



BRACKNELL
LEISURE CENTRE

Crèche Policies and Procedures



We undertake to keep your child safe and happy so you can engage in your chosen activity within Bracknell Leisure Centre.

Open Monday to Friday (excluding Bank Holidays)
9.15am - 2.15pm

BRACKNELL FOREST

Be

LEISURE

PLEASE COMPLETE ALL SECTIONS

In accordance with the Children's Act 2004, a registration form must be completed for each child before we can accept them into the crèche.

1 Child's full name:

2 Child's date of birth: Day Month Year

3 Parent's name:.....

4 Parent's address:.....

.....

.....

5 Parent's telephone number:

6 Child's religion (if applicable):.....

7 Emergency contact name:

8 Emergency contact number:.....

9 Doctor's name and contact number:.....

10 Please sign here if First Aid may be administered to your child in an emergency:

.....

11 Does your child have any allergies or conditions? Yes No

If yes, please give details:

Does your child have any conditions that require medication? Yes No

If yes, please give details:

12 I give my permission for crèche staff to change my child's nappy. Yes No

13 Does your child sleep on his / her: Side Back Tummy

14 Does your child sit on his / her own? Yes No

15 Has your child been seen by the Health Visitor for his/her 2 year old check? Yes No

I have received a copy of the crèche policies and I will undertake to telephone Bracknell Leisure Centre if my child contracts any infectious disease. Yes

.....
(signature of parent/carer)

.....
Date:

[RESTRICT]



Crèche Policies

During these policies we have used the word parent; this also includes all carers and persons responsible for the child's well-being.

The crèche recognises that many different types of family group can and do successfully love and care for children. The crèche aims to offer support to all families.

Children's Act 1989

We believe that the crèche's activities should be open to all children and families, and to all adults committed to their education and care. We aim to ensure that all who wish to work in, or volunteer to help with, our crèche have an equal chance to do so.

The Role of the Registering Authority

The crèche is on the voluntary part of the childcare register. In some circumstances, it will be necessary to bring in the registering body, which has a duty to ensure laid down requirements are adhered to. The registering authority would be involved if a child appeared to be at risk or where there seemed to be a possible breach of registration requirements. In these cases, both the parents and the crèche would be informed, followed by appropriate action.

We believe that most complaints are made constructively and can be sorted out at an early stage.

We also believe that it is in the best interests of the crèche and parents that complaints should be taken seriously and dealt with fairly and in a way that represents confidentiality.

Liaise With Other Bodies

The crèche operates in accordance with guidelines laid down by the registering authority.

Confidential records kept on children about whom the crèche is anxious will be shared with the Social Services Department if the crèche feels that adequate explanations for changes in the child's condition have not been provided.

The crèche will maintain ongoing contact with the registering authority, together with names, addresses and telephone numbers of individual social workers, to ensure that it would be easy, in any emergency, for the Social Services Departments to work well together.

Confidentiality Policy/Data Protection

The crèche's work with children and families will sometimes bring us into contact with confidential information.

To ensure that all those using and working in the crèche can do so with confidence, we will respect confidentiality in the following ways:

- Parents will have ready access to the files and records of their children, but will not have access to information about any other child.
- Staff will not discuss individual children, other than for the purposes of planning/group management, with people other than the parents/carers of that child.
- Information given by parents/carers to the crèche leader will not be passed onto other adults without permission.
- Issues to do with the employment of staff will remain confidential to the people directly involved with making personnel decisions.
- Any anxieties/evidence relating to a child's personal safety will be kept in a confidential file and will not be shared within the group except with the manager and supervisors.
- Students on Pre-school Learning Alliance or other recognised qualifications and training will be advised of our confidentiality policy and are required to respect it when they are observing the crèche. The same applies to any pupils on work experience.
- Confidentiality will be maintained as written in the Data Protection Act 1998 and the Freedom of Information Act 2000.

Management

The crèche may care for no more than 26 children aged 6 weeks to 5 years; of these not more than 12 may be under 2 years at any one time.

A book will be available at each session for the reporting of any accident/incidents – this will include children coming in with any injuries. Recorded in the accident book will be details of the accident, date and time of the incident, what treatment was given, including the serial numbers of the products used.

In cases of serious injury, the parent will be called back, and a leisure centre first aider will call an ambulance if required, and fill in a leisure centre accident form.

Regular safety monitoring will include the checking of the accident records as a basis of risk assessment.

All adults, including parents and other carers, will be aware of the system in operation for children's arrivals and departures. Staff will be at the gate during these periods.

Adults will not be permitted to bring hot drinks into the crèche, nor to put them in reach of the children.

