

# Sapling Childcare



## Policies

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- Policies will be reviewed annually and conform to the statutory framework for the Early Years Foundation.
- For simplicity and clarity, the term 'Parent' is used consistently throughout this document to refer to a person with parental responsibility for a child.

# SAPLING CHILDCARE INFORMATION

Sapling Childcare, referred to as 'Saplings' throughout this document, is a fully registered out-of-school childcare provider. Details of Saplings' registration, public liability insurance and data protection insurance can be found on the Parent/Carer noticeboard or in the Parent information file.

Sapling webpage: [www.saplingchildcare.co.uk](http://www.saplingchildcare.co.uk)



Sapling Parents Facebook page for periodic updates: [www.facebook.com/sapling.childcare](https://www.facebook.com/sapling.childcare)

## 1. Who do we support?

- a) Sapling Childcare primarily supports those families whose children attend St John's CofE (VA) Combined School. If after school places are available, we may be able to accept children from surrounding schools on a case-by-case basis.
- b) Sapling childcare will accept primary school children aged between 4 and 11 years old. Saplins can provide care for children up to their 12<sup>th</sup> birthday.

2. **Our Ethos:** *'Your Child first and Always'*. Your child's needs will always come first, and we will do our utmost to support their development.

3. **Where are we located?** The Little Willows' setting is located within the school. The setting operates out of one room with direct access to an adjoining room. Children have access to outside play areas and, have access to the school hall at least one day a week. There is a playpark next to the school as well as a sports field. Two members of staff are on duty for the breakfast club. Routinely, three members of staff are on duty for the after-school club, but this may drop to two if the number of children is below 16. The Setting routinely takes up to 16 children, but has the capacity for up to 24. (Staff numbers would increase to meet a minimum supervisor to child ratio of 1:8)

4. **Staff training.** The Manager and her staff are trained to a high standard. Please refer to the Parent information file for details concerning staff qualifications and training. It is a mandatory requirement for initial training to be completed within the first 6 months of employment.

5. **Setting opening times.** Saplins operates from Monday to Friday during term time. The setting will only open on a Friday afternoon if there is enough demand.

- a) **Early Bird Club:** Drop off from 0730 hrs (by arrangement);
- b) **Breakfast Club:** 0745 hrs to 0845 hrs;
- c) **After school Club:** 1515 hrs to 1800 hrs.

## 6. Club routine.

a) **Early Bird and Breakfast Clubs.** Children have a healthy breakfast and can play with their friends before school starts. Reception children are handed over to their class teacher. Children in years 1 to 6 make their own way to their respective classrooms.

### b) After School Club.

i) Children from:

- (1) Reception are escorted to the Sapling room;
- (2) Years 1 to 6 make their own way to the Sapling room;

- ii) After the children have had a snack, they are given the opportunity to play. Saplings will always provide an arts and crafts activity. Books are always accessible and, as long as it is safe to do so, children will always be allowed to play outside or in the hall. Access to the Wii, DS and iPods is limited. Homework completion is encouraged;
  - iii) Each week, the children are encouraged to do some baking with a member of staff;
  - iv) The Owner puts on two events for Sapling children during the course of the year.
7. **Supporting After School Activities.** Saplings will take children from after school activities. This service must be arranged with the Manager and is only available from Monday to Thursday during term time;
8. **Setting Food.** Food is healthy and nutritious and is in line with OFSTED expectations. On rare occasions the children may be given a cake or sweet as a treat.
- a) **Breakfast.** A healthy cereal followed by toast and fruit or yoghurt;
  - b) **Afternoon snack.** Children are offered either a hot or cold snack (pasta in a sauce, beans on toast, soup, wraps etc) and fruit;
  - c) **Milk.** Provided at breakfast and snack time;
  - d) **Water.** Available throughout the session.
  - e) **End of term.** At the end of each term, the children are given hot dogs.
9. **Sapling Activities.** Saplings provides a mix of adult and child led activities. Adult led activities are planned and reflected upon by the Manager on a weekly basis. Children will always be encouraged to participate in group and adult led activities, but they will not be forced.

**Register for a place at Sapling Childcare**

**An application form can be found on the Sapling webpage.**

# POLICIES

## INTRODUCTION.

10. As a registered Before & After School Club, Saplings is legally bound to meet the requirements of the '**2017 Early Years Foundation Stage Framework**' as well as the rules and regulations set out by OFSTED and other regulatory bodies associated with childcare. The following policies have been written to fulfil Saplings' mandated obligations, and also to ensure that Saplings is a safe and caring environment for your children.

## STARTING AT SAPLINGS

11. Parents are encouraged to visit Little Willows and meet the staff to discuss any unique needs their children might have and how Saplings can best support them.

12. New children can have a *settling in session* within the 2 weeks prior to them starting. During this session, Parents are welcome to stay for up to 30 minutes to observe their child in the Setting.

13. Parents will be given a *Saplings Handbook* containing information about the Saplings Team, the Club and important contact numbers.

14. Each reception child will be assigned a member of staff who will act as their *Key Person* and help them settle in. Their *Key Person* will become their primary point of contact for any support throughout the school year.

15. Saplings mandates that Parents complete a *data capture* form. It is important that Sapling staff have knowledge of each child's living arrangements; health; dietary requirements; any special educational needs; as well as likes and dislikes. Parents are encouraged to talk to Saplings' staff about any management techniques they believe will help support their child better.

16. At the time of registration, Parents will be asked to sign the *Parent/Provider Partnership* section of the *data capture* form. This documents outlines the terms and conditions for both provider and Parent.

17. New children will meet staff and be shown around the setting. They will be introduced to other children and, if appropriate, be assigned a '*buddy*.' Staff will feedback to parents how their child is settling in.

