

Statement of Purpose Stepside Community Playgroup 2017

Stepside Community Playgroup aims to:

Provide high quality day care that enhances the development, care and education of pre-school children in a safe and stimulating environment, where they learn through play in partnership with parents/carers.

- Welcome parents/carers who want to become directly involved in the activities of the provision and provide opportunities to do so.
- Encourage parents/carers to understand and provide for the needs of their children.
- Embrace the ethos and principles of Wales Pre-school Providers Association.

Stepside Community Playgroup follows Welsh Government initiatives by implementing principles of the Foundation Phase.

Legal status:

Stepside Community Playgroup is run by the Pembrokeshire County Council and is registered by Care and Social Services Inspectorate Wales (CSSIW) under part 2 of the Children and Families (Wales) Measure 2010 to provide day care as an incorporated organisation.

The Registered person is Mr Paul Harries

The person in charge on a day to day basis is Mrs Louise Waters

The main contact for Stepside Community Playgroup is:

Mrs Louise Waters

Stepside C.P. School

Carmarthen Road

Kilgetty

Pembrokeshire.

SA68 0UG

Telephone 01834 812764

Please contact this person for all enquiries.

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Stepside Community Playgroup welcomes boys and girls and is registered by CSSIW to care for 16 children between the ages of 2 1/2 to 4

CSSIW registration number is: 17-2048-A-10

Our latest inspection report by CSSIW can be seen on www.cssiw.org.uk (and the latest inspection report by ESTYN can be seen on www.estyn.gov.uk).

Stepside Community Playgroup is covered by public liability and employer's liability insurance. Certificates are displayed in foyer.

Our **admissions policy** gives details about how applications for admission to Stepside Community Playgroup are managed.

Operational hours: (example only - amend as needed)

Monday	Tuesday	Wednesday	Thursday	Friday
12-3pm	12-3pm	12-3pm	12-3pm	12-3pm

Staff are recruited, employed within and work to or exceed, regulatory requirements at all times. Stepside Community Playgroup welcomes students on placement, volunteers and visitors who enrich the experiences of children. Policies and procedures that ensure children's safety and wellbeing are paramount at all times are used.

Facilities available: Stepside Community Playgroup operates in a purpose built nursery classroom at Stepside Community Primary School. We have toilet facilities, kitchen, outdoor play space, storage, and community room.

Services offered include our healthy eating policy, we give the children a snack in the afternoon and this is fruit and milk or water to drink. Children's individual needs and preferences are noted and recorded as they register to join the provision.

Activities offered We provide a wide range of activities including cooking, painting, craft, play dough, jigsaws, sand/water, table top games, book corner story time, outdoor cars, bikes, sand pit, climbing frame/slide. It is an English setting but children are encouraged to count, learn colours and songs in incidental welsh.

We provide adult-led and child-led experiences that are planned termly, weekly and daily in advance.

Activities are risk assessed and children are encouraged to contribute to any review or evaluation of their experiences as they are able and willing.

A sample of a typical day's routine is:

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12-12.30	12.30-1pm	1pm-2.10	2.10-2.25	2.40.3pm
Toilet/handwash Lunchtime	Outdoor play	Indoors, range of table activities + use of language/ numeracy areas mostly adult-led)	Toilet/handwash Social snack time Outdoor play	Carpet time Story time Home time

The language used at Stepside Community Playgroup is English with some use of incidental Welsh.

Training: membership of Wales PPA ensures that Stepside Community Playgroup is kept up-to-date with current developments and initiatives in the field of childcare and education. We receive small talk, Wales PPA's magazine, which offers practical advice and up-to-date information, and we are happy to share this with parents/carers. The provision also has access to other publications from Wales PPA.

Stepside Community Playgroup works with the support of Wales PPA to invest in our staff's commitment to their continuous professional development through reliably endorsed courses, events and training pathways, and parents/carers are kept informed about these.

Policies and procedures: Stepside Community Playgroup has produced a pack of policies and procedures that describe arrangements for dealing with routine operational practice, complaints, concerns, and any emergency that may occur during operational hours. They are designed to ensure effective and safe management of our service and to offer the best possible environment and experience for the children and families who use it. The policies and procedures are developed and maintained in line with and/or exceed national minimum standards and regulations. They are reviewed regularly (at least annually) and updated (and CSSIW informed of any changes) as necessary. The policy pack is available for all who visit, work in, or use Stepside Community Playgroup to see in foyer.

Fees (see also: admissions policy): Fees are: £7.00 per *session/* and are paid *daily/weekly- in advance.*

Fees are payable if a child is absent without notice or for a short period of sickness/family holiday.

Parents/carers are advised to speak to Mrs Louise Waters about payment of fees in cases of prolonged absence.

A child's continued place at Stepside Community Playgroup is dependent on continued payment of fees.

Starting in the provision: Stepside Community Playgroup acknowledges the importance of parents/carers and staff working together to help children settle in the provision and develop confidence to participate in all the activities offered. Some children take longer than others to settle. The treatment of each child as an individual is our main concern. Parents/carers may stay for the whole or part of the

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session, depending on the needs of their child (please refer to the admissions policy).

Observations, assessment and record keeping: Stepside Community Playgroup staff take a reflective approach to their work, using observation as a tool to plan activities and ensure children's needs are met. The progress of children is assessed by observation and recorded. Stepside Community Playgroup has a duty to share some information with the local authority, CSSIW and in the case of the Child Development Assessment Profile, the Welsh Government. Our records are kept in line with our confidentiality policy and are available for discussion with parents/carers at any time.

The terms and conditions are set out in the contract between parents/carers and Stepside Community Playgroup and implicit within our policies and procedures.

The contract must be signed and the registration form must be completed by parents/carers before their child attends.

Samples of the contract, registration form and the full set of policies and procedures are available from Mrs Louise Waters.

CSSIW¹ and parents carers are informed of any changes to this statement of purpose which is reviewed at least annually or as a result of a change in operational practice. (This statement of purpose is supported by Stepside Community Playgroup's operational plan and any changes to one will be reflected in the other.)

This **statement of purpose** for Stepside Community Playgroup was passed for use

On: 12.01.2017

By: Louise Waters

Position: Playgroup Leader

Date of planned review: January 2018

¹ Whenever practicable CSSIW is notified 28 days before a change is to take effect.

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Appendix

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9. Behaviour Management and anti-bullying Policy
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- 13.

1. Operational plan

Stepside Community Playgroup operational plan supports and underpins our statement of purpose. It describes how we organise our resources to operate flexibly and effectively and our approach to improving the quality of care we provide. Any changes to the operational plan will be reflected in the statement of purpose.

Our aims are described in our statement of purpose.

Background information:

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Stepaside Community Playgroup opened in 2003 in Stepside School as a result of a successful parent and toddler group's growing needs. It now occupies the nursery classroom in the school where we have use of a small kitchen area, and staff and children's toilet facilities and outdoor play area. We enjoy a professional relationship with the school's head teacher Mr. Griffiths and reception class teacher Mrs. Owen.

Security of the premises is maintained by operating a:

- CCTV system.
- Double lock doors.

Organisational structure:

Stepaside Community Playgroup
Stepaside C.P. School
Carmarthen Road
Kilgetty
SA68 OUG
Telephone: 01834 812764
Email: admin.stepside@pembrokeshire.gov.uk
Age range of children cared for and type of care: 2½ to 4 years of age.
Operational times: 12.00 to 3.00p.m. Monday to Friday

Stepaside Playgroup implements policies and procedures that ensure the smooth operation of the provision. The policies and procedures are developed and maintained in line with and/or exceed the national minimum standards and regulations. They are reviewed annually and updated as necessary. The policy pack is available for all who visit, work in or use Stepside Playgroup to see.

Staffing roles and responsibilities:

Stepaside Playgroup :

- Recruits, vets and employs 3 staff in line with regulatory requirements.
- Maintains or exceeds legal qualification levels.
- Develops and maintains staff training plans and the continual professional development plans reflect our commitment to continuous improvement.

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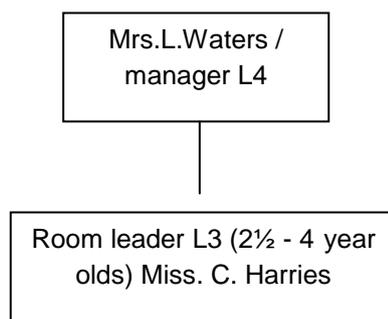
Please refer to our recruitment policy and procedure

- Staff meetings are held *weekly* and records are kept of decisions made, which contribute to our ongoing improvement plans.
- *Additional school staff holding dual DBS certificates are available to be called upon* at short notice to provide staff cover for unplanned staff absences.

