



**Policies and Procedures of
Rainbow Childcare and Early Years Education Centre**

Part of the ministry of Newquay Christian Centre
Reaching the community with the love of Jesus



INTRODUCTION

Our Group

Name: Rainbow Childcare and Early Years Education Centre

Address: Newquay Christian Centre
Seymour Avenue
Newquay
Cornwall
TR7 1BL

Telephone: 01637 870759

Fax: 01637 877337

Email: enquiries@nccdream.com

Web: www.nccdream.com

Ofsted No: 102852

Reg. Charity No: 251549

Management and Administration

Our group is part of the ministry of Newquay Christian Centre – reaching our community with the love of Jesus. The management and day to day supervision of the group is the responsibility of director; Nicola Heasman and deputy; Kathryn Bamsey who are both under the leadership of Newquay Christian Centre. The other experienced members of staff are Ruth Dymond, Claire Fiume and Teresa Pickup.

We Aim:

- 🕒 To enhance the development and education of children under statutory school age in a parent involving, community based pre-school.
- 🕒 To provide a welcoming, safe, secure and stimulating environment in which your child can play and learn.
- 🕒 To value and respect each child as an individual.
- 🕒 To promote the growth and development of the 'whole' child.
- 🕒 To work within a framework that ensures equality of opportunity for all children and families.

We offer your child:

- Ⓢ A specially planned approach to early years education that integrates play and learning
- Ⓢ All children follow a framework outlined in the Early Years Foundation Stage that helps them to progress towards early learning goals in the six areas of learning and development
- Ⓢ Opportunities to develop in the five Every Child Matters outcomes of staying safe, being healthy, enjoying and achieving, making a positive contribution, and achieving economic well being
- Ⓢ Each child is given time, opportunities and support enabling them to complete their full potential
- Ⓢ Individual care and attention is made possible by a high ratio of adults to children: Our current ratio is 1 adult to 4 children
- Ⓢ A wide range of activities, fun and friendship with other children and adults
- Ⓢ The support of a personal key worker
- Ⓢ Opportunities for you and your family to be directly involved in the activities of our group and in the recording of your child's progress and development

Key Workers

This system gives each member of staff direct responsibility for individual children. Settling can be made much easier if a child has one special adult to relate to. Each child's needs are different and so the key worker can tailor the activities to each child's individual needs. The key worker will work with parents to ensure that the children are supported in reaching their full potential. Each key worker will:-

- Ⓢ Be responsible for a small group of children
- Ⓢ Help to settle the child including visiting family at home.
- Ⓢ Communicate closely with parents and be available to discuss any concerns
- Ⓢ Ensure individual needs are met and provided for
- Ⓢ Make observations and use these to contribute to planning and assessment for individual children
- Ⓢ Develop a close relationship with their key children
- Ⓢ Prepare a child for transition to school or another setting
- Ⓢ Encourage and praise their key children's skills
- Ⓢ Update their key children's record books regularly
- Ⓢ Meet with parents to update them on progress made

Record Keeping

We have an efficient, shared record keeping system that allows for continual assessments, photographs and observations of the children to be used as evidence for progress in the six areas of learning and development. Record books are available for parents to view at any time.

Training

As part of Cornwall's Family Services we are constantly in touch with new developments in the field of childcare and education. We receive regular bulletins offering practical advice and up to date information, and have access to a wide range of publications. These are available to parents on request. Members of staff are committed to ongoing training available through Cornwall Council who welcome both staff and parents. Our Provider Information and Liaison Log contains up to date details of staff training.

Role of Parents

We recognise parents as the first educators of their children. Our group aims to support you in any way that we can. You are most welcome;

- 🌀 To work with us and with the children in our group
- 🌀 To accompany us on our outings
- 🌀 To assist with fund raising
- 🌀 To accompany our staff on training courses
- 🌀 To attend stay and play sessions each half term
- 🌀 To attend parent evenings twice each year



POLICIES

The policy statements of Rainbow Childcare and Early Years Education Centre are enclosed in this prospectus and listed below. All our policies are designed to offer the best possible experience for the children and families in the group. We hope you find them useful. These policies serve as a constant reminder of what we aim to do and they demonstrate to parents/carers the high standards we aim to achieve.

Policies in alphabetical order

Ⓢ Admissions Policy	Page 5
Ⓢ Behaviour Management Policy	Page 6
Ⓢ Children in Care Policy	Page 8
Ⓢ Complaints Procedures	Page 11
Ⓢ Confidentiality Policy	Page 12
Ⓢ Diet and Food – Policy and Practice	Page 13
Ⓢ Equal Opportunities Policy	Page 14
Ⓢ Fire Evacuation Procedures	Page 16
Ⓢ Health and Hygiene Policy	Page 17
Ⓢ Operational Procedures if a Child is Lost	Page 19
Ⓢ Parental Involvement Policy	Page 21
Ⓢ Procedure if a parent/carer fails to collect	Page 22
Ⓢ Safeguarding Children Policy and Procedures	Page 23
Ⓢ Safety - Policy and Practice	Page 27
Ⓢ Selecting Play Equipment – Policy and Practice	Page 29
Ⓢ Settling in Policy	Page 30
Ⓢ Special Educational Needs Policy	Page 31
Ⓢ Staffing and Employment Policy	Page 33
Ⓢ Student/Volunteer Placement Policy	Page 34

The above policies will be reviewed annually. If you have any queries please do not hesitate to contact the Childcare Centre Director



