further help.

Individual Records:

- The setting uses parentzone online journals. This is a secure system where by any passwords/login details will only be given to the parent of the child or anyone the parent has agreed should have the information. Any information entered online can only be accessed by authorised member of staff.
- The child's key person is responsible for uploading regular observations of the child and completing termly assessments throughout the year.

iConnect and Parentzone

iConnect is a digital learning journey application of each child and has many benefits including:

- 2 way sharing of information and development of the child, including home images to Playcentre.
- Digital uploads such as video, sounds and images including their artwork.
- The staff are with the child to update their journal in an instant without having to set aside separate administration time from the child.
- Mapping progress of a child aligned to EYFS framework areas quickly and easily including the compilation of the 2 year assessment check.
- Compatible with many digital devices.
- Record activities and be viewed anywhere and anytime by parents/ carers via ParentZone.

Secure login protocols

For current parents and staff, there is a secure login area, accessed via the homepage. The secure login area, which is protected in the same way as online banking using SSL Certificate enabled encryption, allows parents and staff to have a two-way conversation and view photos of children taking part in activities.

ParentZone

This has been designed for parents/carers to have easy access to information on the child with our staff. This will enhance the child experience by sharing activities, key information and being part of their day!

Key features include:

- Their children's learning journeys
- View descriptions, photos and video of every WOW! moment – and add comments back for the Playcentre staff.
- Allows the parents to contribute to their own children's learning journey
- See what their child enjoys most at Playcentre – so they can encourage even further development at home.

- Upload their own pictures directly from your phone camera to contribute to their child's learning journey and bring alive interests outside Playcentre. Now everyone can share the same complete picture!
- Their weekly or monthly bookings
- Request extra Playcentre sessions, check your bills or settle invoices straight from their phone, tablet or computer.
- An account statement showing bills & payments
- Their email history to allow them to resend themselves invoices/newsletters or daily reports
- ParentZone also allows your parents to update their personal information

Children with Special Requirements (including Additional Needs and Disabilities)

All children have specific requirements at some stage in their lives. For some it is a temporary requirement that they need additional support due to changes in their lives e.g. starting school, moving house, birth of a sibling, change in a parent's relationship, broken limb, potty training etc., whilst others may require more ongoing support. Whatever the requirement it is the intention of the Playcentre to respond to a child's specific requirement, temporary or permanent on an individual basis and in liaison with their parent/carer and other agencies as appropriate.

Guidelines provided in the SEND Code of Practice 0-25 Sept 2014 will be adhered to.

- A key requisite for meeting the needs of children with specific requirements is good communication with parents/carers. This is done through the intake questionnaire in the first instance and then through ongoing discussions with parents/carers at the beginning and end of sessions, requested appointments (either way), parents/carers evenings.
- Good communication is maintained with other professionals such as health visitors, speech and language therapists, educational psychologists, play therapists, occupational therapists, portage, FIRST referral team, social workers.
- Where appropriate an individual play plan will be drawn up for a child by the key worker in consultation with other agencies involved and shared with the parent/carer. The parent/carer will already have been asked about strategies they use and particular areas of concern they have. The plan will also reflect observations that have been made about the child and take into account particular areas of interest that a child may have. The plan will be actioned, monitored and reviewed on a regular basis as identified in the plan. The review will be conducted with the parents/carers with input from other agencies as appropriate.
- The Playcentre will facilitate other agencies working with the child during session times when that is appropriate.
- The SENCO and other staff members will attend relevant training, including that provided by FIRST, to ensure they keep up to date with the requirements of all children with special needs and regarding specific conditions and disabilities. Where necessary we will ask professionals to visit the Nursery to give appropriate training to staff e.g. in the administration of certain medicines.
- Special equipment that may be required will be obtained where possible through the family support team.
- There may be occasions when it is felt after discussions with the parents/carers that the Playcentre is not able to offer the appropriate care that is required by a child in which case we will seek to refer the child to a more appropriate setting. On some occasions it may be that a child is requested to attend a quieter session to enable more individual attention to be given to the child.