Stepside Playgroup :

- Maintains or exceeds legal staff: children ratios at all times.
- Arranges care for children over 2½ years in groups of never more than 16 at any time.
- Arranges care for children in age groups *of 2½ to 4.*
- Maintains a key worker system, with named person Mrs. Waters (qualified NVQ 4 in Management and HLTA status)
- Keeps a consistent but flexible staffing routine to enable positive relationships between staff and children to develop.
- Ensures relevant information is shared routinely with parents/carers about their child. (See also: confidentiality policy.)

Organisational structure. *Describe or show a flow chart of staff and their lines of delegation, (include qualifications), for example:*



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Assistants L2

Mrs Rhiannedd Owen

Those with specific roles -

- *Child protection officer : Headteacher*
- *Complaints officer : Mrs. Waters*
- *Named first aider/s : Mrs. Waters , Miss Harries, Mrs Owen.*
- *Person with responsibility for special/additional needs : Mrs. Waters.*
- *Person with responsibility for maintenance of premises: Headteacher*

Quality of care review and action plans

Stepside Playgroup is committed to making improvements to the quality of care we provide. We do this by:

- Undertaking an annual review of our operational practice and management systems.
 - Involving staff, parents/carers and children in the review as appropriate.
- Reporting on the outcomes of the review.
 - Sharing the report of the outcomes with those who contributed to the review.
- Developing action plans from the report that are monitored for timely implementation.
- Undertaking a quality assurance scheme (*Wales PPA's quality assurance scheme*).
- Applying a reflective approach to all our work and including what we learn in our staff team meetings, which in turn contributes to the overall review of care.

This **operational plan** for *Stepside Community Primary School* was passed for use

On:13.01.2017

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By: P. Harries

Position: Headteacher/Registered Person

Date of planned review: January 2018

2.

Admissions, arrivals and collections, settling in, failure to collect a child, and when a child is lost or missing, policy and procedure

(This should be read in conjunction with the statement of purpose, contract and registration form.)

It is the policy of *Stepside Community Playgroup* to welcome all children and families who, in line with our statement of purpose, may want to attend.

We do this by:

- Accepting applications from families for their children regardless of gender, culture, religion or disability.
- Taking account of the Equality Act 2010.
- Making sure that advertisements for *Stepside Community Playgroup* are accessible, reflect the needs of the community and are displayed in the local community and the local authority Families Information Service.
- Arranging a number of '*open sessions*' throughout the year so that families can visit and see for themselves how we work.
- Welcoming parents/carers who want to be actively involved in the running of *Stepside Community Playgroup*.
- Implementing an effective settling in policy and procedure.
- Operating the following procedures:

Fees:

- Fees are: £7.00 and are paid *daily or weekly - in advance by Cash or Cheque*.
- Payments are not refundable, however in certain circumstances a credit may be offered.
- Fees are payable if a child is absent without notice or for a short period of sickness/family holiday.

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- Parents/carers are advised to speak to Mrs. Waters about payment of fees in cases of prolonged absence.
- A child's continued place at *Stepside Community Playgroup* is dependent on continued payment of fees.

Notice: Stepside Community Playgroup requires *one week/one month/half-term* notice in writing of a child leaving the provision.

Allocation of places: *Stepside Community Playgroup* allocates places fairly on a first come first served basis.

Starting in *Stepside Community Playgroup* :

- Parents/carers complete and sign the contract and registration form and confirm they have read and understood the policies and procedures and agree to the terms and conditions before their child attends.
- Parents/carers agree to inform *Stepside Community Playgroup* of any changes to information they have provided.
- Parents/carers give *one month's/half term's/term's* notice in writing to the playgroup leader to terminate their contract with *Stepside Community Playgroup*.

Settling in policy:

Stepside Community Playgroup acknowledges the importance of parents/carers and staff working together to help children settle in the provision and develop confidence to participate in all the activities offered. Some children take longer than others to do this and Stepside Community Playgroup responds to their needs on an individual basis.

To help children settle quickly and feel comfortable and confident in their new surroundings parents/carers are advised to dress their child in clothes that are suitable for messy play and help their child towards independence (for example, toileting).

- *Stepside Community Playgroup* keeps spare clothes available for use in the event of an accident, but parents/carers may want to provide a change of clothes for their own child.
- Parents/carers and their child are invited to meet *Mrs. Waters* before registering so that their needs and requirements can be discussed.
- Parents/carers are welcome to stay with their child for the whole or part of

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sessions until they and their child feel confident.

- Children may bring their comfort objects with them until they feel confident about being without them.
- Parents/carers are encouraged to discuss the settling in process for their child with *Mrs. Waters* at any time.

Arrival and collection policy (including arrangements when children are not collected):

- Parents/carers can be confident that *Stepaside Community Playgroup* places the highest priority on their child's safety and wellbeing while in our care.
- Parents/carers are responsible for informing *Stepaside Community Playgroup* of any changes to details of named persons who can collect their child, in writing and verbally.
- *Stepaside Community Playgroup* does not accept children who are unwell at the time of arrival (see also health and hygiene policy).

Arrival at the provision:

- Parents/carers are advised that by signing the contract and registration form they agree to inform *Stepaside Community Playgroup* of any planned or unplanned absences.
- The attendance register is updated as each child arrives and leaves.

Collection from the provision:

If any of the following happens on more than one occasion, a discussion with the parent/carer is arranged.

- *Stepaside Community Playgroup* may charge an additional fee each time a parent/carer fails to collect their child at the agreed time.
- No child is left unattended because a parent/carer fails to collect them and two members of staff remain to supervise the child.
- Every effort is made to contact the parent/carer or emergency contacts.
- A child is not released into the care of any person without the verbal permission of the parent/carer. In an emergency situation, a telephone call from the parent/carer stating that another adult will collect the child may be accepted provided that an accurate description of the adult is given and that the adult can give proof of their identity on arrival.

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- Stepside Community Playgroup reserves the right to make additional checks on persons arriving to collect a child if considered appropriate in exceptional circumstances.
- If all attempts to contact relevant adults fail, the Social Services duty officer is contacted who will be asked to advise what action to take. The registered person/responsible individual is informed.
- If at any time when a child is collected there are concerns that to hand over the child may be placing them at some risk, the member of staff seeks advice from a *manager/designated child protection officer* who will speak to the parent/carer, and do what is reasonable in the circumstances to safeguard the child's welfare. In certain circumstances, the *manager/designated child protection officer* may advise the parent/carer that following handover, they will call the social services duty officer or police or relevant agency, and that the *Stepside Community Playgroup's* child protection policy may be put into action. A record of the circumstances is made.
- A record of events when a child is not collected on time is kept. This records the date, time of collection, the name and address of any non-authorized person collecting the child, and any additional relevant information. A copy is given to the parents/carers.

Children who are lost or missing policy

This policy supports the outings policy and will be implemented in the event that a child becomes lost during an outing or while care is being provided by *Stepside Community Playgroup*.

It is the policy of *Stepside Community Playgroup* to protect children while they are with us and ensure they always leave our care with authorised persons.

We do this by:

- Operating a system that ensures security of the premises, allowing only appropriate access and egress.
- Maintaining a register of children's attendance (including start and finish times).
- Operating a system of frequent head counts by staff.
- Maintaining a working telephone and/or mobile phone(s) with lists of contact numbers available and accessible.
- Carrying out risk assessments of the premises and activities that are regular and in response to need.

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- Implementing an effective arrivals and collections policy.

In the event that a child is missed:

- A senior staff member is immediately alerted.
- Enquiries are made as to when the child was last seen, and where.
- The safety and security of children present is maintained and *at least one* adult remains with these children who are supported and kept occupied appropriately.
- An immediate search of the premises, any outside space and the immediate vicinity is carried out by as many members of staff available without placing remaining children at risk.
- If the child is not found the police (who will advise about next steps to take) and parent/carer are called immediately.
- The search (if in line with police advice) continues, widening the search area, and adults keep in touch by mobile phone.
- After the event an incident form is completed immediately, describing exactly what happened. All the staff present, the child's parent/carer and the police should read and sign it and all records are filed in accordance with the health and safety legislation where necessary (contact Health and Safety Executive or visit www.hse.gov.uk).
- Care and Social Services Inspectorate Wales (CSSIW) is informed on the same day of the incident.
- Once the situation has been resolved *Stepaside Community Playgroup* reviews the reasons for it happening and takes any action necessary to prevent it from happening again.
- The parent/carer receives a copy of the results of the review.
- *Stepaside Community Playgroup's* insurance company is notified.

This **admissions, arrivals and collections, settling in, failure to collect a child, and when a child is lost or missing**, policy and procedure was passed for use in *(name of provision)*

On: 13.01.2017

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By: P. Harries

Position: Registered Person

Date of planned review: January 2017

3. Child protection policy and procedure

It is the policy of *Stepside Community Playgroup* to make children's safety, wellbeing and protection our highest priority while they are in our care.