ADMISSIONS POLICY

Our intention is to make our group genuinely accessible to all children and families in our local community. To accomplish this we will:

- Ⓢ Ensure our existence is widely known by placing advertisements where all sections of the community can see them, in more than one language (if appropriate)
- Ⓢ If it is financially viable we will keep a vacant place to accommodate emergency admissions
- Ⓢ Welcome fathers, mothers, other relations and carers, including childminders. Our group welcomes people from all cultural, ethnic, religious and social groups, with and without disabilities
- Ⓢ Monitor the gender and ethnic background of the children joining the group to make sure that no discrimination is taking place
- Ⓢ Make known our equal opportunities policy
- Ⓢ Make families aware of our opening times and be flexible about arrival and departure so as to accommodate the needs of individual children and families
- Ⓢ We ask an adult with parental responsibility over the child to complete an admissions form with relevant information required whilst the children are in our care. These forms are updated annually to ensure information is accurate. We ask parents/carers to inform us immediately if information such as address and telephone number change.



BEHAVIOUR MANAGEMENT POLICY

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 a situation in which children can develop self-discipline and self-esteem in an atmosphere of mutual respect and encouragement. The named person responsible for behaviour management is Kathryn Bamsey.

In order to achieve this:

- Ⓢ Rules governing the conduct of the group and the behaviour of the children will be discussed and agreed within the group and explained to all newcomers, both children and adults. See 'When children behave in unacceptable ways'.
- Ⓢ All adults in the group will ensure that the rules are applied consistently, so children have the security of knowing what to expect and can build up useful habits of behaviour.
- Ⓢ All adults will provide a positive role model at all times for the children with regard to good manners, friendliness, care and courtesy.
- Ⓢ Adults in the group will praise and endorse desirable behaviour such as kindness and willingness to share.
- Ⓢ We will take positive steps to avoid a situation in which children receive adult attention only in return for undesirable behaviour.

When children behave in unacceptable ways:

- Ⓢ Physical punishment, such as smacking or shaking, will never be used or threatened.
- Ⓢ Children will not be sent out of the room by themselves.
- Ⓢ Techniques intended to single out and humiliate individual children such as the 'naughty chair' will not be used.
- Ⓢ Children who misbehave will be given one-to-one adult support in seeing what was wrong and working towards a better pattern.
- Ⓢ In cases of serious misbehaviour, such as bullying, racial or other abuse, the unacceptability of the behaviour and attitudes will be made clear immediately, but by means of explanation rather than personal blame. Parents will be informed at the end of the session.
- Ⓢ In the case of misbehaviour, it will always be made clear to the child or children in question that it is the behaviour and not the child that is unwelcome.
- Ⓢ Adults will not shout or raise their voices in a threatening way.
- Ⓢ If need be adults in the group will make themselves aware of, and respect a range of cultural expectations regarding interactions between people.
- Ⓢ Any behaviour problems will be handled in a developmentally appropriate fashion, respecting individual children's level of understanding and maturity.

- Ⓢ Recurring problems will be tackled by the leaders of the group in partnership with the child's parents, using objective observation records to establish an understanding of the cause.
- Ⓢ Adults will be aware that some kinds of behaviour may arise from a child's additional need.

Physical intervention

If physical intervention or restraint is seen to be appropriate, then it will be carried out for minimum time and with minimum force. Circumstances in which physical intervention may be appropriate:

- Ⓢ To prevent an accident such as a child running into the road.
- Ⓢ To prevent injury or damage, for example, if a child is having a temper tantrum.

If physical intervention has been used, it will be recorded in the 'physical restraint' book for the parent/guardian to sign at the end of the session to confirm their awareness of the physical restraint used and why.



CHILDREN IN CARE POLICY

Objective

To promote the educational achievement and welfare of Children in Care (CIC)

The designated person for Children in Care is: **Nicola Heasman**

The Role of the Designated Person is to:

- Ⓢ Act as a liaison person for other agencies and individuals in relation to Children in Care
- Ⓢ Provide support for Children in Care with in the setting
- Ⓢ Attend relevant training on Children in Care
- Ⓢ Ensure that staff in the setting have relevant information / training on Looked After children to enable them to positively promote educational issues and care
- Ⓢ Convene an urgent multi-agency meeting if the Looked After child is experiencing difficulties
- Ⓢ Act as an advisor for other staff members on issues relevant to Children in Care
- Ⓢ Ensure that CIC Reviews and health assessments are seen as a priority and that the appropriate person from the setting attends and / or a report is sent to the meeting
- Ⓢ Ensure that all Children in Care have a Personal Education Plan and that it is prepared within the appropriate timescales
- Ⓢ Ensure that each Child in Care has a personal key worker to talk to
- Ⓢ Ensure speedy transfer of educational information when the child changes educational setting and supervise an induction programme

The committee member with responsibility for children in care is: **Pastor Mike Robins**

The Role of the Designated Committee Member is to:

- Ⓢ Promote the importance of education and care for Children in Care on an ongoing basis and act as advocates
- Ⓢ Ensure that the setting complies with legal duties, and has in place appropriate policies and procedures in relation to the education of Children in Care
- Ⓢ Support the Childcare Centre Director and staff generally in the process of positively addressing the educational needs and care of Children in Care
- Ⓢ Ensure the setting liaises with Social Services on a regular basis in regard to the looked after children within the setting

- Ⓢ Create an ethos of support and acceptance in the setting, and an environment where children who do not live with their birth families are equally accepted and valued
- Ⓢ Support mechanisms in the setting so that proper consultation takes place with Children in Care, and that they are listened to
- Ⓢ Check that all Children in Care have a Personal Education Plan
- Ⓢ Foster good relationships with carers, social workers and management in Social Services and Health

