



POLICIES AND PROCEDURES

Big Hands Little Hands Childcare Ltd

Reviewed March 2024

Mission Statement

Big Hands Little Hands Childcare Ltd provides Before and After School Club care, Holiday Clubs and Nursery School for children in a welcoming and caring environment.

Children and staff value one another and work together to create a happy club where each child can play, have fun and make friends.

- i. Provide accessible and affordable childcare for Children from Shotley Bridge Primary School, Bishop Ian Ramsey School, St Mary's R C Primary School, Consett Infants, Consett Juniors, Moorside, Leadgate Primary Lower school, Leadgate Primary Upper School, Beechdale, Brooms and other schools in the surrounding area.
- ii. Encourage self-esteem, self-awareness and self confidence
- iii. Encourage children to make friends and to communicate effectively with other children/ adults
- iv. Provide a variety of activities for all ages
- v. Encourage respect for other people, feelings, values, beliefs and property
- vi. Celebrate their own and others' achievements and efforts

Partnership with parents/carers

As a registered out of hours care provider we recognise that parents are the most significant people to the child, and as such we will value your role. As a parent you know your child best and we will respect your knowledge and advice.

Communication is particularly important.

You will be given information on a regular weekly/daily basis either verbally or written with regard to your child's progress, behaviour and individual needs. A newsletter will be sent out for general information on a quarterly basis. You are encouraged to share any information about your child which we may need to know and you can do this when you pick up your child or by telephoning Bev at an agreed time. Confidential discussions can also be arranged as and when necessary. All parents will be kept informed of any training we undertake and the benefits to the children.

If your child has an EHCP (Education and Health Care Plan) then please provide us with a copy and discuss it with either the manager or your child's key worker. - allowing us to help support their development whilst attending the setting.

Each child will be given a specific "key worker" who may not always be working with your child but will be there as a designated first point of call for your child to go for help and advice. They will also be the first point of call for parents.

Welfare requirement – Safeguarding and promoting children's welfare – all sections.

Welfare requirement – organisation

Statutory guidance – the key person should meet the needs of each child in their care, talking to parents to make sure that the child is being cared for appropriately for each family

Confidentiality Policy

We respect the privacy of all families and would appreciate the same consideration for our staff and others.

Information provided by parents/carers which is required to ensure quality of care for each child is securely stored.

Parents are free to access details in respect of their own child, but not to information relating to other children.

Subject to medical emergency in the event of the parent being unable to be contacted, the child's details will be shared with the appropriate medical staff.

Policies will be shared with parents at initial information sharing meeting. All information shared will be kept confidential and will not be disclosed without the parent's consent, except as required by law or if there appears to be a child protection issue.

Welfare Requirement – Documentation

Providers must maintain records, policies and procedures required for the safe and efficient management of the setting and to meet the needs of the children.

There should be a suitable secure area for the storage of confidential information. Records on staff and children should only be accessible to those who have a right or professional need to see them.

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Picking up Children Policy

Children will not be allowed to leave the setting with adults who are not recognised by myself or my staff as the usual identified responsible person for picking up the child. If the arrangements for picking up your child are changed, we must be informed by yourself who that will be, that person must be over 16 years and will use a password given to both of us.

Picking up of Children from School's *not* serviced by our Walking Bus

Children who are collected by Big Hands Little Hands Childcare Limited in our company minibuses or staff vehicles will be transported to the setting in correctly insured vehicles and will be required to use car seats appropriate to their age for the duration of their journey.

Any children who are collected from a secondary school or from a bus stop will be required to make their way to the company vehicle for collection. It is extremely important that parents ensure their children know that it is their responsibility to make their way directly to the pre-arranged meeting point as soon as they leave school. Once the children are with our staff, we assume responsibility for them.

Uncollected Children

If a child is not collected within a reasonable amount of time, staff will try calling the parents contact numbers. If unsuccessful, we will try the emergency contact numbers.

During this time, we will continue to safely care for the child/children.

Uncollected children will result in an extra charge of £10.00 per 15 minutes, this allows for payment of staff having to stay after their allotted finishing time.

We will continue to try the parent's contact numbers, but after a reasonable amount of time from the agreed collection time, Stephanie or other safeguarding leads will then inform First Contact/Social Care Direct. Tel No: 03000 26 79 79

Welfare Requirement – Safeguarding and Promoting Children's Welfare

Providers must engage with and provide the following information to parent's.

The procedure to be followed in the event of a parent failing to collect a child at the appointed time.

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Equal Opportunities Policy

As a registered Out of Hours provider, we will ensure that we actively promote equality of opportunity and anti-discriminatory practices for all children. We will make sure that we treat all children with equal concern and respect.

We value and respect the different racial origins, religions, cultures and languages in a multi-ethnic society so that each child is valued as an individual without racial or gender stereotyping. We will not discriminate against children on the grounds of disability, sexual orientation, age, class, family status and HIV/Aids status.

We provide equal chances for each child to learn and develop to their full potential, taking into account each child's age and stage of development, gender, ethnicity, home language and ability.

We provide and ensure that all children have access to a range of books, puzzles and other toys which provide positive images of the diversity of life in our society.

We challenge racist and discriminatory remarks, attitudes and behaviour from the children in our care and adults.

We will always help children to feel good about themselves and others, by celebrating the differences that make us unique individuals and welcome any information to support this.

Welfare requirement – Safeguarding and promoting children's welfare

All providers must have and implemented an effective policy ensuring equality of opportunities and for supporting children with learning difficulties and disabilities

Welfare requirement – Organisation

Providers must promote equality and anti-discriminatory practice and must ensure that every child is included and not disadvantaged because of ethnicity, culture or religion, home language, family background, learning difficulties or disabilities, gender or ability.

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Cancellation Policy

Parents must cancel a session using the iPAL system giving at least 24 hours' notice of cancellation of a prior booking for their child for term time bookings or 48hrs notice for Holiday Club bookings. No cancellation fee will be incurred if the correct notice is given. A full session payment will be charged if insufficient cancellation notice is given. In the event of Snow Days and parents not taking up the use of the Snow Day Childcare Service, not cancelling your child's place within the correct notice period will incur a cancellation fee.