## EFFECTIVE COMMUNICATION

18. We believe that effective communication with parents is critical to the provision of high quality childcare.

a) **It is particularly important that:**

- i) There is never ambiguity about who is picking a child up;
- ii) Parents inform Saplings if a child has been sent home sick from school;
- iii) Parents nominate someone else to pick their child up if they are going to be delayed.

b) **When dropping off.** Parents are encouraged to inform staff how their child is feeling, anything at home or at school that may be affecting them, and if they have been feeling unwell.

c) **When picking up.** Saplings' staff will hand over any notes from the school, inform parents of any accidents that their child may have had while at Saplings, and provide a general overview of the child's time at the Setting.

d) **Keep us up-to-date.** Parents are encouraged to keep Saplings up-to-date with information regarding their child's development and any changes in their circumstances. All new information will be captured in Saplings' records so that staff can adapt activities accordingly.

e) **Feedback about your children.**

- i) Parents will receive feedback on their child periodically throughout the year. The feedback will give an insight into how the children interact in a social environment, how they have settled in and what they like to play with.
- ii) Children will be encouraged to complete their 'my journal' folder. This activity is child led and details what they have liked or disliked at Saplings, artwork and praise they have received from staff. This folder is at the entrance to the setting and is accessible to parents.

f) **Parents' Views.** Constructive criticism is always welcomed and Parents are encouraged to provide feedback through our customer surveys.

## **TRANSPARENCY**

19. Saplings will ensure that the following information is always accessible to Parents:

- a) Learning themes and activities provided to children throughout the academic year;
- b) Staff details including qualifications;
- c) Policies and risk assessments;
- d) What to do should you wish to contact First Response;
- e) Contact details for OFSTED;
- f) Details of Insurance and OFSTED registration.
- g) Their child's 'My Journal'.

## **INCLUSION AND EQUAL OPPORTUNITIES**

20. We believe that children and their families have the right to be treated equally. Saplings will not discriminate on the grounds of disability, sex, race, colour, nationality, ethnic origin, sexual orientation or gender identification.

21. **Saplings promotes inclusion and equal opportunities within its Setting.** The environment created in Little Willows reflects the multi-cultural nature of British society and seeks to eliminate discrimination on grounds of prejudice through:

- a) Displaying positive role models, using toys, imaginary play, posters and other resources;
- b) Respecting the specific needs of children from all ethnic backgrounds;
- c) Encouraging integration during all activities, especially those that are team based;
- d) Encouraging children to celebrate diversity and difference and learn about a broad range of cultures;
- e) Providing resources and equipment that are age, stage and ability appropriate;
- f) Valuing and supporting all children including those who are disabled or have special educational needs;
- g) Talking to the children about beliefs and values and why they are important;
- h) Promoting fundamental British Values: the rule of law, democracy, individual liberty, mutual respect and tolerance;
- i) Sapling staff are aware that preconceptions relating to gender and sexism are abundant within language, and will challenge such language where appropriate.

22. **Staff Training/Education.** Saplings' staff receive training and education so that they understand the importance of inclusion and equal opportunities within childcare. Refresher training will be undertaken periodically.

#### **MEETING ADDITIONAL NEEDS**

23. Staff work in partnership with Parents to ensure that special educational, medical, cultural and dietary needs are met. Saplings' staff aim to identify any unique additional needs at the earliest opportunity, and will endeavour to provide timely and co-ordinated support to meet those needs.

24. **Observations.** With Parent consent, the social/emotional interactions, physical ability and communication skills of Key Stage 1 children are formally observed once during the course of the year. Reception children will be observed by the end of the Autumn term. Key Stage 2 children will not be routinely observed unless staff think there is a requirement to do so. All children with Special Educational Needs (SEN) will be observed more frequently. Saplings' staff will discuss (confidentially) any children who they feel are not developing as expected in order to establish an appropriate course of action to provide the best support.

25. **If English is a child's second language.** If English is a child's second language, with guidance from the parents, Saplings' staff will learn some key words in the child's first language. The Manager will also liaise with the school to ensure that Saplings provides the best possible support.

26. **If a child has Special Educational Needs and Disabilities (SEND).**

a) **The SEND Coordinating Officer.** The Owner is the designated SEND Coordinating Officer. Leadership and guidance on procedural and legislative matters will be provided by the owner. As part of the role, the SEND Coordinating Officer will:

- i) Undertake regular SEND training;
- ii) Keep current with regards to the latest SEND legislation and policy, and ensure that they are applied to Saplings' practices;
- iii) Evaluate the effectiveness of Saplings' inclusion practices;
- iv) Establish the best possible support mechanisms for SEND children and their families;
- v) Deliver periodic training to Saplings' staff;
- vi) Keep staff updated regarding any changes to SEND legislation;
- vii) Conduct and review SEND assessments.

b) **SEND Risk Assessments.** A SEND risk assessment will be completed for all children with SEND. The assessment will assist in identifying how best to manage their unique needs and establish realistic development goals for their time at Saplings. Any related actions will be carried out in cooperation with the child's parent, and coordinated with the school. All assessments will be reviewed regularly.

c) Parents are encouraged to let Saplings know if their child is being considered for additional support or SEND support through the school.

27. **Special Dietary Needs and Food Allergies.**

a) The Manager will ensure that procedures are in place to make staff fully aware of any food allergies or special dietary needs that a child may have.

b) It is incumbent upon Parents to keep the Manager informed of any allergies their child may have during their time at Saplings.



- c) To protect other children within the Setting who may have food allergies, we do not allow children to eat any of their own food during session time.
- d) It is a mandatory requirement for childcare settings to highlight the most common allergens found in their food. Accordingly, details of allergens found in Saplings' food can be found in the Parent information folder or on the Parent information board.
- e) The Owner allows birthday cakes to be brought into the Setting as long as they are 'store bought cakes'; within their sell-by-date; and in their original packaging. Please note that children will be asked to take birthday cake home to eat.
- f) Children will be asked to take sweets or cakes home that they have been given in school.

#### **ENCOURAGING POSITIVE BEHAVIOUR** - The Setting Manager is the Behaviour Officer

28. Saplings encourages the development of a sense of right and wrong in an environment where respect and positivity are paramount. Positive behaviour will be encouraged by staff:

- a) Setting clear boundaries of behaviour;
- b) Praising positive behaviour wherever possible and valuing a child's co-operation;
- c) Demonstrating the behaviour that they would expect to see from the children;
- d) Providing activities that encourage good behaviour.