The Role of the Setting is to:

- Ⓢ Have a designated person for Children in Care
- Ⓢ Keep a register of Children in Care stored in a confidential place
- Ⓢ Give all foster carers relevant information about the setting
- Ⓢ Provide an ethos of acceptance and challenge negative stereotypes
- Ⓢ Ensure appropriately high expectations of Children in Care
- Ⓢ Ensure that all Children in Care have a Personal Education Plan
- Ⓢ Consult and involve children in decisions taken about themselves as appropriate, taking into account the child's age, level of understanding and maturity
- Ⓢ Consider how it can offer extra academic and pastoral support if this is needed
- Ⓢ Contribute to CIC reviews in person or in report form
- Ⓢ Take appropriate action as soon as there are any problems, and ensure that foster carers and social workers are aware of any difficulties as soon as possible
- Ⓢ Have regular liaison and consultation with Social Services, social workers, foster carers, parents and other professionals involved in the child's life
- Ⓢ Ensure that children with learning difficulties are being assessed and getting appropriate resources to support their learning
- Ⓢ Keep records of Children in Care absences and make these available on a regular basis to local authority officers, the social worker, other Social Service personnel and Health officers

Admission Arrangements

On admission, records will be requested from the child's previous early years settings and a meeting will be held with carers / parents / Social Worker as appropriate – but always involving someone with parental responsibility. This will provide information to inform the Personal Education Plan. An appropriate induction will then take place.

Involving the Child

It is important that children are aware that information is being recorded regarding their personal circumstances. How this is shared with them clearly depends on their age and understanding. The explanation should emphasize that the setting, Social Worker and their carers are working together to promote their education and care.

It is important to establish the child's view of their changed circumstances and what they want others to know. It is also important to ensure that a Social

Worker / personal key worker / carer prepare the child for situations when they may be asked about home by other children in the setting.

Communication with Other Agencies

The setting will ensure that a copy of all records are forwarded to the child's Social Worker in addition to the foster carer or Residential Social Worker, and if appropriate to parents.

The setting, the Education Service and the Social Services Department should endeavour to co-ordinate their review meetings – for example to have an Annual review of a Statement combined with a Statutory Care Review.

The setting, the Education Service and the Social Services Department will need to exchange information in between formal reviews if there are significant changes in the Child's circumstances.

Assessment, Monitoring and Review Procedures

Each Looked After Child will have a Care Plan that will include a Personal Education Plan (PEP) that the Designated Person and Social Worker will take leads in developing. This will identify specific areas of concern and include achievable targets. Areas for consideration will include:

- Ⓢ Attendance
- Ⓢ Record of learning and development
- Ⓢ Behaviour
- Ⓢ Special Needs (if any)
- Ⓢ Long term issues

The PEP will be updated at least every six months as part of Statutory Care Reviews

This policy was reviewed: **August 2010**



COMPLAINTS PROCEDURES

We believe children and parents are entitled to expect courtesy and prompt attention to their needs. We aim to work with you and we welcome your comments or suggestions. It is in the best interests of the group and parents that complaints should be taken seriously and dealt with fairly.

Making Concerns Known

- Ⓢ A parent/carer who is uneasy about any aspect of the group's provision is welcome to speak to Nicola Heasman (Director) or in her absence Kathryn Bamsey (Deputy).
- Ⓢ If the parent/carer would prefer to speak to the Senior Pastor then a meeting can be arranged through the office.
- Ⓢ If however the parent/carer would prefer to speak direct to OFSTED themselves, they are welcome to do so. OFSTED have a duty to ensure that the requirements laid down are adhered to. They would become involved and ensure that a proper investigation would take place followed by appropriate action.
- Ⓢ A written record of all complaints will be kept for at least three years and complainants will be notified of the outcome of their complaint within 28 days.

The Role of the Registering Authority

- Ⓢ In some cases it might be necessary to involve the local authority registration and inspection unit (OFSTED). They have a duty to ensure that the requirements laid down are adhered to. They would become involved if there seemed to be a breach of registration requirements or if a child appeared to be at risk. In these cases parents/carers, Senior Pastor and the staff would be informed and then the mediator would work with OFSTED to ensure a proper investigation of the complaint followed by appropriate action.

The contact details for OFSTED that deal with complaints is:

The National Business Unit
OFSTED
The Royal Exchange Buildings
St Ann's Square
Manchester
M2 7LA

TEL: 0300 1234666



CONFIDENTIALITY POLICY

Our work with children and families will sometimes bring us into contact with confidential information. To ensure that all who work in and use our group can do so with confidence. We will respect confidentiality in the following ways:

- Ⓢ Each child's admission form containing personal information is kept in a locked filing cabinet.
- Ⓢ Staff will not discuss individual children with people other than the parents/carers for any reasons other than for purposes of individual progress, planning or group management.
- Ⓢ Information about a child that is given by parents/carers to members of staff will not be passed to other adults without permission.
- Ⓢ Parents can have access to the records of their own child/children but will not have access to information about any other child.
- Ⓢ Issues to do with employment of the staff whether paid or unpaid will remain confidential to people making personnel decisions.
- Ⓢ Students working or observing in the group will be advised of our confidentiality policy and will be required to adhere to it.



DIET AND FOOD - POLICY AND PRACTICE

The sharing of refreshments plays an important part in the social life of the group as well as reinforcing a child's understanding of the importance of good manners and of healthy eating.