Cancellations within the correct time frame will receive monies already paid as credit to their iPAL account only. This credit can be used for future bookings.

This has been brought about as staffing levels and sufficient food have all to be taken into account as per expected bookings

Health and Safety Policy

Our aim is to provide a safe and healthy environment.

Children's arrival and departure times will be noted in the attendance register each day. Parents/carers are requested to sign their child in and out in the presence of a member of staff. Children are not allowed to be taken off the premises without a member of staff being informed and the book being signed.

A record of accidents, incidents and pre-existing injuries will be kept up to date and parents will be asked to sign whenever they are informed of such an accident/incident.

As a requirement of registration, we are obliged to carry out regular risk assessments – these are kept in a separate risk assessment file which are updated and reviewed as and when necessary. These can be viewed upon request.

Children will be well supervised and where appropriate, safety equipment will be used to eliminate or reduce any dangerous situations based on the child's age and stage of development.

Hand washing is given high consideration throughout the day. All children wash hands prior to eating and are constantly reminded to wash hands after using the toilet.

The premises are registered with the Food Hygiene Agency, and all staff have undergone relevant training and are up to date. Food is stored at the relevant temperature and raw meats are kept at the bottom of the fridge away from other foods. A fridge/freezer thermometer record the temperature's in them. All foods given to the children are recorded on a daily basis and kept in a file.

Smoking is not allowed on the premises or grounds by either staff or parents.

Electrical sockets are covered at all times. PAT testing is carried out on the equipment used within the setting.

Cleaning solutions, medicines etc are stored safely. And Cosh Assessments Completed

Sharp instruments are safely stored.

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Personal Emergency Plan

All staff have relevant Adult and Paediatric First Aid training, which is current and up to date. Training is updated with a 12 hour Ofsted approved course every three years.

A First Aid Bag is clearly marked (Green bag with white cross on it), easily accessible and stored; Shotley - on the window sill in the main kitchen. Medomsley – next to the filing cabinet in the main room. Childminding – above the kitchen cabinet.

Fire drills are practiced regularly and recorded in a register, to ensure all children become familiar and are not frightened by the way we evacuate the building.

As part of the Prevent Duty, we now also have a Lock Down Policy which we also practise with the children and record, ensuring the children are aware of what we need to do.

Managers and Deputies may carry a mobile phone in case of emergencies. Parents are given The Nursery numbers or The Nursery Mobile.

Stephanie will try to contact parents, but if she cannot do so, other members of staff will contact you on her behalf.

Contact numbers for children's parents, GP's and emergency back up are easily accessible. Parents are given contact numbers of back up cover and

Welfare Requirements – Safeguarding and Promoting Children's Welfare

The provider must take necessary steps to safeguard and promote the welfare of children. The provider must promote the good health of the children, take necessary steps to prevent the spread of infection and take appropriate action when they are ill.

Welfare Requirements – Suitable Premises, Environment and Equipment

Outdoor and indoor spaces, furniture and toys must be safe and suitable for their purpose.

where children will be if not at their usual setting. Parents will have previously signed the emergency procedures form allowing us to take the necessary action.

For individual policies relating to health see: Medication Policy, Sick Child Policy and Sun Cream Policy.

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Safeguarding And Prevent Policies

Big Hands Little Hands Childcare Limited is committed to building a 'culture of safety' in which the children in our care are protected from abuse, harm and radicalisation. The Club will respond promptly and appropriately to all incidents or concerns regarding the safety of a child that may occur. The Club's child protection procedures comply with all relevant legislation and with guidance issued by the Durham Safeguarding Children Partnership (DSCP). There is a Child Protection Officer (CPO) available at all times while the Club is in session. The CPO coordinates child protection issues and liaises with external agencies (e.g. Social Care, DSCP and Ofsted).

The Club's designated CPO is Miss Stephanie Smith and the on-call CPO is Bev Lowes.

Child abuse and neglect

Child abuse is any form of physical, emotional or sexual mistreatment or lack of care that leads to injury or harm. An individual may abuse or neglect a child directly, or by failing to protect them from harm. Some forms of child abuse and neglect are listed below.

- Emotional abuse is the persistent emotional maltreatment of a child so as to cause severe and persistent adverse effects on the child's emotional development. It may involve making the child feel that they are worthless, unloved, or inadequate. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.

- Physical abuse can involve hitting, shaking, throwing, poisoning, burning, drowning, suffocating or otherwise causing physical harm to a child. Physical harm may be also caused when a parent or carer feigns the symptoms of, or deliberately causes, ill health to a child.

- Sexual abuse involves forcing or enticing a child to take part in sexual activities, whether or not the child is aware of what is happening. This can involve physical contact, or non-contact activities such as showing children sexual activities or encouraging them to behave in sexually inappropriate ways.

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· Neglect is the persistent failure to meet a child's basic physical and emotional needs. It can involve a failure to provide adequate food, clothing and shelter, to protect a child from physical and emotional harm, to ensure adequate supervision or to allow access to medical treatment. Signs of child abuse and neglect Signs of possible abuse and neglect may include:

- significant changes in a child's behaviour

- deterioration in a child's general well-being

- unexplained bruising or marks

- comments made by a child which give cause for concern

- reasons to suspect neglect or abuse outside the setting, eg in the child's home, or that a girl may have been subjected to (or is at risk of) female genital mutilation and/or.