29. **We Incentivise good behaviour.**

- a) Any child from key stage 1 who has been particularly kind to another child will be asked if they would like to look after the setting's soft toy. This encourages the children to be kind and gives them a sense of responsibility. Each week, one child will be awarded 'Star of the week' for excelling in something that they find difficult. The 'Star of the Week' certificate will be unique to the individual and signed by a member of staff.
- b) Children who display good behaviour are awarded points in their 'my journal' folder. This folder can be accessed by the children and their parents. The child who has the most points at the end of the year receives a prize.

#### **MANAGING CHALLENGING BEHAVIOUR**

30. Saplings' staff will never use or threaten to use corporal punishment. Furthermore, Sapling staff will never use or threaten to use any form of punishment that could adversely impact a child's well-being. A child will never be smacked, shaken or treated roughly. The Setting Manager undertakes continuous professional development in this area. She is responsible for providing Saplings' staff with advice on behaviour management.

31. Saplings' staff will help children understand the consequences of their actions. Staff will encourage children to interpret the feelings of others and analyse the implications. Staff will offer support where appropriate and encourage children to apologise if required. Children will not be forced to say sorry to another child, but will be encouraged to reflect upon their behaviour with a member of staff.

32. **Behaviour Management:** Saplings uses a 3-level approach to dealing with challenging behaviour:

- a) **Level 1 (Clear and Direct Verbal Communication).** Staff will clearly and directly tell the child what they are required to do and why. Staff will ensure that the child has heard and understood what is being said to them. If necessary, staff will use a whistle to get a child's attention. If the child does not amend their behaviour, staff will escalate the management of the child to Level 2.
- b) **Level 2 (Self Reflection).** The child will be instructed to move away from the situation, and told to have some 'time to reflect' in a quieter area. During the 'time to reflect' period, a member of staff will explain to the child that they should reflect on their behaviour and discuss the consequences of their actions. The child will be given the chance

to articulate their side of the story. Reflection is sometimes led by staff if the child has not understood how their behaviour has led to a given outcome. If a child does not respond to the instruction to take 'time to reflect', and the safety of other children (or staff) is compromised, staff will escalate the management of the child to Level 3.

- c) **Level 3 (Physical Restraint - LAST RESORT).** Only under circumstances where a child's behaviour is likely to result in an injury to themselves or others will a child be physically restrained. Such action will only be taken as a last resort. Two members of staff, where possible, will take control of the child by putting their arms under the child's arms and pulling them in a controlled manner away from the situation. If physical restraint is used, it will be fully documented in the Concerns Book<sup>1</sup> by the Setting Manager and signed for by the Owner and Parent. The Setting Manager will decide if the Parent needs to be contacted immediately following the incident. If not, the Parent will be informed about the incident (including the justification for any physical restraint) before the child is collected. If necessary, a further meeting with parents will be arranged to discuss future strategies. If other children are involved in any such incident, Saplings will not divulge their names. Any exclusions from the setting will be in line with the Equality Act 2010.

### 33. Working with Parents.

- a) If a child continually displays challenging behaviour, the Setting Manager will work with the parent to devise an individual behaviour management plan. As part of the plan, staff will maintain a communication log in order to keep Parents informed.
- b) The Setting Manager will speak to Parents if the behaviour of their child is deteriorating or if staff are concerned that there may be an underlying problem at school or at home. Parents are encouraged to keep the Setting Manager informed of any issues that may affect the child's behaviour whilst they are at Saplings.

34. **Staff training:** The Manager is the Saplings behaviour designated person. She will discuss and review behaviour management techniques with the owner during regular internal training sessions.

### MANAGING UNACCEPTABLE BEHAVIOUR FROM PARENTS

35. Unacceptable behaviour includes, but is not limited to:

- a) Shouting at members of staff, whether in person or over the telephone;
- b) Physically intimidating a member of staff;
- c) Using aggressive or abusive hand gestures;
- d) Swearing;
- e) Physical violence;
- f) Racist, sexist or otherwise abusive comments.

36. If a Parent or member of the public behaves in an unacceptable way towards a member of staff or a child attending the Club, Saplings will take the following steps:

- a) In order to ensure the safety of the children and limit possible distress, staff will move the children away from the location of the incident;
- b) The Manager will seek to resolve the situation through calm discussion in a quiet place;
- c) If the aggressor wishes to make a formal complaint, they should follow the Sapling complaints procedure policy, which is on the Parent information board;

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<sup>1</sup> The Saplings 'Concerns Book' is used to document the following: exclusions, safeguarding referrals, discriminatory incidents and extreme behaviour.

- d) If the aggressor continues to behave in an angry and intimidating manner, the Manager will insist that they leave the premises immediately;
  - e) If the aggressor refuses to leave the premises, the Manager will contact the Police.
  - f) When the immediate issue has been resolved, the Manager will record the details of the incident in the 'Concerns Book' and let the Owner know what has happened immediately.
  - g) Consider terminating the contract.
37. **Termination of a contract on grounds of unacceptable behaviour.** The Owner will consider the seriousness of the incident before making a decision as to whether Saplings can continue to provide the Parent with childcare. The safety and wellbeing of staff and children will be pivotal to this decision. If the Owner decides to terminate the contract, Parents will be given up to 28 days' notice. During this notice period, the Parent involved in the incident will not be given access to the premises.
38. **Staff Training.** The Manager receive training in the management of confrontation.

