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**MOORE'S**  
childcare services

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POLICIES  
&  
PROCEDURES  
HANDBOOK

**SEPTEMBER 2020**



Please take a look through this handbook.

Any questions?

Please do not hesitate to contact us on:

Telephone: 07986 734550

Email: [info@mooreschildcareservices.com](mailto:info@mooreschildcareservices.com)

Web: [mooreschildcareservices.com](http://mooreschildcareservices.com)

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At MOORE'S CHILDCARE SERVICES LTD we have a ZERO TOLERANCE attitude to bullying

We DO NOT tolerate or accept any form of bullying even name calling!

We DO take reports of bullying very serious and will investigate accordingly

We take cyber bullying very serious too, if a child is being bullied online or by someone on their mobile phone we will notify parents immediately

All incidents of bullying will be dealt with in line with our behaviour policy sanctions

(please see behaviour policy [HERE](#) for details)



If a child attending MOORE'S CHILDCARE SERVICES LTD and requires prescription medication of any kind, their parent or carer must complete a Permission to administer medicine form in advance. Staff at the Club will not administer any medication without such prior written consent. Ideally children should take their medication before arriving at the Club. If this is not possible, children will be encouraged to take personal responsibility for their medication, if appropriate. If children carry their own medication eg asthma inhalers, allergy relief, epi-pens the Club staff will offer to keep the medication safe until it is required. Inhalers must be labelled with the child's name. MOORE'S CHILDCARE SERVICES LTD can only administer medication that has been prescribed by a doctor, dentist, nurse or pharmacist unless written consent given by parent. However, if a medicine contains aspirin we can only administer it if it has been prescribed by a doctor. All medication provided must have the prescription sticker attached which includes the child's name, the date, the type of medicine and the dosage.

A designated staff member will be responsible for administering medication or for witnessing self-administration by the child. The designated person will record receipt of the medication on a Medication Log, will check that the medication is properly labelled, and will ensure that it is stored securely during the session.

Before any medication is given, the designated person will:

Check that the Club has received written consent

Ask another member of staff to witness that the correct dosage is given.

When the medication has been administered, the designated person must:

Record all relevant details on the Record of Medication Given form by 2 members of staff when administered



Ask the child's parent or carer to sign the form to acknowledge that the medication has been given.

When the medication is returned to the child's parent or carer, the designated person will record this on the Medication Log and parents will sign to say they have taken the medication home.

If a child refuses to take their medication, staff will not force them to do so. The manager and the child's parent or carer will be notified, and the incident recorded on the Record of Medication Given.

Certain medications require specialist training before use, eg Epi-Pens. If a child requires such medication the manager will arrange appropriate training as soon as possible. It may be necessary to absent the child until such training has been undertaken. Where specialist training is required, only appropriately trained staff may administer the medication.

A child's parent or carer must complete a new Permission to Administer Medication form if there are any changes to a child's medication (including change of dosage or frequency). If a child suffers from a long term medical condition the Club will ask the child's parents to provide a medical care plan from their doctor, to clarify exactly what the symptoms and treatment are so that the Club has a clear statement of the child's medical requirements



At MOORE'S CHILDCARE SERVICES LTD we expect the children and staff to:

**Display positive behaviour**

**Use appropriate language**

**Take turns & we share**

**Be kind to one another**

**Help each other**

**Treat one another with respect and as an individual and equal**

### SANCTIONS

If we are not behaving as we should be we may be asked to:

**have a time out to calm down**

**put our thinking head on and think about our actions and how they can affect others**

**apologise to someone we have upset**



This policy is inline with guidelines to help prevent the spread of COVID 19.

MOORE'S CHILDCARE SERVICES LTD have devised this policy to ensure routine practices are followed when cleaning up blood or body fluid spills and disinfecting the contaminated area.

Cleaning is the physical removal of blood or body fluids from surfaces using detergent, warm water and friction.

Disinfecting is the process of killing most disease causing microorganisms on objects or surfaces using a chemical solution.

Follow these instructions:

**Isolate the area around the spill**

**Assemble required cleaning materials prior to putting on full PPE**

**Inspect the area around the spill for splash and splatter**

**If broken glass or other sharp objects are present in the spill, use a brush and dustpan to pick them up**

**Clean up spill with water and detergent**

**Remove detergent with clean water prior to applying disinfectant**

**Discard paper towels immediately**

**Disinfect area with an appropriate disinfectant\*\***

**Remove PPE double bag & discard appropriately**

**Wash hands thoroughly**



At MOORE'S CHILDCARE SERVICES LTD we aim to work in partnership with parents to deliver a high quality childcare service for everyone. If for any reason we fall short of this goal, we would like to be informed in order to amend our practices for the future.

Our complaints policy is displayed on the premises at all times. Records of all complaints are kept for at least three years. A summary of complaints is available for parents on request.

The manager is usually responsible for dealing with complaints. If the complaint is about the manager, the registered person or other senior member of staff will investigate the matter. Any complaints received about staff members will be recorded in an **Incident Log** and a **Complaints Log** will be completed. Any complaints made will be dealt with in the following manner:

## STAGE ONE

Complaints about aspects of Club activity:

The manager will discuss the matter informally with the parent or carer concerned and aim to reach a satisfactory resolution.

Complaints about an individual staff member:

If appropriate the parent will be encouraged to discuss the matter with staff concerned.