- inappropriate behaviour displayed by a member of staff, or any other person. For example, inappropriate sexual comments, excessive one-to-one attention beyond the requirements of their role, or inappropriate sharing of images. If abuse is suspected or disclosed When a child makes a disclosure to a member of staff, that member of staff will:

- reassure the child that they were not to blame and were right to speak out

- listen to the child but not question them

- give reassurance that the staff member will take action

- record the incident as soon as possible (see Logging an incident below). If a member of staff witnesses or suspects abuse, they will record the matter straightaway using the Logging a concern form. If a third party expresses concern that a child is being abused, we will encourage them to contact Social Care directly. If they will not do so, we will explain that the Club is obliged to and the incident will be logged accordingly. Peer-on-peer abuse Children are vulnerable to abuse by their peers. Peer-on-peer abuse is taken seriously by staff and will be subject to the same child protection procedures as other forms of abuse. Staff are aware of the potential uses of information technology for bullying and abusive behaviour between young people. Staff will not dismiss abusive behaviour as normal between young people. The presence of one or more of the following in relationships between children should always trigger concern about the possibility of peer-on-peer abuse:

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- Sexual activity (in primary school-aged children) of any kind, including sexting
- One of the children is significantly more dominant than the other (eg much older)
- One of the children is significantly more vulnerable than the other (eg in terms of disability, confidence, physical strength)
- There has been some use of threats, bribes or coercion to ensure compliance or secrecy. If peer-on-peer abuse is suspected or disclosed We will follow the same procedures as set out above for responding to child abuse. Extremism and radicalisation All childcare settings have a legal duty to protect children from the risk of radicalisation and being drawn into extremism. There are many reasons why a child might be vulnerable to radicalisation, eg:
 - feeling alienated or alone
 - seeking a sense of identity or individuality
 - suffering from mental health issues such as depression · desire for adventure or wanting to be part of a larger cause
- associating with others who hold extremist beliefs Signs of radicalisation Signs that a child might be at risk of radicalisation include:
 - changes in behaviour, for example becoming withdrawn or aggressive
 - claiming that terrorist attacks and violence are justified
 - viewing violent extremist material online
 - possessing or sharing violent extremist material If a member of staff suspects that a child is at risk of becoming radicalised, they will record any relevant information or observations on a Logging a concern form, and refer the matter to the CPO. Logging a concern All information about the suspected abuse or disclosure, or concern about radicalisation, will be recorded on the Logging a concern form as soon as possible after the event. The record should include:

- date of the disclosure, or the incident, or the observation causing concern
- date and time at which the record was made
- name and date of birth of the child involved
- a factual report of what happened. If recording a disclosure, you must use the child's own words
- name, signature and job title of the person making the record. The record will be given to the Club's CPO who will decide on the appropriate course of action. For concerns about child abuse, the CPO will contact Social Care. The CPO will follow up all referrals to Social Care in writing within 48 hours. If a member of staff thinks that the incident has not been dealt with properly, they may contact Social Care directly. For minor concerns regarding radicalisation, the CPO will contact the Durham Safeguarding Children Partnership (DSCP) or Local Authority Prevent Co-ordinator. For more serious concerns the CPO will contact the Police on the non-emergency number (101), or the anti-terrorist hotline on 0800 789 321. For urgent concerns the CPO will contact the Police using 999. Allegations against staff If anyone makes an allegation of child abuse against a member of staff:
 - The allegation will be recorded on an Incident record form. Any witnesses to the incident should sign and date the entry to confirm it.
 - The allegation must be reported to the Local Authority Designated Officer (LADO) and to Ofsted. The LADO will advise if other agencies (eg police) should be informed, and the Club will act upon their advice. Any telephone reports to the LADO will be followed up in writing within 48 hours.

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- Following advice from the LADO, it may be necessary to suspend the member of staff pending full investigation of the allegation.
- If appropriate the Club will make a referral to the Disclosure and Barring Service. Promoting awareness among staff The Club promotes awareness of child abuse and the risk of radicalisation through its staff training. The Club ensures that:
 - the designated CPO has relevant experience and receives appropriate training in safeguarding and the Prevent Duty, and is aware of the Channel Programme and how to access it

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- designated person training is refreshed every two/three years [delete as applicable]
- safe recruitment practices are followed for all new staff
- all staff have a copy of this Safeguarding (Child Protection) policy, understand its contents and are vigilant to signs of abuse, neglect or radicalisation
- all staff are aware of their statutory duties with regard to the disclosure or discovery of child abuse, and concerns about radicalisation
- all staff receive basic safeguarding training, and safeguarding is a permanent agenda item at all staff meetings
- all staff receive basic training in the Prevent Duty
- staff are familiar with the Safeguarding File which is kept within the Staff Filing cabinet.
- the Club's procedures are in line with the guidance in '**Working Together to Safeguard Children (2015)**' and staff are familiar with '**What To Do If You're Worried A Child Is Being Abused (2015)**'. Use of mobile phones and cameras Photographs will only be taken of children with their parents' permission. Only the club camera will be used to take photographs of children at the Club, except with the express permission of the manager. Neither staff nor children nor visitors may use their mobile phones to take photographs at the Club. For more details see our Mobile Phone Policy.

Mrs Beverley Lowes, MD: Big Hands Little Hands Childcare Limited

Contact numbers Social Care: 03000267979

Social Care out of hours contact: 03000267979

LADO (Local Authority Designated Officer): Sharon Lewis 03000268835

LSCB (Local Safeguarding Children Board): 03000265770

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Local Authority Prevent Co-ordinator: Kirsty Wilkinson 03000268925

Police: 101 (non-emergency) or 999 (emergency)

Anti-terrorist hotline: 0800 789 321

NSPCC: 0808 800 500

Ofsted: 0300 123 1231

This policy was adopted by: Big Hands Little Hands Childcare Limited

Date: To be reviewed: 28th March 2025 Signed: S.Smith Manager

Written in accordance with the Statutory Framework for the Early Years Foundation Stage (2024): Safeguarding and Welfare requirements: Child Protection [3.4-3.8] and Suitable People [3.9-3.13].

