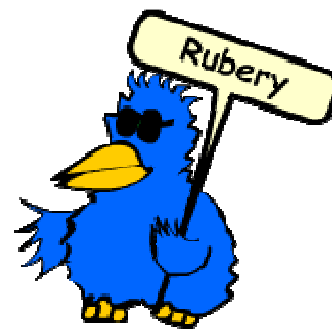


# Kayz Days Childcare



## Policy Statement

### Equal Opportunities

We recognise that every human being is different at Kayz Days. 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 promoting it.

### Mission Statement

To provide a safe and 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 to children and families and 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 and agencies.

### 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. 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. All strategies will be discussed and shared with parents for consistency. A clear "No smacking Policy" will also be promoted in line with the National Standards.

### Child Protection

All staff have been CRB checked to comply with OFSTEDs registration process, this is to ensure your child's welfare and safety are our priority. If however an allegation of abuse is referred about a member of staff, you must contact myself (Tara Kay) who will in turn notify OFSTED Complaints and Enforcement Team on **08456 404040**. (This telephone number can be used in all case. Please see complaints procedure on notice board) Equally if we have any concerns about the protection 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. 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 on the premises. 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 will be reported to the Department of Health Administrators. This will ensure that their name will be included on the list for the Protection of Children and vulnerable adults.

### **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, £7.50 per half hour)

If for any reason arrangements have been made for another adult to collect your child we shall require **written consent** before we are able to release your child/ren. 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 written consent in advance. If they are ill a telephone call will be satisfactory. This will help the smooth running of children being transported between the school and the club.

### **Sickness and illness**

If your child is sick or becomes ill whilst in our care you shall be informed of 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 qualified 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 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 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 Owner**

### **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 board 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. 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. A locked cabinet is transferable between the clubs and the proprietor's house containing child record forms. Whilst on any premises the box will be locked at all times when not in use. The key is kept on the supervisor or deputy at all times. Staff will not discuss individual children other than the purpose of planning activities or curriculum. Any information regarding a child/ren given by parent/carer will not be passed to any other parent unless permission is given.

Any issues regarding staff is also treated confidentially and will not be passed or discussed with any other than that person involved.