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**WELCOME**

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[Welcome 3](#_Toc69481667)

[About me 3](#_Toc69481668)

[Aims and Objectives 3](#_Toc69481669)

[Partnership with parents 4](#_Toc69481670)

[Play Policy 5](#_Toc69481671)

[Accident/Incident Policy 7](#_Toc69481672)

[Anti Bullying Policy 8](#_Toc69481673)

[Child Protection (Safeguarding) Policy 10](#_Toc69481674)

[Complaints Policy 13](#_Toc69481675)

[Dropping off and Collection Policy 15](#_Toc69481676)

[Emergency Procedure 16](#_Toc69481677)

[Evacuation Procedure 16](#_Toc69481678)

[Other Emergencies 16](#_Toc69481679)

[Exclusion Policy 17](#_Toc69481680)

[Insurance 17](#_Toc69481681)

[Health and Safety Policy 18](#_Toc69481682)

[Hygiene Policy 19](#_Toc69481683)

[Lost Child Policy 20](#_Toc69481684)

[Medication Policy 21](#_Toc69481685)

[Open Access Policy & Confidentiality 22](#_Toc69481686)

[Positive Behaviour Policy 23](#_Toc69481687)

[Procedures in the event of a major incident, terrorist attack or national emergency 24](#_Toc69481688)

[Risk Assessments 24](#_Toc69481689)

[Sun Protection Policy 25](#_Toc69481690)

[Pandemic Policy 26](#_Toc69481691)

# Welcome

We would like to extend a very warm welcome to you and your child and look forward to working in partnership with you.

# About me

Welcome to Daddy Daycare Edinburgh. My name is Alan Balfour. I am married to Lindsay, and have two young girls who inspired us to start the service. All our services are registered with Care Inspectorate and so far have received 5 star ratings from them on every inspection.

I believe in providing a warm, safe and secure environment for the children in our care as well as providing activities which are fun, varied, educational and appropriate for the age of the children. I also believe in fresh air and exercise so wherever possible the children will make use of the outside space and local parks.

As you know the early years of our children’s’ lives are ones of rapid growth and development. Your child will join me having already gained lots of learning experiences from sharing family life with you. Our aim is to develop this learning experience by working alongside you, so that your child will be a confident, eager and enthusiastic learner.

# Aims and Objectives

Daddy Daycare aims to offer a sustainable childcare setting which will grow to meet the childcare needs of the local community in the long term. My aim is to give your child the same sort of care that we would want for our own children; to provide high quality childcare in a safe and stimulating environment and to ensure each child feels happy and secure, something we feel is essential in enabling children to learn and develop to their full potential. We treat all children as individuals and ensure that each child has equal opportunities. We respect each child’s individual background and diversity, treating them with equality and respect, and encourage the other children in our care to do the same.

Our aims and objectives for the operation of the business are:

* To work in partnership with parents
* To provide a high quality play/care environment in line with national standards
* To promote both child and parent participation in the ongoing planning, development and evaluation of services
* To promote community cohesion by bringing together children from multiple schools
* To ensure that resources are matched to the needs of the children
* To promote equal opportunities and social inclusion
* To encourage and provide opportunities for staff development through support, supervision, performance reviews and training.

We will care for your child whilst taking into account the Scottish Government’s Curriculum for Excellence, “Getting it right for every child” approach and the underlying SHANARRI principles

We aim to provide a service where the child looks forward to coming here and the parents feel entirely confident that their child will be well looked after.

# Partnership with parents

We feel it is very important to have a good working relationship with the parents as it enables us to meet their child’s needs effectively. The foundation of this relationship is based on trust, respect and relies on good communication that must be implemented from the very beginning.

## Feedback

We strongly encourage feedback and aim to develop a good relationship with all clients to ensure that they feel comfortable and confident to approach us with any suggestions or concerns. In addition, we will issue a more formal feedback form on at least a half yearly basis which can be completed anonymously. Children will also be encouraged to provide feedback on the service in an age appropriate way.

## Open Door Policy

We believe it can be very valuable for parents/carers to spend time with their children within the setting, both as part of a settling in process and as an ongoing part of making your child feel safe and secure. It also provides an opportunity for the children to share what they have been doing, show you their crafts etc. We are happy for parents to come a little early before they collect and spend some time seeing what their child has been doing and witness them playing.

As all unsupervised adults within the setting require a full PVG check, please don’t be offended by staff remaining close by. If too many parents/carers want to visit on the same day we may have to ask you to visit on another day to enable adequate supervision.

Any abusive or unpleasant behaviour towards children, other parents or the Daddy Daycare team will not be tolerated and any visitor displaying such behaviour will be asked to leave immediately and may no longer be permitted to visit.

## Snack

Children will be provided with a drink and a healthy snack. The snack may consist of fruit and veg with carbs like breadsticks, toast, crackers and more. Children are given a menu each week and are able to select what we order for the following week. The snack menu is displayed in the club for parents to review.