Staff Employment & Development

Fundamental to the good quality of provision which we provide is the aim to have well-qualified, professional and caring staff, with a high adult:child ratio to meet the requirements of the Social Services Registration and Inspection Unit criteria, as set by the Early Years Foundation Stage, 2021.

Our setting will:

- Always have a minimum of one adult to four children (unless directed otherwise by the local authority);
- Ensure that at 50% of the staff present are appropriately qualified;
- Ensure that all staff undertake regular updating training on all aspects of playgroup provision;
- Ensure that staff have the opportunity to access nationally recognised training leading to a qualification for individual professional development.
- Have regular staff meetings for curriculum planning and updating of practice and procedures and to discuss the children's progress and resource needs;
- Support the work of the staff through monitoring and appraisal;
- Have a commitment to recruiting, appointing and employing staff in accordance with all relevant legislation, whilst ensuring that staff are 'warm', welcoming and have a love of working with children.

TRAINING & DEVELOPMENT

Staff development and training is an important part of extending personal skills and for the continuing improvement and development of the provision of quality learning opportunities for the children.

AIMS:

- To improve the quality of learning experiences for the children;
- To aid the group in developing overall aims and principles;
- For workers to develop professionally and increase self confidence;
- For workers to share their experience/knowledge gained, with colleagues;
- To enable workers to develop a personal career structure.

IDENTIFYING NEEDS:

- Through regular staff meetings/appraisal;
- By registered OFSTED Inspector in the report;
- From the OFSTED key issues in the Report;
- From national changes and requirements to receive funding for three and four year olds.

IDENTIFYING TYPE OF TRAINING/INPUT

Training may be:

- 'in house' for all staff with an external input;
- individual members of staff attending extended courses leading to a recognised qualification;
- individual staff attending day courses, evening courses, workshops, conference days;
- all staff attending a course/workshop;
- cover for staff to visit another group or network group meeting;
- opportunities to observe each other and particular activities.

Whilst every effort will be made for staff to undertake appropriate training, this will need to be within the financial constraints of the group.

Students and Work Placements

The group will welcome students who are undertaking childcare courses at local colleges, and students on work experience from local secondary schools to work within the pre-school whenever possible.

Students are welcome in our playgroup, as part of our professional development is in developing strategies to help and enhance their training. We are happy to accept students if:

- They have written confirmation from their course provider and institution that they are a student and need a placement. (There would be an expectation that a course provider would visit prior to or during a placement time);
- They attend an induction session informing them of our policies and procedures, especially regarding Health and Safety, Child Protection, Discipline and Confidentiality;
- They will not make the number of adults present too great for the safety and benefit of the children's learning.

Please note that students and parent volunteers will not be allowed unsupervised access to children.

INITIAL VISIT

The college may request a placement for a student or the student may be expected to find their own placement for work experience.

The initial visit will need to identify:

- How many days the work experience/practise is to be;
- How many hours daily the student will be present;
- What particular aspects of work/child observation are part of the designated course and are essential to the work undertaken;
- What previous experience/practise has the student already undertaken;
- Which member of staff will be responsible for overseeing the student;
- Who will be responsible for any written reports;
- What the children will call the student.

CONSIDERATIONS WHEN PLANNING WORK / PRACTICE

- The student's age, experience, self-confidence and level of maturity should be considered when planning the work;
- Too much should not be expected too soon, or initiative taken for granted;
- Students are expected to be polite and well mannered both with adults and children, setting a good example for the children to see;
- Students must be made aware of the fire safety procedures, health, safety and hygiene procedures;
- Any information gained by the students about the children, families or adults in the group must remain confidential;
- Students required to undertake individual child studies will need to obtain written permission from the parents of the child to be studied;
- Confidentiality within the group is an expectation of all staff and is equally applicable to any students;
- Students will not have unsupervised access to children, or be left alone with a child or children.

Two, Three And Four Year Old Provision

A child becomes eligible for funding (Free entitlement) in the term after their third birthday, being 31st December, 31st March and 31st August. As part of the requirements for the funding, a pre-school, playgroup or nursery is inspected for OFSTED (Office for Standards in Education) by an OFSTED registered Inspector.

