

Kayz Days Childcare

Policy Statement

Equal Opportunities

We recognise that every person is different at Kayz Days Childcare. We are committed to providing equal opportunity, regardless of culture, ability, race or religion to all children, families and staff. We will demonstrate this by helping every child reach their potential and treat every family/members of staff with confidentiality and equal concern. Ensuring children/staff and parent/s maintain a level of equal opportunities and understanding we will endeavour to communicate all eventualities by promoting it in every day operations.

Mission Statement

To provide a safe and a happy environment that will be stimulating and to give guidance and support to both parent/s and child/ren.

Value Statement

We will always take into consideration the children's needs arising from ability, race, culture, language and religion. We believe that everyone is unique with different interests, abilities and learning capabilities and that all children have the right to learn.

Special Needs

Special needs will be supported by all members of staff through regular training and support to children and families. All children will be included in all activities according to their own ability. All records and communication will be treated with confidentiality and sensitivity. We will commit to working in partnership with both the parent/s, schools and agencies.

Early Years Foundation Stage (EYFS)

There are six areas covered by the early learning goals and educational programs which Kayz Days deliver to foundation stage children with dedicated key workers. A recorded observation will be completed on various occasions and attendance of your child/ren to assist with your child's development and learning skills. If you require to see any of the key workers observations on your child/ren please feel free to ask the senior play worker on any designated site:

6 Key Areas covered through organised activities are:

- Personal, Social and Emotional Development;
- Communication, Language and Literacy;
- Problem Solving, Reasoning and Numeracy;
- Knowledge and Understanding of the World;
- Physical Development;
- Creative Development.

Behaviour

All children will be encouraged to be caring, co-operative, safe, respectful and helpful. Unacceptable behaviour such as bullying, name-calling, rudeness or swearing will not be accepted and in such circumstances it will be appropriate to inform parent/s in a confidential manner. If any unacceptable behaviour occurs it will automatically be recorded and the situation will be dealt with by withdrawing them from the situation, distracting and re-directing the child's attention. Kayz Days Childcare reserves the right to terminate your placement with immediate effect, if behaviour is deemed threatening or puts staff/children at risk. Positive behaviour will be praised, rewarded and an explanation of unruly behaviour will be encouraged by communication. Staff will be consistent and will always lead by example, offering help and guidance at all times. Staff will also attend up to date courses to promote behaviour management and knowledge offering different measures to each child's age and ability. All strategies will be discussed and shared with parents for consistency with a clear "No smacking Policy" this corresponding with the National Minimum Standards. In some instances where necessary Kayz Days will support parent/s with any outside agencies such as the "Parent Partnership Services" or the child/ren school for extra support.

Child Protection

All staff will obtain an up to date CRB prior to being employed by Kayz Days along with references. This is to ensure your child's welfare and safety is our priority. If however an allegation of abuse is referred about a member of staff, you must contact the proprietor or operations manager, who will in turn notify OFSTED Complaints and Enforcement Team on **08456 404040** within 14 days of such incident. (This telephone number can be used in all cases. Please see complaints procedure on notice board)

Equally if we have any concerns about the welfare of a child we have a "duty of care" to take action on behalf of the child, by contacting the

- Access Centre on 01905 768054 or 01905 768020 out of office hours (Worcs)
- Social Services 0121 3031885 or Education Welfare Services 0121 3038050 (B"ham)

All allegations will be recorded and monitored and of course treated in the strictest of confidence. These records will be kept separately and will not be accessible to any other person other than qualified staff or OFSTED. Adults will not be left alone with children or small groups and any visitors will be accompanied at all times by a member of staff.

Where a member of staff or volunteer is dismissed from Kayz Days or disciplined as a result of misconduct relating to a child in our care it will be reported to the Department of Health Administrators on 0121 3035119. This will ensure that their name will be included on the list for the Protection of Children and vulnerable adults.

Safeguarding & Promoting Children's Welfare:

As part of our policy for child protection Kayz Days will continue to promote and safeguard children at all times by ensuring that children are kept safe from harm and their welfare is paramount supporting families to maintain this. In our care we promote the importance of children by keeping them safe by ensuring risk assessments are carried out on a regular basis, equipment/resources are checked and that all staff regularly attends training courses to update knowledge and understanding. We are a safeguarding establishment and referrals will be reported if any concerns are raised.

Lost or Uncollected Children

If for any unforeseen circumstances your child is left uncollected or lost we will make every effort to contact whoever normally collects the child. We shall also contact any other designated adult whose telephone number has been given to us by the parent/guardian. It is imperative that this information is updated and we are informed accordingly of any changes. If however we are unable to make contact, arrangements will be made to telephone the local police.

- (Any late collections will automatically occur a charge for staffs extra time, £10.00 per half hour see T&C fees)

If for any reason arrangements have been made for another adult to collect your child we shall require telephone/written consent before we are able to release your child/ren complete with password security given at registration. We are unable to release your child without this consent.

If your child has prior arrangements outside school hours and will not be attending the club, we will require telephone/written consent in advance. If they are ill a telephone call advising us as soon as possible. (sessions not attended shall still be charged) This will help the smooth running of children being transported between the schools and the club.