We ensure that:

- Ⓢ All drinks and snacks are nutritious avoiding large quantities of fat, sugar, salt, additives and colourings.
- Ⓢ Fresh drinking water is available to the children at all times.
- Ⓢ Food offered is fresh, wholesome and nutritionally balanced.
- Ⓢ Children's medical and personal dietary requests are known, respected and met in appropriate ways. We keep the list of dietary requirements on the kitchen wall. There is a space on the admission form for parents to record any dietary requirements.
- Ⓢ If needed, a multicultural diet can be arranged to ensure children from all backgrounds encounter familiar tastes.
- Ⓢ Milk provided for the children is semi-skimmed and pasteurised.
- Ⓢ At present three staff members hold an up to date food safety certificate
- Ⓢ There is a two week rolling snack menu to provide all children with a variety of nutritional food
- Ⓢ Sweets and soft drinks are not be served
- Ⓢ Parents or guardians are advised if their child is not eating well
- Ⓢ Practitioners sit with children while they eat providing a good role model to healthy eating
- Ⓢ Advice is given to parents regarding healthy packed lunch options
- Ⓢ Children have regular access to our outside area exposing them to sunlight which helps their body to make vitamin D

This policy was reviewed:

August 2010



We are open to all children and families in our community, and to all adults committed to their welfare. We will ensure that all who wish to work alongside us, or volunteer to help with our group have an equal chance to do so.

Admissions

Our group is open to every family in the community. The waiting list is not operated on a 'first come, first served' basis, but on a fairer system. We arrange our waiting list in order of date of birth.

Employment

Please see our staffing policy.

Families

We recognise that many different types of families successfully love and care for their children. We offer flexibility in payment of fees for families with differing means, i.e. daily, weekly, fortnightly, voucher system: whichever way best suits each family. We also offer different session times to accommodate the differing needs of families. (Please see session times and fees in the welcome and information pack for details)

Curriculum

All children will be respected and their individuality recognised, valued and nurtured. Activities and play equipment offered will allow children to develop in an environment free from prejudice and discrimination. Appropriate opportunities will be given for children to acknowledge and value individuality.

Resources

Materials will be selected to help children develop respect for others by avoiding stereotypes and derogatory pictures/comments about any group of people. Resources will give children a balanced view of the world.

Discriminatory Behaviour/Remarks

These are unacceptable in the group. In response to such behaviour/remarks we will be sensitive to the feelings of the person/s involved and try to help those responsible overcome their prejudices.

Language

Information will be clearly communicated in other languages if necessary. Bilingual/multi-lingual children and adults will be respected and considered an asset in our group.

Food

Medical, cultural and dietary needs will be observed.

Meetings

The time and place of meetings will ensure that all families have an equal opportunity to attend.



FIRE EVACUATION PROCEDURE

1. Upon discovery of a fire or the sounding of the fire alarm, a staff member should blow their whistle loudly.
2. All children will be instructed to go to the nearest fire exit as quickly as possible; the staff will escort the children off the premises to the car park at the back of Wesley Methodist Church. (A supervisor will ensure that the children with special educational needs will have a staff member allocated to them to help them leave the building safely). Where possible staff members will close doors and windows as they leave.
3. Once the children and staff are congregated at the car park, the register will be called to ensure all staff and children are present.
4. The supervisor will ring 999 from a mobile telephone to report the fire.
5. The staff and children will only re-enter the building if told to do so by the fire brigade or the office staff.
6. If the building is not safe to re-enter, then parents/carers will be called to collect their children.



HEALTH AND HYGIENE POLICY

Our group promotes high standards of hygiene and a healthy lifestyle in its day to day work with children and adults. We achieve this in the following ways:

Health

All meals, snacks and drinks provided are nutritious and attention will be paid to children's dietary requirements.

Play

Children will have opportunity to play in the fresh air as much as possible in the secure supervised outdoor playground, and trips to larger outdoor open spaces will be arranged regularly.

Illness

- Ⓢ Parents are asked to keep children at home if they have an infection and to inform us of its nature (if serious) so that we can inform other parents.
- Ⓢ Parents are asked to keep children at home for at least 48 hours after vomiting or diarrhoea.
- Ⓢ Cuts or open sores must be covered with a dressing/sticky plaster.
- Ⓢ If medication is needed then a child's parent/carer must make arrangements to come and administer the medication or provide written consent prior to administration. Details of dosage and time of administration will be recorded and signed by a member of staff, in the medication record book and countersigned by the parent at the end of the session. In the kitchen cool storage is available for antibiotics.
- Ⓢ With regard to administration of emergency medication such as inhalers, staff will supervise self-administration after parental instruction and consent has been acquired.
- Ⓢ If a child is sick or becomes unwell during their time in the setting then a supervisor will access the child's admission form and telephone the parent immediately. If another person has been designated to collect the child they will also be informed. The child will be transferred to the quiet rest room where a member of staff will wait with him/her until collection. To safe guard the staff member and the child the door will be left open.
- Ⓢ The group will ensure that the first aid equipment is kept clean, is checked regularly and replaced as necessary. Sterile items will be kept sealed.
- Ⓢ Staff qualified in first aid are; Nicola Heasman, Kathryn Bamsey, Teresa Pickup and Claire Flume
- Ⓢ The group will make health information available to parents.
- Ⓢ The group will maintain links with health visitors and gather advice and information from local services.