## Absences

If you child will be absent for any reason then please contact us before pick up time so that we know your child does not need to be collected. Any contracted days not attended, for example due to illness, will be charged at the normal day rate. If you would like to make a long term change to your contracted days or no longer require the service then 28 days notice is required.

# Play Policy

**Definition**

Through play, children explore social, material and imaginary worlds and their relationship with them, elaborating all the while a flexible range of responses to the challenges they encounter. By playing children learn and develop as individuals and as members of the community. Play can be fun or serious.

**Purpose**

All children are entitled to play; it is intrinsic to their quality of life and an important part of how they learn and enjoy themselves. It is also a key component of a healthy lifestyle, enabling good physical, emotional, mental and social development.

The right to play is enshrined in Article 31 of UN Convention on the Rights of the Child 1991.

**Procedure**

DADDY DAYCARE endorses the Charter for Children’s Play and operates in accordance with the Playwork Principles.

1. All children and young people need to play. The impulse to play is innate. Play is a biological, psychological and social necessity, and is fundamental to the healthy development and wellbeing of individuals and communities.
2. Play is a process that is freely chosen, personally directed and intrinsically motivated. That is, children and young people determine and control the content and intent of their play, by following their own instincts, ideas and interests, in their own way for their own reasons.
3. The prime focus and essence of Playwork is to support and facilitate the play process and this should inform the development of play policy, strategy, training and education.
4. For playworkers, the play process takes precedence and playworkers act as advocates for play when engaging with adult led agendas.
5. The role of the playworker is to support all children and young people in the creation of a space in which they can play.
6. The playworker's response to children and young people playing is based on a sound up to date knowledge of play process and reflective practice
7. Playworkers recognise their own impact on the play space and the impact of children and young people's play on the playworker.
8. Playworkers choose an intervention style that enables children and young people to extend their play. All playworker intervention must balance risk with the developmental benefit and wellbeing of children.

By following the seven best play objectives Daddy Daycare aims to:

1. Extend the choice and control that children have over their play, the freedom they enjoy and the satisfaction they gain from it.
2. Recognise the child’s need to test boundaries and respond positively to that need.
3. Manage the balance between the need to offer risk and the need to keep children safe from harm.
4. Maximise the range of play opportunities.
5. Foster independence and self-esteem.
6. Foster children’s respect for others and offer opportunities for social interaction.
7. Foster the child’s wellbeing, healthy growth and development, knowledge and understanding, creativity and capacity to learn.

**Facilitating play**

We support and facilitate play by :

* providing an environment, which is safe and suitable for playing in, aiming to create a varied and interesting environment that stimulates social, physical, creative, emotional and intellectual play. We allow children freedom of creative expression, particularly in artistic or creative play. We make outdoor play available as much as possible.
* Providing a range of equipment, resources and activities that are based on children’s interests and supports children’s needs to ensure all children enjoy themselves. We involve children by asking them what they are interested in, what ideas they have and how we can support them. We encourage children to request additional or alternative equipment as they choose, and if a request is refused, explain why.
* The team at DADDY DAYCARE recognise the importance of free play with minimal intervention whilst keeping children safe from harm. We do not expect children to be occupied at all times.
* DADDY DAYCARE staff intervene in play only when necessary: to reduce risks of accident or injury, to encourage social skills or when invited by children to play. We will give children advance warning when an activity or game is due to end.
* DADDY DAYCARE will consult with children and parents to gain feedback on how we can improve our service. This includes the children’s suggestion box, observations and discussions, newsletters, parents emails and 6 monthly feedback
* DADDY DAYCARE supports staff to undertake Playwork training and to keep up to date with developments in Playwork.
* DADDY DAYCARE will regularly evaluate practice and resources available for children.

**Play areas and equipment**

* All indoor and outdoor play areas are checked and risk assessed daily before the arrival of children in accordance of our Risk Assessment procedure.
* Children are involved in selecting additional equipment and resources for use at DADDY DAYCARE.
* The resources used at DADDY DAYCARE promote positive images of different ethnic backgrounds, religions, and abilities, in accordance with our Equal Opportunities policy.
* DADDY DAYCARE has a selection of fiction and non-fiction books, suitable for all ages

# Accident/Incident Policy

The safety of your child is paramount and we will take every measure we can to protect your child from hurting themselves. We are committed to ensuring that children and young people attending the club do so in a safe environment and that it is in line with all relevant legislation, and ensure that:

* + the club has a Health and Safety Policy that involves the use of regular risk assessment and regular maintenance of premises and equipment
  + the club’s management and appropriate staff are knowledgeable about all relevant health and safety legislation and their responsibilities in law
  + there will be at least one staff member on duty at all times who holds a recognised, current First Aid Certificate
  + an Accident and Incident Recording Book is available each time the club is operational
  + all accident/incidents involving children/young people/staff/anyone within the club’s premises are recorded
  + all accidents/incidents involving children and young people are reported to parents/carers both orally and in written format. The accidents/incident book should be signed by both the staff and parent carer
  + all accidents/incidents to staff and others that require to be reported to another authority (for example Health and Safety Executive or Environmental Health) are duly reported
  + all accidents/incidents involving the club’s premises, materials or equipment must be reported to the Manager.
  + all equipment used designed to either prevent an accident/incident or designed to tackle an accident/incident will be regularly maintained

# Anti Bullying Policy

Bullying is the use of aggression with the intention of hurting another person or causing pain and distress to the victim.