We do this by:

- Recognising that it is our legal duty to refer all allegations of child abuse appropriately and without delay.
- Having regard for the Rights of Children and Young Persons (Wales) Measure 2011 and specifically Article 19 of the UN Convention on the Rights of the Child which states: "Children have the right to be properly cared for and protected from violence, abuse and neglect by their parents and anyone looking after them."
- An awareness of PREVENT Duty Guidance for England and Wales www.gov.uk/government/publications/prevent-duty-guidance
- Working in line with the All Wales Child Protection Procedures 2008 (www.awcpp.org.uk).
- Having regard for the Safeguarding Children: Working Together Under the Children Act 2004 (<http://wales.gov.uk/topics/childrenyoungpeople/publications/safeguardingunder2004act/?lang=en>).
- Developing a professional link with the child protection co-ordinator in the *Pembrokeshire* and the Local Safeguarding Children's Board (LSCB)².
- Ensuring that all who use and work in *Stepside Community Playgroup* knows that child protection is the responsibility of everyone.
- Operating a clear and thorough recruitment policy and procedure for staff and volunteers which includes maintaining current enhanced DBS disclosures (and where relevant, Independent Safeguarding Authority (ISA) checks,

² Each Local Safeguarding Children Board (LSCB) has a co-ordinator. Their details are listed at:

<http://wales.gov.uk/topics/childrenyoungpeople/health/protection/lscb/contact/?lang=en>

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referring to <http://www.isa.homeoffice.gov.uk> for up-to-date information and requirements) and checks on fitness references in addition to qualifications in line with relevant day care regulations.

- Being aware of [The Protection of Children Act 1999: A practical guide to the Act for all organisations working with children](#) (which relates to the Government's aim of establishing a framework of a coherent cross-sector scheme for identifying those people considered to be unsuitable to work with children).
- Implementing an induction process and code of conduct for staff, students, visitors and volunteers. See: <http://www.ccwales.org.uk/education-and-learning-for-early-years-and-childcare>
- Designating a suitable child protection officer *Mr P. Harries* and deputy *Mrs K Chandler-Hall* to act in their absence, who acts on behalf of *Stepside Community Playgroup* in any child protection matters including making sure that appropriate training and information is available and accessible to all staff, students, visitors and volunteers.
- Ensuring all staff are trained in child protection procedures (this includes recognition of signs of abuse).
- Maintaining appropriate staff:children ratios for the supervision of children that are in line with or exceed regulatory requirements.
- Operating and keeping an up-to-date risk assessment of all activity within *Stepside Community Playgroup* and ensuring adequate insurance cover is provided.
- Informing all parents/carers of the child protection policy and procedures (including relevant contact numbers) as each family starts to use *Stepside Community Playgroup*.
- Operating effective policies for arrival and collection of children, outings, behaviour management and inclusive practice and the use of electronic equipment in the workplace.
- Reporting, recording and monitoring any injuries sustained by a child (while away from, or in our care) and/or changes in a child's behaviour; taking action when appropriate (parents will normally be the first point of contact, unless it is deemed that this would place the child at risk).
- Responding promptly and appropriately to any suspicion of abuse.

The local authority (social services duty social worker) is the prime authority

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for dealing with child protection investigations although concerns may be reported to a police officer or an officer of the National Society for the Prevention of Cruelty to Children (NSPCC).

There are two types of disclosure:

1. A disclosure about a child.
2. A disclosure about professional abuse.

1. Action to be taken in the event of a disclosure about a child:

In the event of a member of staff having a concern/suspicion that a child has suffered abuse/neglect or if someone tells them that they or another child or young person is being abused/suffering neglect:

The member of staff acts without delay and (as is appropriate to the age/stage of the individual child):

- Listens, showing that they have heard what they are being told and that they take the allegations seriously.
- Does not prompt or ask leading questions.
- Does not ask the child to tell their story more than once.
- Explains what actions they must take (using agreed procedures).
- Does not promise to keep what they have been told a secret or confidential, but explains that they will share information only on a 'need to know' basis.

Stepside Community Playgroup takes seriously its responsibility to disclose information to the relevant people/organisations and reporting concerns is not seen as a betrayal of trust to the person/child making the disclosure.

The member of staff:

- Writes down, using the exact words, what they have been told. This is done immediately.
- Makes a note of the date, time, place and people present in the discussion.
- Does not confront the alleged abuser.
- Reports the concerns to the registered person/responsible individual and/or designated child protection officer as soon as possible, but without delay.

The registered person/responsible individual designated child protection officer:

- Reports the concerns immediately to the intake and assessment team duty officer of the local social services.
- Informs CSSIW that a referral has been made and that procedures are being followed.

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2. Action to be taken in the event of a disclosure about professional abuse:

If the behaviour of a colleague, adult (including volunteers and members of the public) towards children or young people causes concern:

It is important to differentiate between cases involving issues such as poor professional practice and cases that give rise to child protection concerns (including cases involving abuse of trust). While the former may be handled through disciplinary procedures or other avenues, child protection concerns should always be dealt with through local child protection procedures in line with this guidance and, in particular, the guidance contained in Chapter 8: Handling Individual Cases. (Safeguarding Children: Working Together to Safeguard Children under the Children Act 2004.12.3).

<http://cymru.gov.uk/pubs/circulars/2007/nafwc1207en.pdf;jsessionid=pC1JPyVdGx3nnGPX1sFfnysrkHmnyTkxYn1MkpVGchDDnMly07n9!545803488?lang=en>

- The procedure above (in **1. Action to be taken in the event of a disclosure about a child**) is implemented (adapted to who is making the disclosure).
- The registered person considers the options for removal/suspension without prejudice from duty of the member of staff/volunteer pending decisions made at the strategy discussion.
- The member of staff/volunteer is informed and written records of discussions and decisions are made in line with the staff disciplinary policy and procedure.
- The registered person informs CSSIW of any allegations of serious harm to a child committed by any person looking after children in *Stepside Community Playgroup*, or by any person living, working, or employed on the premises, or any abuse alleged to have taken place on the premises (within 14 days).
- As a member of Wales PPA *Stepside Community Playgroup* informs the chief executive officer at Wales PPA's head office. In line with confidentiality if allegation is against the registered person, CSSIW will be informed without delay by the deputy.
- Failure by a member of staff to report suspected abuse will result in disciplinary action being taken.

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Making the referral

- The referral is made to social services as soon as a problem, suspicion or concern about a child becomes apparent, and at least **within 24 hours**.
- Outside office hours, referrals are made to the social services emergency duty team or the police.
- The duty social worker taking the referral is given as much of the following information as possible by *Stepaside Community Playgroup* referrer, (using the form agreed with the LA child protection co-ordinator).
 - The nature of the concerns.
 - How and why those concerns have arisen.
 - The full name, address and date of birth (or age) of the child.
 - The names, addresses and dates of birth/ages of family members, along with any other names which they use or are known by.
 - The names and relationship of all those with parental responsibility (where known).
 - Information on any other adults living in the household.
 - Information relating to other professionals involved with the family, including the name of the child's school and GP.
 - Any information held on the child's developmental needs and his/her parents'/carers' ability to respond to these needs within the context of the wider family environment.
 - Any information affecting the safety of staff.

The (*registered person/designated child protection officer*) has responsibility to ensure that child protection concerns are taken seriously and followed through, remaining accountable for their role throughout the child protection process.

If they remain concerned about a child they will make representations to the intake and assessment team duty officer of social services.

Record Keeping

- *Stepaside Community Playgroup* keeps accurate, concise and clear records in straightforward language to underpin good child protection practice.
- *Stepaside Community Playgroup* arrangements for retention, storage and destruction of electronic and paper records of child protection matters meet the relevant regulations (including Data Protection Act 1998) and requirements made by the Information Commissioner's Office (01625 545740 or visit www.ico.gov.uk).
- Records kept by *Stepaside Community Playgroup* are shared on a need to know basis with social services departments.

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- *Stepside Community Playgroup* child protection records:
 - Use clear, straightforward language.
 - Are signed, dated and timed.
 - Are concise, legible and comply with professional standards and requirements.
 - Are accurate in fact and distinguish between fact, opinion, judgement and hypothesis.
 - Are organised and include detailed recording and chronologies and summaries, including all contacts.
 - Are comprehensive.
 - Clearly record judgements made and actions and decisions taken.
 - Clarify where decisions have been taken jointly across agencies, or endorsed by a manager.
 - Record both formal and informal supervision discussions.
 - Record directions given and agreements or disagreements made in consultation with supervisors or managers.
- *Stepside Community Playgroup* representative/child protection officer attends any multi-agency discussion (this may be a meeting or via telephone) and provides reports as necessary and appropriate.
- The strategy discussion considers risk associated with any allegation and should determine whether or not a member of staff will be suspended from duty without prejudice (*reference staff recruitment and employment, and whistle blowing policy*).
- Decisions are recorded in writing.