If the parent feels that this is not appropriate, the matter will be discussed with the manager, who will then discuss the complaint with the staff member and try to reach a satisfactory resolution.

## STAGE TWO

If it is impossible to reach a satisfactory resolution to the complaint through informal discussion, the parent or carer





should put their complaint in writing to the manager. The manager will:

Acknowledge receipt of the letter within 7 days.

Investigate the matter and notify the complainant of the outcome within 28 days.

Send a full response in writing, to all relevant parties, including details of any recommended changes to be made to the Club's practices or policies as a result of the complaint.

Meet relevant parties to discuss the Club's response to the complaint, either together or on an individual basis.

If child protection issues are raised, the manager will refer the situation to the Club's Child Protection Officer, who will then contact the Local Authority Designated Officer (LADO) and follow the procedures of the Safeguarding Children Policy. If a criminal act may have been committed, the manager will contact the police.

Making a complaint to Ofsted

Any parent or carer can submit a complaint to Ofsted about Moore's Childcare services LTD at any time. Ofsted will consider and investigate all complaints. Ofsted's address is:

Ofsted,

Piccadilly Gate, Store Street, Manchester, M1 2WD

Telephone:

0300 123 1231 (general enquiries)

0300 123 4666 (complaints)

01902 550 661 (LADO)



Our work will bring us into contact with confidential information. To ensure that all those using and working at MOORE'S CHILDCARE SERVICES LTD can do so with confidence, we will respect confidentiality in the following ways:

Parents/carers will have ready access to files and records of their own children (but not any other child).

**Staff will not discuss individual children with people other than the parents/carers of that child.**

**Information given by parents/carers to tea time club staff will not be passed on to third parties.**

**Personnel issues will remain confidential to the people involved.**

**Any anxieties/evidence relating to a child's personal safety will be kept in a confidential file and will not be shared within the tea time club.**

**Moore's Childcare Services LTD will comply with all requirements of GDPR.**



At MOORE'S CHILDCARE SERVICES LTD we have use of a smart phone and tablet computer with camera.

This phone is for parents to contact us regarding drop offs collections & enquiries

The tablet computer is for the daily register.

This phone and tablet computer are not used for personal use

This phone and tablet computer are used to take pictures of children doing various activities

We have photo permission forms for children regarding the use of photographs

This phone and tablet computer is used to take photos of our boards and the crafts children have done

This phone is on 24/7 so parents can contact us regarding their children

This phone is on over the weekend for parents to contact me

The phone and tablet computer are pin code locked which we change on a regular basis

When not in use the phone and tablet computer are kept with personal details in a locked box file

If a child in the setting has a mobile phone they are not to use it whilst at the tea time club, the phone will be kept in a safe place until their parent/carer collects

Personal phones are not to be used at MOORE'S CHILDCARE SERVICES LTD unless in an emergency



MOORE'S CHILDCARE SERVICES LTD will make every effort to keep the Club open, but in exceptional circumstances, we may need to close at short notice.

Possible reasons for emergency closure include:

**Serious weather conditions**

**Heating system failure**

**Burst water pipes**

**Fire or bomb scare/explosion**

**threat of a terrorist attack/or a terrorist attack**

**Death of a member of staff or child**

**Assault on a staff member or child**

**Serious accident or illness (please see serious injury policy)**

In the event of an emergency, our primary concern will be to ensure that both children and staff are kept safe. If it is necessary to evacuate the Club, the following steps will be taken:

**If appropriate the manager or session supervisor will contact the emergency services.**

**All children will be escorted from the building to the assembly point using the nearest safe exit.**

**No attempt will be made to collect personal belongings, or to re-enter the building after evacuation.**



**A nominated member of staff will check the premises and will collect the register (including emergency contact details) providing that this does not put anyone at risk.**

**The manager will contact parents to collect their children. If the register is not available, the manager will use the emergency contacts list (which is kept off site).**

**Before leaving the building the nominated person will close all accessible doors and windows, if it is safe to do so.**

**The register will be taken and all children and staff accounted for.**

**If any person is missing from the register, the emergency services will be informed immediately.**

**All children will be supervised until they are safely collected.**

**If after every attempt, a child's parent or carers cannot be contacted, the Club will follow its Uncollected Child procedure.**

**If the Club has to close, even temporarily, or operate from alternative premises, as a result of the emergency, we will notify Ofsted.**

Ofsted's address is: Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD Telephone: 0300 123 1231



At MOORE'S CHILDCARE SERVICES LTD we will ensure that we provide a safe and caring environment, free from discrimination, for everyone in our community including children with additional needs.

To achieve the Club's objective of creating an environment free from discrimination and welcoming to all, the Club will:

Respect the different racial origins, religions, cultures and languages in a multi-ethnic society so that each child is valued as an individual without racial or gender stereotyping.

Not discriminate against children on the grounds of disability, sexual orientation, class, family status or HIV/Aids status.

Help all children to celebrate and express their cultural and religious identity by providing a wide range of appropriate resources and activities.

Strive to ensure that children feel good about themselves and others, by celebrating the differences which make us all unique individuals.

Ensure that its services are available to all parents/carers and children in the local community.

Ensure that the Club's recruitment policies and procedures are open, fair and non-discriminatory.

Work to fulfil all the legal requirements of the Equality Act 2010.

We will monitor and review the effectiveness of our inclusive practice by conducting an Inclusion Audit on an annual basis.

British Values & the prevent duty.