Sickness and illness

If your child is sick or becomes ill whilst in our care you shall be informed immediately. We would require an adult to come and collect as soon as possible with whom we have consent for collection. In these circumstances your child will become excluded from the group to reduce the risk of infection to others, by placing them in a quieter secluded area with a member of staff who will in turn, care for them until the arrival of the designated person.

Complaints Procedure

If you have any concerns regarding the care of your child/ren, the staff or I please comply with the following procedures:

Firstly please feel free to discuss any issues with a member of staff/supervisor/manager or myself regardless of how small the issue. If you still feel concerned, you can contact OFSTED direct and discuss any issues. Please see our complaints procedure which is also detailed on the notice board at the club.

All complaints will be documented and kept on record confidentially. You may also request a formal meeting with me and another member of staff to rectify any situation. It is advisable to have a family member or friend attend the meeting with you and document all contents to conclude any outstanding concern.

If your complaint is not rectified and OFSTED are involved they have a duty of care to ensure that regulations are adhered to. OFSTED will be involved if any child appears to be at risk or there is breach of registration requirements.

Kayz Days believe that a majority of complaints are made constructively and can be resolved at the early stages. It is in the best interest of both parents/carers and child/ren that all complaints are taken seriously and dealt with fairly and respectfully.

- * All complaints raised should be logged down and monitored with a response made with in 28 days.
- * The above information will be kept along with the actions and outcomes.
- * OFSTED has a right to request any information from a registered person.

**Royal Exchange Buildings
St Annes Square
Manchester
M2 7LA**

**08456 404040 OFSTED
0121 447 9847 or 07739 717 650 Tara Kay Proprietor**

Outings & Photographs

Occasionally outings may be arranged by Kayz Days and we may require the use of public transport. All parents will be informed about the outing, the whereabouts and how Kayz Days will transport the children. A member of the Kayz Days team will be with the designated children at all times in line with ratios and all children will wear the fluorescent jackets provided by Kayz Days. A signed agreement will be obtained and kept on record from parents at the outset of joining Kayz Days and will cover any future outings. Children's record information will also be taken on trips in the case of emergencies along with a first aid kit.

If for any unforeseen circumstances your child/ren are lost during the trip every effort will be made by the Kayz Days team to locate the whereabouts of the child/ren without putting others at risk. If in the situation of being unable to locate the child/ren an immediate call will be made to the person who normally collects the child, followed by the police.

If your child/ren becomes ill during an organised trip again an immediate call will be made by a member of the team to the person who normally collects the child/ren. The child will be excluded from the rest of the group and looked after by a member of staff who will rest with the child until the designated person arrives to collect them.

If **any** items of the child's i.e. clothing, bags or personal possessions are misplaced or lost during the course of the trip Kayz Days will not be held responsible.

Photos may also be taken on various days or events to **only** be used in conjunction with the promotion, development or portfolio of Kayz Days. They are strictly confidential and will not be given to any third party without the parents consent or permission. Photos will be displayed on the notice boards or in photo albums at Kayz Days for your perusal.

Health & Hygiene

Food will be provided on the premises by a designated person who holds the relevant Health & Hygiene certificate. If Kayz Days brings in an outside person/company to provide this service they will also be CRB checked and qualified for this position. All food will be nutritional and healthy with the occasional treat. Fresh water/juice will also be provided and available through out the child/rens session at Kayz Days. If you child has any food allergies, food intolerances or special dietary requests please inform Kayz Days on the application form provided, and we shall accommodate accordingly.

Confidential Policy

Parents can ask at any time for information that Kayz Days holds in respect to **their** child only. All other children records are confidential. All records are kept in a lockable cabinet at each individual site containing child record forms. Staff will not discuss individual children other than the purpose of planning activities. Any information regarding a child/ren given by parent/carer will not be passed to any other parent unless permission is given in writing.

All staff employed by Kayz Days are issued with a copy of the companies “Employee Hand Book” and confidential policies they are advised that any issues regarding children/staff is to be treated in the strictest confidence and will not be passed or discussed with any other than the proprietor/operations manager.

Transportation to/from school

We always aim to offer the children exercise where possible and to promote a healthy lifestyle we walk to and from school. Therefore when we collect or transport children to/from school/s we ensure that ALL children will wear bright coloured tabards, walk in pairs and if necessary use a walking rope. A register is then taken when we have collected children on the school premises with recorded times to ensure they are all present, before we embark back to Kayz Days.

There will also be the correct numbers of staff to ratios of children and they will be supervised at all times, if cars pass or we have to cross any roads ALL children will come to a standstill and wait either in groups with a member of staff or all together whilst a member of staff will assess safety.

When entering Kayz Days and settled a register will again be taken by a member of staff/child to ensure all are present.

In turn we expect the children to co-operate and be of acceptable behaviour whilst walking to/from school, having a sense of road safety and listening to instructions made by the Kayz Days Staff. If we have incidences where children are not complying with instructions and putting themselves/others at risk it will be recorded in our incident book and parent/s will be duly informed.

Thank you for choosing Kayz Days Childcare and reading through our policies. We would advise that if there is anything you are unclear about to please contact us to discuss in more detail.

Welcome to Kayz Days Childcare.

Tara Kay (Proprietor) – 07739 717650 tarakay@kayzdays.co.uk
Jackie Freeman (Operations Manager) 07772 424566 lickey@kayzdays.co.uk