Further advice on employment can be sought from ACAS at www.acas.org.uk

Throughout a child protection investigation

Stepside Community Playgroup will:

- Make every effort to build and maintain trusting and supportive relationships between families, staff and volunteers.
- Do all it can to support and work with the child's family.
- Share any confidential records on a child with the child's parents, except in cases in which parents are implicated and evidence gives rise for concern.

The following contact details are also kept (*by the office telephone, for example*) **and checked and updated as needed by** (*designated child protection officer*).

Social Services Intake and Assessment Team:

Contact Name Karen Panter

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Contact number/s: 01437 776322 out of hours 08708 509508

Police:

Contact number/s: 01267 222020 or 01646 682249 (out of hours) 08453 30200

NSPCC:

Address: Helpline

Contact number/s: 0808 800 5000

CSSIW regional office:

Address: South West Wales Regional Office, Unit C, Phase 111, Tawe Business Village, Swansea Enterprise Park, Swansea, SA7 (LA).

Contact number/s: 01792 310420 OR 0300 790 0126

This **child protection** policy and procedure was passed for use in *Stepaside Community Playgroup*

On: 13.01.2017

By: P. Harries

Position: Registered Person

Date of planned review: January 2018

4. Health and safety policy and procedure

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It is the policy of *Stepside Community Playgroup* to place the safety of anyone who uses our provision as the highest priority, and that the safety of children in our care is paramount.

We do this by:

- Operating a system of regular and written risk assessments of the premises, equipment and activities and recording actions taken as a result (see premises and equipment health and safety checklist).
- Ensuring access to and egress of our premises are secure and children are always supervised.
- **Recognising that health and safety is the responsibility of each individual.**
- Appointing a staff member as *safety officer/co-ordinator* who is responsible for bringing the safety policy to the attention of everyone, and for monitoring all aspects of safety in *Stepside Community Playgroup*. This includes maintaining compliance with the Regulatory Reform (Fire Safety) Order 2005, including six monthly - as a minimum - drills and logs).
- Ensuring the appointed *safety officer/co-ordinator* develops and maintains a professional relationship with the relevant fire safety officer and ensuring their recommendations are implemented.
- **Asking that all concerns are brought to the attention of the (*person in charge, /or registered person*).**
- Carrying out a safety check on premises, both indoor and outdoor every *day*, and recording the results.
- Using, maintaining and storing any specialist equipment according to relevant legislation and manufacturer's instructions.
- Carrying out a full written risk assessment of operational practice at least annually, or in response to an event or incident.
- Making available at all times the means for reporting and recording any accident, incident, or 'near miss'.
- Regularly monitoring and reviewing the accident and incident logs and reports of findings and actions taken.
- Informing parents/carers, staff, students and visitors of safety procedures.
- Maintaining a register of both adults and children as they arrive and leave, which is kept accessible in case of emergency.

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- Maintaining (or exceeding) the regulatory adult:child ratios at all times.
- Ensuring that at least one member of staff (on a minimum ratio of 1:10) has a current first aid qualification in first aid for infants and young children and is present during operational hours.
- Ensuring that as an employer *Stepside Community Playgroup* meets the relevant First Aid at Work requirements
<http://www.hse.gov.uk/firstaid/legislation.htm>
- Maintaining first aid equipment that is available and accessible for staff during operational hours.
- Monitoring children who are sleeping on the premises.
- Maintaining a minimum presence of two adults on the premises, when any/only one child is present.
- Taking account of health and safety arrangements as each child is admitted and as each member of staff is recruited.
- Operating an effective admissions and collection policy, including a lost or missing child policy.
- Operating a rigorous staff recruitment policy.
- Operating an effective emergency evacuation and reverse evacuation policy and procedure.
- Maintaining an effective outings policy.
- Operating an effective child protection policy and procedure.
- Implementing an effective outdoor play and sun policy and procedure.
- Operating an effective confidentiality policy and procedure.
- Operating an effective use of electronic equipment policy and procedure.

This **health and safety** policy and procedure was passed for use in *Stepside Community Playgroup*

On: 13.01.2017

By: P. Harries

Position: Registered Person

Date of planned review: January 2018

Statement of Purpose Stepside Community Playgroup 2017

5. Parental involvement policy and procedure

As a member of Wales PPA *Stepside Community Playgroup* supports their mission statement:

“To enhance the development, care and education of pre-school children in Wales. Working in partnership with families, parents and carers to understand and provide for the needs of children through high quality pre-school provision. Support adults to gain skills and confidence to make the best use of their knowledge and resources, for the benefit of themselves and their children.”

It is the policy of *Stepside Community Playgroup* to: (adapt, add, remove any of the following as applicable in line with your statement of purpose)

- Encourage and welcome parents'/carers' involvement in the management and day-to-day running of this provision.
- Provide high quality day care that enhances the development, care and education of pre-school children in a safe and stimulating environment, where they learn through play in partnership with parents/carers.
- Welcome parents/carers who want to become directly involved in the activities of the provision and provide opportunities to do so.

We do this by:

- Encouraging parents/carers to visit us with their child before registering.
- Informing parents/carers of the ethos, statement of purpose, operational plan and policies and procedures of *Stepside Community Playgroup* prior to their child starting.
- Recognising and respecting that parents/carers have the prime responsibility for their children.
- Asking parents/carers to provide a comprehensive and detailed account of the needs and preferences of their child before starting.
- Working in partnership with parents/carers to meet the needs of the children, both individually and as a group.
- Recognising that parenting is a shared responsibility for parents who live apart and providing an inclusive approach to involving and providing information to both parents (where this does not conflict with the child's safety and wellbeing).

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- Making every effort to communicate clearly with all parents/carers.
- Operating a settling-in policy for all children who attend *Stepside Community Playgroup*.
- Welcoming and helping new parents/carers to become familiar with the day-to-day routine and good practice of the provision.
- Providing regular (*newsletters, communications*) about our provision to parents/carers and inviting them to contribute.
- Encouraging parents/carers to take part in the provision's activities, learn about the pre-school curriculum and the importance of play in their child's development in *Stepside Community Playgroup* and at home.
- Welcoming all contributions (skills, knowledge and interest) from parents/carers to the benefit of *Stepside Community Playgroup*.
- Sharing details of a child's achievements, any changes of behaviour, etc and encouraging all parents/carers to discuss the progress of their child formally or informally, in confidence and in privacy, as they need.
- Providing a key worker system that enables parents/carers to have a consistent adult with whom they can share information about their child's activities and development.
- Recognising that parents/carers have the right to access their child's records in line with our policy about privacy and confidentiality. (Any third party requests for information will be discussed with parents/carers and information shared only with their consent - unless this may place the child's welfare at risk.)
- If a child is identified as a child in need (Section 17 of the Children Act 1989) information will be given to referring agencies, with parents'/carers' permission.
- Notifying all parents/carers about meetings and relevant training, which we may hold at various times and venues to meet their access needs.
- Informing all parents/carers about how to make any queries, compliments complaints, concerns or suggestions, including providing a copy of *Stepside Community Playgroup's* complaints procedure.
- Involving parents/carers to contribute to any review of the quality of *Stepside Community Playgroup's* care service.
- Operating effective and accessible policies and procedures.

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This **parental involvement** policy and procedure was passed for use in *Stepside Community Playgroup*

On: 13.01.2017 By: P. Harries

Position: Registered Person

Date of planned review: January 2018

6. Complaints policy and procedure³

It is the policy of *Stepside Community Playgroup* to share our achievements, reflect on our work and look for ways to improve our service.

We welcome suggestions and constructive criticism from all who use our service.

We avoid the potential for escalation of issues by responding to, recording and resolving complaints quickly, effectively; and where possible in a positive and informal manner.

We do this by:

- Operating an effective quality assurance process that includes seeking the views of parents/carers and others who may use our service about the way we work.
- Applying a similar approach to all suggestions, concerns and complaints by keeping records of dates and actions taken as an audit trail.
- Responding to comments, suggestions, concerns and complaints within specific time scales in line with relevant legislation and in a confidential and sensitive manner.
- Designating a complaints officer (*name*) to work with complainants to produce satisfactory resolution at the earliest opportunity.
- Implementing a set of effective policies and procedures to protect those who are involved with our service.
- Ensuring that all staff (including volunteers and students on placement) are familiar with the complaints policy and procedure and confidentiality is maintained at all times.

Suggestions and concerns can be dealt with by:

- Speaking to the person in charge (a mutually convenient arrangement can be made to discuss any issues in confidence and outside operational hours).
- Placing your suggestion in the box which is found (*eg in the entrance*).