Safeguarding and Prevent contact phone numbers:

Mrs Beverley Lowes, MD: Big Hands Little Hands Childcare Limited:
07745086793/ 01027 581321

Contact numbers Social Care: 03000267979

Social Care out of hours contact: 03000267979

LADO (Local Authority Designated Officer): Sharon Lewis 03000268835

LSCB (Local Safeguarding Children Board): 03000265770

Local Authority Prevent Co-ordinator: Kirsty Wilkinson 03000268925

Police: 101 (non-emergency) or 999 (emergency)

Anti-terrorist hotline: 0800 789 321

NSPCC: 0808 800 500

Ofsted: 0300 123 1231

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All concerns regarding Safeguarding will be immediately documented signed and dated and reported to the Child Protection Officer Miss Stephanie Smith or Miss Sacha Lowes (Shotley) Mrs Rachael McGurk (Medomsley). The CPO to contact Social Care Immediately then follow up concerns in writing to them within 48 hours.

All concerns regarding Prevent, will be immediately documented signed and dated and reported to the Child Protection Officer Miss Stephanie Smith or Miss Sacha Lowes (Shotley) Mrs Rachael McGurk (Medomsley). Who will contact the LSCB immediately or if felt more serious immediately to the Police or the Anti-terrorist Hot Line.

Food and Drinks Policy

Children will be encouraged to maintain good eating skills and table manners. Meals and snacks are supervised to prevent the exchange of foods between children.

Where appropriate, children will be involved in preparing food for meals and snacks.

All children and their parents will be respected as individuals and their food preferences and requirements, whether dietary, religious or cultural will be accommodated.

Any food provided will be healthy and nutritious. Fresh drinking water and fresh fruit is always available.

All food will be stored at suitable temperatures and served hygienically.

A record of food and snacks provided to the children will be recorded on a daily basis and kept in the relevant file.

The Business is registered and inspected by the Food Standards Agency and both Shotley and Medomsley settings have acquired a level 5 scoring.

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BIG HANDS LITTLE HANDS CHILDCARE LTD.

FOOD SAFETY POLICY

Big Hands Little Hands Childcare Ltd. is committed to ensuring that safe and healthy practises around the storage, preparation and service of food are followed at all times. Staff involved in food handling and preparation have to meet high standards of personal hygiene. Any member of staff showing signs of infection or ill health will not be permitted to handle food.

Big Hands Little Hands Childcare Ltd. follows the guidelines set out in 'Safer Food, Better Business' (FSA) and is registered as a food business with our local authority. We are regularly inspected by Environmental Health to ensure that health and hygiene standards are being met. Our most recent inspection scored a 5/5.

All staff involved in food handling have received food handling and hygiene training. When preparing food, staff follow the requirements of current food hygiene legislation, including:

- Always washing hands with anti- bacterial soap and hot water before and after handling food and using the toilet
- Using clean, disposable cloths
- Using the correct colour coded chopping boards (Red for raw meat; Blue for raw fish; Yellow for cooked meat; Brown for Vegetables; Green for salad and fruit; White for bakery and dairy)
- Making sure all fruit and vegetables are washed before being served
- Covering spots or sores on the hands and arms with a waterproof dressing

Food Storage

All foods are stored according to safe food handling practises and at a correct temperature, to prevent the growth of food poisoning organisms and to ensure that food quality is maintained.

Fridge temperatures are checked and recorded on a daily basis as part of our daily environment checks. If it is noted that there are temperature fluctuations that are not explained by simple user error (e.g. failure to close the fridge properly), a new fridge will be purchased.

Cleaning

- The fridge is cleaned thoroughly, with warm, soapy water, on a weekly basis
- Food is checked for freshness- anything past the use by date will be disposed of
- All food preparation surfaces are wiped clean after use with an anti-bacterial cleaner and disposable cloths
- All chopping boards are cleaned after use with warm, soapy water, anti- bacterial cleaner and then thoroughly rinsed.
- Appropriate controls are implemented to reduce the risk of cross contamination.

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2024): Safeguarding and Welfare Requirements: Food and drink [3.48]*

Reviewed March 2024

Managing Behaviour Policy

As a registered Childcare Provider, we recognise that every child has a positive unique character and will respond in different ways from other children, therefore we understand that what works for one child may not work for another.

We believe that all children have the right to be safe and to be treated with dignity and respect.

We do not and will not administer physical punishment or any form of punishment with the intention of causing pain or discomfort, nor any kind of humiliating or hurtful treatment to any child in our care. We endorse positive discipline as a more effective way of setting limits for children. If a child demonstrates challenging behaviour, e.g. bullying, striking or slapping, the child's parents will always be informed of any action taken this will be entered into the behaviour book which the parent has to sign to say that they have discussed it with the member of staff. Parents will be encouraged to discuss how we can work together to resolve situations, possibly involving seeking advice from other professionals.

We try to prevent challenging situations from arising by the use of interaction:

- Being aware of the warning signals that may pre-empt challenging behaviour
- Involve the children in decision making. This includes involving the children in rule making and boundary setting.
- Leading by example, providing a positive role model for children to follow.
- Encouraging positive behaviour. Noticing when children are helpful, friendly, quiet, co-operative etc. Praising them when appropriate. Stickers and certificates are available to encourage positive behaviour. We have also produced behaviour points this can be a child being kind and helpful to another child, helping with clearing up without being asked and politeness. Behaviour points will be added up on a half termly basis and a prize is given for the child with the most points.
- Being Calm, consistent and clear. Children need to know what is expected of them.
- Make the distinction between the child and their behaviour. That it is the behaviour that the child is displaying that we do not like, not the child.

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- Avoiding idle threats, carrying out decisions made which will be fair and reasonable.
- We will attend relevant training to ensure that we are keeping up to date with best practice in behaviour management.
- Our Behaviour Management Officer is Mrs Anna Hughes for both settings. Staff and Parents can discuss ways of improving behaviour or implementing strategies to help situations arising.

Covid-19 Additional Precautions

In light of the Covid-19 pandemic, additional measures have been introduced to our Behaviour Management Policy.

Any child who purposefully or willfully bites, spits or coughs at a member of staff or another child, may be removed from the setting and placed in an area away from others while parents/ carers are sought to collect the child immediately. Staff may wear PPE if this is deemed necessary. This will not affect our commitment to remain an inclusive setting and we will continue to work within the parameters of our duty with regard to Vulnerable children or children with EHCPs.