## COMPLAINTS

39. We take complaints about our work, staff and levels of service very seriously. If you are not satisfied, please follow the process detailed below for raising a complaint:
- a) **Informal Complaints (verbal).** Parents are encouraged to speak to the senior member of staff on duty in the first instance. The complaint will be logged and the Owner will be advised of the issue. The Owner will follow up the complaint and respond as soon as possible by email or telephone call, or by arranging to see the parent concerned in person.
  - b) **Formal Complaints (written).** Parents are encouraged to write a complaint if they feel it is serious, or that it cannot be resolved informally. The Owner will investigate all written complaints and will endeavour to notify the complainant of the outcome within 14 days. Please note that the Owner will keep written records of any complaints (as well as follow up action) for at least three years.
  - c) **If you are still not satisfied.** If parents are not satisfied with Saplings' response to a complaint, they are encouraged to contact OFSTED at its Central Office. The contact details are as follows:

OFSTED  
National Business Unit  
Royal exchange building  
St Ann's Square  
Manchester  
M2 7LA  
Telephone Number: 0300 123 1231

## SUPPORTING AFTER SCHOOL ACTIVITIES

40. Saplings will take children from afterschool activities, but the arrangement must be agreed with the Manager. Parents will need to complete an 'Out of School Activity' form if they would like their child to come to Saplings after the activity has finished. The Owner will continue to review this arrangement and reserves the right to withdraw from the arrangement if staff believe that the risks to the child/children have changed. **Please note that it is the parents' responsibility to inform the activity/club leader about this arrangement.**

## SUPPORTING CHILDREN OF DEPLOYED MILITARY PARENTS

41. We will do our very best to support the children of deployed military parents and we urge families to let us know if a parent is to be deployed as soon as they can. Sapling's Owner is a former RAF officer and is a military spouse. She knows from experience how hard it can be for children when one of their parents is deployed.

42. We will:

- a) Ensure all staff are aware of the situation in order to support the child;
- b) Create an environment where the child can talk about deployment and what this may mean to them;
- c) Give the child a deployment book and help them work through it;
- d) Ensure the child is emotionally stable and settled as possible;
- e) Remain mindful that any changes in behaviour may be attributed to the parent returning home. We know that the return of a Parent can generate emotional turmoil and have an impact on a child's routine.

**HEALTH AND SAFETY** - The Health and Safety Officer is the Setting Manager.

43. **General points.**

- a) The Owner will ensure that all reasonable practical steps are taken to ensure the general health, safety and welfare of all children, staff and visitors to Saplings.
- b) Children will be supervised at all times by an appropriate adult.
- c) Staff members will communicate the names of those children that are transiting between locations within the school.
- d) The child to carer ratio will be a maximum of 8:1 for Key Stage 1 children. This may increase to 10:1 on rare occasions and when it is absolutely necessary.
- e) Any faults relating to infrastructure and equipment will be reported to the relevant authority by the Owner. Any risks arising from such faults will be managed appropriately.
- f) Risk assessments will be reviewed annually, and as and when required.
- g) Children are encouraged to play outside, even in inclement weather, unless to do so would impact on their health and safety.
- h) Children are expected to conform to indoor and outdoor rules of play.
- i) In order to prevent distraction, Saplings' staff are not permitted to have personal mobile phones on their person whilst in session unless authorised to do so by the Manager.
- j) Children will not be allowed to use or access their personal phone during session time.
- k) First aid will ONLY be administered by a qualified member of staff.
- l) Jewellery that may cause or aggravate an injury must not be worn by staff or children.
- m) Smoking is not permitted in or near the Setting.
- n) Children are encouraged not to bring in their own toys. Saplings does not accept responsibility for loss or damage to personal items that have been brought in from home.
- o) Bodily fluids will be cleared up instantly. Staff will wear gloves and an apron where required. Contaminated material will be double bagged and disposed of appropriately.
- p) Toys and resources are cleaned periodically with anti-bac spray or wipes.

#### 44. **Food Safety**

- a) Aprons will be worn when preparing food.
- b) Gloves will be worn for cleaning crockery and cutlery.
- c) Cleaning materials will be kept out of reach of children and put away after use.
- d) Food preparation surfaces will be washed down before and after preparing food with a 99.9% anti-bacterial product.
- e) Children and staff will wash their hands before handling or consuming food.
- f) All used dish and tea cloths will be placed in the 'dirty cloths reciprocal' at the end of each day.
- g) Fresh, clean cloths will be used each day.
- h) Paper towels will be readily available for cleaning surfaces.
- i) Staff are trained in Food Hygiene procedures.

#### 45. **Fire Safety** The Fire Safety Officer is the Setting Manager.

- a) A copy of the *actions to be taken in the event of a fire* will be clearly visible at the fire exits and/or by the fire extinguishers.
- b) Fire exits and equipment will be free from obstructions at all times.
- c) The Setting Manager will conduct a morning and afternoon fire practice within the first 2 weeks of each half term.
- d) Only when deemed essential, will electrical equipment be left switched on in the Setting overnight.
- e) All staff know the location of firefighting equipment and how to operate them effectively.
- f) All staff are fully conversant with the actions to be taken in the event of a fire.

#### 46. **Environmental Safety.** The Environmental Health Officer is the setting manager.

- a) Fluids will not be left on top of electrical appliances.
- b) The consumption of hot drinks is not allowed during term-time sessions, unless the drink has a secure lid on it.
- c) Potentially dangerous substances will be kept out of reach of children.
- d) Gloves and aprons are available for staff to use when cleaning up bodily fluids.
- e) All electrical appliances are PAT tested (Portable Appliance Testing) on an annual basis.
- f) Electrical wires must not trail on the floor.
- g) The serviceability of apparatus such as climbing frames, swings & scooters will be checked prior to use to ensure serviceably and the absence of hazards.
- h) Toys are checked regularly for safety. Any damaged or broken items will be discarded.
- i) Children are encouraged to be resourceful and reuse and recycle where possible.

#### 47. Extreme Weather Safety

##### a) Very hot weather

- i) Children are required to wear a sun hat that shades the face and neck. If they do not have a sun hat, they will be asked to stay in the shade or indoors.
- ii) Exposure to sunlight will be monitored and limited where necessary.
- iii) Children will be asked to loosen tight clothing.
- iv) Children will not be allowed to do vigorous activities.
- v) Sun cream will be applied if consent has been given by the parents.
- vi) Drinks will be available at all times and offered frequently.

##### b) Very cold weather

- i) Children will be encouraged to wear coats, hats and gloves when outside.
- ii) Children are encouraged to bring wellies to the Setting.