From 1 July 2015 the Prevent duty became law. This is a duty on all schools and registered early years providers to have due regard to preventing people being drawn into terrorism. In order to protect children in your care, you must be alert to any reason for concern in the child's life at home or elsewhere. This includes awareness of the expression of





extremist views. British values is broken down into 4 categories

Democracy - Where everyone is treated as an individual, equal with equal rights & equal opportunities no matter what their race or gender.

The rule of law - understanding & controlling your own feelings and getting to grips with what behaviour is acceptable and what is not and dealing with the consequences for your own actions.

Individual liberty - Making their own choices, choosing and mixing their own colours for painting and building their self confidence.

Mutual respect and tolerance of different faiths & beliefs - we treat others how we want to be treated, encouraging children to share and take turns and being kind to one another.

Challenging inappropriate attitudes and practices

We will challenge inappropriate attitudes and practices by engaging children and adults in discussion, by displaying positive images of race and disability, and through our staff modelling anti-discriminatory behaviour at all times.

Democracy - Where everyone is treated as an individual, equal with equal rights & equal opportunities no matter what their race or gender.

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Racial harassment

The Club will not tolerate any form of racial harassment. The Club will challenge racist and discriminatory remarks, attitudes and behaviour from the children at the Club, from staff and from any other adults on Club premises (eg parents/ carers collecting children).

Promoting equal opportunities

The Club's Equal Opportunities Named Coordinator (ENCO) is Leanne Flitcroft. The ENCO is responsible for ensuring that:

Staff receive relevant and appropriate training

The Equalities policy is consistent with current legislation and guidance

Appropriate action is taken wherever discriminatory behaviour, language or attitudes occur.

Children with additional needs

Our Club recognises that some children have additional needs or physical disabilities that require particular support and assistance. We will assess the individual needs of each child in consultation with their parents prior to their attending the Club, and will make reasonable adjustments to ensure that children can access our services and are made to feel welcome.

Where one-to-one support is required we will assist parents in accessing the funding required to provide the additional care.x

Special Educational Needs Coordinator



The Club's Special Educational Needs Coordinator (SENCO) is

Leanne Flitcroft The SENCO will:

Manage the provision for children with special educational needs or physical disabilities.

Be fully trained and experienced in the care and assessment of such children.

All members of staff will assist the SENCO in caring for children with additional needs or physical disabilities.



In the event of a fire MOORE'S CHILDCARE SERVICES LTD procedure is as follows:

- A member of staff will raise the alarm and call the emergency services.
- The children will immediately be escorted out of the building to the assembly point using the nearest marked exit.
- No attempt will be made to collect personal belongings, or to re-enter the building after evacuation.
- The premises will be checked by the Fire Safety Officer and the register will be collected, providing that it is safe to do so.
- The Fire Safety Officer will close all doors and windows to prevent the spread of fire when they leave the building if it is safe to do so.
- The register will be checked and all children and staff accounted for.
- If anyone is missing from the register, the emergency services will be informed.
- If the register is not available the manager will use the emergency contacts list (which is kept off the premises) to contact parents or carers.
- If the Fire Safety Officer is not present at the time of the incident, the manager will assume responsibility or nominate an alternative member of staff.

**OUR EVACUATION PLAN ON THE FOLLOWING PAGE**



## FIRE EVACUATION PLAN

If the tambourine is shaken we will STOP what we are doing

Listen carefully to the staff's instructions

Leave the building calmly and quickly – don't run and don't stop to collect anything

Wait at the assembly point

Listen to the register

Stay outside until you are told that it is safe to go back inside



At MOORE'S CHILDCARE SERVICES LTD all staff hold full 12 hour paediatric first aid certificate.

We administer first aid to children as and when required this will include (but is not limited to) the following

- \* Applying plasters (providing no allergy)
- \* Cleaning wounds
- \* Temperature checks (as and when required)
- \* Applying ice packs

If a child receives first aid whilst in the setting then we will complete the following steps:

- \* A first aid notification form will be completed and a copy given to the child
- \* The parent/carer will be notified via text message regarding the first aid treatment administered
- \* The child's class teacher will be notified on the first aid incident and monitor the child if required.



MOORE'S CHILDCARE SERVICES LTD considers health and safety to be of utmost importance. We comply with The Health and Safety at Work Act 1974 and the Workplace (Health, Safety and Welfare) Regulations 1992 at all times.

The Club has appropriate insurance cover, including employer's liability insurance and public liability insurance.

Each member of staff follows the Club's Health and Safety policy and is responsible for:

Maintaining a safe environment

Taking reasonable care for the health and safety of themselves and others attending the Club

Reporting all accidents and incidents which have caused injury or damage or may do so in the future

Undertaking relevant health and safety training when required to do so by the manager.

Any member of staff who disregards safety instructions or recognised safe practices will be subject to disciplinary procedures.

Responsibilities of the registered person

The registered person for the setting holds ultimate responsibility and liability for the safe operation of the Club. The registered person will ensure that:

The Club's designated health and safety officer is Leanne Flitcroft. All staff receive information on health and safety matters, and receive training where necessary

The Health and Safety policy and procedures are reviewed regularly

Staff understand and follow health and safety procedures



Resources are provided to meet the Club's health and safety responsibilities

All accidents, incidents and dangerous occurrences are properly reported and recorded. This includes informing Ofsted, child protection agencies and the Health and Safety Executive under RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995) where appropriate.