Procedure for Allegations of Abuse against a Member of Staff

We will;

- Ensure that all members of permanent staff hold an enhanced DBS check.
- Ensure that any visitors/trainees are supervised whilst with the children at all times and that visitor presence will be registered in the visitor book.
- Ensure children are supervised at all times.
- Document any accident or incident that occurs whilst within the setting or their care, informing parents, ensure parents sign any records made.
- Note any marks on children when they arrive, asking parents to inform us of any accidents occurring outside of the setting.
- Keep accurate records.

However, should an allegation be made with regard to myself or a member of staff I will;

- Write a detailed record of all related incidents
- Include what was said, by whom with times and dates.
- Ask witnesses to write a statement, detailing the incident they witnessed and give their contact details should it require investigation by the local authority.
- Meet the parent/carers to discuss the allegations in full.
- If necessary get in touch with the local authorities and Ofsted for investigation.
- Serious complaints can be made directly to Ofsted on the following number:- 0300 123 1231

- Any allegations made against a member of staff with regard to the safeguarding of a child will be reported immediately to the Local Authority Designated Officer (LADO) Sharon Lewis on 03000 268835 and followed up in writing within 48 hours email lado-gcsx@durham.gcsx.gov.uk

Welfare Requirements – Safeguarding and Promoting Children's Welfare

Procedures to be followed in the event of an allegation being made...

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Observation Policy

We will be working within the EYFS – Early Years Foundation Stage, with all reception age children up to the September after their 5th Birthday, then regular observations and assessments will continue to support all the children within the setting.

Practitioners must be able to observe and respond appropriately to children. This principal requires practitioners to observe children and respond appropriately to help them make progress. This is demonstrated when practitioners;

- Make systematic observations and assessments of each child's achievements, interests and learning styles.
- Use these observations and assessments to identify learning priorities and plan relevant and motivating learning experiences for each child.
- Match their observations to the expectations of child related learning goals.

We will make regular observations on your child, using different mediums for example photographs and written observations. You are welcome and actively encouraged to view your child's file. Please ask their key worker. All observations will remain confidential.

We request each parent sign a form giving permission to carry out and record observations on their child.

If you have any concerns regarding the content of this policy please discuss them with us.

Student and Apprentice Observations

Big Hands Little Hands Childcare Limited may employ students and apprentices on a paid or unpaid basis and as part of their learning and progress toward completion of qualifications observation and planning for a child's development (under supervision) is required. All written and verbal information obtained on your child will remain strictly confidential. We would be grateful if you may grant permission for our students to observe your child in order to support the development of both our staff team and our children.

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Comments, Compliments and Complaints

As a Registered Childcare provider, we aim to provide a safe, stimulating environment where children and their families feel welcome and valued.

We believe in sharing information with parents to ensure their child's needs are being met.

Positive comments are always welcome it lets us know that our work is valued and appreciated. Parents with concerns should talk to a Manager as soon as any problem arises in order for it to be resolved quickly. In line with Welfare Requirements we will keep a record of any complaint and will share this information with Ofsted.

Welfare Requirement – Safeguarding and promoting children's welfare

Information and Complaints – Providers must engage with and provide the following information for parents:

The Complaints Procedures (copies to be available with request)

Details for contacting Ofsted and an explanation that parents can make a complaint to Ofsted if they wish

THE RECORD OF COMPLAINTS SHOULD BE KEPT FOR AT LEAST THREE YEARS.

Special Needs / Inclusion Policy

When caring for a child with additional needs we will work in partnership with parents and other agencies to ensure the setting is fully inclusive.

We recognise that all children have individual needs, and that some children have special needs that are in addition to those that they share with their peers.

We will discuss with parents/carers how best we can meet the needs of the child and seek information about the child's routines, likes and dislikes. If your child has an EHCP please provide us with a copy to allow continuity of care.

We will ensure that each child will be provided with opportunities to participate in all activities age and developmentally appropriate to the child, in order that they may reach their maximum potential.

We can contact the inclusion team for support, advice, guidance and resources when working with children with additional needs.

The inclusion Team can be contacted on: Jodene Dawson or Gill Briggs Tel No: 03000 268921

Medication Administration Policy

As a registered Childcare provider, we recognise that on occasions it may be necessary to administer prescribed medication for your child.

Before any medication can be administered, parents/carers will be requested to complete and sign a **Medication Consent Form**.

A new consent form needs to be signed for each newly prescribed medicine.

Details of any medication given will be recorded on the **Administration of Medication Form** including the time and dosage given.

A member of staff will sign the form to verify the medication has been given.

When you arrive to collect your child, you will be informed of the administration and will be requested to sign the record.

Any medication must be clearly labelled with the child's own name and required dosage specified.

Medication will be stored with regard to the instructions and in a safe place.

Requests will be made to the child's school to provide information such as 'bump notes' so that we can be aware and observe the child allowing continuity of care for your child.

[Welfare requirement- safeguarding and promoting children's welfare](#)

The provider must take necessary steps to safeguard and promote the welfare of children

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Personal Emergency Procedure

In the event of an emergency your child will be safely placed in the care of one of our staff:

They will have your contact number and will contact you if you need to be aware of any changes to your child's care.

Sickness policy

Should Stephanie or a member of staff be ill, we will ensure that there are still adequate qualified staff to care for your child. Parents will be informed and kept up to date.

If a child becomes ill whilst in our care, he or she will normally be sent home, as we may be unable to provide the extra care and attention required.

It will be Stephanie's final decision not to care for children with what she considers to be an infectious disease, including sickness and diarrhoea. We must be informed of any illness occurring out of the care setting. As with school policy, children must not attend the setting for 24 hrs after the last episode of diarrhoea and 48 hours after the last episode of sickness.

A list of illnesses and exclusion times are available on request and are in line with what is expected of a child attending school.

Without breaching confidentiality, parents will be informed if there is an infectious disease that may affect other children or their parents.

Welfare requirement – safeguarding and promoting children's welfare

The provider must promote the good health of children, take necessary action when they are ill

Lost Child Policy

If a child goes missing, we will initiate an immediate search of the premises without causing undue panic.