#### 48. Staff Health and Safety Training. Staff undergo regular health and safety training.

- a) Fire training - Annually.
- b) Food hygiene, paediatric 1<sup>st</sup> aid and safeguarding training. In accordance with OFSTED guidelines.
- c) In house training coordinated by the Owner – Once a term.

49. **First Aid Staff Training.** Sapling staff undertake Paediatric First Aid training within 6 months of starting at Sapling. Where possible, the training will be provided by Buckinghamshire Learning Trust and will be certified for 3 years. Staff are mandated to attend two internal First Aid training sessions within a 12-month period. The Owner is responsible for ensuring that staff remain current in first aid paediatric training.

#### COMMUNICABLE ILLNESS CONTROL MEASURES

50. To prevent the spread of illness amongst Saplings' children, parents are asked not to bring their children to Saplings if they have communicable conditions. Specifically, parents are asked to keep their children at home if the child has had diarrhoea and/or vomiting within the past 48 hours. Furthermore, Saplings may refuse to provide care to your child until the minimum isolation period has been met. See guidelines below:

| Disease                                 | Mechanism of Transmission | Incubation period | Symptoms of Illness  | Communicable period                      | Conditions for returning to Saplings    |
|---|---------------------------|-------------------|--|--|---|
| Whooping cough (Pertussis)              | Respiratory               | 7 – 10 days       | Irritating cough   | From 7 days onwards                      | At least 5 days of antibiotic treatment |
| Ringworm                                | Skin/contaminated objects | 10 – 14 days      | Oval shaped lesion   | When lesions are present                 | Treatment started                       |
| Scabies                                 | Contact                   | 2 – 6 weeks       | Itching lesions elbows, finger webs, groin                   | Mites and eggs present                   | 24 hrs after treatment started          |
| Scarlet Fever (Streptococcal Infection) | Respiratory               | 1 – 3 days        | Sore throat, fever, headache, rash present 12 – 48 hrs later | Up to 48 hours after treatment commenced | illness has cleared up                  |

|   |                             |                                   |  |  |   |
|---|-----------------------------|-----------------------------------|--|--|---|
| <b>Impetigo</b>                         | Contact with sores          | 1 – 10 days                       | Open red/orange sores                              | Lesions draining   | After treatment started and lesions covered |
| <b>Influenza</b>                        | Respiratory                 | 1 – 3 days                        | Fever, aches, sore throat, cough, running nose etc | 1 – 2 days before symptoms and 1 week after                  | Illness has cleared up                      |
| <b>Head/body lice</b>                   | Contact                     | Eggs 1 week mature up to 3 weeks. | Itching  | Eggs and Lice present  | Treatment started                           |
| <b>Chicken Pox</b>                      | Respiratory/contact         | 10 – 21 days                      | Fever, small red blistering spots                  | 1 – 2 days before the rash and until spots have crusted over | Lesions dry and crusted over                |
| <b>Conjunctivitis</b>                   | Contact with secretions     | 1 – 3 days                        | Redness of white of eye, discharge and swelling    | Persisting symptoms  | 24 hours after treatment started.           |
| <b>Pin-worm/ Thread-worm/ Seat-worm</b> | Contact with infected stool | Life cycle 4 – 6 weeks            | Itching  | 2 weeks  | Treatment started                           |
| <b>Fifth Disease (slapped cheek)</b>    | Respiratory                 | 4 – 14 days                       | Red rash on cheek like rash on body                | Unknown  | No isolation period                         |
| <b>Herpes simplex</b>                   | Contact with sores          | 2 – 12 days                       | Sores around lips/nose                             | 3 weeks after sore has appeared                              | No isolation period                         |

51. In the event that a child is diagnosed with a communicable disease, Saplings may feel it necessary to:

- a) Ask for a letter from a doctor stating that the condition is no longer contagious;
- b) Report a communicable illness outbreak to the local health unit;
- c) Contact Parents of all other children to advise them that a member of the club has been diagnosed with a communicable disease. Under such circumstances no personal data will be given out.

52. **Vaccinations.** The Owner may refuse to accept a child into Saplings who has not been vaccinated against the following Communicable diseases:

- a) Polio
- b) TB
- c) Mumps
- d) Rubella
- e) Measles
- f) Diphtheria
- g) Flu (annual flu jab)
- h) Meningitis
- i) Hep A

### **SAFEGUARDING (CHILD PROTECTION) INSIDE AND OUTSIDE THE SETTING**

53. Saplings' child protection procedures comply with all relevant legislation and the guidance issued by the Bucks Safeguarding Children Board (BSCB). Further details regarding the BSCB are available at [www.bucks-lscb.org.uk](http://www.bucks-lscb.org.uk).

54. Little Willows has at least one designated Safeguarding Officer who is contactable at all times while the club is in session. The Safeguarding Officer is responsible for the management of child protection issues and liaison with external agencies. The following staff are Safeguarding Designated Officers:

- a) Lorna Crook (Owner);
- b) Caroline Hussey (Setting Manager);
- c) Farzana Jamadar (Setting Playworker);
- d) Natalie Padula (Senior Playworker);

**55. The use of photographic devices is strictly controlled.**

- a) Photographs taken of children, during session time, must only be taken on a Saplings' dedicated phone camera, which is held by the Setting Manager (The Saplings' work mobile phone does not have an integral camera);
- b) The phone camera is stored in a lockable unit. All photographs will be deleted at the end of each academic year. No photographs will remain on the phone for more than 12 months;
- c) Pictures will only be taken by the Owner or Setting Manager while another member of staff is present;
- d) The details of all photographs, including subject and intended purpose, are logged;
- e) Only those children whose parents have given consent will be photographed;
- f) Photographs must only be printed by the Owner;
- g) Photos will be displayed in the following ways:
  - i) In the Setting, on a digital photo frame or on the wall;
  - ii) On the Sapling webpage;
  - iii) In Saplings printed literature.

**56. On line Safety.**

- a) Children are only allowed to use school computers for homework. Access will only be via their Student login.
- b) Children are supervised at all times.
- c) Any breach of security resulting in a child accessing or receiving inappropriate material, will be dealt with as a serious safeguarding concern.