Any action taken in response to suggestions, comments and concerns is fed back either verbally, in writing or if appropriate by the person in charge placing a notice on the notice board about any changes made to operations as a result.

³ This policy and procedure has been written in line with The Child Minding and Day Care (Wales) Regulations 2010 - and the principles set out in Listening and Learning: A guide to handling complaints and representations in local authority social services in Wales (ISBN 0-11-091240-3) WAG 2005 and any subsequent amendments.

<http://wales.gov.uk/dhss/publications/socialcare/guidance/listening/listeninge.pdf;jsessionid=2MzvNbQPxK0pYvG29T1918dR2NKwxWvN6INwyfyS6PLTWLC32Jn8!-1962665969?lang=en>

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How to make a complaint about the service you receive at *Stepside Community Playgroup*:

In the event of a complaint please address your complaint to the registered person/responsible individual or (*name of complaints officer/senior playworker*) who has been delegated by the registered person to resolve complaints.

In all cases a written record of complaints is kept, which includes the following information:

- Name of complainant.
- Nature of complaint.
- Date and time of complaint.
- Action taken in response to complaint.
- Result of complaint investigation.
- Information given to the complainant, including the date of response.

At any time during the process of the complaint being resolved, the complainant has the right to complain to CSSIW or, where relevant, the local authority which has arranged for the care of a child at the provision.

The role of CSSIW in the complaints process: CSSIW is happy to receive information about any social care service, but is not a complaints agency and has no statutory powers to investigate individual complaints between people and their service providers. They cannot make judgments on behalf of people or decide who is right or wrong.

When CSSIW receives information about a service they will consider it and inform the complainant they will take one of the following actions:

- Undertake an inspection of the service within an identified timescale (a copy of the focused inspection report is sent to the complainant).
- Consider the information within the next planned inspection of the service.
- Advise the complainant to contact an identified agency.
- Refer the complainant to the service about which the complaint was made for resolution under their own complaints procedure.
- Advise the complainant that their information has been recorded and there is no further action required from CSSIW.

See also: www.cssiw.org.uk

If the complaint is of a child protection nature: the (*registered person/responsible individual/designated child protection officer*) must be spoken to without delay and the *Stepside Community Playgroup's* child protection policy is implemented.

If the complaint is about the registered person/responsible individual (*where a committee managed provision, the chairperson/lead officer is informed in the first instance*): stage 2 of the procedure (see formal consideration) must be followed and the local office of Care and Social Services Inspectorate Wales (CSSIW) (*enter contact address details*) is informed. CSSIW may ask for a verbal complaint to be followed up in

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writing.

How we respond to a complaint: in *Stepaside Community Playgroup* we aim to deal with complaints quickly and effectively 'in house' within the following process. This is called stage 1:

Stage 1: local resolution of a complaint (complaints are resolved within 14 days)

- The complaint is acknowledged within (*enter number of days*).
- The complaint is investigated. The registered person/responsible individual or (*name of complaints officer/person in charge*) who has been delegated by the registered person to resolve complaints decides how best to do this in each case, but may involve:
 - Making arrangements for a meeting with all relevant parties to discuss the issues, when it is appropriate, and with the complainant's agreement.
 - Advising the complainant about the availability of advocacy⁴ to assist during the procedure.
 - A written record is made of the investigation, any discussion (including any witness statements) and any decisions or agreements made at any meeting.
 - A written report and draft response is made for the (*chair of the management committee/nominated person*) and presented within (*enter number of days*) days of receipt of the initial complaint.
 - Complainant is sent a letter within **14** days of receipt of their complaint informing them that that their complaint has been resolved, and of any action that has been taken as a result.
 - In certain circumstances, with the complainant's agreement, the 14 days can be extended for a further **14** days.
 - Complainant is also advised that if they are unhappy with this process or the outcome of the complaint they can contact CSSIW.
 - *Stepaside Community Playgroup* makes a written record of outcomes of the investigation, and any action taken.
 - A copy of the complaint record is kept for the *Stepaside Community Playgroup's* records and a summary is made available for CSSIW at their request.

If your complaint is not resolved by the stage 1 process above, you may resort to stage 2 (or in some cases you may want to go to stage 2 from the start).

Stage 2: formal consideration of a complaint (stage 2) - when the complaint is dealt with by an agency outside *Stepaside Community Playgroup*

The formal consideration can begin if either:

- The initial discussion (stage 1) has not been resolved and the complainant requests a formal consideration or;
- The complainant wishes to go straight to stage 2 from the start.

This decision rests with the person making the complaint⁵.

⁴ Someone of the complainant's choice who can advise them and/or act on their behalf during the complaint procedure.

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- These types of complaints are resolved as soon as reasonably practicable, and in any event within **35** working days of the request for formal consideration.
- The outcomes of a formal consideration are confirmed in writing by the registered person/responsible individual to the complainant and summarise the nature and substance of the complaint, the conclusions and the action to be taken as a result.
- A copy of a written response is sent by (*the registered person/responsible individual*) to the appropriate office⁶ and to any local authority which has arranged for care for a child within *Stepside Community Playgroup*.
- The time limit may be extended with the complainant's agreement.
- If the complaint has not been resolved within 35 working days of the request for formal consideration, the registered person/responsible individual notifies the appropriate office of the complaint and reasons for the delay in resolution.

Where complaints are subject to concurrent consideration: a complaint may be part of another wider investigation where another agency is also making an investigation, such as child protection or staff disciplinary process. In these circumstances, or where a complaint relates to any of the following matters:

- About which the complainant has stated in writing that they intend to take legal proceedings or;
- The registered person/responsible individual is taking, or proposing to take, disciplinary proceedings or;
- About which the registered person/responsible individual has been notified that an investigation is being conducted by any person or body in contemplation of criminal proceedings.

The registered person/responsible individual considers, in consultation with the complainant and any other relevant agency, how the complaint will be handled. In this case the registered person/responsible individual may decide to discontinue investigating the complaint subject to concurrent consideration if:

- It appears that to continue would compromise or prejudice the handling of the wider investigation.

In which case, the registered person/responsible individual:

- Informs the complainant of the decision to discontinue.
- Can resume the investigation at any time.
- Ascertains the progress of the concurrent consideration and notifies the complainant when it is concluded.
- Resumes consideration of the complaint where the concurrent consideration is discontinued or completed and the complainant requests that the complaint be considered.

At all times during any complaint investigation *Stepside Community Playgroup* places safeguarding and protection of children as their highest priority.

⁵ 7.1.1 *Listening and Learning: A guide to handling complaints and representations in local authority social services in Wales* (ISBN 0-11-091240-3) (WAG 2005).

⁶ Of the body undertaking the formal investigation eg CSSIW

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This **complaints** policy and procedure was passed for use in *Stepside Community Playgroup*

On: 13.01.2017

By: P. Harries

Position: Registered Person

Date of planned review: January 2018

8. Medication and asthma policy and procedure

***Stepside Community Playgroup* does not accept children who are unwell at the time of arrival at the provision.**

This policy relates to:

- Children who become unwell while attending *Stepside Community Playgroup* and the health care policy.
- The medication management for children in specific circumstances and links with the contract for parents/carers, admissions policy and equality and inclusion policy.

It is the policy of *Stepside Community Playgroup* to support any child who becomes unwell during their time in our care; and to welcome children who require prescribed medication to be administered to maintain their wellbeing while attending this provision, in line with the equality and inclusion policy.

We do this by operating the following procedure:

- In the event of a child becoming unwell, their needs are assessed and met as far as practicable, and the health care policy is implemented.
- Parents/carers complete the contract and registration form at admission and provide information about any changes to their child's health needs as soon as is practicable.
- Medication is administered only if it is prescribed by the child's doctor.
- Parents'/carers' written permission is obtained before any medication is administered.
- Written information relating to the child's individual medication is given to the provision including any possible side effects of the medication.
- *Stepside Community Playgroup* checks that any medication given conforms to the provision's insurance policy requirements.

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- All adults in *Stepside Community Playgroup* know who is responsible for administering medication at any time.
- In circumstances where technical or medical knowledge is required for specific medication to be administered to a child *Stepside Community Playgroup* may arrange for a nominated person to be trained by a qualified health professional, prior to the admission of the child, and update the training as needed.
- Medicines are stored in their original container, with the original label intact and clearly displayed.
- Medicines are stored at the correct temperature, temperatures checked, and records kept.
- Medicines are returned to parents/carers after the prescribed period of treatment.
- All medication is inaccessible to children at all times and kept in a locked cabinet/fridge (immediate access is enabled as necessary).
- Medication that is found to be out-of-date is not administered.
- Written information about when the medication was last administered is obtained from the parent/carer.
- Medication is administered to a child only by a delegated and trained adult.
- The time and dosage of medicine given is recorded and witnessed by another designated adult/member of staff in the provision.
- The parent/carer is required to sign the record of administration of medication on the same day when they collect the child.
- Records relating to medication administered are kept in line with *Stepside Community Playgroup's* confidentiality policy and retained in line with regulatory and insurance company requirements.