The purpose of the inspection is to ensure that the group is providing a developmental curriculum programme which incorporates the Early Learning Goals in all seven areas of learning described in the Curriculum Policy, and that children are being appropriately extended in their play and learning activities to their potential. The Early Learning Goals are known as the EYFS covering the child from birth to the end of the reception year in school.

- Children in this age group will be given particular planned learning activities during the sessions which they attend, targeted at their own stage of development.
- Records will be kept for each individual child, across the curriculum, with samples of work shown on their online learning journal.

The seven areas of learning-

- **Personal, Social and Emotional Development:**
- Communication and Language:
- Mathematics:
- Understanding the World:
- **Physical Development:**
- Expressive Arts and Design:
- **Literacy**

Children should develop (mostly) the three prime areas first. These are-

- Communication and Language:
- **Physical Development**
- **Personal, Social and Emotional Development:**

These prime areas are those most essential for your child's healthy development and future learning. As children grow, the prime areas will help them to develop skills in four specific areas. These are-

- Expressive Arts and Design:
- **Literacy**
- Communication and Language:
- Mathematics:

Children in the EYFS learn by playing and exploring, being active, and through creative and critical thinking which takes place both indoors and outdoors.

Missing Child Policy

Whilst children are in the care of the Playcentre, the manager and senior staff will take every precaution necessary for the safety of the children in their care. This includes security of doors, gates and windows.

- Safety gates will be in place where needed, and doors and windows shut and locked where necessary, without obstructing fire doors and windows for ventilation.
- A member of staff will check all outside play areas, to make sure they are safe and secure.
- When off the premises (with parent/care permission) children will wear something to recognise them such as a fluorescent jacket

In the unlikely event of a child/ren being lost we will follow the procedure below:

- All staff members will be alerted
- The Manager will make a 'head count' of all the children present; this will be against the attendance register.
- A member of staff will check the outside and inside of the Playcentre, this will include the toilet area.
- A member of staff will alert The Wickbourne Centre staff and immediate surrounding area will be searched.
- The children remaining will be asked if they have seen the child/ren that have gone missing. This will be in a delicate and calm manner, so not to frighten the children.
- The parent/carer will be contacted by the Manager and asked to attend the Playcentre ASAP.

After all the above has been followed and the certainty that the child is not on the premises and the child has not been taken by the parent, the police will be alerted.

It is important that the other children are not alarmed. Staff will ensure that the attendance register is completed daily, and updated throughout the day. Telephone messages regarding absent children need to be written down and the register changed if a child is absent or leaving early with a parent/carer. This can be recorded in a daily diary.

Any parent collecting a child early informs a member of staff and signs the child out before a child leaves the premises.

Arun Church Privacy Policy

Personal Data

Broadly, personal data is any information that can be used to identify you. Keeping your personal data secure is very important to us. Any information you provide to Arun Church, its companies and services (including The Wickbourne Centre, Playcentres, Arun Youth Projects and Refresh Trading Ltd) will be held on a lawful basis in accordance with current data protection regulations.

How and why we hold information about you

When you attend an activity, volunteer, make a donation or become a church member, you provide us some information about yourself. We hold this information for the following purposes:

- To enable us to provide a service for the benefit of the public in a particular geographical area as specified in our constitution;
- To administer membership records;
- To fundraise and promote the interests of the charity;
- To manage our employees and volunteers;
- To maintain our own accounts and records (including the processing of gift aid applications);
- To inform you of news, events, activities and services;
- To operate our website and promote our activities and services;
- To conduct surveys and research, helping us to evaluate our activities and services;

Any personal data we hold will be for a specific reason and have a valid lawful basis. We do not hold data on you gathered from other sources and we do not use data to build a profile of you. Here are the most common examples of which lawful basis we use for the types of data we hold:

- **Consent**– this is when you choose to give us your data for a specific purpose such as receiving promotional emails, taking images or accepting cookies on our website. This commonly includes your name and email address or other contact details. It may also include device information and IP addresses.
- **Contract**– this is when you enter into an agreement with us where we provide you with a service. This includes when you sign up for an event, register with our childcare services (Playcentres) and also employment contracts with our staff. Data we hold will be relevant to the contract and might include contact details, date of birth, age, gender, family and next of kin, National Insurance number, DBS check and references, for the purpose of fulfilling the contract. For childcare settings this will also include photographs and observations on children.
- **Legal Obligation**– this is when we hold your data to comply with the law and statutory requirements such as retaining childcare records, financial transactions, employment, accident and safeguarding records, among others.
- **Legitimate Interests**– this is when we hold your data to carry out the general purposes of the church. Common examples include communicating with church members, providing services and advice, coordinating volunteers or statistical analysis and reporting. Data might include contact details, date of birth, age, gender, DBS check, attendance information, financial donations and sometimes school. We may also hold certain Special Category Data on individuals such as their religion under the legitimate activities condition (d) in Article 9 of the GDPR.

In some cases, more than one lawful basis may apply to why we hold your data. For example, we might hold your personal details for the legitimate interests of the church because you volunteered for us, but also ask for your consent to email you about upcoming activities. If we wish to use your personal data for a new purpose, not covered by this Privacy Statement, then we will provide you with a notice explaining this new use and setting out the relevant purposes and conditions. Where and whenever necessary, we will seek your prior consent.

Who sees your information

The information we collect will be used exclusively within the Arun Church companies (including The Wickbourne Centre, Playcentres, Arun Youth Projects and Refresh Trading Ltd) for the purposes it was obtained for. Only specific individuals authorised by the church can access your information. We do not pass any of your personal information to other organisations and/or individuals without your express consent (church members using the My ChurchSuite software can choose what information to make visible to other members through the system).

We sometimes use 3rd party services and tools to help us process your data effectively. These 3rd parties must be fully compliant with data protection law and have confidentiality agreements in place that restrict the use of your information to the purpose for which it is provided, ensure it is stored securely and kept no longer than necessary.

To help minimise the risk of unauthorised disclosure of your information, we may use some of your information to verify who you are when you contact us.

We do not receive or hold any credit card details for donations or payments. All credit card payments are handled by 3rdparty providers and use industry standard security to encrypt the information.

How long we keep your information for

Generally, we will only keep information that is necessary for us to provide a particular service, or for the legitimate interests of the organisation. Inactive contacts (i.e. those with no engagement with the church) will usually be reviewed and deleted after a year of inactivity unless statutory requirements apply. Examples of data we keep for longer periods include:

- Financial transactions and Gift Aid declarations, held for six years
- Childcare records, held until the child reaches the age of 21.
- Accident records, held for three years after last recorded date
- Employment records, held up to six years after employment ceases

Viewing and updating your information

Where possible, we aim to allow people to view and manage their own personal data through software services such as [MY CHURCHSUITE](#) (for church members) and [PARENTZONE](#) (Playcentre). If you have access to these services, please use them to view and update your information including your communication preferences.

You can also change your details and preferences by contacting us by mail, phone or email using the contact details below, or you can unsubscribe from our regular emails at any time by using the 'unsubscribe' or 'change preferences' links on the email you have received.

You may request the full details of any information we hold about you by submitting a written request to our data protection officer on the details below.

Your Right To Be Forgotten

You have a right to request that your personal data is erased. This applies in certain circumstances usually where the lawful basis of the data we hold is by your consent, or it is no longer necessary for us to hold it (for example, you came to an event but no longer want to hear from us).

There are some situations where we cannot erase certain personal data due to our legal obligations. Examples of this might include accident records, safeguarding information or financial transactions which all have their own retention periods (see above).

To request that we erase your information, please write to us on the details below.

Cookies

A cookie is a small text file generated by a server and placed on a user's device when they visit a website. The cookie contains information set by the server and works like an identification card, telling the website when a user has returned. If you do not wish to receive cookies, you should opt out ensure that your web browser is set to not accept cookies. Please note that if you disable cookies, some services or website functionality may not be available. We may use the following types of cookies on our website:

- Essential – Essential cookies are absolutely necessary for the website to function properly. These cookies ensure basic functionalities and security features of the website, anonymously.
- Marketing – Marketing cookies are used to provide visitors with relevant ads and marketing. These cookies may track visitors across websites and collect information to provide customized ads.
- Personalization – Functional cookies help to perform certain actions like sharing the content of the website on social media platforms, collect feedbacks, and other third-party features.
- Analytics – Analytical cookies are used to understand how visitors interact with the website which help deliver a better user experience. These cookies provide information on metrics such as the number of visitors, bounce rate, traffic source, etc.