Hygiene

To prevent the spread of infection, adults in the group will ensure that the following good practices are observed:

- Ⓢ Hands washed after using the toilet.
- Ⓢ Hands washed before handling foodstuffs.
- Ⓢ Children with pierced ears are not allowed to try on each other's earrings.
- Ⓢ Hair bands, slides, grips are not allowed to be exchanged or shared.
- Ⓢ Tissues are always available and children are encouraged to blow/wipe their own noses. Soiled tissues are disposed of immediately.
- Ⓢ Individual hand towels are available and are disposed of.
- Ⓢ Hygiene rules related to bodily fluids are followed with care. Staff and volunteers are aware of how infection (including HIV) can be transmitted.

Cleaning and clearing

- Ⓢ Any spills of blood, vomit or excrement are wiped up (protective gloves must be worn) and flushed down the toilet. Surfaces affected will be disinfected. Contaminated fabrics/garments are to be washed in hot water.
- Ⓢ Clean pants and clothing are available in case of accidents. Soiled garments are wrapped in polythene bags.
- Ⓢ Surfaces cleaned after sessions with appropriate cleaner.

Food (i.e. mid-session snack or cookery)

All food will be prepared in line with the 'Safer Food, Healthier Children – Food Safety Guidelines for Childcare' document produced by the Food Standards Agency. In accordance with this daily checks will be made and any problems will be recorded on a daily diary kept in the kitchen.

Each adult will:

- Ⓢ Wash hands before handling food.
- Ⓢ Wash fruit and vegetables before use.
- Ⓢ Not be involved in preparation of food if suffering from an infectious/contagious skin complaint.
- Ⓢ Never smoke on the premises.
- Ⓢ Never cough/sneeze over food.
- Ⓢ Use different cleaning clothes for kitchen and toilet areas.
- Ⓢ Keep dustbins covered and out of children's reach and ensure that waste is disposed of daily.
- Ⓢ Keep tea towels clean.
- Ⓢ Keep all utensils in a drawer out of reach of children.
- Ⓢ Will not use chipped or cracked crockery.

This policy was reviewed: **August 2010**



OPERATIONAL PROCEDURE IF A CHILD WAS LOST FROM THE SETTING

In the unlikely event that we should lose a child from the setting, this is the procedure we will follow:

1. Check with all staff and any adult helpers in the setting.
2. Minimum of two staff to stay with children, whilst all other staff members search the setting.
3. Check with all other staff on the premises and immediate area.
4. Conduct a thorough search of the premises and the immediate area.
5. Contact the police 999. Tell them the address of the setting and the child's details including; name, age, height, hair colour, what they were wearing (if known), time and place of where they were last seen.
6. Then contact the parent/guardian.



OPERATIONAL PROCEDURE IF A CHILD WAS LOST WHILST ON AN OUTING

In the unlikely event that we should lose a child whilst on an outing, this is the procedure we will follow:

1. Check with all staff and any adult helpers.
2. Minimum of 2 staff to stay with children (depending on amount), whilst other staff/adults search the immediate area.
3. Contact the police 999. Tell them our location, give details of child; name, age, height, hair colour, what they were wearing (if known), time and place of where they were last seen.
4. If parent/guardian is not on the outing, contact them.

This procedure was reviewed:

August 2010



PARENTAL INVOLVEMENT POLICY

We recognise that parents are the first educators of their young children. We are aware that the care of the child is a shared responsibility, which must take into account the customs, values and beliefs of the family or main carers. The aim of the group is to support their essential work, not to supplant them. We will:

- Ⓢ Work closely with parents, listening to their views so as to build on previous experiences.
- Ⓢ Ensure new families have a Welcome Pack and Information Booklet.
- Ⓢ Make all new parents aware of the group's systems and policies by giving each family access to the group's prospectus.
- Ⓢ Ensure that parents are informed on a regular basis about their child's progress.
- Ⓢ Involve parents in shared record keeping about their own child, both formally and informally.
- Ⓢ Ensure that parents are fully informed about times of meetings, conferences, workshops and training.
- Ⓢ Ensure that all parents have opportunities to contribute from their own skills, knowledge and interests to the activities of the group.
- Ⓢ Make known to all parents the systems for registering queries, complaints or suggestions.
- Ⓢ Provide opportunities for parents to learn about the group's activities by displaying medium and short term planning on the Parent's Information board.



PROCEDURE IF A PARENT/ GUARDIAN FAILS TO COLLECT A CHILD

If a parent/guardian fails to collect their child, this is the procedure we will follow:

- Ⓢ After 30 minutes, supervisor to access the child's admission form.
- Ⓢ Ring the contact numbers.

If the whereabouts of the parent cannot be established, then;

- Ⓢ Child to remain in the setting.
- Ⓢ Supervisor to continue ringing the contact numbers.

If contact has not been made by the time the setting closes, then;

- Ⓢ Ring the police and local social care team informing them of the situation and follow their advice.

This procedure was reviewed:

August 2010



SAFEGUARDING CHILDREN POLICY

Newquay Christian Centre of which Rainbow Childcare and Early Years Education Centre is part, is committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment. In addition to this policy, Newquay Christian Centre as an organisation holds their own Safeguarding Policy, which is available for all parents to view on request.