### Forms of Bullying

* + Emotional: being unfriendly, excluding, tormenting, ridicule, humiliation
  + Physical: pushing, kicking, hitting, punching, pinching, violence, threats
  + Verbal: name calling, sarcasm, spreading rumours, teasing
  + Racist: racial taunts, graffiti, gestures
  + Sexual: unwanted physical contact, sexually abusive comments
  + Homophobic: because of, or focusing on the issue of sexuality
  + Mobile/Internet: abusive emails, phone calls, text messages

### Recognition of Bullying

The following list highlights some of the signs of bullying. It is important to note that although a child could be displaying some of these signs or behaviours; it does not necessarily mean that the child is being bullied. These signs could indicate that the child has other problems, but bullying should be considered a possibility.

Indicators of Bullying

* + Unwillingness to attend school/nursery and the club
  + Withdrawn, isolated behaviour
  + Complaining about missing possessions and lost money
  + Refuses to talk about the problem
  + Easily distressed
  + Lacking confidence, low self-esteem, anxious
  + Becomes aggressive, disruptive and unreasonable
  + Begins to bully other children
  + Changes in eating and sleeping patterns
  + Starts stammering
  + Has unexplained cuts and bruises

### Dealing with Bullying

#### How we help your child

* + We take any suspected bullying case seriously to ensure the child is safe.
  + We encourage all children to speak and share their concerns.
  + We reassure the child that we can be trusted and will help, although we do not promise to tell no one else
  + We keep records of what is said i.e. what happened, by whom and when.
  + The staff report any concerns to the Manager where bullying has allegedly occurring.

#### Action towards the bully

* + We try to help the bully to understand the consequences of his / her behaviour and seek an apology from the bully.
  + We inform the bully's parents/guardians and impose sanctions as necessary.
  + We encourage and support the bully to change behaviour.

Daddy Daycare aims to ensure that all children in our care have fun in a safe and caring environment. It is the responsibility of the ASC Staff to do everything possible to protect the children from all forms of bullying. If bullying does occur all children should be able to tell any staff member and know that incidents will be dealt with promptly and effectively.

*Bullying will not be tolerated by the club.*

The Daddy Daycare staff bullying procedure:

* The staff member should listen to the child who is being bullied and reassure them that they are safe and have done the right thing by telling someone.
* If the bullying is not reported but a staff member observes that it is taking place, they should take the child aside and encourage them to open up about what’s been happening to them.
* All reports of bullying should be treated seriously, the staff member should try to get as much detail as possible from the child about the other children who are suspected of bullying, when it occurs and how often it occurs.
* Even if bullying is not happening in the club, the staff member still has a responsibility to try and help the child.
* The staff member should explain to the child that in order to help them the Manager has to be informed.
* The Manager should sit in with the staff member and the child and allow the child to recount the story freely. The staff should use open but not leading questions to try to get as much detail from the child as possible. The Manager should keep a record of what the child has said.
* If the bullying is occurring outwith the club, for instance in school, then the Manager should inform the child’s parents and suggest that they inform the relevant authorities.

### Investigating reports of bullying in the club

* The Manager should investigate all reports of bullying within the club.
* The Manager should try to establish the facts surrounding the allegation. Both the victim and the child being accused should be treated equally and fairly and dealt with separately.
* The Manager should inform the child accused of bullying that a complaint has been made against them and give them the opportunity to respond.

### Resolving the Bullying

* If the allegation is found to be true, then the Manager should try to establish why the child has been bullying and explain the hurt that it causes their victim.
* The Manager should remind the child of the club’s behaviour policy and explain that bullying will not be tolerated. The consequences if their behaviour continues should also be explained, for example taking a time out to reflect.
* The Lead Practitioner should ask the child accused of bullying to make a genuine apology to their victim and if possible, the Manager should try to reconcile both parties.
* When the parents of those involved come to collect the children the Manager should ask to speak to them privately and explain what’s been happening and what has been done to try and resolve the situation.
* The parents should be reminded of the club’s behaviour policy and asked that they help the club to enforce this.
* The Manager and other staff should monitor the situation to ensure that repeated bullying does not take place.
* Excluding the bully from the club should only be used as a last resort.