You can review your cookie settings at any time by clicking here: [COOKIE SETTINGS](#).

We also use 3rd party services such as YouTube, Facebook and Google Analytics on our website and you may receive cookies from them when visiting our website if you give consent. Some of these 3rd party services may be based outside of the UK and the EU they may not fall under the jurisdiction of UK courts. We are not responsible for these services, so please look at their cookie and privacy policies for more information:

- [FACEBOOK AD PREFERENCES](#)
- [GOOGLE ANALYTICS AND ADS](#)

Contact Details

For further information regarding our Privacy Statement, please contact us on hello@arunchurch.com or 01903 782744.

You can also contact the Information Commissioners Office on [0303 123 1113](tel:03031231113), via

email [HTTPS://ICO.ORG.UK/GLOBAL/CONTACT-US/EMAIL/](https://ico.org.uk/global/contact-us/email/) or at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire. SK9 5AF.

Food Policy

We encourage all children to eat healthily and to gain independence in serving themselves. We also encourage all the children to benefit from the social interaction whilst eating, and learn how to prepare, eat and clear away meals. We will apply the following principles:

Snack time

- All children can access Rolling Snack as and when they are hungry through the session
- Children are encouraged to have snack if they have not accessed it independently
- All fruit and food is prepared at the table with the children.
- Staff will talk with children about where the food comes from and encourage the children to talk about it's texture, shape, colour, smell
- Where possible children should be encouraged to peel/cut their own fruit or prepare snacks e.g. cheese.
- Children are encouraged to pour their own drink, and help younger children where necessary. Jugs will be provided that they can manage easily and refilled from bigger jugs if necessary.
- Children will clear away their own cups and plates
- Knives will not be left unattended on the table.

Meal times

- All children to wash hands
- Children will be served their meals at the table.
- They will taught to be careful of serving dishes that are hot
- They will be encouraged to taste all food, but not forced to.

Before all food, children will wash their hands and not leave the table until they have clean hands and faces.

Emergency Closure Policy and Procedures

Within the Playcentre we aim to operate fully during the year and the setting will only close under adverse circumstances:

The Setting will only close due to:

- Adverse weather conditions
- Severe staff illness (when ratios do not meet the requirements as stated by Ofsted)
- An outbreak of child-related contagious illness which is notifiable to West Sussex Health Protection Agency (HPA)
- Utility Emergencies e.g. water/heating.

In the event of this happening parents/carers will be informed by telephone/email/ social media as soon as possible on a daily basis.

The Managers will be responsible for informing staff and parents as necessary according to the situation.

In the event of closure where-ever possible your child will be offered another session to compensate any loss of hours. If this is not possible fees will be reimbursed to non funded children.

In the event of a gas leak /flood, the Manager/Line Manager will be responsible for calling the relevant services.

Ofsted will be notified of any emergency closures in the soonest instance.

Nappy and Toileting

Nappies

Parents/carers of children who are not completely toilet trained are required to provide sufficient disposable nappies and wipes for each day/session attended. Parents/Carers are required to provide cream. The staff will always wear disposable gloves which will be changed in between each child and the surface will be cleaned with anti-bac before the next child is changed. The staff are required to wear aprons throughout nappy change time. Staff will never be in the room alone during nappy change time.

Staff are to use spatulas for applying cream and dispose of them after each use.

Toileting

We promote independent toileting for all children who are 3 years old and over.

Children are encouraged to ask a member of staff if they need to use the toilet. This arrangement enables toileting to be more closely monitored by staff who are then on hand to supervise wiping and hand washing afterwards.