Responsibilities of the manager

The Club's manager is responsible for ensuring that at each session:

Premises are clean, well lit, adequately ventilated and maintained at an appropriate temperature

The premises are used by and solely available to the Club during opening hours

All the Club's equipment is safely and securely stored

Children are only allowed in the kitchen if properly supervised (eg for a cooking activity)

A working telephone is available on the premises at all times

Chemicals and cleaning materials are stored appropriately, and in accordance with COSHH data sheets.

External pathways are cleared in severe weather

Daily environment checks are carried out in accordance with our Risk Assessment policy.

Security

Children are not allowed to leave the Club premises during the session unless prior permission has been given by the parents (for example, to attend other extra-curricular activities).





During Club sessions all external doors are kept locked, with the exception of fire doors. Staff monitor the entrances and exits to the premises throughout the session.

All visitors to the Club must sign the Visitor Log and give the reason for their visit. Visitors will never be left alone with the children.

Security procedures will be regularly reviewed by the manager, in consultation with staff and parents.

### Toys and equipment

All furniture, toys and equipment are kept clean, well maintained and in good repair. We select toys, equipment and resources with care, and we carry out risk assessments before the children are allowed to use them. Broken toys and equipment are disposed of promptly.

All electrical equipment is pat tested and registered and checked daily by staff prior to use.

We ensure that any flammable equipment is stored safely.

### Food and personal hygiene

Staff at MOORE'S CHILDCARE SERVICES LTD maintain high standards of personal hygiene, and take all practicable steps to prevent and control the spread of infection.

A generally clean environment is maintained at all times.

Toilets are cleaned daily and soap and hand drying facilities are always available.

Staff are trained in food hygiene and follow appropriate guidelines.

Waste is disposed of safely and all bins are kept covered.

Staff ensure that children wash their hands before handling food or drink and after using the toilet.



Cuts and abrasions (whether on children or staff) are kept covered.

### Dealing with body fluids

Spillages of blood, vomit, urine and faeces will be cleaned up immediately and in a safe and hygienic way.

Staff ratios and levels of supervision are always appropriate to the number, ages and abilities of the children present, and to the risks associated with the activities being undertaken. A

minimum of two members of staff are on duty at any time.

### Related policies

See also our related policies: Accidents, Emergency Evacuation, Safeguarding, Administering Medication, Risk Assessment, Fire Safety, Bodily fluid policy, Intimate care plan.





If a child is ill for example has a toilet accident or they have vomited on themselves then we will follow these instructions

- 1 - get the child to a safe area
- 2 - Calm the child down as they may be upset
- 3 - encourage the child to clean themselves up using wipes if needed
- 4 - encourage the child to change themselves
- 5 - wear protective gloves to put soiled clothes in a bag for parents to take away.

If a child is struggling to undress themselves due to their age and or ability we can help and assist with changing clothes.

To assist a child We would

- 1 - Wear latex free protective disposable gloves
- 2 - Take the child to a secure area
- 3 - Reassure the child and make sure they are ok with being helped
- 4 - Ask for permission to help the child if they need help e.g. "would you like me to help you?"
- 5 - encourage the child to clean themselves up
- 6 - notify parents & record the incident where a child has had to receive assistance in undressing.

If a child has vomited on themselves & or has a severe nose bleed the child may also require assistance with cleaning themselves up, please refer to the steps with assisting a child.



We would never do this on our own there would always be 2 members of staff to ensure the safety of everyone at all times.

We will keep on site the following items

Baby/toilet wipes

Nappy sacks & carrier bags

Latex free protective Disposable gloves

Antibacterial wipes

Antibacterial spray

Disinfectant

Where necessary a parent may bring in a spare set of clothes for their child which will be kept on site.



At MOORE'S CHILDCARE SERVICES LTD we are always alert to the possibility that children can go missing during sessions. To minimise the risk of this happening staff will carry out periodic head counts, particularly when transporting children between locations (eg walking from the school to the Club).

If a child cannot be located, the following steps will be taken:

All staff will be informed that the child is missing.

Staff will conduct a thorough search of the premises and surrounding area.

After 10 minutes the police will be informed. The manager will then contact the child's parents or carers.

Staff will continue to search for child whilst waiting for the police and parents to arrive.

We will maintain as normal a routine as possible for the rest of the children at the Club.

The manager will liaise with the police and the child's parent or carer.

The incident will be recorded in the Incident Log. A review will be conducted regarding this and any other related incidents along with relevant policies and procedures. We will identify and implement any changes as necessary.

If the police or Social Care were involved in the incident, we will also inform Ofsted.

Please also see child protection/safeguarding policy for names & contact details

Useful numbers

Police: 01902 871 3022 Social Care:01902 551199 Ofsted:  
0300 123 1231



At MOORE'S CHILDCARE SERVICES LTD we accept cash, card or bank transfer for childcare payments. In our terms and conditions it states that all sessions need to be booked and paid for in advance .

Failure to pay your fees will mean you will be charged a late payment fee and your contract with "Moore's Childcare Services Limited" will be immediately terminated.

If your account is not settled interest will be added daily of 5% above the Bank of England's base rate.

We will seek legal advice and take action accordingly.

This may entail court proceedings where you may also be responsible for the court costs and legal fees.

Alternatively we may contact a certified bailiff company to recoup our loss of money.



As we work with children we have a duty to keep the children in our care safe from harm. There may be occasions where we will need to use Physical intervention to protect a child. Physical intervention is where staff at MOORE'S CHILDCARE SERVICES LTD use reasonable force to prevent children from injuring themselves or others or damaging property.