**57. The movement and activities of all visitors is tightly controlled.**

- a) Individuals are not permitted access to the Setting until:
  - i) They are recognised as a Parent by Saplings' staff or;
  - ii) They have shown some form of photo identification; staff have verified that the visit is appropriate and necessary *and* the individual has read and signed the 'Visitor Form' which sets out the visit rules.
- b) All visitors including parents are prohibited from:
  - i) Engaging in conversation or offering any form of physical contact with children (other than their own);
  - ii) Using mobile phones;
  - iii) Undertaking any activity that may negatively impact the welfare of children and staff;
  - iv) Using the same toilets as the children.
- c) All visitors must be escorted at all times.
- d) **Additional points to note.** It is accepted that where a setting is on School premises, School's authorised staff may occasionally enter the Setting. All of these individuals are DBS checked and access to the Setting during session time is kept to an absolute minimum.



**58. Child collection is closely monitored.** As a matter of policy, children are only released to individuals who are listed as their primary or secondary carers on the Sapling data capture form.

- a) If a parent wishes to give permission for someone other than the primary or secondary carer to collect their child, they must provide the following information by text to the Sapling phone (or in person):
  - i) Name of the child to be picked up;
  - ii) Name of the individual picking up;
  - iii) The date of birth of the individual picking up, if under 16;
  - iv) Date and time of pick up;
  - v) A statement saying that authority is given.
  - vi) The child's password (this is a security measure to prove identification)

**Please note that:**

- (1) A child will only be released to an individual who knows the password.
- (2) Any request for the child is to be collected by an individual under the age of 16 must be in the form of a signed letter.
- b) A child will not be released into the care of any individual who, in the opinion of Saplings' staff, is intoxicated or who displays aggressive or threatening behaviour.
- c) Under no circumstances will a child be released from the Setting on their own. Any exceptions will be with prior authority from the owner.

**59. All staff undergo enhanced Disclosure and Barring Service (DBS) background checks**

- a) Until a DBS check has been completed, staff are not allowed to be left alone with Sapling children.
- b) A member of staff is only fully recruited if the criteria below are met:
  - i) They hold a current DBS certificate;
  - ii) They provide references that positively endorse their suitability to work with children;
  - iii) They provide proof of identity and address;
  - iv) They sign a declaration stating that they do not have a criminal record or pending allegations against them. If this declaration is found to be untrue, the staff member is liable for dismissal on grounds of gross misconduct.
- c) A majority of staff subscribe to the DBS update service. This means that at least twice a year the Owner initiates another DBS check on staff.

**60. Staff follow strict rules for the conduct of physical contact.** Staff are trained to be able to have appropriate physical contact with children in a way that is not deemed to breach safeguarding legislation:

- a) In the presence of another staff member, staff are permitted to:
  - i) Comfort a child by holding the child to the side of them and putting a comforting arm around them;
  - ii) Help children clean themselves if they have had a very loose stool and/or are unable to do it themselves.
- b) Staff are not permitted to:

- i) Cuddle or have a child sat on their lap;
- ii) Clean around a child's genitals if they have had a loose stool;
- iii) Wipe bums;
- iv) Help a child get changed unless the child is very distressed;
- v) Be in a closed room with a child on their own.

**61. Staff are vigilant for signs of abuse and neglect.**

- a) There are many types of abuse, but they can generally be grouped under the following headings:
  - i) **Radicalisation.** Safeguarding against radicalisation is no different from safeguarding against any other vulnerability. Staff uphold and promote the fundamental principles of British values, including democracy, the rule of law, individual liberty and mutual respect, and tolerance of those with different faiths and beliefs. There are a number of behaviours that might indicate that an individual is at risk of being radicalised or exposed to extreme views. Such behaviours include:
    - (1) Day-to-day behaviour becoming increasingly centred on an extremist ideology, group or cause;
    - (2) Loss of interest in other friends and activities not associated with the extremist ideology, group or cause;
    - (3) Possession of materials or symbols associated with an extremist cause;
    - (4) Using names/language that is insulting or derogatory to members of another group;
  - ii) **Physical abuse.** Physical abuse can involve hitting, shaking, throwing, poisoning, burning, drowning, suffocating or otherwise causing physical harm to a child. Physical harm may also be caused when a parent deliberately causes ill health to a child.
  - iii) **Emotional abuse.** Emotional abuse is the persistent emotional maltreatment to 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.
  - iv) **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 way.
  - v) **Neglect.** 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.
  - vi) **Peer on peer abuse.** Peer on peer abuse is bullying and abusive behaviour 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:
    - (1) Sexual activity of any kind, including 'sexting';
    - (2) One of the children is clearly and significantly more dominant than the other;
    - (3) One of the children is significantly more vulnerable than the other (in terms of disability, confidence, physical strength);
    - (4) Threats, bribes or coercion have been used to ensure compliance or secrecy.
- b) Signs of possible abuse and neglect may include:

- i) Significant changes in a child's behaviour;
  - ii) Deterioration in a child's general well-being;
  - iii) Unexplained bruising or marks;
  - iv) Any comments made by a child which give cause for concern.
- c) Staff are also vigilant for the following behaviour by their colleagues:
- i) Inappropriate sexual comments;
  - ii) Excessive one to one attention beyond the requirements of their role;
  - iii) The sharing of inappropriate images;

**62. Staff undergo safeguarding training and are fully conversant with our procedures.**

- a) Manager undertakes *Safeguarding Designated Officer* and *Prevent Duty* training every few years.
- b) Staff undertake half a day's training every 3 years.
- c) Safeguarding is a permanent agenda at all staff meetings.
- d) All staff receive basic *Prevent Duty* training.
- e) Internal training is undertaken at least twice a year. These are mandated training sessions.