All mobile phones to be switched off and stored away during working hours.

The leisure centre fire drill is held at least twice a year.

A register of both adults and children will be completed as people arrive and leave so that a complete record of all those present is available in an emergency.

The leisure centre budget includes an allocation towards training costs.

We support the work of our staff and identify their ongoing training and development needs by means of regular monitoring/appraisals.

We are committed to recruiting, appointing and employing staff in accordance with all relevant legislation.

Supervision

All children will be supervised by adults at all times and will always be within sight of an adult.

Children will leave the crèche only with authorised adults.

Children will not have access to kitchens, cookers or any cupboards storing hazardous materials, including matches.

Whenever children are on the premises at least two adults will be present.

A correctly stocked first aid box will be available at all times.

Fire extinguishers will be checked regularly and staff will know how to use them.

Procedure for Uncollected Children

If a child is not collected at the end of the session, the following procedure will be adopted:

1. After 10 minutes, a tannoy call will be put out for the parent/carer to return to the crèche and at the same time a member of staff from the crèche or a duty manager will go to the named location in the day book register to look for the parent/carer.
2. After 15 minutes, the telephone numbers on the registration form will be called.
3. These numbers will be repeatedly called for the next hour.
4. If after 1 hour, we are unable to contact any of the telephone numbers, we will contact the Children and Families Team at Social Services and ask them to take responsibility for your child.
5. The crèche must not provide overnight care.

Safety

The safety of young children is of paramount importance. In order to ensure the safety of children and adults, the crèche will ensure safety in the following areas:

Environment

Safety checks on premises indoors will be made before every session.

Low-level glass is all safety glass.

Equipment will be checked regularly and any dangerous items repaired/discarded.

The layout of the room and space ratios will allow children and adults to move safely freely between activities.

Fire doors will never be obstructed and fire exits will be adequately guarded.

A record will be kept of any checks by the Fire Safety Officer and also of fire drills and servicing of fire safety equipment. Any recommendations by the Fire Safety Officer will be carried out.

All dangerous materials and cleaning materials will be stored out of the reach of children.

The crèche is cleaned by leisure centre cleaners. Toys and equipment used daily are cleaned with a bioguard solution by crèche staff

Large equipment offered to children will be developmentally appropriate, recognising that materials suitable for an older child may pose a risk to a younger/less mature child.

Some areas and activities pose particular hazards. All staff will be aware of these.

There will be safe surfaces beneath and around all climbing equipment and such activities will be appropriately supervised.

Access to dangerous areas such as the kitchen will be physically restricted and closely supervised.

Systems will be in place to ensure no child can leave the premises unattended.

Adult Safety

All adults in the crèche, both staff and visitors, will be aware of and respect the crèche's safety policies.

Adults in the crèche will have access to advice on safe lifting techniques.

If adults need to reach up for stored equipment, they will be provided with something safe to stand on.

Adults will not be required to be in the building alone, nor to leave alone after dark.

Employment

Any vacancies will be advertised. The crèche will appoint the best person for each job and will treat fairly all applicants for jobs and all those appointed.

Commitment to implementing the group's Equal Opportunities Policy will form part of the job description for all workers.

Applicant's CV must be up to date with a complete history and no gaps.

At least two references will be checked and verified.

All Qualifications will be checked.

Identity checks will be carried out including an enhanced DBS

Applicants must be fit and able to carry out tasks that are required of them in the day-to-day running of the crèche.

Any convictions, cautions and/or court orders which may disqualify the applicant from working with children or their suitability must be declared.

All staff complete safeguarding, health & safety and data protection training.

Staffing and Employment

A high adult:child ratio is essential in providing good quality crèche care.

We have at least one member of staff to:

- 3 children aged 6 weeks to 2 years
- 4 children aged 2 to 3 years
- 8 children aged 3 to 5 years.

On average we have 6 members of staff to every 26 children, which is the maximum number of children allowed in the crèche at any one time.

Regular staff meetings provide opportunities for supervisors to discuss the children's progress and any difficulties.

We work towards an equal opportunities employment policy, seeking to offer job opportunities to both women and men, with and without disabilities, from all religious, social, ethnic and cultural groups.

If children of crèche staff are unwell they will not accompany parents/carers to work in the crèche.

Student Placements

We recognise that the quality and variety of work which goes on in a crèche makes it an ideal placement for students from Early Years' training and qualifications as well as those on the Diploma in Preschool practice.