# Child Protection (Safeguarding) Policy

We have a duty to care for the children in our care and to be aware of and keep records for child protection. We have a duty of care to look out for signs of physical, emotional or sexual abuse, neglect or non-organic failure to thrive. It also means that we have a duty to keep records of conversations/incidents that might be relevant to child protection. We have a duty to report any suspicions of potential abuse to Social Services at the local office:

*Chesser House,*

*500 Gorgie Road,*

*Edinburgh,*

*EH11 3YJ*

Tel: 0131 200 2324

Email: [socialcaredirect@edinburgh.gov.uk](mailto:socialcaredirect@edinburgh.gov.uk)

Our first duty is to your child so we do not have to alert you before contacting social services.

For our part we will ensure that the children are kept safe in our care. Daddy Daycare is committed to creating a safe environment for children and young people, and adults. We recognise our moral and legal obligations to protect children and will ensure that members will take all reasonable steps to promote safe practice and to protect children from harm, abuse, and exploitation. Our Policy is based on the following principles:

• The welfare of children is always the paramount consideration.

• All children have the right to be protected from abuse regardless of their age, culture, disability, gender, language, racial origin, socio-economic status, religious belief and/ or sexual identity.

• Protecting children and young people is everybody’s responsibility.

• All children have a right to express their views on matters affecting them and these views should be taken into account when making decisions in relation to children.

We will:

• treat everyone with respect

• respect and promote the rights, wishes and feelings of children

• provide time for children to talk to us and listen to what they say

• encourage children to respect and care for others

• keep a register of every child involved with the group, including relevant medical details, and have a contact name and number on record in case of emergencies

• respect confidentiality and only share information/concerns with the people who need to know in order to protect the child, having regard to the provisions of the Data Protection Legislation

• recruit, train and supervise those who work (paid and unpaid) using the Procedure for Safe Recruitment

• take action to stop any inappropriate verbal or physical behaviour including bullying

• encourage parents to become involved in the organisation and, when requested, provide them with copies of all guidelines and procedures

• respect children’s rights to privacy and dignity and prevent any inappropriate conduct by taking a variety of safeguarding measures such as each toilet facility being within its own separate room with a lockable door

• provide staff, volunteers and committee members with a code of conduct

If you wish to discuss any aspects of child protection or if you have any concerns regarding children, please contact the Care Inspectorate:

The Care Inspectorate

Compass House

11 Riverside Drive

Dundee

DD1 4NY

Phone: 0345 600 9527

## Whistleblowing Policy

Daddy Daycare will not accept or condone any behaviour by staff, volunteers or other adults associated with the club that is contrary to the club’s Aims and Objectives, or Policies and Procedures. We will actively encourage and support the reporting of such behaviour. We will do this by:

* promoting an environment of mutual respect, trust and open communications
* promoting an environment that is free from bullying, harassment and discrimination
* treating everyone equally and fairly, with dignity and respect and by valuing individual differences
* ensuring that the quality of the work of each staff member/volunteer is effectively monitored as well as the work of the club as a whole
* ensuring that procedures are in place for reporting unacceptable behaviour/practices
* actively supporting staff/volunteers who “blow the whistle” both during the investigation and after, in line with the relevant legislation

The following types of concerns can be reported through the “whistle-blowing” policy:

* a criminal offence
* the breach of a legal obligation
* a miscarriage of justice
* a danger to the health and safety of any individual
* malpractice
* fraud
* improper conduct or unethical behaviour
* attempts to suppress or conceal any information relating to any of the above

Who can raise a concern?

* Any member of staff who has a reasonable belief that there is serious malpractice relating to any of the issues mentioned above may raise a concern.
* Concerns raised must be done so without malice and in good faith, you must reasonably believe that any information disclosed, and any allegations made are true. You will not be expected to prove beyond doubt that the allegations are true but you will need to demonstrate that there are reasonable grounds for your concern.
* If you make an allegation in good faith but it is not confirmed by any subsequent investigation then no action will be taken against you
* If you make an allegation frivolously, maliciously or for personal gain, then appropriate disciplinary or legal action may be taken against you.

All concerns raised will be treated in confidence and every effort will be made not to reveal the identity of the person who raised the concern. However at the appropriate time the individual who made the allegation may need to come forward as a witness.

Any individual who raises a concern in good faith will be protected from any possible reprisals or victimisation. Where this occurs the individual should report it using the club grievance procedure.

**How to raise a concern**

Any concerns should be reported to the Manager. Concerns should be raised orally or in writing, in both instances you will be required to state:

* the background and history of the concern
* the reason you are concerned about the situation
* the extent to which you have personally witnessed or experienced the problem

The Manager will decide whether the allegation falls within the scope of existing club procedures and will therefore be considered with those procedures in mind.