If the child is still not found, we will contact the police giving a full description of the child, requesting an immediate and full search of the area.

Mum, Dad or carers will be contacted.

We will ensure the safety of the remaining children.

After the incident, a full written report will be copied and supplied to all relevant parties.

A full review of security procedures will be carried out.

Security - Shotley – Access to the premises will be via the rear doors of the Church Hall using the individual bell allocated for us. Any child playing outside or in our allocated rooms will be collected by a member of staff, brought back into the building/main room and signed out by the parent before leaving. Medomsley – Via the double Doors in the Canteen or the bottom Hall doors. Again parents must sign the children out prior leaving.

CAMERA, MOBILE PHONE, I PADS, NINTENDO SWITCH etc.

POLICY AND GUIDELINES

As part of the revised EYFS (Sept '12) it has become a statutory Duty as a Child Care Provider to implement a Safeguarding policy relating to the above equipment. (Para 3.4 Statutory Framework).

Big Hands Little Hands Childcare Ltd. fosters a 'culture of safety' in which the children and staff are protected from abuse, harm, and distress. We therefore have a clear policy on the acceptable use of mobile phones and other electronic devices that is understood and adhered to by everyone: staff, children and parents. Abiding by the terms of the club's mobile phone policy ensures that we all:

- Protect children from harm and abuse
- Prevent staff from being subject to false allegations
- Help staff remain focused on the care of children
- Work in an open and transparent environment.

Staff use of mobile phones

Personal mobile phones belonging to members of staff are kept on the staff table or in the kitchen during working hours. If a member of staff needs to make an urgent personal call, they can use the club phone or make a personal call from their mobile in the Kitchen. If a member of staff has a family emergency or similar and needs to keep their mobile phone to hand, prior permission must be sought from the Manager or Deputy. Under no circumstances may staff use their personal mobile phones to take photographs of any children at the club during working hours. Managers may be permitted to take photographs using mobile phones or company tablets for the purpose of documenting learning or to be used for social media or marketing purposes and only strictly in line with children's photographic consent forms. Managers will ensure phones are locked and password protected and images shall be permanently deleted immediately upon completion of the intended purpose. Staff collecting children from school will be permitted to carry personal mobile phone about their person for the purpose of emergency phone calls only.

Children's use of mobile phones and tablets

Whilst we understand that some children have mobile phones and other electrical devices, we actively discourage them from using these within the club. We will continue to encourage participation in alternative activities such as crafts, outside games, sports and baking. Children in KS1 and KS2 only

may be permitted to use mobile phones, tablets or other personal electrical devices within the club. Children will be required to sit at the designated table and will be supervised by staff. The club does not accept any responsibility for loss or damage to devices brought to the club by the children. Children must not use their mobile phone to take photographs of any kind whilst at the club. If they want a photograph of a

particular activity, they can ask a member of staff to take one using the club camera. Internet access is prohibited within the setting and children may only play games deemed suitable by both parents and staff members. Devices may only be used for phone calls with the approval of a member of staff. Staff must be permitted to check electronic devices for suitable content (namely games being played, checking that Internet access is off and checking photo gallery should they suspect a camera has been used against club policy).

Visitors' use of mobile phones

In the interest of safeguarding we ask all parents and visitors not to use their phones or other mobile devices on club premises. Taking of photographs by parents or visitors is strictly prohibited. If a parent would like to have a photograph of their child involved in an activity or at play, they can ask a member of staff to take one using the club camera. Related policies See also: Safeguarding Children policy.

If parents wish to take photos of their child, they must first consult with the manager who will accompany them and ensure any photos taken which include other children have the consent for photos received from their parents.

This policy was adopted by: Big Hands Little Hands Childcare Limited

Date: 5th March 2025

To be reviewed: Annually

Signed: S.Smith

pp. B Lowes

Written in accordance with the Statutory Framework for the Early Years Foundation Stage (2017): Safeguarding and Welfare requirements: Child Protection [3.4].

Reviewed March 2024

EMERGENCY FIRE PLAN

Shotley Bridge After School Club – St. Cuthberts Church Hall

1. Alarms are situated on the **Upper Level** at both external doors and the doors at either side of the stage and the **Lower Level** they are situated at the door leading out to the garden and in the opposite large committee room next door to our storage room. See Copies of both levels floor plans with all emergency exits, fire alarms, fire blankets/extinguishers and first aid boxes.
2. Stephanie Smith or Sacha Lowes in her absence will phone the fire services.
3. All remaining staff gather the children as quickly as possible and lead them calmly to the safest and nearest exit as marked on the plan.
4. Lead the children on to the car park, providing this is safe (if not take the children across and into the church yard), and line the children up ready for a register check.
5. Stephanie Smith or Sacha Lowes in her absence should check the toilet blocks.
6. Stephanie Smith unless she is acting as manager that day, then her deputy will take the register to the yard and call out all the children to confirm they are all in attendance.
7. Fire fighting equipment is located in the same areas as the alarms as shown on the plan.
8. Stephanie Smith or Sacha Lowes in her absence will liaise with the emergency services to determine what happens next.
9. In the event of severe weather and prolonged evacuation children will be taken to the Church in order that parents can be contacted.

A copy of the Fire Risk Assessment can be found in the Risk Assessment File in our store room.

Medomsley Setting

1. On discovering a fire, sound the alarm immediately.

Lockdown Procedure

We have a detailed lockdown procedure in place for which the staff are trained and have access to the procedure in full. This includes what to do in an emergency, how we plan to keep the children safe and when to contact the emergency services.

We will need to share at least some of this lockdown procedure with the children in order to practise occasional lockdown drills however, so as not to unduly upset the children, a lockdown drill will be performed under the guise of "What would we do if there was a swarm of bees outside/inside?"

At all times, staff will:

- Be vigilant at all times
- Challenge unfamiliar visitors
- Keep doors and windows locked when not in use

Big Hands Little Hands Childcare Ltd.

Intimate Care

When providing intimate care we will ensure that the child's safety, dignity and privacy are maintained at all times.