We intend to create an environment in which children are safe from abuse (physical, emotional, sexual or neglect) and in which any suspicion of abuse is promptly and appropriately responded to. In order to achieve this we work with careful thought and planning within the group so as to minimise situations where abuse of children might occur. With this statement in mind we will:

Exclude known abusers:

- ⓐ It will be made clear to applicants for posts within the setting that the position is exempt from the provisions of the Rehabilitation of Offenders Act 1974.
- ⓐ All applicants within the group will be asked to provide two verified references, will be formally interviewed by the Chairperson and the Childcare Director, and undergo an enhanced C.R.B. check in line with the publication 'Safeguarding Children and Safer Recruitment in Education' (DCSF 2006)

Seek and supply training:

- ⓐ We will seek training opportunities to train all staff on Safeguarding issues as part of our induction process and at least every three years thereafter, to ensure staff are able to recognise and appropriately respond to symptoms of physical, emotional, sexual abuse or neglect.
- ⓐ The named person for child protection within the setting will attend more in depth training every two years.

The named person responsible for Child Protection liaison is Nicola Heasman (Director) who has completed the full CAMAT programme of training

Prevent abuse by means of good practice:

- Ⓢ The layout of the play areas will permit constant supervision of all children.
- Ⓢ Adults will not be left alone with individuals or small groups for long periods of time.
- Ⓢ An adult who needs to take a child aside, for example, behaviour issues, must always be seen by other adults.
- Ⓢ When accompanying a child to the toilet adults must always leave the door open and encourage each child to wipe themselves, only adults who have been C.R.B. checked are to take children to the toilet.
- Ⓢ Children will be encouraged to develop a sense of independence through adult support.
- Ⓢ Ensure we are familiar with the national child protection procedures and guidelines from the Local Safeguarding Children Board in line with the publications 'What to do if you're worried a child is being abused' (DCSF 2006), and 'Working Together to Safeguard Children (DCSF 2010).

Keep Records:

- Ⓢ Any injury that a child arrives with will be recorded on an injury on arrival form and signed by the parent/guardian to confirm their awareness of the information recorded.
- Ⓢ Ensure all accidents are recorded by a member of staff and then signed and dated by the parent/guardian on an accident form.
- Ⓢ Record any concerns/worrying changes we have about a child in the 'Confidential incident book' which is kept in a locked filing cabinet. Such records will be seen on a need to know basis only.

Support families:

- Ⓢ We will take every opportunity to build trusting and supportive relationships between families and staff within our setting.
- Ⓢ Confidential records kept on a child will be shared with parents/guardians at their request with regard to guidelines regarding information sharing.
- Ⓢ With the proviso that the care and safety of the child is paramount, we will do all we can to support and work with the family.

Respond appropriately to suspicions of abuse:

Changes in children's appearance/behaviour will be investigated and parents/guardians will be the first point of reference.



SAFEGUARDING CHILDREN PROCEDURES

If a child needs immediate medical attention, depending on the circumstances we may;

- Ⓢ Telephone for an ambulance
- Ⓢ Ask for a doctor
- Ⓢ Ask the parent/guardian to take the child to the doctor or to the hospital/surgery/clinic for immediate medical attention
- Ⓢ The director or supervisor will take the child to hospital/surgery/clinic
- Ⓢ Call the police

As soon as it is practically possible the parent/guardian will be contacted to be informed of what has happened, unless in doing so would place the child at further risk of harm.

The named person (Nicola Heasman) will then make contact with the **Children's Social Care Central Referral Unit on 0300 1231 116 or 01208 251300 out of hours.**

Specific suspected abuse:

Where no immediate medical treatment is required but a specific incident gives cause for concern, the named person will contact the **Children's Social Care Central Referral Unit on 0300 1231 116 or 01208 251300 out of hours.**

The named person will speak to the Access or Duty Social Worker/child's social worker if known.

- Ⓢ Explain the reason for telephoning.
- Ⓢ Give the following details:
 - Child's name
 - address
 - date of birth
 - where parents/guardians can be contacted
 - information about injuries or circumstances which cause you concern, including any explanation or comment the child or his/her parents/guardians may have made, and any working made by them.
- Ⓢ The named person will make a record of who they spoke to, name, date and time following up the referral in writing within 48 hours
- Ⓢ The Social Services Department then have a duty to make enquiries into notification of the child abuse.
- Ⓢ The named person will inform parents/guardians that they are going to report their concern or that they have reported it (if it's an emergency situation).

Situations where it is not appropriate to inform the parents/guardians:

- ⓐ contacting parents/guardians would place a child at risk of harm
- ⓐ sexual abuse or fabricated illness is suspected
- ⓐ if it is not possible to contact parents/guardians without causing delay
- ⓐ if informing a parent/guardian puts the staff at risk of harm

Suspected abuse within the setting:

If the named person has concerns that a member of staff may have abused a child they will report this to the **Local Authority Designated Officer (LADO) on 01872 254549 for further advice and to Ofsted on 0300 123 1231 and if necessary disciplinary action will be taken.**

If a member of staff has concerns that the named person has abused a child they will report this to **Pastor Mike Robins (Chairperson)** who will be responsible for reporting concerns to the LADO for further advice and to Ofsted on the above numbers.

If a member of staff leaves as a result of a child protection matter, the named person will inform the LADO and Ofsted on the above numbers.

If a parent/guardian has concerns that a member of staff may have abused a child they should report it to the named person, if it is the named person who is suspected, then the parent/guardian should contact the Chairperson who will be responsible for reporting concerns to the LADO for further advice and to Ofsted on the above numbers.

Non-specific abuse:

If a member of staff has any concerns about a child without a specific incident having occurred, they should bring their concern to the named person and the Duty Social Worker will be contacted to seek advice regarding the appropriate action to take. The child's name will not be given.