Staff at MOORE'S CHILDCARE SERVICES LTD must keep a record of any occasion where physical intervention is used, and parents and/or carers must be informed on the same day, or as soon as reasonably practicable.

The requirements related to physical intervention are clear - if physical intervention is used to protect children from harm,

MOORE'S CHILDCARE SERVICES LTD must record what has happened and share a copy of the information with parents.

Physical intervention might include:

Stopping a child from hurting themselves

Stopping a child from hurting another child

Stopping a child from damaging property

Managing a child's behaviour if other interventions (the positive behaviour management techniques used in the provision) have failed to support the child's needs

If MOORE'S CHILDCARE SERVICES LTD have written a 'Physical intervention report' on an incident form regarding a child in our setting, then parents will be spoken to and asked to sign it on the same day - or as quickly as possible after the event.

This will help us to show evidence to Ofsted that parents are aware of what has happened.

If parents have any questions about physical intervention and how it is used at MOORE'S CHILDCARE SERVICES LTD please ask.



The Prevent duty became law back in 2015. This is a duty on all schools and registered early years providers to have due regard to preventing people being drawn into terrorism. In order to protect children in your care, you must be alert to any reason for concern in the child's life at home or elsewhere. This includes awareness of the expression of extremist views.

British values are a set of four values introduced to help keep children safe and promote their welfare - as is the duty of all providers following the EYFS; specifically to counter extremism.

The promotion of British values is firmly embedded in the work that you do.

- 1 - Democracy
- 2 - The rule of law
- 3 - Mutual respect
- 4 - Individual liberty

We promote British Values by

- \* Respecting the cultures and beliefs of others
- \* Treating everyone equally
  - \* Helping others
  - \* Listen and respect others opinions
  - \* Respecting the roles of the people who help us.

If we were concerned about a child in our setting becoming affected by radicalisation and terrorist views we would follow our [Safeguarding Policy](#).



MOORE'S CHILDCARE SERVICES LTD is committed to building a 'culture of safety' in which the children in our care are protected from abuse and harm.

Staff at MOORE'S CHILDCARE SERVICES LTD will respond promptly and appropriately to all incidents or concerns of abuse that may occur. MOORE'S CHILDCARE SERVICES LTD child protection procedures comply with all relevant legislation and with guidance issued by the Local Safeguarding Children Board (LSCB) and also inline with 'Keeping children safe in education 2020' and 'working together to safeguard children 2018' documents.

MOORE'S CHILDCARE SERVICES LTD designated Child Protection Officer (CPO) is Leanne Flitcroft the CPO coordinates child protection issues and liaises with external agencies (eg Social Care, the LSCB and Ofsted).

## Forms of child abuse and neglect

Child abuse is any form of physical, emotional or sexual mistreatment or lack of care that leads to injury or harm. This also includes, Forced marriage, Female genital mutilation, Child sexual Exploitation and Breast Ironing. An individual may abuse or neglect a child directly, or by failing to protect them from harm. Some forms of child abuse and neglect are listed below.

- Emotional abuse is the persistent emotional maltreatment of a child so as to cause severe and persistent adverse effects on the child's emotional development. It may involve making the child feel that they are worthless, unloved, or inadequate. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.

- Physical abuse can involve hitting, shaking, throwing, poisoning, burning, drowning, suffocating or otherwise causing physical harm to a child. Physical harm may be also caused when a parent or carer feigns the symptoms of, or deliberately causes, ill health to a child.



**Sexual abuse** involves forcing or enticing a child to take part in sexual activities, whether or not the child is aware of what is happening. This can involve physical contact, or non-contact activities such as showing children sexual activities or encouraging them to behave in sexually inappropriate ways.

**Neglect** is the persistent failure to meet a child's basic physical and emotional needs. It can involve a failure to provide adequate food, clothing and shelter, to protect a child from physical and emotional harm, to ensure adequate supervision or to allow access to medical treatment.

## Signs of child abuse and neglect

Signs of possible abuse and neglect may include:

- significant changes in a child's behaviour
- deterioration in a child's general well-being
- unexplained bruising or marks
- comments made by a child which give cause for concern
- Inappropriate behaviour displayed by other members of staff, or any other person. For example, inappropriate sexual comments, excessive one-to-one attention beyond the requirements of their role, or inappropriate sharing of images.

## If abuse is suspected or disclosed

When a child makes a disclosure to a member of staff, that member of staff will:

- Reassure the child that they were not to blame and were right to speak out
- Listen to the child but not question them
- Give reassurance that the staff member will take action





- Record the incident as soon as possible (see Logging an incident below).

If a member of staff witnesses or suspects abuse, they will record the incident straightaway. If a third party expresses concern that a child is being abused, we will encourage them to contact Social Care directly. If they will not do so, we will explain that the Club is obliged to and the incident will be logged accordingly.

## Logging an incident

All information about the suspected abuse or disclosure will be recorded on the Logging a concern form as soon as possible after the event. The record should include:

- Date of the disclosure or of the incident causing concern
- Date and time at which the record was made
- Name and date of birth of the child involved
- A factual report of what happened. If recording a disclosure, you must use the child's own words.
- Name, signature and job title of the person making the record.

The record will be given to Leanne Flitcroft the CPO who will decide whether they need to contact Social Care or make a referral. All referrals to Social Care will be followed up in writing on a MARF within 48 hours. If a member of staff at Moore's childcare services thinks that the incident has not been dealt with properly, they may contact Social Care directly.