**63. All staff are aware of their statutory duties with regard to the disclosure or discovery of child abuse and concerns about radicalisation.**

**64. Important Safeguarding Contacts:**

- a) Local Area Designated Officer 01296 382070 (For concerns about staff working with children);
- b) First Response: out of hours 0845 4600 001 or 0800 999 7677 (For concerns about a child's welfare);
- c) First Response: working hours 01296 383962 (For concerns about a child's welfare);
- d) Local Authority Prevent Coordinator: 0845 460 000 or in an emergency: 0800 999 7677;
- e) Police: 999 (emergency) 101 (non-emergency);
- f) Anti-terrorist hotline: 0800 789 321;
- g) NSPCC: 0808 800 500 (24 hours advice and support);
- h) OFSTED: 0300 123 1231.

**ADMINISTERING MEDICATION**

65. The Owner will endeavour to support any child with specific medical needs, and will work in partnership with Parents to gain sufficient information about their child's medical condition.
66. It is the policy of the Owner to ensure that medicines (except Calpol) will only be administered if they have been prescribed by a GP, dentist, nurse or pharmacist.
67. Before accepting any medication, the Manager will:

- a) Check the prescription label to ensure that the typed name; expiry date; prescribed dose; and any further instructions relating to medication provided by the prescribing medical practitioner; are clearly visible.
- b) Ask the parent to complete and sign a 'Medication Form' or an 'Individual Health Plan' for long term medication. These forms give Saplings' staff the authority to administer the medication and provides additional information about the child's medical care. Parents will be asked to review their child's Individual Health Plan each term.

**68. Please note:**

- a) If any of the details on the prescription and medication packaging are unreadable, Saplings will refuse to administer the medication.
- b) Staff will not accept medicines that have been taken out of their original packaging.
- c) All medication will be will be stored in a locked cabinet or in the fridge.
- d) Any empty medicine containers will be returned to the parent for disposal.
- e) The Manager or trained member of staff, with a witness present, will administer the minimum number of doses necessary.
- f) The Manager will annotate the appropriate form with details of any medication administered.
- g) Parents will be asked to sign the appropriate form when they pick their child up from Saplings.
- h) A child will not be forced to take medication. Parents will be informed, at the earliest opportunity, if their child has refused their medication during session time.

**69. Specific medication**

**a) Calpol.**

- i) Parents will be asked to give their consent for Calpol to be given in their absence during the registration process.
- ii) Calpol will only be administered by a member of staff in accordance with directions on the packaging.
- iii) If a child's temperature spikes during a session, a member of staff will contact their Parent for authority to administer a dose of Calpol. If telephone consent is not obtained, Calpol will only be administered if deemed absolutely necessary and in the child's best interest.

**b) Antibiotics.**

- i) Saplings will not administer antibiotics as part of a '3 dose per day' prescription. This must be managed with the school.
- ii) Saplings will administer antibiotics as part of a '4 dose per day' prescription. Staff will maintain a log to ensure that the transfer of medication between Saplings and the School is properly accounted for.

**c) Epipens.** Staff undergo training in the use of Epipens as part of their Paediatric First Aid qualification. Training must be undertaken, by authorised personnel, prior to administering an Epipen

**d) Inhaler/Spacers.** Staff receive training in the use of inhalers and spacers as part of their internal first aid training sessions. Training must be undertaken, by authorised personnel, prior to administering an Inhaler.

**STAFF CODE OF CONDUCT**

70. The Owner expects all members of staff to observe the following strict code of conduct:

**71. Behaviour.**

- a) Saplings' staff are in a position of trust and influence as role models for the children in their care, and as such must demonstrate behaviour that sets a good example to all users of the Setting.
- b) Saplings' staff also have a responsibility to maintain their reputation and the reputation of the Club inside *and* outside of working hours.
- c) Staff are ambassadors for Saplings and the Owner expects them to conduct themselves professionally at all times
- d) Staff should treat anyone attending the Club (colleagues, children, parents and visitors) courteously and with respect.
- e) The Owner expects staff to value all the children as individuals and to comply with the Club's policy for inclusion and equal opportunities at all times.
- f) Swearing and abusive behaviour are not tolerated from anyone at the Club. If any member of staff exhibits such behaviour they will be subject to the Club's disciplinary procedures.

**72. Dress code.**

- a) Clothing and footwear should take into account the physical nature of the role as well as comfort, health and safety, and practicality.
- b) Revealing or excessively tight clothing is not acceptable.
- c) Whilst on duty, all staff should wear the approved Sapling hoodie and dark jeans or trousers at all times.
- d) Long hair must be tied up during meal times.
- e) Name badges must be worn and visible to parents.

**73. Confidentiality and social media.**

- a) Staff must not pass on any information about children attending the Club, or their parents and families, to third parties without their permission. The only exception to this rule is information sharing with specific external agencies if there is a safeguarding issue. Authority to share this information must be given by the Owner.
- b) Posting any material relating to the Club or its users on social media sites (unless *expressly* permitted by the Owner) is forbidden. Any staff who breach this rule will face disciplinary action.

**74. Use of mobile phones.**

- a) Sapling staff are encouraged not to bring personal mobile phones into the Setting. If a mobile phone is brought into the Setting, it must be kept in the locked cabinet in a locked box and switched off during working hours.
- b) 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 an area where there are no children present. Any use of club or personal mobile must be with the Manager's permission.
- c) If a member of staff has a family emergency or similar and needs to keep their mobile phone to hand, they must obtain prior permission from the Manager.
- d) Staff must never use their personal mobile phones or cameras to take photographs at the Club during working hours or whilst children are on site. Doing so will be considered gross misconduct and may result in instant dismissal.

**75. Smoking and alcohol consumption.**

- a) Staff are not permitted to smoke anywhere on the Club premises, including the outside play areas during working hours.