The Manager will consider the information that has been disclosed, decide whether there is a case to answer and whether or not an investigation will be conducted into the allegation.

The Manager will decide whether to conduct the investigation themselves internally or involve an external body based on the nature of the allegation. If an investigation is to be conducted then the Manager will inform the individual who raised the concern and they may be required to give further information.

The Manager will inform the person or persons against whom the allegation has been made of the investigation and the evidence supporting it. They will be given the opportunity to respond.

The Manager will decide whether the result of any investigation requires the involvement of an external body such as the police and the appropriate if any disciplinary action (see Discipline and Grievance Procedure) to be taken against the person or persons whom the allegations involved.

To report an incident to the SSSC you can contact them:

Scottish Social Services Council

Compass House

11 Riverside Drive

Dundee

DD1 4NY

Phone: 0345 603 0891

# Complaints Policy

We aim to create a good working relationship with parents, which will enable minor complaints and irritations to be handled immediately and informally. However, users of Daddy Daycare should be able to complain effectively and without fear of victimisation. To achieve this Daddy Daycare will:

* Promote an environment of mutual respect, trust, and open communication.
* Treat everyone equally and fairly
* Provide opportunities for everyone to be consulted and to value the opinions expressed
* Produce a Complaints Procedure to support the club’s Aims and Objectives.
* Train staff in the handling of complaints
* Promote the Complaints Procedure with users
* Record formal complaints.
* Provide a private area for users to discuss matters with staff
* Provide the Care Inspectorate with information on the club’s response to complaints as and when requested to do so

To ensure that any customer complaints are handled quickly, efficiently, and courteously and solutions are implemented which satisfy both the customer and the club the following procedures will be adopted:

* All staff should be fully trained in the procedures for handling customer complaints successfully.
* The person who takes the initial customer complaint is responsible for documenting the complaint and providing a solution where possible.
* The Manager is responsible for ensuring that complaints are resolved effectively.
* The Manager is responsible for monitoring the customer complaints process and level of customer complaints.
* A customer complaint should be handled positively and regarded as a challenge and an opportunity to improve the quality of service.
* If a comment, suggestion, or complaint is received from a customer, either orally or in writing, and a swift and appropriate resolution cannot be achieved, a Customer Complaint Form must be completed - this can be done by any member of staff.
* The Customer Complaint Form should include full details of the complaint (if appropriate to do so and taking into account the need for anonymity) and be passed at the earliest opportunity to the Manager who must enter the complaint in the Customer Complaint Log giving it a unique number.
* The Manager should then send a Complaint Acknowledgment Letter to the customer within 24 hours reassuring the customer that the complaint has been received and is being dealt with. If the Manager needs more information they should contact the customer. Records of any correspondence should be attached to the Customer Complaint Form.
* Customer complaints should be resolved within five working days. If this is not possible, then the customer should be updated with the progress on a regular basis.
* Once appropriate corrective action has been agreed, and responsibilities assigned and documented on the Customer Complaint Form, the Manager should co-ordinate and monitor the implementing of the action.
* A copy of the form is held in the Customer Complaints file and the original is passed to the member of staff who is responsible for resolving the complaint.
* Any customer complaints which have not been completed by the “action by” date should be investigated by the Manager extending the “action by” date if necessary and advise the customer accordingly in writing.
* Once the solution has been implemented successfully, the member of staff responsible should sign the Customer Complaint Form and pass it back to the Manager confirming that the action has been implemented.
* The Manager should notify the customer, in writing, that the problem has been resolved and what action was taken.

Customers are able to contact the Care Inspectorate directly at any time, here are their contact details:

The Care Inspectorate

Compass House

11 Riverside Drive

Dundee

DD1 4NY

Phone: 0345 600 9527

Email Address: [enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

Or Online using the Care Inspectorate form at this link:

<http://www.careinspectorate.com/index.php/contact-us>

# Dropping off and Collection Policy

## Collection:

We will only release your child from our care to adults who have permission to collect him/her. We will therefore need you to provide us with a list of people authorised to collect when you register. It would be helpful, if they are not known to us, to include a description or a photograph for us to keep on file.

In the event of an emergency, we can operate a password system where you can send someone not authorised to collect your child but who is able to give the password. Please discuss with us if you would like to use this system.

As part of the ethos of the club incorporates the use of the local park and botanical gardens, we may not always return to the club immediately after collecting your child. We will always ensure that we have returned and your child is available for collection by 5pm. Should you wish to collect before this time, please call or message the club mobile number which we will supply and staff will be able to advise on a suitable meeting place. If you are going to be late to collect for whatever reason please contact us and let us know when you expect to arrive.

If we have not heard from you and you are very late we will try and make contact with you. We will also attempt to contact the emergency numbers provided. If we are unable to make contact with anyone we are legally required to inform Social Services and follow their advice. (In the case of a terrorist attack or National Emergency then this procedure will not be put into practice-see separate policy)

We reserve the right to make an additional charge for late collection.