Asthma policy and procedure

Asthma is a long-term condition that can cause a cough, wheezing and breathlessness. The severity of the symptoms varies from person to person. Asthma can be controlled well in most people most of the time. In the UK, 5.4 million people are currently receiving treatment for asthma. That is 1 in every 12 adults and 1 in every 11 children.

Asthma is caused by inflammation of the airways. This makes it difficult to breathe

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and causes wheezing and coughing. It may also make the chest feel tight.
(<http://www.nhs.uk/conditions/asthma/Pages/Introduction.aspx>)

It is the policy of *Stepside Community Playgroup* to promote an effective partnership between all concerned to promote the safety, welfare and best interests of any child with asthma in our care.

We do this by:

- Encouraging and supporting children with asthma to participate fully in activities.
- Ensuring children have immediate access to their reliever inhalers.
- Providing guidance for staff on what to do if a child has an asthma attack and ensuring the child's welfare in the event of an emergency. This includes:
 - Access to appropriate asthma training for staff as needed.
 - Key workers/staff recognising when a child's asthma symptoms worsen.
- Ensuring that parents/carers of children who develop asthma after they have started at *Stepside Community Playgroup* are informed about this policy and given a copy.

When a child with asthma attends the setting we discuss their needs with their parents/carers.

This includes:

- Discussing the level or degree of the child's condition.
- Establishing how we can recognise when symptoms get worse – any triggers that the child is known to be sensitive to.
- Ensuring the child has immediate access to their reliever inhaler as prescribed, keeping it in an easily accessible place and making sure all relevant people - especially the child - know where to find it.
- Ensuring that written records are kept clearly detailing information of what medicine is to be taken, when and how often.
- Informing parents/carers that:
 - The inhaler must be prescribed for the child, labelled clearly with their full name.
 - It must not have passed its expiry date.
 - A record is kept each time a child takes their inhaler.
 - Medication left in the setting must be checked regularly and parents informed if and when replacements are needed.

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- Asking parents/carers to bring a spare inhaler to be kept at our provision in case of an emergency.
- Keeping and using emergency contact details for next of kin but in the case of an emergency dial 999 (in line with our registration form).
- Making sure the person collecting the child is informed if the child has had to take their medicines and to sign the form (in line with our medication policy).
- Making sure that inhalers are always taken on our trips (in line with our outings policy).
- Parents/carers are also referred to our admissions and equality and inclusion policies and procedures.

This **medication and asthma** policy and procedure was passed for use in *Stepside Community Playgroup*.

On:13.01.2017

By: P. Harries

Position: Registered Person

Date of planned review: January 2017

9. Confidentiality policy and procedure

Stepside Community Playgroup's work with children and families involves being aware of, recording and keeping sensitive and confidential information. This policy applies to all staff, volunteers, students and (management/committee members).

It is the policy of *Stepside Community Playgroup* to ensure that all who use and work in the provision can do so with confidence.

We respect the need for confidentiality by:

- Designating (*registered person/responsible individual/committee officer/person in charge/communications officer*) as the lead person for information/communications sharing.
- Ensuring that parents/carers have access to any files and records about their own children but do not have access to information about any other children.
- Arranging to share information with parents/carers who request it, in private.
- Ensuring that issues to do with the employment of staff, volunteers and students, whether paid or unpaid, remain confidential to the people directly involved with making personnel decisions.

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- Enabling staff, volunteers and students to have access to their own files and records, but not to information about any other member of staff, volunteer or student.
- Ensuring that staff, volunteers and students do not discuss concerns about individual staff members with anyone other than their delegated manager (or that person's delegated manager).
- Ensuring that staff, volunteers and students sign that they have read, accept and implement the confidentiality policy at their induction.
- Keeping all documents/forms and electronic data containing personal information securely in line with the Data Protection Act 1998 http://www.ico.gov.uk/for_organisations/data_protection/the_guide.aspx (this also applies to transporting personal information from place to place).
- Registering with the Information Commissioner's Office regarding the information held on children in our care on any electronic device (computer, mobile phone, USB flash drive/memory stick, digital camera, memory card, etc).⁷
- Ensuring that confidential information is shared with other agencies only by the *Stepside Community Playgroup's* delegated person who has the authority to do so. In these circumstances the parents'/carers' consent is obtained (except in cases where this may place a child at risk).
- Making available personal data to CSSIW as required by day care regulations.
- Keeping records of concerns/information relating to children's safeguarding confidential and in line with Stepside Community Playgroup's child protection policy and the All Wales Child Protection Procedures.
- Taking seriously any breach of confidentiality at *Stepside Community Playgroup*. This is considered as gross misconduct that can lead to disciplinary action and dismissal.
- Following statutory regulations regarding the period of storing information (for example: company law, insurance company, CSSIW, Data Protection Act 1998, charity law and local authority).
- Disposing of any information (that can be disposed of) responsibly, by shredding or burning.
- Ensuring any computer or electronic device holding personal data is wiped before it is passed onto a third party.

⁷Check for exemptions at www.ico.gov.uk (01625 545740) 'Notification Exemptions: A Self – Assessment Guide' section.

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- Ensuring that any computer or electronic device that has shared use (for example in a committee member's family) has a system of password protection (as a minimum) for any stored personal information.
- Obtaining parents'/carers' consents before using cameras, or video recording equipment with their children.

This **confidentiality** policy and procedure was passed for use in *Stepside Community Playgroup*

On: 13.01.2017

By: P. Harries

Position: Registered Person

Date of planned review: January 2018

Confidentiality policy and procedure

***Stepside Community Playgroup's* work with children and families involves being aware of, recording and keeping sensitive and confidential information. This policy applies to all staff, volunteers, students and (management/committee members).**

It is the policy of *Stepside Community Playgroup* to ensure that all who use and work in the provision can do so with confidence.

We respect the need for confidentiality by:

- Designating (*registered person/responsible individual/committee officer/person in charge/communications officer*) as the lead person for information/communications sharing.
- Ensuring that parents/carers have access to any files and records about their own children but do not have access to information about any other children.
- Arranging to share information with parents/carers who request it, in private.
- Ensuring that issues to do with the employment of staff, volunteers and students, whether paid or unpaid, remain confidential to the people directly involved with making personnel decisions.
- Enabling staff, volunteers and students to have access to their own files and records, but not to information about any other member of staff, volunteer or student.

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- Ensuring that staff, volunteers and students do not discuss concerns about individual staff members with anyone other than their delegated manager (or that person's delegated manager).
- Ensuring that staff, volunteers and students sign that they have read, accept and implement the confidentiality policy at their induction.
- Keeping all documents/forms and electronic data containing personal information securely in line with the Data Protection Act 1998 http://www.ico.gov.uk/for_organisations/data_protection/the_guide.aspx (this also applies to transporting personal information from place to place).
- Registering with the Information Commissioner's Office regarding the information held on children in our care on any electronic device (computer, mobile phone, USB flash drive/memory stick, digital camera, memory card, etc).⁸
- Ensuring that confidential information is shared with other agencies only by the *Stepside Community Playgroup's* delegated person who has the authority to do so. In these circumstances the parents'/carers' consent is obtained (except in cases where this may place a child at risk).
- Making available personal data to CSSIW as required by day care regulations.
- Keeping records of concerns/information relating to children's safeguarding confidential and in line with Stepside Community Playgroup's child protection policy and the All Wales Child Protection Procedures.
- Taking seriously any breach of confidentiality at *Stepside Community Playgroup*. This is considered as gross misconduct that can lead to disciplinary action and dismissal.
- Following statutory regulations regarding the period of storing information (for example: company law, insurance company, CSSIW, Data Protection Act 1998, charity law and local authority).
- Disposing of any information (that can be disposed of) responsibly, by shredding or burning.
- Ensuring any computer or electronic device holding personal data is wiped before it is passed onto a third party.
- Ensuring that any computer or electronic device that has shared use (for example in a committee member's family) has a system of password protection (as a minimum) for any stored personal information.

⁸Check for exemptions at www.ico.gov.uk (01625 545740) 'Notification Exemptions: A Self – Assessment Guide' section.

Statement of Purpose Stepside Community Playgroup 2017

- Obtaining parents'/carers' consents before using cameras, or video recording equipment with their children.