'Intimate care' covers any task that involves the washing, touching or carrying out a procedure to intimate personal areas and is associated with bodily functions and personal hygiene, including, toileting, washing, dressing, and menstrual care.

Staff at Big Hands Little Hands Childcare Ltd. who provide intimate care will do so in a professional manner. Staff are aware of safeguarding issues and will have relevant training (e.g.: health and safety, child protection, manual handling) before providing intimate care. No child should suffer distress or pain as a result of receiving intimate care.

Staff will work in partnership with parents or carers to provide care appropriate to the needs of the individual child and will, if necessary, produce a care plan. The care plan will set out:

- What care is required
- Number of staff needed to carry out the task (if more than one person is required, reasons will be documented)
- Additional equipment required
- Child's preferred means of communication (eg verbal, visual)
- Child's level of ability – what tasks they are able to carry out by themselves

Best Practice

When intimate care is given, the member of staff will explain to the child each task that is carried out, and the reasons for it. Staff will encourage children to do as much for themselves as they can. If a child requires intimate care on a regular basis, it is good practice for two members of staff to share the care between them. In this way the child is less likely to become overly dependent on a single member of staff, and to become distressed if their usual carer is occasionally unavailable. However, parents' views on the number of staff providing personal care to their child must also be taken into consideration - some children may simply be unable to cope with more than one carer. We have policies in place that promote safe recruitment, as well as having sound staff supervision, safeguarding and intimate care procedures; together these ensure that, should a child need consistent care

from one member of staff, the child's safety and well being will not be compromised.

Protecting Children

Staff are familiar with guidance from the Local Safeguarding Children Board. The Club's procedures reflect the guidance in Working Together to Safeguard Children (2015) and staff are familiar with the What To Do If You're Worried A Child Is Being Abused flowchart from this document. If a member of staff is concerned about any physical changes to a child, such as marks, bruises, soreness etc, they will inform the manager or the Club's designated child protection officer immediately. The procedures set out in the Safeguarding Children policy will be implemented. Should a child become unhappy about being cared for by a particular member of staff, the manager will investigate and record any findings. These will be discussed with the child's parents or carers in order to resolve the issue. If necessary, the manager will seek advice from outside agencies. If a child makes an allegation against a member of staff, the procedure set out in the Safeguarding Children policy will be followed.

Dealing with Blood and Body Fluids

Blood, vomit, urine and faeces will be cleaned up immediately and disposed of safely by double bagging the waste and removing it from the premises. When they are dealing with body fluids, staff will wear personal protective clothing (disposable plastic gloves) and will wash themselves thoroughly afterwards. Soiled children's clothing will be bagged to go home – staff will not rinse it. Children will be kept away from the affected area until the incident has been dealt with fully. Staff at Big Hands Little Hands Childcare Ltd. will maintain high standards of personal hygiene, and will take all practicable steps to prevent and control the spread of infection.

Consent Forms:

**Big Hands Little Hands Childcare Limited. Policies & Procedures
Parental Receipt**

I confirm that I

Parent / carer of

- Have received a pack of Club policies
- Have read and returned the policy document

Parent / Carer signature:

Date:

Emergency Procedure

In the event of an emergency requiring medical attention for my child, where either myself (name:.....),

Partner (name:) or

Others identified as responsible for my child being un-contactable,

I consent to Mrs Beverley Lowes or a qualified member of her staff, to take necessary, appropriate action until such times as contact be made with ourselves.

Parent/carer

signature.....? Date.....

.....

Welfare Requirement – Safeguarding and promoting children's welfare

Written parental permission must be requested at the time of the child's admission to the provision, to the seeking of any necessary emergency medical advice or treatment in the future

Sun Cream Policy

I give permission for Stephanie Smith or a qualified member of her staff to administer sun cream to my child or if they are able the staff will merely supervise the application to ensure full coverage. Although it is preferred that the child has their own sun cream labelled with their name the settings do have spare bottles if necessary.

Parent/carer signature.....

Date.....

Welfare requirement- safeguarding and promoting children's welfare

The provider must promote the good health of the children, take necessary steps to prevent the spread of infection

Medication Consent Form

Child Name:

Date of Birth:

Address:
...

Contact Number:

Dr's Name:

Address:
...

Contact
Number:

Reason for Medicine:

Name of
Medicine:

Storage
Requirements:

Dosage:

Times to be
Administered:

I give consent for Stephanie Smith or a qualified member of her staff to give the above mentioned prescribed medication

Parent / Carer
Name:

Signature:Date:
.....

Signed (member of staff):

Date:
...

Inhalers

I give permission for Stephanie Smith or a qualified member of her staff

to administer/supervise the use of an inhaler to my
child.....

as instructed and to record its use appropriately

Parent/carer signature.....

Date.....

Storing of phone numbers and emails

I give permission for the storage of my contact details, this includes phone numbers, email address on Mrs Beverley Lowes' phone. I understand that her phone is password protected. Also email address' to be stored on the companies computers, again their computers are stored in a safe place and are password protected.

Signed:

Print Name:

Date:

Storing of phone numbers for children attending schools that are not serviced by our walking bus

I give permission for the storage of my contact telephone number to be stored on the mobile phone of any member of staff within Big Hands Little Hands Childcare Limited who may be responsible for collecting my child. I understand that all phones are password protected.

Signed:

Print Name:

Date:

[Welfare requirements- safeguarding and promoting children's welfare](#)

Providers must keep written records of all prescribed medicines administered to children and inform parents

Updated 5th March 2024

Wearing of jewellery

It is recognised that it can be dangerous for children to wear jewellery whilst playing.

I understand that if I choose to send my child to any of the settings wearing jewellery the club will not be able to accept responsibility for any injury that may arise or loss of any items of jewellery.

Signed (parent/carer).....

Date.....

Welfare requirements- safeguarding and promoting children's welfare

The provider must take necessary steps to safeguard and promote the welfare of children

Photographs

The use of photographs is an important developmental tool which is widely used in play and educational settings for recording, sharing and displaying activities that your children have undertaken. Big Hands Little Hands take the issue of child protection very seriously and we would never knowingly publish an image of your child without your consent.