In co-operation with educational providers, we welcome students into the crèche on the following conditions:

- The needs of the children are paramount. Students will not be permitted in numbers, which hinders the essential work of the crèche.
- Students must be engaged in bona fide Early Years' training, which provides necessary background understanding of children's development and activities.
- Any information gained by the students about the children, families or other adults in the crèche must remain confidential.
- Students will be supervised at all times.

Selecting Play Equipment and Toys

The toys and equipment in the crèche provide opportunities for children, with adult help, to develop new skills and concepts in the course of their play and exploration.

The equipment we provide:

- Is appropriate for the ages and stages of all children in the crèche.
- Offers challenges to developing physical, social, personal and intellectual skills.
- Features positive images of people, both male and female, from a range of different ethnic and cultural groups, with and without disabilities.
- Will enable children, with adult support, to develop individual potential and move towards the required learning goals.
- Conforms to all relevant safety regulations and is sound and well made.

These will be chosen to give children a balanced view of the world and an appreciation of the rich biodiversity of our multi-racial society.

Materials will be selected to help children to develop their self-respect and to respect other people by avoiding stereotypes and by using images and words, which reflect positively the contribution of all members of society.

SEN Inclusion – Policies and Procedures

In regard to the DFEE Code of Practice on special needs, we aim to provide and welcome appropriate learning opportunities for all children.

Our crèche's special education needs coordinator monitors the needs and progress of children who have special educational needs.

Our aim is to provide for the developmental needs of each child in the crèche.

All children in the crèche, irrespective of their special needs, are encouraged wherever possible and appropriate to participate in all the activities available.

We work closely with the parents of all the children in the crèche to ensure that:

- We draw upon the knowledge and expertise of parents in planning provision for the child.
- The child's progress and achievements are shared and discussed with parents on a regular basis.
- Parents know the identity of the crèche's special educational needs coordinator.
- Parents are aware of the arrangements for the admission and integration of children with special needs.

Our staff attend, when appropriate, in-service training on special needs arranged by the Early Years' Team and other professional bodies.

Inclusion

The Curriculum

All children will be respected and their individuality and potential recognised, valued and nurtured.

Activities and the use of play equipment offer children opportunities to develop in an environment free from prejudice and discrimination.

Management of resources within the crèche will ensure that both girls and boys have full access to all kinds of activities and equipment and are equally encouraged to enjoy and learn from them.

Appropriate opportunities will be given to children to explore, acknowledge and value similarities and differences between themselves and others.

Discriminatory Behaviour/Remarks

Any discriminatory language, behaviour or remarks by children, parents or any other adults are unacceptable in the crèche.

Our response will aim to demonstrate support for the victim(s), to help those responsible to understand and overcome their prejudices and to make it clear that such behaviour/remarks will not be tolerated.

Language

Children and parents who use English as their second or additional language will be valued and their languages recognised and respected in the crèche.

Child Protection – Policies and Procedures/Safeguarding

We comply with the procedures approved by the Bracknell Forest Local Safeguarding Children's Board and Area Child Protection Committee.

We intend to create in our crèche an environment in which children are safe from abuse and in which any suspicion of abuse is promptly and appropriately responded to.

In order to achieve this:

- Known abusers will be excluded.
- It will be made clear to applicants for posts within the crèche that the position is exempt from the provisions of the Rehabilitation of Offenders Act 1974.
- Changes in children's appearances will be investigated.
- Parents will normally be the first point of reference, but if they are not in a position to allay any legitimate anxieties the matter will also be taken up with the Social Services department.
- In exceptional circumstances, the Social Services department may be the first point of reference.
- All such suspicions and investigations will be kept confidential, shared only with those who need to know. The people most commonly involved will be the member of staff/key worker, and the crèche manager/deputy.
- Photography and/or filming on any device is strictly banned in the creche at all times, except when explicit permission has been granted. A photography form will be required.

Bruising Protocol for Immobile Infants

Accidental bruising on non-independently mobile infants is rare and should therefore always warrant an explanation from the parent/carer.

Any bruise/injury will always be assessed within the context of medical and social history as well as development stage. Any explanation given will be recorded and Childrens' Social Care may be contacted for discussion and advice.

Prevent Abuse by Means of Good Practice

Adults will not be left alone with children. An adult who needs to take a child aside – for example, for "time out" due to behaviour which needs improvement – will not leave the room.

Adults who have not been registered as "fit" persons will not take children unaccompanied to the toilet.

Children will be encouraged to develop a sense of independence through adult support in making choices and in finding names for their own feelings and acceptable ways to express them. This will enable children to have the self-confidence and the vocabulary to resist inappropriate approaches.

The layout of the room will permit constant supervision of all children.

Appropriate response will be made to suspicions of abuse.