- b) Staff are not permitted to bring alcohol or tobacco products into the Club premises. If a member of staff arrives at work under the influence of alcohol they will be asked to leave immediately and disciplinary action will be taken.
  - c) If a member of staff is taking prescription drugs that might affect their ability to function effectively, they must inform the Manager immediately.
  - d) Any prescribed medication needed by a staff member whilst at the Club, must be stored safely in a locked box.
76. **Gross misconduct.** Staff will be dismissed without notice if they are found to have committed an act of gross misconduct. Dismissal will be in accordance with staff's contract's terms and conditions. Examples of gross misconduct include, but are not restricted to:
- a) Failing to comply with health and safety requirements;
  - b) Ignoring a direct instruction given by the Manager or Owner;
  - c) Bullying, sexual or racial harassment;
  - d) Being unfit for work through alcohol or illegal drug use;
  - e) Theft, fraud or falsification of documents;
  - f) Using a personal mobile phone without permission;
  - g) Absence from work without the Owner's or Manager's permission;
  - h) Being disqualified under the terms of the Statutory Framework for the Early Years Foundation Stage (Section 75 of the Childcare Act 2006) or the Children's Act 1989;

## WHISTLE BLOWING

77. Staff are encouraged to contact the Owner if they are concerned about any illegal activity or poor/unsafe practices. If staff do not want to speak to the Owner, they are advised to contact the following organisations as they feel appropriate:

| Nature of Concern   | Contact                       | Phone Number |
|---|-------------------------------|--------------|
| Allegations of misconduct against a colleague or concerns about child safety. | Local Area Designated Officer | 01296 382070 |
| All other matters   | Early Years                   | 01296 383309 |

## BOOKING SESSIONS AND PAYMENT OF FEES

78. Routine sessions (ie childcare requirements) will be agreed as part of the contract before a child starts at Saplings. Unless advised otherwise, the routine will be repeated each month. Parents are required to give at least one month's notice (28 days) by email if they would like to permanently reduce or increase the number of sessions. An increase in sessions will need to be agreed by the owner before any change are implemented. Changes will take effect from the beginning of the month that follows the end of the notice period. The Owner reserves the right to waiver the 28 days notice if required.
79. Childcare fees are to be paid one month in advance. Parents will receive an invoice via email during the last school week of each month. Payment will be expected by the 5th of the month or as stated on the invoice. Parents will be sent one invoice and, if necessary, one subsequent reminder.
80. If payment is not received by the due date, charges be applied (please see parent/provider contract). Parents will not be reimbursed for pre-paid sessions that a child does not attend.
81. Saplings will consider a request for variation to payment terms on an individual basis. Anyone making these requests should contact the Owner at [info@saplingchildcare.co.uk](mailto:info@saplingchildcare.co.uk). If payment is not received, the debt will be passed to Debt

Guard Solicitors. The Owner will take legal action to recover any debts.

## AD HOC SESSIONS

82. Parents are required to pay an annual fee of £50 to use this service. This charge is non-refundable and must be paid at the beginning of the academic year.
83. Requests for 'ad hoc' session must be sent by email to [info@saplingchildcare.com](mailto:info@saplingchildcare.com) no later than 5 working days before the required session. Parents will receive an email informing them of session availability at least 5 working days before the requested dates. Requests will not be actioned out of working hours. The Owner must be given at least 48hrs notice by email to cancel a requested 'ad hoc' session.

## DATA PROTECTION – The Owner is the Data Protection Officer

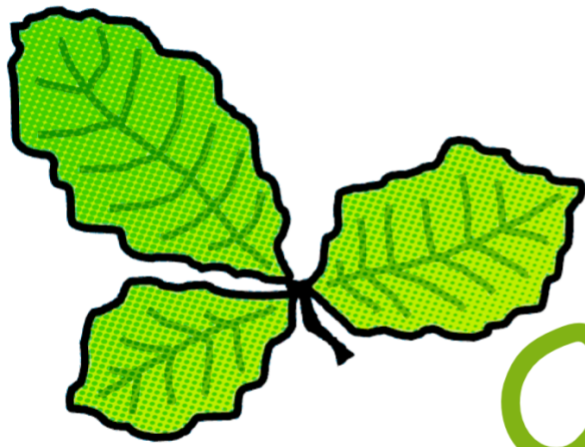
84. The Owner of Saplings subscribes to the ICO (Information Commissioner's Office). The ICO provides advice and guidance on all matters relating to data protection. The management of personal data is managed in four categories:
- a) **Data Gathering.** All personal data relating to staff, children and families are covered by the Data Protection Act 2018. Only relevant personal data will be held in order to administer a child at Saplings and to communicate with parents for the purpose of fulfilling the contract and to meet Early Years childcare obligations.
  - b) **Data Storage.**
    - i) **Electronic data.** Data is held securely online and is protected using 2 factor authentication (password and a FIDO-certified U2F key). The data is backed up on a single, fully encrypted hard drive. The data is only accessible by the Owner.
    - ii) **Hard copy data.** Data capture forms are locked in a cupboard within the setting and are only accessible by the setting Manager and deputy. Staff have access to details of a child's medical, educational and dietary needs, and their dates of birth. Daily attendance registers are not accessible to anyone who does not have a legitimate reason to view or process the information.
    - iii) **Photographs.** Parents must give consent for photographs of the children to be taken by Saplings staff.
  - c) **Data Checking.**
    - i) **End of contract.** Records will be retained in accordance with best practice. Any other documentation containing personal data will be shredded or securely deleted with immediate effect.
    - ii) **Personal data check.** At the beginning of the year parents will be asked to update their personal data and resign the consent boxes.
  - d) **Data Disclosures.** Information will never be shared with a 3rd party unless under the following exceptional circumstances:
    - i) To do so is in the vital interests of the child (ie the release of medical data where failure to release the data would result in harm or the death). Consent from the parent will be sought where appropriate.
    - ii) Where the data will support the prevention or detection of a crime. (In accordance with legal responsibilities as a childcare provider).
85. Parents can request in writing to see any or all personal data that the business holds about their family. This should be treated as a 'Subject Access Request'. The owner will ensure that data can be accessed within 40 days of the request, in accordance with the law.

## SETTING CLOSURES

86. The Setting will close under the following exceptional circumstances:

- a) If the school is closed due to inclement weather or if the building is considered unsafe.
- b) If the Saplings room is considered unsafe for use, and no alternative location is available.
- c) If the Owner is unable to ensure that there are sufficient staff to manage a safe session.





# Sapling Childcare