As the parent or carer of the child named below, I grant permission for images of my son or daughter to be used for the following purposes: Please circle to indicate your response.

Electronic and printed displays and exhibitions within the setting	YES/NO
Observation and Assessment	YES/NO
Club records of my child	YES/NO
To accompany staff or student course work	YES/NO
Website for the Business	YES/NO
Promotional material for the Business	YES/NO
Local Newspaper or Magazine	YES/NO
National Newspaper or Magazine	YES/NO
Other Organisations Website	YES/NO
Other Organisations promotional	YES/NO

Other

YES/NO

I understand that personal details or names of any child in a photograph will never be given in such a way that would allow them to be individually identified.

I understand that this image will NOT be used for anything which may be viewed as negative in tone or that may cause offence, embarrassment or distress for the child or their parent/carer.

I understand that there will be no payment for my child participation

I have specific requirements for the use of photo images of my child/children as specified below:

Child/Children's Names:

Signed (parent / carer).....

Date.....

Print Name:

Picking up children

I agree to inform you if there is a change in the picking up arrangements of my child and to issue the responsible adult who picks up, and yourself with an agreed password.

I understand that my child will not leave the setting without those arrangements in place.

Signed (parent / carer).....

Date.....

Parental Permission for Observations & Assessments

I, _____, give permission for members of staff of Big Hands Little Hands Childcare Limited to carry out and record observations and assessments of my child,

Childs Name:in order for members of staff to respond to their individual needs and plan activities to support their development. I understand that these observations are confidential. However, I do give permission for these to be shown to other professionals such as Ofsted Inspectors, Heads & Year Heads of the respective schools. (see following page)

Signed:

Date:

Student and Apprentice Observation Permissions

Big Hands Little Hands Childcare Limited may employ students and apprentices on a paid or unpaid basis and as part of their learning and progress toward completion of qualifications observation and planning for a child's development (under supervision) is required. All written and verbal information obtained on your child will remain strictly confidential. We would be grateful if you may grant permission for our students to observe your child in order to support the development of both our staff team and our children.

I _____ (parent name) give
permission for my child _____
(child/children name/s) to be observed by student's
and/or apprentices whilst they are associated with Big
Hands Little Hands Childcare Limited.

Signed:

Date:

BIG HANDS LITTLE HANDS CHILDCARE LIMITED

Pre-School and Reception Children Only

To enable us to support your child's development whilst delivering the Early Years Foundation Stage Framework and to prevent duplication, I would like permission for myself and/or your child's Keyworker, to be able to discuss your child (observations/assessments) with your child's Nursery/Reception Teacher. We can then evaluate what we as an after school provider can do to support your child's development. I understand that any discussions with the school will be treated in the strictest of confidence

Signed.....
Parent/Carer

Date

Signature of Staff Member

Date

Big Hands Little Hands Childcare Ltd.

Contract with Parents

Child's name _____

Parent or carer's name _____

· I consent for my child to attend Big Hands Little Hands Childcare Ltd. I understand that the club has policies and procedures (which are available for reference at the club), and that there are expectations and obligations relating both to the club and to myself and my child, and I agree to abide by them.

· I understand that Big Hands Little Hands Childcare Ltd is a play setting and that whilst my child is there Big Hands Little Hands Childcare Ltd is legally responsible for him/her.

· My child will be provided with a snack and drink whilst at the club unless otherwise requested.

· Once my child arrives at Big Hands Little Hands Childcare Ltd's setting, he/she will be in the care of Big Hands Little Hands Childcare Ltd until collected and signed out by an authorised person.

· I will notify the club before the start of the session if I am collecting my child from school on a day that he/she is booked to attend the club. I understand that I will be charged for the booked session (in accordance with the cancellation policy)

· I will pay promptly for all booked sessions whether my child attends or not (e.g. due to illness or holidays), unless I have made other arrangements with the manager.

· It is my responsibility to keep the club manager informed of any alterations to the information regarding my child (e.g. contact details, medical conditions, etc).

· I accept that my child may take part in messy activities while at Big Hands Little Hands Childcare Ltd. I understand that I can provide my child with appropriate clothing to accommodate this if I wish.

· Big Hands Little Hands Childcare Ltd closes at 5:30pm. If, due to unforeseen circumstances, I am going to be late, I will contact the manager/deputy as soon as possible.

· If I do not collect my child by 5:30pm I will pay a charge of £10 per quarter of an hour to cover the costs of the staff who are legally required to supervise my child.

· If I do not collect my child by 6.30pm, and the club has been unable to reach me or any of my emergency contacts, I understand that Big Hands Little Hands Childcare Ltd will follow its Uncollected Children Policy and contact Social Care.

· Whilst Big Hands Little Hands Childcare Ltd tries to ensure the safety and security of items, I understand that it cannot be held responsible for loss or damage to my child's property whilst at the Club.

· I have read the club's Behaviour Management Policy and agree to its terms and appreciate that in some circumstances it may be necessary to exclude my child from the club, and I will pay for any missed sessions unless otherwise agreed with the manager.

· If there are any accidents or incidents at Big Hands Little Hands Childcare Ltd involving my child, I will be informed.

· If my child has an accident at the club, he/she will be treated by a qualified first aider and I will be informed as soon as possible. If my child needs urgent medical treatment and I am unavailable, a member of staff from Big Hands Little Hands Childcare Ltd will sign any consent forms necessary for treatment on my behalf, as stated on the club's Medical Form.

· Information held by Big Hands Little Hands Childcare Ltd regarding my child will be treated as confidential. However, in certain circumstances, for example if there are child protection concerns, I understand that the club has a legal duty to pass certain information on to other agencies, including Police, Social Care and health care professionals.

· I understand that aggressive and abusive behaviour towards staff will not be tolerated.

· I agree that I will not use a camera, mobile phone or other mobile device on club premises.

I have read and understood the above terms and conditions and I agree to abide by them.

Signature: _____

Date: _____