## Allegations against staff

If anyone makes an allegation of child abuse against a member of staff:

- The allegation will be recorded on an Incident record form. Any witnesses to the incident should sign and date the entry to confirm it.



- The allegation must be reported to the Local Authority Designated Officer (LADO) and to Ofsted .
- The LADO will advise if other agencies (eg police) should be informed, and Moore's childcare services will act upon their advice.
- Any telephone reports to the LADO will be followed up in writing within 48 hours on a MARF.
- Following advice from the LADO, it may be necessary to suspend the member of staff pending full investigation of the allegation.
- If appropriate the Moore's childcare services will make a referral to the Disclosure and Barring Service.

## Promoting awareness among Staff

Moore's childcare services promotes awareness of child abuse issues through its staff training. Moore's childcare services ensures that:

- Its designated CPO has relevant experience and receives appropriate training
- The Safe recruitment practices set out are followed for all new staff including an enhanced DBS check and references.
- All staff have a copy of this Safeguarding Children policy, understand its contents and are vigilant to signs of abuse or neglect
- All staff are aware of their statutory duties with regard to the disclosure or discovery of child abuse
- Staff are familiar with the Safeguarding File (which is kept on site) Its procedures are in line with the guidance in 'Keeping Children Safe In Education' 2020 and 'Working Together to Safeguard Children (2018). Staff are also familiar with the guidance in 'What To Do If You're Worried A Child Is Being Abused (2015)'.





## Use of mobile phones and cameras

Photographs will only be taken with the child's parents' permission. Only MOORE'S CHILDCARE SERVICES LTD camera will be used to take photographs of children at early birds breakfast club and the tea time club. Neither staff nor children's personal mobile phones may be used to take photographs at the Club.

In addition for reference please refer to the following policies available upon request.

### \* Whistleblowing

- \* Physical intervention policy
- \* Anti bullying policy
- \* Health & Safety policy
- \* Digital images and mobile phones policy
- \* Prevent policy.

### Contact numbers

Children's Social Care: 01902 555392

Out of hours contact: 01902 552999

LADO (Local Authority Designated Officer) for Wolverhampton: 01902 550661

Ofsted general: 0300 123 1231

Ofsted Concerns: 0300 123 4666.

Police: 0845 113 5000

NSPCC: 0808 800 500



MOORE'S CHILDCARE SERVICES LTD will make every effort to keep the Club open, but in exceptional circumstances, we may need to close at short notice.

If a child suffers a serious injury and needs urgent medical care then the following procedure would be followed:

MOORE'S CHILDCARE SERVICES LTD would contact emergency services to transport the child to hospital

A member of staff from the tea time club would accompany the child to hospital

The child's parents/carers would be notified of the incident and asked to make their way to the hospital

All other parents will be contact to collect the children immediately as the setting will need to close

Once the parents are at the hospital staff will make their way back to the setting to record the incident on an incident form

Ofsted will be notified within 14 days of the incident

## SERIOUS INCIDENT EXAMPLES

Broken bones & Fractures

Loss of consciousness

Severe pain

Acute confused state

Persistent, severe chest pain

Difficulty breathing

Amputation

Dislocation of a joint

Loss of sight (temporary or permanent)

Electric shock

Major burns & Scalds



## MINOR INCIDENT EXAMPLES

Sprains, strains, bruising

Wound infections

Minor head injuries

Minor eye injury

Minor injury to chest

Cuts and grazes

Minor burns & scalds

Insect & animal bites

Minor injury to back

\*\*Minor incidents would be recorded appropriately and kept on a child's file, parents will be notified of the minor incident and spoken to at length regarding the actions of staff following the incident\*\*



If a child was to become ill during a session at MOORE'S CHILDCARE SERVICES LTD then the following conditions would be put in place:

- \* The child would be placed in a quarantined area away from others.
- \* You will be notified that your child requires collection immediately.
- \* If a child has been sick then this will be cleaned up and disposed of in line with the bodily fluids policy.
- \* If a child is subjected to an infectious disease then we would refer to government guidance for infectious diseases.



Our Code of Conduct has been created using "Guidance for safer working practice for those working with children and young people in education settings".

Adults have a crucial role to play in the lives of children. This guidance has been produced to help them establish the safest possible learning and working environments which safeguard children and reduce the risk of them being falsely accused of improper or unprofessional conduct.

The term 'allegation' means where it is alleged that a person who works with children has

- behaved in a way that has harmed a child, or may have harmed a child;
- possibly committed a criminal offence against or related to a child; or,
- behaved towards a child or children in a way that indicates they may pose a risk of harm to children.

Staff and adults at Moore's Childcare Services LTD should understand that their own behaviour and the manner in which they conduct themselves with their colleagues, pupils, parents and other stakeholders, sets an example.

We expect all staff to demonstrate consistently high standards of personal and professional conduct at all times. All staff must have regard for the need to safeguard pupils' well-being in accordance with statutory requirements. All staff should treat pupils with dignity and build positive relationships rooted in mutual respect.

All staff must have proper and professional regard for the ethos, policies and practices of Service.