This **confidentiality** policy and procedure was passed for use in *Stepside Community Playgroup*

On: 13.01.2017

By: P. Harries

Position: Registered Person

Date of planned review: January 2018

9. Behaviour management and anti-bullying policy and procedure

In line with the Rights of Children and Young Persons (Wales) Measure 2011 and the UN Convention on the Rights of the Child we believe that children in our care have the right to feel safe and valued as individuals, and it is our policy to model and promote behaviour that encourages mutual respect.

It is the policy of *Stepside Community Playgroup* that no physical punishment – or the threat of it - is used to moderate children's behaviour. Children are never shaken, smacked, humiliated, shouted at, intimidated or shamed. Restraint, or holding, is never used except when necessary to avoid or prevent personal injury to the child, other children or an adult, or serious damage to property.

It is the policy of *Stepside Community Playgroup* to challenge any bullying that may be perceived during operational hours.

Bullying may be defined as a deliberate action that is violent, humiliating, intimidating, shaming, ridiculing, threatening, or leaves a child feeling undervalued. Additional guidance and information about dealing with bullying can be found at: www.bulliesout.com

It is our policy that everyone who attends, works in or visits *Stepside Community Playgroup* has the right to enjoy the service we provide and all who attend our provision are expected to conduct themselves in a manner that is mindful of the presence of children.

We do this by:

- Operating an effective equality and inclusion policy.
- Recruiting and employing staff who understand what is and isn't acceptable behavior, and maintaining currency of training.
- Ensuring our staff (including volunteers and students on placement) present positive role models and attitudes.
- Designating a behavior management officer.

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- Applying a positive approach to managing children's behavior which is based on praise and encouragement, and planning activities that maintain engagement with children.
- Encouraging children to learn what is right and wrong, and involving them as they are able, in discussions about what is acceptable and what is not acceptable behaviour.
- Encouraging children to talk about their feelings, and learn to express them in appropriate ways, learning independent self-discipline.
- Celebrating examples of good behaviour.
- Working with parents/carers to understand and modify children's behaviour that is unacceptable.

When a child's behaviour is unacceptable we respond by:

- Intervening as soon as an incident occurs.
- Establishing eye contact and using appropriate language with any child involved.
 - A child may be removed from their current activity, and settled in another, as the situation demands.
- Ensuring privacy and dignity as appropriate and taking into account a child's level of understanding and any personal issues that may have an impact.
- Showing support for any victim as appropriate.
- Recording significant incidents and any action taken, informing parents/carers when they collect their child.

If unacceptable behaviour continues, key staff monitor and record the child's progress and share information with the child's parent/carers and any relevant external professionals who may be involved. Information sharing is in line with the confidentiality policy.

This **behaviour management and anti-bullying** policy and procedure was passed for use in *Stepside Community Playgroup*.

On: 13.01.2017

By: P. Harries

Position: Registered Person

Date of planned review: January 2017

10. Equality and inclusion (including additional/special needs) policy and procedure

To be read in conjunction with:

- **Statement of purpose.**
- **Sample contract and registration form.**

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- Admissions, arrivals and collections, settling in, failure to collect a child, and when a child is lost or missing.
- Parental involvement.
- Medication and asthma.

It is the policy of *Stepside Community Playgroup* as members of Wales PPA, to be fully committed to the active promotion of equality of opportunity for all children and adults involved in our provision.

We do this by:

- Taking account of the Equality Act 2010 (<http://wales.gov.uk/topics/equality/equalityactatwork/equalityact10/?lang=en>).
- Operating an inclusive admissions policy and procedure.
- Recognising and respecting individuality and potential of all children and adults who may work, use, or visit *Stepside Community Playgroup*.
- Ensuring that *Stepside Community Playgroup* reflects and meets the needs of the local community and incorporates equal opportunities into all areas of our work.
- Challenging discrimination where it may be perceived in the way *Stepside Community Playgroup* operates - this includes staff recruitment, employment and training, and how resources, facilities and activities are arranged and available for use by children and their parents/carers.
- Offering children activities that give them the opportunity to explore, value and acknowledge similarities and differences between themselves and others, and learning about the impact of discriminatory remarks and behaviour.
- Providing activities that give children and adults the opportunity to understand they are part of a multiracial society; and to respect cultures, lifestyles, languages and religions other than their own.
- Respecting all children's privacy when intimate care is being provided.
- Operating an effective participation policy that ensures children's views are listened to, acted on and feedback given to children.
- Advertising *Stepside Community Playgroup* service and vacancies for staff and children's places in ways that reflect the needs (including language needs) of the community, by placing information with the local authority Family Information Service, doctors' surgeries, health visitors, local post offices, libraries, and shops.
- Obtaining and providing resources such as books, posters and activities that positively and accurately reflect the diversity of society.

Additional/special needs:

Stepside Community Playgroup has regard for the Special Educational Needs Code of Practice for Wales (2002) (<http://wales.gov.uk>) and the Equality Act 2010 on the Identification, Assessment and Education of Children with Special Educational Needs. *For providers registered with Estyn to deliver Early Years Education this is a statutory requirement and for other providers it is best practice.*

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We do this by:

- Welcoming and providing support as needed to staff, students and volunteers, parents/carers and visitors who have additional/special needs.
- Welcoming children with additional/special needs who may be admitted (in line with our admissions policy) after full consultation with parents/carers, staff, referral scheme co-ordinators and any other relevant agency workers involved.
- Informing parents/carers of relevant health and safety procedures prior to admission of a child, and by undertaking risk assessments as needed to ensure the best interests of the child are met.
- Giving consideration to disabilities and individual needs when arranging meetings, outings and events, and recording and taking action on any recommendations and decisions made.
- Operating an effective medication policy.
- Including children with additional/special needs and in routine activities, adapting our resources to meet the specific needs of the child.
- Requesting additional assistance as appropriate, such as via a local referral scheme.
- Learning of external agencies who may provide additional support and/or advice and will signpost the family as appropriate, for example Special Needs Advisory Project (SNAP) Cymru, Portage, and so on.
- Maintaining records of children's progress that are reviewed regularly and released only to other agencies and professionals with the full written permission of parents (in line with the confidentiality policy).
- Co-operating fully with all appropriate agencies (subject to parental permission), such as health visitors, medical staff, therapists, social workers, psychologists, or portage workers, involved in the care of a child with specific needs.
- Arranging for members of staff to attend relevant training to help meet the individual needs of a child.
- Delegating the role of special educational needs co-ordinator (SENCO) to *Mrs. Waters* who manages the day-to-day requirements of the Special Educational Needs Code of Practice.

The role of the SENCO:

The SENCO should have responsibility for:

- Ensuring liaison with parents/carers and other professionals in respect of children with additional/special educational needs.
- Advising and supporting other practitioners in the setting.
- Ensuring that appropriate Individual Education Plans are in place.
- Ensuring that relevant background information about individual children with additional/special educational needs is collected, recorded and updated.
- Ensuring that parents/carers are aware of the local parent partnership service.

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Extract from Chapter 4 Identification, Assessment and Provision in Early Years Settings; Special Educational Needs Code of Practice for Wales 2002 Welsh Government. (<http://wales.gov.uk>)

This **equality and inclusion (including additional/special needs)** policy and procedure was passed for use in *Stepside Community Playgroup*.

On: 13.01.2017

By: P. Harries

Position: Registered Person

Date of planned review: January 2018

12. Outings policy

It is the policy of *Stepside Community Playgroup* to provide safe outings for children in our care as part of their learning experience, sharing the events with and involving, the children's parents/carers wherever possible.

We do this by:

- Involving parents/carers in the choice of venue by:
 - /vote from list of suggestions/staff meeting/curriculum planning meeting.
- Completing a written risk assessment of the chosen venue and associated activities *prior* to the outing taking place (including a pre-visit).
- Providing our insurers with relevant information in a timely manner.
- Maintaining records of own vehicles and drivers used.
- Informing parents of the proposed outing by displaying information on the notice board and by letters containing all details and consent forms which are required to be returned at an agreed date.
- Inviting parents to participate in the outing and on acceptance, agreeing their responsibilities.
- Implementing an adult/child ratio in line with the risk assessment, (a minimum of 1:2).
- Maintaining levels of staff qualifications in line with the risk assessment (minimum: in line with regulatory requirements).
- Ensuring all details for contacts and individual needs are taken on the outing and held by a named person.
- Ensuring *at least* two mobile phones (that have signal coverage and battery use throughout the outing's duration and location) are available:
 - For use by one named person.
 - The number is known to all adults attending and appropriate contacts in the provision and attendant children's families.
- Maintaining a register of all attending, checking children are present at regular intervals throughout the outing as well as at the beginning and end.
- Issuing on the day, identification (including a mobile contact number) to be worn by all

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children.