Babysitting Policy

Historically it has not been uncommon for Playcentre staff to offer babysitting services to families, outside of their working hours. This policy has been implemented to provide clarification of some points regarding private arrangements between staff and parents/carers.

- The Playcentre will not be responsible for any private arrangements or agreements that are made.
- Out of hours work arrangements must not interfere with a staff members employment at the Playcentre.
- Confidentiality of employment must be adhered to and respected.
- Parents should be aware that other adults accompanying the babysitter may not have the relevant Criminal Records Bureau clearance, and it may not be appropriate for them to care for children.
- The Playcentre will not be held responsible for any health and safety or other issues that may arise from these private arrangements.
- The Playcentre has a duty to safeguard all children whilst on our premises and in the care of our staff, but this duty does not extend to private arrangements between staff and parents/carers outside of Playcentre hours.

The Playcentre would prefer staff members NOT to babysit for children who attend the Playcentre in the interest of not only the member of staff, but also in the best interests of the parents/carers and children.

Social Media

The Playcentre recognizes that social networking has become an integral part of everyday life and many people enjoy membership to social networking sites such as Twitter and Facebook. We are also aware that these sites can be used as a negative forum for complaining and gossiping and care must be taken not to breach our confidentiality policy.

Parents/carers should be made aware that these sites should not be used for the following

- A negative forum for complaining about the Playcentre.
- Staff should not be talked about on an open forum basis.
- Staff members will not talk about children/families in the Playcentre and not use social networking sites as a forum for discussion.
- Children should not be talked about on an open forum basis.
- Photos of other people's children should not be posted onto any website without prior consent of the child's parent.
- Playcentre will not be held responsible if this is breached.
- The Manager will ask for any comments or photos to be removed.
- The Manager reserves the right to inform the local authority if confidentiality is breached or members of staff are slandered in any way.
- Photos will not be posted on the Playcentre accounts without prior written permission from the parent/carer.

Pet and Animal Policy

At the Playcentre we believe children can learn a lot from having contact with animals and have the responsibility of caring for animals.

Children will be encouraged to treat all animals with respect and will be taught how to handle them correctly.

- Children will be supervised at all time when handling the animal.
- Children will wash their hands after having contact with animals and understand the reasoning behind this.
- Food for the animal will be stored in a correct way and out of reach of the children.
- The children will be encouraged to follow a high standard of hygiene when caring for the animal ie. Cleaning bowls equipment etc.
- Children will be made aware that not all animals are child friendly and they should always check with the pets owner before attempting to stroke/handle the animal.
- The garden will be checked on a daily basis to ensure it is clear a pet faeces before the children play outside.

Covid 19 Policy

The following document explains how the Playcentre will operate during the Covid 19 pandemic to keep all staff and children working in a safe environment.

Admission policy

- Children who attend another setting do so on the understanding that it is a setting that is following the same strict hygiene and track and trace guidelines but where ever possible should only attend one setting.
- If your child is displaying any signs of illness they WILL NOT be permitted to attend this includes coughs, colds, temperature or sickness. We will not admit a child if they have been given paracetamol before starting 'in case they have a temperature.'
- Temperatures will only be taken if we think they have one. If they do the parent will be notified immediately to come and collect their child
- We will not be administering any forms of medicine such as paracetamol.
- At this present time we may not be able to offer the full 15 hours or 30 hours you may be entitled to in accordance with your FE declaration if further restrictions are enforced.

Drop off and pick up

- Parents will need to social distance when dropping children off and stand on the markings.
- One adult can bring in one child at a time.
- Parents will only be permitted to come into the Playcentre if they are wearing a mask and have sanitized their hands.
- If the parent is having a face to face meeting with a member of staff both parties are expected to wear a face mask.
- All children will be asked to wash/sanitize hands on arrival.
- When leaving the waiting area parents/carers will be asked to follow the one way system marked on the ground.

On entering the building.

- Children will be encouraged to hang up their own coat on their own peg. Please send in a sun hat if required.
- Only bring in a coat and hat. We ask that bags are small and drinks bottles be left at home.
- Sun cream MUST be applied if needed before they enter the setting staff WILL NOT be able to apply it.

Consumption of food and drinks.