## Underpinning principles

The welfare of the child is paramount

Staff should understand their responsibilities to safeguard and promote the welfare of pupils

Staff are responsible for their own actions and behaviour and should avoid any conduct which would lead any reasonable person to question their motivation and intentions

Staff should work, and be seen to work, in an open and transparent way

Staff should apply the same professional standards regardless of culture, disability, gender, language, racial origin, religious belief and sexual orientation

Staff should not consume or be under the influence of alcohol or any substance, including prescribed medication, which may affect their ability to care for children

Staff should be aware that breaches of the law and other professional guidelines could result in disciplinary action being taken against them, criminal action and/or other proceedings including barring by the Disclosure & Barring Service (DBS) from working in regulated activity

Staff and managers should continually monitor and review practice to ensure this guidance is followed

Staff should be aware of and understand our Safeguarding and Child Protection Policy, arrangements for Managing Allegations Against Staff, Whistle Blowing Policy and the Local Safeguarding Children Board LSCB procedures.

Staff need to know the name of the Designated Safeguarding Lead Leanne Flitcroft and be familiar with the school's and Wolverhampton Safeguarding Child's Board WSCB child protection procedures and guidance



Staff are expected to treat information they receive about pupils and families in a discreet and confidential manner, should seek advice from a senior member of staff or the Designated Safeguarding Lead if they are in any doubt about sharing information they hold or which has been requested of them

need to be clear about when information can/ must be shared and in what circumstances

need to know the procedures for responding to allegations against staff and to whom any concerns or allegations should be reported

need to ensure that where personal information is recorded using modern technologies that systems and devices are kept secure

Staff must be aware and understand that disqualification under the Child Care Act still applies to staff themselves who work in a child care capacity, whether paid, volunteer or on work placements. Relevant staff are those working in child care, or in a management role because they are: working with reception age children at any time (this may include playground supervision, lunchtime duty, working 1:1 with Reception pupils); or working with children older than reception until age eight, outside school hours.

Keeping Children Safe in Education (DfE, 2018) paragraph 116 also refers to disqualification: "For staff who work in childcare provision or who are directly concerned with the management of such provision, the school needs to ensure that appropriate checks are carried out to ensure that individuals are not disqualified under the Childcare (Disqualification) Regulations 2018".

In order to comply with these regulations, staff must inform Moore's childcare services themselves if they have ever:



Had a child placed under a care order.

Had a childcare registration cancelled or refused (except for non-payment of fees).

Had a relevant overseas conviction.

Uniform:

Staff are supplied with a t shirt and along with them should wear black trousers/jeans and sensible shoes.

Policies along with these that are available are:

Safeguarding Policy

Health and Safety Policy

Data Protection Policy

Equal Opportunities Policy

Whistleblowing policy

Volunteer Policy

Physical intervention Policy.

Baby sitting

Please be advised that you are not permitted to babysit any children who attend MOORE'S CHILDCARE SERVICES LTD settings.





MOORE'S CHILDCARE SERVICES LTD endeavours to ensure that all children are collected by a parent or carer at the end of each session. If a child is not collected, and the parent or carer has not notified us that they will be delayed, we will follow the procedure set out below:

Up to 15 minutes late

When the parent or carer arrives they will be reminded that they must call the Club to notify us if they are delayed.

The parent or carer will be informed that penalty fees will have to be charged £5.00 per 15 minutes (unless the delay was genuinely unavoidable).

15-30 Minutes late

If a parent or carer is more than 15 minutes late in collecting their child, the manager will try to contact them using the contact details on file.

If there is no response from the parent or carer, messages will be left requesting that they contact the Club immediately. The manager will then try to contact the emergency contacts listed on the child's registration form.

While waiting to be collected, the child will be supervised by at least two members of staff.

When the parent or carer arrives they will be reminded that they must call the Club to notify us if they are delayed, and that penalty fees will have to be charged £5.00 per 15 minutes Over 30 minutes late.

If the manager has been unable to contact the child's parents or carers after 30 minutes, the manager will contact the local Social Care team for advice.

The child will remain in the care of two of the Club's staff, on the Club's premises if possible, until collected by the parent or carer, or until placed in the care of the Social Care team.



If it is not possible for the child to remain at the Club's premises, a note will be left on the door of the Club informing the child's parent or carer where the child has been taken (eg into the care of a safeguarding agency) and leaving a contact number. A further message will be left on the parent or carer's telephone explaining events.

If you do not collect your child at the end of the school day then they will be brought into tea time club at 3.45pm. You will be notified of this and you will be advised that there will be a charge of £3.00 until 4.00pm. Any collections after 4pm will result in full session rate. Failure to pay your emergency childcare fees will result in a late payment fee and we will seek legal advice. Please see our "None Payment of Fees Policy" for more information.

Managing persistent lateness

The manager will record incidents of late collection and will discuss them with the child's parents or carers. Parents and carers will be reminded that if they persistently collect their child late they may lose their place at the Club.

Useful contacts Social care: 01902 551199  
Out of hours contact: 01902 552999





MOORE'S CHILDCARE SERVICES LTD are committed to open lines of communication and accountability therefore we have devised a whistleblowing policy to this effect.

What is 'Whistleblowing'?

'Whistleblowing' is defined as 'raising concerns about misconduct within an organisation or within an independent structure associated with it' (Nolan Committee on Standards in Public Life).

In the legislation it is called a protected disclosure.

The Public Interest Disclosure Act 1998 protects employees from suffering a detriment in their employment or being dismissed by their employer if they make disclosures in accordance with the legislation.