The first concern will be the child. Children whose condition or behaviour has given cause for concern will be listened to, reassured and helped to understand that they themselves are valued and respected and have not been at fault.

If a member of staff is accused of any form of child abuse, the person in charge of the crèche will interview them immediately. The person accused may choose to attend the interview accompanied by a friend or colleague and to seek advice from a union representative. The interview will usually be with the crèche manager or the centre manager. The person against whom the allegation is made will be informed of the allegation and will immediately be suspended. Investigations will be in line with the Berkshire Local Safeguarding Children's Board. Confidential records will be kept of the allegation and all of the subsequent proceedings.

Keep Records

Whenever worrying changes are observed in a child's appearance or physical conditions, a specific and confidential record will be set up. The record will include objective descriptions of the child's behaviour/appearance, without comment or interpretation; where possible, the exact words spoken by the child; the date, the name and signature of the recorder.

Such records will be kept in a separate file and will not be accessible to people other than the crèche manager or other members of staff, as appropriate.

All applicants for work within the crèche will be interviewed before an appointment is made and will be asked to provide at least two references. All such references will be followed up. In case of applicants with unexplained gaps in their employment history, or who have moved rapidly from one job to another, explanations will be sought.

All appointments will be subject to a probationary period and will not be confirmed unless

the applicant can be safely entrusted with children.

Support Families

The crèche will take every step in its power to build up trusting and supportive relationships between families and staff in the crèche.

Where abuse at home is suspected, the crèche will continue to welcome the child and family while investigations proceed.

Confidential records kept on the child will be shared with the parents.

With the proviso that the care and safety of the child must always be paramount, the crèche will do all in its power to support and work with the child's family.

Behaviour Management – Policy and Practice

We believe that children and adults flourish best in an ordered environment in which everyone knows what is expected of them and children are free to develop their play and learning without fear of being hurt or hindered by anyone else. We aim to work towards a situation in which children can develop self-discipline and self-esteem in an atmosphere of mutual respect and encouragement.

Therefore our care and behaviour guidelines are as follows:

- All children should behave in an appropriate social manner.
BULLYING WILL NOT BE ACCEPTED.
- All adults will try to provide a positive model for the children with regard to friendliness, care and courtesy and to offer strategies for handling any conflict.
- Rules governing the conduct and behaviour of the children will be discussed and agreed within the crèche and explained to all newcomers, both children and adults.
- All adults in the crèche will ensure that the rules are applied consistently, so the children can have the security of knowing what to expect and can build up useful habits of behaviour.
- Adults in the crèche will praise and endorse desirable behaviour such as kindness and willingness to share.
- We will take positive steps to avoid a situation in which children receive adult attention only in return for undesirable behaviour.

When Children Behave In Unacceptable Ways:

- They will be given one-to-one adult support in seeing what was wrong and how to cope more appropriately. This might be accomplished by a period of "time-out" with an adult.
- Physical punishment such as smacking or shaking will neither be used nor threatened.

- Physical restraint such as holding will be used only to prevent physical damage to children or adults and/or serious damage to property. Any significant event of this sort will be recorded, and the parent informed on the same day.
- In cases of serious misbehaviour, it will always be made clear to the child or children in question that it is the behaviour and not the child that is unwelcome.
- Adults will not shout, or raise their voices in a threatening way.
- Any behaviour problems will be handled in a developmentally appropriate fashion, respecting individual children's level of understanding and maturity.
- Adults will be aware that some kinds of behaviour may arise from a child's special needs.

Diet – Policy and Practice

Fresh drinking water is available at all times.

No food is allowed in the crèche.

If you provide your child with a drink, please ensure that the formula is made up in advance and that the bottle or cup is clearly labelled with the child's name and has a cover.

Illness

Parents are asked to keep their children at home if they have any infection, and to inform the crèche. This will allow the crèche to alert other parents as necessary and to make careful observations of any child who seems unwell. If your child has head lice please apply treatment before attending crèche.

Parents are asked not to bring into the crèche any child who has been vomiting or had diarrhoea until at least 48 hours has elapsed since the last attack.

Cuts or open sores on adults will be covered with a non-allergenic sticking plaster.

If the child is on prescribed medication, the following procedures will be followed:

- Should a child require an inhaler for asthma (or in extreme cases an EpiPen or equivalent) the leisure centre first aider will be called immediately.
- The parent is required to administer any medication the child requires, before entering the crèche.
- A medication book will be available to log in the name of the child receiving medication, and the date and time when the medication is administered.
- The crèche will ensure that the first aid equipment is kept clean, replenished and replaced as necessary. Sterile items will be kept sealed in their packaging.
- There will always be at least one qualified first aider trained to administer first aid to children.