# Emergency Procedure

In the event of a fire or any other emergency, our main priority would be the safety of the children and staff.

Within the care setting we have the following items to aid in case of emergency:

· Fire Alarm (these are tested weekly)

· Fire Blanket

· Fire Extinguishers

· First aid kit

· Clear access routes to the fire exits

# Evacuation Procedure

On noticing an emergency we will take the following courses of action:

· Assemble all children and evacuate in an orderly fashion using the nearest safe exit.

· Collect child register and emergency contact list

· Close doors on exit to contain or prevent the fire from spreading

· Phone fire brigade

· Phone children’s emergency contact

· At all times keeping the children calm and under constant supervision

· At no point should anyone re-enter the property

# Other Emergencies

If the children have an emergency that results in injury:

· Firstly administer first aid

· Phone for ambulance (if appropriate)

· Phone parents/emergency contact

# Exclusion Policy

Exclusion from the childcare environment may be necessary to reduce the spreading of infectious diseases such as:

Swine Flu- Until 2 weeks free of infection

Chicken Pox – Child must remain absent until all the spots are crusted over.

Scabies – Until 24 hours after the treatment began

Headlice – After treatment and all lice have been removed

Sickness/Diarrhoea – Until 48 hours free from either

Conjunctivitis – Until antibiotics have been administered for at least 24 hours

COVID19 – If a child displays any of the symptoms they must isolate at home and arrange a test. IF the test is positive the child must remain at home for two weeks.

Each child’s illness will be looked at on an individual basis and compared with our detailed infection control policy. The final decision to exclude the child from the childcare environment will be decided by the manager.

# Insurance

As part of the club’s registration we have to have Public Liability Insurance which we have purchased from Morton Michael Insurance. The Certificate for this is on display.

# Health and Safety Policy

Daddy Daycare views the health and safety of its users as of paramount importance. To this end we will strive to ensure that:

* The club provides a safe environment, suitable for the club’s purpose, and in line with all relevant legislation
* The areas used within the premises are hygienic, in a good state of decoration and repair and are smoke free
* The staff to child ratios, and the space standards, set out in the National Care Standards are met and have been taken account of
* Furniture, equipment, and toys are clean and well maintained
* Staff implement appropriate measures to control the spread of infection (see infection control policy)
* regular risk assessment of the club’s premises, equipment and activities are carried out, and these can be viewed on request
* the club’s management are aware of their responsibilities under relevant Health and Safety legislation
* all required Reporting Procedures are in place
* the club has a “Child Protection Policy” and an “Accidents and Incidents Policy”
* the club has clear guidelines on the storage and administration of medication
* all food is properly prepared by trained staff and provides a well-balanced and healthy diet
* children and young people will learn about healthy lifestyles and relationships, hygiene, diet and personal safety
* children and young people will enjoy safety but will not be overprotected
* children and young people will have regular access to fresh air and energetic physical play
* staff are trained in emergency procedures

In order to achieve high standards and continually improve health and safety performance, we are committed to implementing the necessaryhealth and safety procedures. We recognise:

* that a responsible approach to health and safety, based on systematic risk assessment procedures, can minimise injury and ill health to staff and children
* the connection between quality and health and safety
* that effective health and safety management can contribute to club performance by preserving and developing human and physical resources, by Policies & Procedures reducing costs and liabilities, and is a means of expressing management responsibility
* that, in order to continually improve our standards, we must constantly monitor and review our policies, procedures and performance

We are committed to:

* developing the appropriate club structure and culture, to support the concept of risk management, and the club will endeavour to secure active participation from all of our team
* adequately resourcing and planning the implementation of this policy
* developing, in all our staff, an understanding of health and safety through training and implementation of our childcare legal requirements
* constantly monitoring and reviewing our policies and procedures to ensure that we experience continual improvement in our standards of performance

## Supervision

Children will be supervised at all times and staff will pay attention to what is happening around them. Play Workers will take care not to turn their backs on children or to become too involved in specific activities, which would detract from good supervision. Children are not permitted to leave the main activity area without an adult, particularly when playing outdoors. All staff will receive training in Safeguarding Children during their induction training.

# Hygiene Policy

## Prevention of the spread of infection

A cleaning rota is maintained to ensure all areas are kept to a suitably hygienic standard.

## General Cleaning

All toys cleaned weekly

Toys are cleaned with disposable wipes

Surfaces cleaned using Dettol/antibacterial wipes

Kitchen and bathroom floors cleaned fully with antibacterial wipes used for spills.