An employee has certain common law confidentiality obligations to their employer. However, in a limited set of circumstances whistleblowing may override these obligations if an employee reveals information about their employment or the work of the tea time club. This guidance sets out the circumstances under which these disclosures may lawfully be made.

A concern must relate to something which:

- 1 is a breach of the the tea time club's policies; or
- 2 falls below established standards of practice; or
- 3 amounts to improper conduct, including something that may be;
  - a breach of the law
  - a failure to comply with a legal obligation
  - a possible miscarriage of justice



- a Health & Safety risk
- damaging the environment
- misuse of public money
- corruption or unethical conduct
- abuse of children, staff or other users
- deliberate concealment of any of these matters
- any other substantial and relevant concern

These issues could have arisen in the past, be currently happening or likely to happen in the future. The law does not protect an employee who would be breaking the law in making the disclosure.

How to Raise a Concern

All concerns will be treated sensitively and with due regard to confidentiality and where possible every effort will be made to protect your identity if you so wish. Nevertheless, this information will need to be passed on to those with a legitimate need to have this information and it may be necessary for you to provide a written statement or act as a witness in any subsequent disciplinary proceedings or enquiry. This will always be discussed with you first.

alternatives are available depending on the nature of your concern. You can contact any of the following

- \* Ofsted
- \* Social Care
- \* LSCB
- \* Police
- \* NSPCC



Although you are not expected to prove beyond doubt the truth of your concerns, you will need to demonstrate that you have sufficient evidence or other reasonable ground to raise them.

## Step 1

If you wish to raise a concern you should normally raise it with your line manager. This can be done in person or in writing.

The tea time club recognises that sometimes it may be inappropriate for you to approach your line manager with your concern. In these circumstances, a number of alternatives are available depending on the nature of your concern. You can contact any of the following

- \* Ofsted
- \* Social Care
- \* LSCB
- \* Police
- \* NSPCC

Although you are not expected to prove beyond doubt the truth of your concerns, you will need to demonstrate that you have sufficient evidence or other reasonable ground to raise them.

## Step 2

The person with whom you have raised your concern will acknowledge its receipt as soon as possible and will write to you within 10 days to let you know how your concern will be dealt with. The information you can then expect to receive is:

- an indication of how the concern will be dealt with
- an estimate of how long it will take to provide a final response



- whether any initial enquiries have been made
- whether further investigations will take place, and if not why not
- information about support available for you

The person with whom you have raised your concern will at the same time notify the HR team that a whistleblowing allegation has been made.

## Step 3

Initial enquiries will be made to decide whether an investigation is appropriate. Where an investigation is necessary, it may take the form of one or more of the following:

- an internal investigation by the manager, which may, for example, take the form of a disciplinary investigation
- a referral to Ofsted or the Police
- the setting up of an external independent inquiry

## Step 4

You will be informed of the outcome of any investigation, in writing, and/or of any action taken, subject to the constraints of confidentiality and the law. If you do not feel your concern has been addressed adequately you may raise it with an independent body such as one of the following as appropriate:

- the Citizen's Advice Bureau
- Ofsted
- a relevant voluntary organisation
- the Police



- the Local Government Ombudsman
- Equality and Human Rights Commission

You must make a disclosure “in the public interest”; and in the circumstances it must be reasonable for you to make the disclosure. If there is an issue of an exceptionally serious nature which you believe to be substantially true, then you may disclose the issue to someone other than those listed above. In determining whether it is reasonable for you to have made a disclosure the identity of the person to whom the disclosure is made will be taken into account. Disclosures to anyone outside of the recognised bodies specified may not be protected disclosures under the Act.

You have a duty to the nursery not to disclose confidential information. This does not prevent you from seeking independent advice at any stage or from discussing the issue with the charity Public Concern at Work on 020 7404 6609 and [www.pcaaw.co.uk](http://www.pcaaw.co.uk) in accordance with the provisions of the Public Interest Disclosure Act 1998.

## Useful Numbers

Social Care LSCB: 01902 555 392

Out of hours contact: 01902 552999

LADO (Local Authority Designated Officer) for Wolverhampton:  
01902 550661

Ofsted general: 0300 123 1231

Ofsted Concerns: 0300 123 4666.

Police: 0845 113 5000

NSPCC: 0808 800 500



MOORE'S CHILDCARE SERVICES LTD is committed to providing a safe and secure environment for the children in our care. When we have visitors to our club we need to ensure that this will not have a detrimental effect on the children and that the person in question has a valid reason for visiting the club. Accordingly, when a visitor arrives at the club we will follow the procedure set out below

All visitors to the Club must sign the Visitor Log.

The identity of the visitor will be checked and this will be recorded on the Visitor Log.

If staff require further reassurance of the identity of the visitor, they will phone the employing organisation of the visitor, eg Ofsted, Local Authority, Environmental Health Department, etc, for further confirmation. If this is not possible, staff will seek the advice of the Club Manager.

The reason for visit will be recorded.

Visitors will never be left alone or unsupervised with the children.

If a visitor has no reason to be on the Club's premises staff will escort them from the premises.

If the visitor refuses to leave, staff will call the police. In such an event an Incident Record will be completed and the manager will be immediately notified.

When a visitor leaves the premises, we will record the time of departure on the Visitor Log.

We have updated our policies in line with government guidelines to help to prevent the spread of COVID 19.



We may ask visitors to comply with the following

To use hand sanitiser upon arrival.

To wear a face covering

To maintain social distancing

To commence meeting in an outdoor space