- Operating a robust **children who are lost or missing policy and procedure**.
- Identifying and informing all adults attending of the named first aider who will carry a first aid kit and any appropriate equipment such as inhalers.
- Asking parents to supply any packed lunch/refreshments/drinks for their children in safe containers.
- Asking parents to dress their children in clothing that is suitable for the event.
- Reviewing the success of the outing and amending the written risk assessment and any other documentation to improve future outing arrangements (*see sample form*).

Stepside Community Playgroup provides these outings at (*minimum/no cost*) to parents/carers.

In addition to the above procedure, *Stepside Community Playgroup* issues the following guidance to adults accompanying children when visiting farms or animal parks in line with the risk assessment undertaken for the specific outing:

- Parents/carers, and staff are advised of risks that can occur to women who are pregnant while visiting farms, particularly during the lambing season.
- *Stepside Community Playgroup* ensures the children treat the animals with respect and consideration in line with our 'looking after our environment policy'.
- Children are encouraged to listen carefully and follow instructions given by the adults.
- All participants wear appropriate clothing and provide a change of footwear.
- All participants approach and handle the animals quietly and gently.
- All participants wash hands thoroughly after any contact with the animals, particularly before eating, and before leaving the farm.
- All participants eat only in designated areas.
- Children are not allowed to place their faces close to, or kiss the animals.
- Children are not allowed to suck fingers or objects which may have been in contact with the animals.
- Children are not allowed to pick up any tools unless permitted to do so by farm staff.
- Children change their footwear and wash their hands just before leaving the farm or park. (Particular care is taken after any contact with animal faeces.)

This policy and procedure is supported by the information and forms found under Outings: planning, risk assessment and review forms.

***Stepside Community Playgroup's* children who are lost or missing policy should be read in conjunction with this policy and procedure.**

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This **outings policy and procedure** was passed for use in *Stepside Community Playgroup*

On: 13.01.2017

By: P. Harries

Position: Registered Person

Date of planned review: January 2018

12. Health and hygiene policy and procedure

(To be read in conjunction with the health and safety policy and the food, drinks and healthy eating policy.)

It is the policy of *Stepside Community Playgroup* to promote a healthy lifestyle and a high standard of hygiene in our day-to-day work with children and adults.

We do this by:

- Developing and maintaining professional links with *local, regional, national* healthcare professionals and information services to obtain relevant and current professional knowledge and practice.
- Meeting requirements made by the Food Standards Agency.
- Providing opportunities for parents/carers to discuss health issues with staff when their child starts attending or at any time during operational hours, either informally or formally.
- Providing training opportunities for staff and parents/carers in first aid and food preparation safety that meet or exceed regulatory requirements.
- Using domestic-strength cleaning fluids and storing them safely in line with our risk assessment.
- Operating an effective policy about children who are ill and have infectious illnesses.
- Providing opportunities and activities in day-to-day practice that encourage children in our care to discuss and learn about the benefits of healthy lifestyle choices.
- Maintaining an ethos that encourages and enables staff members to model healthy lifestyle choices.
- Providing food and snacks that are healthy and wholesome, promoting and extending the children's understanding of a healthy diet.
- Planning all meals and snacks in advance, taking account of all dietary requirements including those for medical, cultural, religious reasons and parental choice.
- Encouraging children to become independent in dealing with their personal needs.
- Maintaining a safe and healthy approach for animals we care for and children's involvement.

The following procedures are in place to limit the spread of infection:

- A box of tissues is available for children to blow and wipe their noses as necessary. Soiled tissues are disposed of hygienically.

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- Children are encouraged to shield their mouths when coughing and sneezing.
- Toilet facilities meet or exceed regulatory requirements and potties, trainer seats for toilets, steps, nappy changing facilities and disposable nappies are available as needed.
- Hands are washed after using the toilet and before handling food.
- Individual hand drying facilities are provided and disposal of paper towels is appropriate.
- Arrangements for nappy changing and disposal meet environmental health requirements.
- Staff wear disposable aprons and gloves (which are disposed of appropriately) when changing children.
- Staff and any volunteers are aware of how infections (including HIV) are transmitted and training is provided to deal with spillages and bodily fluids.
- Children who have pierced ears do not try on or share each other's earrings.
- Children with head lice are not excluded; advice about treatment for the whole family is given to all parents/carers.
- Tables and work surfaces are cleaned and wiped with an antibacterial product before meals and prior to cooking activities.
- Disposable latex gloves and aprons are always used when cleaning spills of body fluids.
- Any spillage of blood, vomit or excrement is wiped up and flushed down the toilet and the surface disinfected. (It is recommended that bleach is not used.)
- Any fabric contaminated with body fluids are washed in hot water (minimum temperature 60 degrees).
- Spare clothing is available in case of accidents. Plastic bags are available in which to wrap soiled garments.

Food hygiene

Stepside Community Playgroup ensures the practice of storing, preparing and serving food meets (or exceeds) regulations for a food provider.

We do this by:

- Requiring identified members of staff to attend food hygiene training.
- Following recommendations in Welsh Government Food and Health Guidelines for Early Years and Childcare Settings (2009)
<http://wales.gov.uk/topics/health/improvement/index/guidelines/?lang=en>
- Ensuring staff wear appropriate clean clothing and wash their hands before handling food.
- Providing separate sinks for food preparation and hand washing in line with Food Standards Agency requirements.
- Ensuring the kitchen area is free from contamination such as infestation of rodents, flies, etc.
- Maintaining separate cleaning materials for kitchen and toilet areas.

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- Ensuring appropriate hygienic handling and disposal of waste in covered bins that are not within reach of children.
- Keeping tea towels and hand towels for kitchen use separate, and washed between sessions.
- Cleaning kitchen utensils after use and storing them in a dust-free place such as a closed cupboard or drawer.
- Including kitchen usage in the premises and equipment risk assessment so that damaged work surfaces cracked or chipped china are not used.
- Preparing raw and cooked food in separate areas.
- Keeping food and drink covered and at the appropriate temperature.
- Asking parents/carers to supply any food and drinks in appropriate containers so that it can be stored until use at appropriate temperatures.
- Serving food and drink at a temperature and consistency that is safe and suitable for consumption.
- Serving any food and drink that requires heating immediately so that it is not left standing. No food or drink is reheated.
- Washing fresh fruit and vegetables thoroughly before use.
- Providing a separate area for preparation and storage of baby foods.
- Providing a separate fridge and preparation area for babies' bottled feeds.

Food as an activity

When cooking or handling food as an activity *Stepside Community Playgroup* takes full account of the above.

Toileting

- Children who are in nappies are checked regularly and changed immediately if required.
- Children have access to toilet facilities at all times. Where appropriate children's seats, potties, steps, etc are available. Help and assistance is given where needed.
- Independence is encouraged and privacy is respected.
- Children are accompanied to the toilet as soon as they indicate their need.
- Personal care is delivered only by fully checked members of staff.
- Children are taught good hygiene practice in relation to their own personal care as they grow to independence.
- Warm water and soap are available for children to wash their hands.
- Water temperature is controlled.

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- Toilets, potties, etc are checked regularly and cleaned/disinfected daily (or according to need).
- Changing mats and related equipment are disinfected after each child.

Illness (see admissions and medication policies)

- Parents/carers are asked to keep their children at home if they have any infection.
- Parents/carers are asked to inform the provision about any infection so that prompt attention can be given to other children who may appear unwell.
- Information about exclusion periods for the more common communicable diseases is made available to parents/carers.
- Parents/carers of a child who has been vomiting or had diarrhoea are asked not to bring their child in to the provision until at least 48 hours has elapsed since the last attack.
- Parents/carers are informed of any outbreak of a significant infectious disease within the provision (in a confidential manner).
- Members of staff whose children are unwell are not permitted bring their child to the provision.
- All minor injuries, such as cuts or open sores, are covered.
- Sticking plasters are not used unless supplied by a parent/carer in case of a child's allergic reaction.
- *Stepside Community Playgroup's* designated first aider ensures that the first aid equipment is kept clean, replenished and replaced as necessary.

Outdoor play and sun safety

- Children have the opportunity to play in the fresh air throughout the year, either in *Stepside Community Playgroup's* own outside area or on outings to parks or other community play spaces.
- The outside area is checked thoroughly prior to use and all undesirable objects removed to ensure the health and safety of children and adults.
- Appropriate clothing is worn for all outdoor activities.
- Outdoor activities are arranged to avoid sun around midday.
- Parents/carers are asked to supply high factor sun lotion for use by their child.
- Sheltered places are available for use outdoors during sunny days.
- Sunhats are worn by both adults and children.

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This **health and hygiene** policy and procedure was passed for use in *Stepside Community Playgroup*

On: 13.01.2017

By: P. Harries

Position: Registered Person

Date of planned review: January 2018

Staff Disciplinary Policy

As county council employees this is the policy we follow :-

<http://gov.wales/docs/dcells/publications/130227disciplinaryanddismissalen.pdf>