Colour coded chopping boards used to prevent cross contamination

Hands are washed before preparing food using the separate handwashing sink and surfaces are clean

## Personal Hygiene - staff

**Washing Hands:**

* Before and after handling food or drinks
* After wiping children’s noses
* After going to the toilet

## Children’s Hygiene

Children are encouraged to learn basic hygiene routines including washing hands;

* Before and after eating or handling food or drink
* After using the toilet
* After blowing their nose, coughing or sneezing
* After touching animals
* After contact with contaminated surfaces (e.g. food-contaminated surfaces, rubbish bins)
* After playing outside

Basins are available in the washrooms immediately adjacent to the hall and in the kitchen. Antibacterial hand gel is also provided in dispensers.

## COVID19 Additional Measures

During the pandemic a number of additional cleaning measures were put in place:

* Children & Staff temperature checked on arrival
* In addition to the hand washing mentioned above children also wash hands on arrival to the club plus before and after activities.
* All toys that have been used during the session are cleaned every day before next use.
* Daddy Daycare staff are the only adults permitted in the hall with the children. Staff take a lateral flow test twice a week to ensure they do not catch or transmit the illness.
* The halls, kitchen, toilets and all touchpoints are cleaned every single weekday.

# Lost Child Policy

The care of your child is paramount and we will always try to ensure that they remain with us and are safe.

Although it has never happened at Daddy Daycare we understand that a child could become ‘lost’ in busy places and therefore as responsible carers we have written a procedure that will be followed.

* + We will immediately raise the alarm to all around us that we have lost a child and enlist the help of everyone to look for them

The staff use walkie talkies to ensure effective communication allowing all staff to immediately be notified.

* + If it is a secure area such as a museum we will quickly alert the security staff so they can seal off exits and monitor the situation on any CCTV
  + We will provide everyone involved in the search with a description of the child.
  + We will reassure the other children with us, as they may be distressed
  + We will then alert the police and provide a full description
  + We will then alert the parents of the situation

We take precautions to avoid situations like this happening by implementing the following measures:

* + Providing children with high visibility vests which include the name of the service
  + Instigating safe walking procedures – walking in pairs with an appropriate number of carers supervising
  + Avoid going to places that are overcrowded
  + Teaching the children about the dangers of wandering off and of talking to strangers
  + Regular headcounts

Any incidents of lost children will be written up and recorded and reported to the Care Inspectorate where required.

# Medication Policy

In the event of a child becoming unwell throughout the day, we will contact the parents (or emergency contacts where parents are unobtainable) and ask them to come and collect the child.

Where a child requires medication during their time in our care, the parents will be asked to complete a medication form in advance. The form will ask to detail type of medication, reasons for the medication, when last administered by a parent and instructions on how to administer/dosage. In general, the consent form will only apply to each individual occurrence of sickness. Where we are required to hold medication to issue on an “as required basis” e.g. in the case of allergies or ongoing conditions then the circumstances under which the medication should be issued will be captured on the medication form. Where the dosage advised by parents does not match the dosage stipulated on the instructions we will contact NHS 24 or a pharmacist for further advice.

Medication can only be administered by us if:

* The child has previously been given it by a parent to ensure no potential allergic reaction.
* A consent form has been completed by parents stating the frequency and dosage. . The consent form is still valid.
* The medication is still within its shelf life. E.g. many liquid antibiotics only last 7-10 days.
* Agreement has been made previously regarding what to do if the child refuses medication.

Medication will be stored in a locked box with a copy of the child’s medication form; self medication will not be permitted without prior discussion with parents. Medication will be audited daily and records kept in your child’s folder of what is administered. Where medication has been administered, parents will be asked to initial the medication record to verify that they are aware of the timing and dosage given.

For medication which is not available over the counter, we can only administer medication that has been prescribed by a doctor for the child in our care.

# Open Access Policy & Confidentiality

We offer an open access policy. This allows all parent access to any documentation kept on file regarding their child. There is then the opportunity for them to discuss any issues relating to their child. Parents may also take copies of any details regarding their child for their own use.

All written records that we hold are kept confidential at all time. Any electronic records which we keep are saved on a secure NAS which is password protected and stored in a secure location. This in turn means no client data is stored on the work laptops itself which ensures we keep it secure even if the laptop is stolen. We also keep the details of all arrangements and contracts confidential and will not discuss these with anyone else. All information and discussions between parents and staff will be kept confidential and not discussed with anyone else. It may be necessary for us to disclose some information to a third party such as the Care Inspectorate or the Social Work Department.

# Positive Behaviour Policy

Having this policy rolled out within the care setting ensures we encourage and praise positive behaviour. This also allows continuity throughout, as all the children will be cared for in a consistent and age appropriate manner.