SAFETY - POLICY AND PRACTICE

The safety of young children is of paramount importance. In order to ensure the safety of both children and adults, we will ensure that:

- Ⓢ All Childcare Centre staff and Newquay Christian Centre staff are checked by the Criminal Record Bureau and are visibly wearing security badges.
- Ⓢ All children are supervised by adults at all times and will always be within sight of an adult.
- Ⓢ We have an accident book record system to log any accident that has occurred during the session.
- Ⓢ We have an injury on arrival procedure, if your child arrives with an injury we will record it and any action we take during the session to aid the injury.
- Ⓢ We have a book to record any physical restraint that we may need to carry out; all details surrounding the restraint will be recorded. A child will only ever be physically restrained for their own or other children's safety. A child will never be restrained in a room by themselves.
- Ⓢ Regular safety monitoring will include checking of the accident, injury on arrival and physical restraint records.
- Ⓢ All adults are aware of the system in operation for children's arrivals and departures and an adult will be by the door at these periods.
- Ⓢ Children will leave the group only with authorised adults. We have a procedure in place which would be followed if a child was not collected.
- Ⓢ Safety checks on the premises, both outdoors and indoors, are made before each session. The entrance to the childcare centre is on close circuit television cameras, which are recorded in the Turnaround Project. All visitors to the building are never left unsupervised.
- Ⓢ The entrance to the childcare centre will be locked at 9.30am. There is a bell to ensure late arrivals can inform staff.
- Ⓢ Low-level glass is safety glass.
- Ⓢ Outdoor space is securely walled and gated.
- Ⓢ Equipment is checked regularly and any dangerous items repaired or disposed of.
- Ⓢ The layout and space ratios allow children and adults to move safely and freely between activities.
- Ⓢ Fire doors are never obstructed.
- Ⓢ Fires/heaters/electric points/wires and leads are adequately guarded.
- Ⓢ All dangerous materials, including matches, medicines and cleaning materials are stored out of reach of children in a locked cupboard.
- Ⓢ Children do not have access to kitchens, cookers or any cupboards storing hazardous materials including matches.
- Ⓢ Adults do not walk about with hot drinks or place hot drinks within reach of children.
- Ⓢ Fire drills are held at least once each term.
- Ⓢ A register of both adults and children is completed as people arrive and depart so that a complete record of all those present is available in any emergency
- Ⓢ There is no smoking in any rooms on the premises.

- Ⓢ Correctly stocked first aid boxes are available at all times in the upper and lower floor play rooms. These are regularly checked.
- Ⓢ Fire extinguishers are checked annually and staff members know how to use them.
- Ⓢ Whenever children are on the premises at least two adults are present at all times.
- Ⓢ We have a procedure in place to follow if ever a child was lost whilst in our care.
- Ⓢ Large equipment is erected with care and checked regularly.
- Ⓢ Activities such as cooking, woodwork and energetic play receive close and constant supervision.
- Ⓢ On outings the adult: child ratio will be at least one to three.
- Ⓢ If a small group goes out, there will be sufficient adults to maintain appropriate ratios for staff and children remaining on the premises.
- Ⓢ Children who are sleeping are never left alone.
- Ⓢ Equipment offered to children is developmentally appropriate, recognising that materials suitable for an older child may pose a risk to younger and less mature children.
- Ⓢ Internal safety gates/barriers are used where necessary.
- Ⓢ The premises are checked before locking up at the end of the day/session.

This policy was reviewed: **August 2010**



SELECTING TOYS AND PLAY EQUIPMENT POLICY AND PRACTICE

We feel that the play equipment and toys we provide in our group:

- Ⓢ Must be appropriate for the ages, stages and needs of the children.
- Ⓢ Offer challenges to developing physical, social and intellectual skills.
- Ⓢ Feature positive images of people, both male and female, from multicultural groups, with and without disabilities.
- Ⓢ Include a wide range of materials which can be used in a variety of ways encouraging individual creativity.
- Ⓢ Will enable children with adult support to develop individually and progress through the Early Years Foundation Stage.
- Ⓢ Conforms to all relevant safety regulations and is sound and well made.

This policy was reviewed:

August 2010



SETTLING IN POLICY

We want your children to feel safe and happy with us and to recognise other adults as a source of help, friendship and authority. The settling in period enables your child to become familiar with the routines of our group and helps them to begin making new friends. It also provides parents/carers with the opportunity to build relationships with staff. In order to accomplish this, we will:

- Ⓢ Encourage parents where possible to visit the group with their children during the weeks before admission is due.
- Ⓢ Arrange for the key worker to visit the family at home if possible, in order to gain insight into the child's background and needs.
- Ⓢ If appropriate make families aware of flexible admission procedures to meet individual needs.
- Ⓢ Make sure families understand they will be supported in the group for as long as it takes for their child to settle.
- Ⓢ Where appropriate encourage parents to separate from their children for brief periods at first, gradually building up to a full session.
- Ⓢ Introduce new families into the group on a staggered basis.

Children will not play or learn successfully if they are anxious or unhappy. Our "settling in" procedures aim to help you and your children feel comfortable in our group and benefit from what we have to offer, helping you to look forward to seeing each other at the end of the session.

This policy was reviewed:

August 2010



SPECIAL EDUCATIONAL NEEDS POLICY

Our group works with regard to the DfES Code of Practice on the identification and assessment of Special Educational Needs. We believe all children have the right to be cared for and educated with their peer group and that their special needs should be met within our group in an inclusive way. We provide a welcoming, safe, secure and stimulating environment with appropriate learning opportunities for all children.