- Children will be supplied with drinks and snacks. DO NOT send in a bottle from home
- Fresh drinking water will be available to the children throughout the session, they will use cups which will be washed after every use.
- Snack time will be supervised by a member of staff ensuring the children only use their own plates, cups and utensils. They will not share food. children will wash hands before and after snack. All equipment will be washed in the dishwasher after use. And the area cleaned down with anti bacterial spray.
- Lunch times will be supervised as normal. Children can bring in a drinks bottle which will be kept with their lunch bag these will be stored on the trolley.

Children's hygiene

- Disposable tissues will be available at all times and children encouraged to put in the bin once used these will be bagged up and disposed of at the end of every session
- Children will be encouraged to cough into their sleeve, if they cough into their hands they will wash them immediately.
- Masks will not be required by children. Staff will only wear them if they fall at immediate risk of infection.
- Only one child will be permitted to use the toilets at a time to avoid cross contamination.
- Should a child need changing a member of staff will do this as normal wearing gloves and an apron to protect themselves and mask if necessary.

Social distancing

- We will not and cannot follow social distancing rules with the children but we will be following all hygiene guidelines with regards hand washing etc.
- We will discourage children from kissing and hugging each other as much as we can.
- We will discourage children from putting toys in their mouths and if they do the toy will be washed straight away.
- Children will be encouraged to play outside as much as possible.

Cleaning of the setting

- Prior to opening staff will antibac wipe all door handle, light switches, toilet area including flush, soap dispenser, and paper towel dispenser
- During the session if children put toys in their mouth the toy is to be removed and cleaned by submerging in disinfectant water and left to dry.
- At the end of each session surfaces, door handles, the toilet area and toys are to be wiped down with anti bac wipes and pencils, pens etc are to be spray with anti bac disinfectant spray.
- The whole Playcentre to be hoovered and mopped at the end of each session.
- At the end of each week toys such as lego, duplo etc are to be cleaned by submerging in disinfectant and left to air dry.

Families going on holiday

- If a family goes on a holiday to another country which is on the current list of quarantine regulations the child will not be permitted back to the Playcentre for 14 days after their return but they will still be expected to pay fees if applicable

Toys and equipment

- Toys and equipment that cannot be easily washed will be removed from the setting.
- Sensory experiences such as shaving foam will be offered and water play outside with frequent changes of water. Painting etc will be as normal. Playdough will not be used to avoid contamination.
- The outside sandpit will be used but children will wash their hands before and after use.
- Tables will be removed to give more space for the children to move around and spread out.

Staffing

- Staff will be expected to adhere to the guidance at all times
- Staff will wear clean clothes on entering the setting and will be expected to wash them at the end of the session to avoid any contamination to their families.

- Staff will be required to bring a change of clothes.
- Staff will be required to use the front entrance to the building only.
- Staff will be following social distancing rules as much as possible with adults.

Testing of staff

- Staff will test themselves once a week prior to their first session at work
- If the test is positive they will attend work as normal
- If they have a positive test they will isolate for 10 days
- If they have a negative test but still display symptoms they will get a PCR test at the nearest testing centre ASAP and isolate until test results are received.

If a child becomes poorly during the session with Covid 19 symptoms

- The child will be taken to a separate room with a member of staff and isolated.
- The member of staff will wear PPE such as a mask and face shield and gloves and stay with the child.
- The parents/ carer will be notified and asked to collect the child immediately.
- The member of staff will wash their hand properly for 20 seconds with soap and water and any PPE they have used.
- They will be required to change into spare clothes they have brought in.
- Testing is going to be made available for children and families to see whether they have the disease if they are clear they can return if they have the virus they will be asked to stay away from the setting for 14 days.

If a case is reported at the Playcentre

- All parents of children in attendance will be informed. Public health England will be informed.
- The setting will be closed and thoroughly deep cleaned and reopened upon advice from the local authority.
- If staff show symptoms they will seek to get tested and will not be permitted to return to work until results are given.

This policy is collated from the information we have received using the following document and can be found online at <https://www.gov.uk/government/publications/safe-working-in-education-childcare-and-childrens-social-care>