## Role of the carer

1. Carers have a responsibility to model a high standard of behaviour
2. The carers will develop a set of “club rules” in conjunction with children who are old enough to provide input.
3. Carers are consistent and age appropriate in their expectations of acceptable behaviour
4. Where possible, the carers should ensure that instructions and guidance are issued using positive language.
5. Emphasis will be placed on rewarding good behaviour – a star award system will be instigated where children will receive a star for demonstrating positive behaviours such as being kind to their peers, interacting well and trying hard, rather than negative behaviour
6. Sharing successes as well as concerns with parents

**Benefits of having the policy**

The policy will help all parties; the children, the parents, and the team. The children will develop key aspects of emotional, personal, and social development:

· Develop confidence, self esteem and a sense of security

· Care for themselves and their personal safety

· Develop independence

· Persevere in tasks that present difficulty

· Express appropriate feelings, needs and preferences

· Form positive relationships and adults and begin to develop personal friendships

· Become aware of and respect the needs and feelings of others in their behaviour and learn to follow rules

· To make and express choices, plans and decisions

· Play cooperatively, take turns and share resources

· Develop positive attitudes towards others whose gender, language, religion or culture, for example is different form their own

· Care for the environment and other people within the community

## Reward system

To encourage positive behaviour, a reward system will be used. Children will receive stars to reward good behaviour and achievement; what constitutes good behaviour and achievement will be individual to each child, their age and stage of development. Examples of when a reward may be issued include;

* Behaving well on the walk back from school
* Helping younger children
* Helping to tidy up after play
* Helping each other
* Doing their best with activities such as homework or reading

# Procedures in the event of a major incident, terrorist attack or national emergency

In light of the incidents in Bellsquarry Industrial est (fire), we now feel it is necessary to have a procedure in place on what to do in the event of a major incident, terrorist attack or a national disaster.

The care and security we provide to your child is paramount. We will do everything within our powers to protect, comfort and support your child in the event of a major incident, National Emergency or Terrorist Attack.

If we are involved or caught up in the incident we will comply fully with the instructions from the emergency services and constantly reassure the children in our care.

If you are caught up in an incident we will continue to look after your child until you are able to return or a person nominated is able to collect them. This may include them being cared for within the Daddy Daycare childminding service if necessary.

We understand that during major incidents the mobile phone networks are often not available and even landlines can be cancelled to free up communication systems for the emergency services. We will however attempt to contact you on a regular basis and ask that you try to do the same. We will keep up to date on the situation using any media source available to us, radio, television, Internet etc. We will endeavour to protect your child from information or images that may alarm or distress them. If you wish we can have a pre-planned excuse that we can use to explain your delay in arriving.

We hope that we never have the need to put this procedure into practice but we are happy to discuss with you any aspects of this policy.

# Risk Assessments

Risk assessments are carried out of the Daddy Daycare premises and of any external venues. These will identify any risks present and how we will mitigate these risks. We have completed a Fire Risk Assessment in accordance with the guidance of the Chief Fire Officers Association Scotland. These will be reviewed annually or as required.

# Sun Protection Policy

The damaging effects of exposure to the sun on young skin have recently been well documented. We will do everything we can, working in partnership with you, to ensure that your child is protected.

We will need you to provide us with:

* Sun Cream suitable for your child (high factor)
* Sun hat (preferably a hat to protect the neck as well)
* A thin top/cardigan/tshirt with long sleeves

We will ensure that your child uses the sun cream that you have provided and wears the hat. We will also avoid spending prolonged periods of time outdoors during the hottest part of the day, and when out will try and protect your child by finding shady areas. We will encourage your child to drink water regularly to prevent dehydration.

We will require you to sign a form giving us permission to apply the sun cream that you have provided. All sun cream and hats should be labelled.

# Pandemic Policy

In 2020/21 the UK government restricted movement within the country’s population in order to reduce the spread of the highly infections disease known as Covid19. As part of these restrictions they forced business’s to close at several points during the two year period, including after school care. Whilst it is unlikely this will happen again within our generation we feel it is important to share with you the actions Daddy Daycare took just in case.

When the lockdown was first announced and it was confirmed schools and after school care would be legally required to close, the government supported the largest operating cost by introducing the furlough scheme which allowed us to retain our experienced staff during closure. However it did not cover business overheads such as rent and other financial commitments, small after school clubs do not normally rent premises 24/7 so in turn do not pay business rates which was the qualifying requirement for most financial aid. Traditionally Daddy Daycare only charged for services when it was open because it was our choice to close, for example at Christmas. However this unique situation needed a different approach that would secure some income to guarantee our services could reopen the moment it was permitted.

In March 2020 Daddy Daycare therefore introduced a 50% optional retainer fee which would apply at any time the company was not permitted to open by the government. Parents could choose to pay 50% of their normal monthly invoice and in turn those who did would be guaranteed a space when we reopened. As some parents continued to work full time through the pandemic and others were financially supported by the furlough scheme paying 80% of wages, over half of the Daddy Daycare families were able to pay the 50% childcare fees. This pandemic policy paid a vital role in keeping the business afloat during lockdown and would be used again in the unlikely event that this happened again in the future.