Upon admission a confidential record is set up for each child containing the following information:

- Ⓢ family background
- Ⓢ general development
- Ⓢ child's health
- Ⓢ doctor
- Ⓢ any worries or concerns that the child may have

Hence any initial matters of concern about the child are disclosed by the parent

Our high adult to child ratio ensures that there are four children under the responsibility of one adult throughout each session.

Our personal key worker system, and on going procedures for observation and record keeping which operates in conjunction with parents/guardians, enables us to closely monitor each child's progress and identify areas where development or progress is a cause for concern.

The Special Educational Needs Co-ordinator (known as the SENCo) is Nicola Heasman

The role of the SENCo is:

- Ⓢ To attend training courses about Special Educational Needs
- Ⓢ To help all staff in their understanding of Special Educational Needs
- Ⓢ To assist with identifying any difficulties a child may have
- Ⓢ To plan approaches and strategies, including individual education/evacuation/access plans where appropriate
- Ⓢ To keep parents/guardians informed of progress/review meetings
- Ⓢ To identify outside agencies and work with them when appropriate
- Ⓢ To help in the statutory assessment process when appropriate
- Ⓢ To review this policy annually

The Graduated Response

With reference to the Graduated response in the DfES Code of Practice on the identification and assessment of Special Educational Needs the group will adhere to the following procedures:

Early Years Action

- Ⓢ If the behaviour, communication skills, educational development or progress of a child in any way gives rise to concern, the SENCo will discuss these concerns with the child's parents/guardians.
- Ⓢ A written account will be prepared gathering all known information about the child, stating the child's strengths and weaknesses and noting the evidence for concern. Parental information and developmental checklists should be considered at this stage along with information from Health Visitors.
- Ⓢ With parental involvement we can liaise with many agencies in order to meet a child's specific needs.
- Ⓢ The SENCo will prepare an Individual Education Plan (known as an I.E.P.) detailing short term targets, teaching strategies and provision to enable the child to progress within the setting and at home. We will help the child to access the curriculum, differentiated where necessary to meet their individual needs. I.E.P.'s will be discussed with parents and child and will be reviewed regularly.

Early Years Action Plus

- Ⓢ If the child continues to make little or no progress over a period of time then, after consultation with parents, the SENCo will seek help from external support agencies requesting another source of assistance.
- Ⓢ The first point of contact will be the Family Services Inclusion Team.
- Ⓢ We will work with support agencies, parents and the child in the setting.
- Ⓢ If the help given through early years action plus does not help the child's progress satisfactorily the SENCo, in consultation with parents and support agencies already involved will consider a referral for statutory assessment.

This policy was reviewed:

August 2010



STAFF AND EMPLOYMENT POLICY

We feel that a high adult to child ratio is essential in providing good quality early years care and education.

In our group:

- Ⓢ We have a least one member of staff to four children at all times.
- Ⓢ Our key worker system ensures each child and family has one particular staff member who takes special interest in them.
- Ⓢ The appointment of staff is the corporate responsibility of the leadership of Newquay Christian Centre and Director Nicola Heasman.
- Ⓢ We have regular staff meetings which provide opportunities for staff to contribute to planning, to discuss children's progress, and to share expertise and ideas gained through training courses.
- Ⓢ Regular training is available to all staff, through the Family Services.
- Ⓢ Each staff member carries out a minimum of 24 hours training each year.
- Ⓢ All practitioners complete a self evaluation form before attending their annual appraisal with the centre director

Induction of New Staff

Our setting will ensure that new staff members are given extra support during their first half term of employment. They will have a weekly mentoring meeting with the centre director who will use this time to;

- Ⓢ Discuss details about policies and how the setting is run
- Ⓢ Provide feedback on their progress to support their development
- Ⓢ Give guidance in selecting and enrolling on appropriate courses
- Ⓢ Discuss needs of children to ensure continuity of care
- Ⓢ Discuss safeguarding children procedures.



STUDENT/VOLUNTEER PLACEMENT POLICY

We recognise that the quality and variety of work which occurs in our group makes the group an ideal place for volunteers and students on placement from school or college on childcare courses.

Such placements are welcomed in our group on the following conditions:

- Ⓢ The needs of the children are paramount. Students/volunteers will not be admitted in numbers which hinder the essential work of the group.
- Ⓢ Students must be confirmed by their tutor as being engaged in a bona fide childcare course which provides the necessary background and understanding of children's development and activities.
- Ⓢ Students/volunteers will be made aware of and be required to respect our Confidentiality Policy.
- Ⓢ Students/volunteers will be required to produce references before commencing placement in the group.
- Ⓢ Students must never be left alone with a child/group of children.
- Ⓢ Students required to conduct child studies or observations will obtain written permission from the parents of the child to be studied.
- Ⓢ Any information gained by the students/volunteers about children, families or other adults in the group must remain confidential.
- Ⓢ Students/volunteers will be asked to read the policies and procedures and abide by them.
- Ⓢ Students/volunteers over the age of 16 must provide evidence of CRB clearance.

This policy was reviewed:

August 2010

Childcare and Early Years
Rainbow
Education Centre



Newquay Christian Centre
Seymour Avenue, Newquay, Cornwall, TR7 1BL,
Telephone: 01637 870759 / Facsimile: 01637 877337
Email: enquiries@nccdream.com / www.nccdream.com
An Elim Pentecostal Church, Elim Foursquare Gospel Alliance. Registered Charity 251549