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

Personal Hygiene

Children are encouraged to manage their own toilet needs whilst being supervised.

Hands are washed after using the toilet.

Children are encouraged to blow and wipe their own noses where necessary.

Complaints Procedures

We believe children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. Our intention is to work in partnership with parents and the community generally and we welcome suggestions on how to improve our crèche at any time.

Many concerns can be resolved quickly by an informal approach to the member of staff. If this does not have the desired result, the following measures should be taken:

How to Complain

A parent who is uneasy about the crèche's provision should first of all talk over any worries and anxieties with the crèche manager. If this does not have a satisfactory outcome, the crèche manager will inform the centre manager and he will reply to the complainant in writing within 5 working days.

The parent and the leader should have a friend or partner present if required and an agreed written record of the discussion should be made.

Most complaints should be resolved informally or at this initial stage.

If the matter is still not resolved to the parent's satisfaction, the parent should again contact the centre manager. At this point, if the parent and group cannot reach an agreement, it might be helpful to contact:

OFSTED can be contacted at this address:

The National Business Unit, Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD
Helpline 0300 123 1231

The involvement of a mediator represents the final stage in the complaints procedure.

SUMMARY

TICKETS & ELIGIBILITY

- Only children from 6 weeks to 5th birthday are allowed into the crèche.
- Tickets are available for 1 hour, 1 hour 30 minutes and 2 hour sessions.
- In accordance with the Children's Act 1989, a registration form must be completed for each child before we can accept them into the crèche.
- Please ensure your child is signed in before placing them in the crèche. Do NOT lift children over the barriers.
- The crèche may care for no more than 26 children aged 6 weeks to 5 years; of these not more than 12 may be under 2 years at any one time.
- The crèche must not provide overnight care.

FOOD & DRINK

- If you provide your child with a drink, please ensure that the formula is made up in advance and that the bottle or cup is clearly labelled with the child's name and has a cover. Fresh drinking water is available at all times.
- No food is allowed in the crèche.
- Please ensure children are fed and changed before bringing them to the crèche. Changing facilities are available within the crèche. Please bring a named changing bag with nappies, wipes and spare clothes.

SICKNESS

- If your child is unwell, do not bring him / her into the crèche. If your child has an infectious disease, e.g. chicken pox, or contracts one soon after visiting the crèche, please notify us immediately.
- If your child is diagnosed in the future with an allergy or condition that the crèche should be aware of, please speak to a supervisor so your registration form can be updated.

CARE & BEHAVIOUR

- If your child is put into one of our prams, pushchairs or their own, they will be harnessed in accordance with Social Services regulations.
- For the safety of others, children who behave inappropriately may be refused entry to the crèche.
- Bullying will not be accepted.
- All children attending the crèche must be suitably dressed.
- Once your child is walking, please ensure they have either shoes, trainers, or plimsoles. Preferably no wellingtons or flip flops.
- Bracknell Leisure Centre operates a no smoking policy.
- Photography and/or filming on any device is strictly banned in the crèche, unless explicit permission has been given. A photography form will be required.

IN CASE OF FIRE

- The fire alarm is a bell accompanied by the tannoy instruction "would all members of the public please evacuate the building by the nearest exit".
- Children will be evacuated to the synthetic pitch (at the rear of the Centre) using available staff. Parents should collect their children from this area.

FIRST AID

- There is always a qualified first aider on the premises.

BROADMOOR ESCAPE

- The Broadmoor siren is tested every Monday at 10.00am

In the event of an escape

- No junior will be allowed to leave the centre without an adult.
- Public will be informed as they leave the Centre to take care or given the opportunity to stay.

Be fulfilled ...

For further information please contact Bracknell Leisure Centre

01344 454203

HOW TO FIND US



This leaflet can be made available in large print, Braille, on audio cassette or DVD. Copies in other languages may also be obtained. Please contact Bracknell Leisure Centre. Tel: 01344 454203 or Minicom 01344 352405.

Crèche Information

OPENING HOURS

Monday to Friday (excluding Bank Holidays)
9.15am – 2.15pm
(last ticket sold at 1.40pm)

A special educational needs co-ordinator is available if required.

OFSTED can be contacted at this address:

The National Business Unit

Ofsted

Piccadilly Gate

Store Street

Manchester

M1 2WD

Helpline 0300 123 1231

Complaints Helpline: 0300 123 1231

Bracknell Leisure Centre

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Web: www.bracknell-forest.gov.uk/be

BLC/CRÉCHE/2014



The Government Standard

