



FIRST STEP PLAYGROUP



*We work together
To provide a safe, happy and stimulating environment,
tailored to each individual in our care.
To nurture and develop their self-confidence, during
their first steps in education.*

Information and Welcome Pack

2017 - 2018

Information and Welcome Pack

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Welcome to First Step Playgroup

First, welcome! We know that starting Playgroup is a very important milestone in your child's and your life. To ensure a positive start, you and your child need the support and encouragement that we can provide. You have the reassurance that your child is in the care of appropriately qualified and experienced staff, many of whom are parents themselves. For your child this may be the first time they have been apart from you on a regular basis. Some children adapt to this very quickly; others take a little longer. Either situation is perfectly normal. We realise that you are entrusting us with the care of your child, and we place your child's safety, welfare and development at the top of our priorities. We offer a secure, happy and stimulating environment where independence, self confidence, consideration for others and good manners are encouraged.

Playgroup accepts children aged from 2 years until they start school. On Wednesday's the sessions are for the children starting school the following September. This is called 'Next Steps.' During this session we offer a little more structure to ensure school readiness.

Useful Contacts

First Step Playgroup	07855 035212
Email	email@firststepplaygroup.co.uk
Website	www.firststepplaygroup.co.uk

First Step Playgroup – a very brief history

First Step Playgroup management changed in July 2015. First Step Playgroup forms part of a limited company called Learning Tree Childcare Services Ltd. The company number is 9526367. First Step Playgroup is registered with Ofsted our unique reference number is **EY490141**, we are registered for children aged 2 to 11 years old. The playgroup director is Angie Kelly we have a well-qualified and experienced staff team. We are members of the Pre School Learning Alliance and work in partnership with Somersham Children's Centre and Somersham Primary School. We welcome cooperation from all of our parents/carers and although we do not rely on a committee to manage the setting, we do welcome a fundraising team to provide new resources for the children attending.

Our aims

We aim to:

- Work in partnership with parents and carers, building upon the knowledge you have of your child.
- Provide a safe, caring, creative and inspiring environment.

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- Encourage children to be independent, considerate and excited to learn through play and to develop friendships and social skills in readiness for school.
- Adapt activities to include all children according to their individual needs and interests.

Opening times

First Step Playgroup is open for 38 weeks a year which we accept government funding. We also run holiday camps for children aged 2 – 11 years during the summer holiday.

Please see the list of term dates in Appendix 1 for full details.

Playgroup is open from Monday – Friday, 9:00am – 3:00pm

A.M session 9:00 – 11:30

Lunch Club. 11:30am to 12:30pm. Children bring their own healthy packed lunches; please see our guide for a healthy lunch in appendix 3.

P.M session 12:30 – 3:00

Funding

Children are funded for up to 15 hours per week dating from the term following their second birthday if they qualify for funded 2's and all children are funded from the term after their third birthday. This is called Nursery Education Funding (NEF) and is provided by the County Council. NEF is a minimum 2.5 hours per day and if you claim all 15 hours at First Step Playgroup it must be taken over a minimum of 3 days. You will be given relevant information and forms at the appropriate time and must return these by the deadline stated. Some parents may be eligible for 30 hours funding which is 15 universal hours and 15 extended hours which applies the term after your child's third birthday.

Please note that regular unexplained absence from funded sessions may result in you having to repay the nursery education funding to the council. Also note that once your Parental contract has been signed and submitted, you will not be able to change your child's funded hours for the whole term (see also the notice period below).

First Step Playgroup accepts children from two sessions (which can mean on two different days or one full day) and it is not necessary to use your full 15 hours funding, or you can divide this funding between First Step Playgroup and another registered childcare provider (a nursery or childminder, for example).

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Fees

If your child is not eligible for funding or if you have chosen to pay for additional hours the fees are £4.00 per hour. Fees can be paid by cash to or by bank transfer (please ask for our BACS details). Unfortunately we cannot accept cheque payments.

Fees are payable half-termly in advance. Fees continue to be payable if a child is absent. In cases of prolonged absence please consult the manager. Each child's attendance playgroup is conditional upon continued payment of fees and/or receipt of Nursery Education Funding. Non-payment will mean your child's place is withdrawn.

Please see the Fee Payment policy on our website for further details.

Notice Period

If you would like to withdraw your child permanently from First Step Playgroup before the final day of the summer term in July (see Term dates, Appendix 1), you must give us six weeks' notice in writing. You will be unable to claim funding elsewhere for these six weeks and possibly for the remainder of the term or you may be liable for six weeks' fees.

Attendance

It is important for your child to attend the sessions that have been allocated to you.

If you find that your child would be more comfortable with fewer sessions please let us know as soon as possible.

As mentioned before, regular unexplained absence from funded sessions may result in you having to repay the nursery education funding to the council.

If your child is absent for one day and we have not heard from you then we will contact you.

We regret that prolonged unexplained absence for more than two weeks will result in your child losing their place at First Step Playgroup.

Requests for additional hours or changes to hours

Any requests for additional hours or changes to hours must be submitted to the Manager. We are unable to change sessions for occasional reasons, any changes are upon a permanent request.

It may not be possible to accommodate requests if the sessions are already full.

If it is not possible to grant a request, the manager will keep a note that you are interested in that session should a space become available.

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Spaces arising in any sessions are offered in waiting list order.

How First Step Playgroup works

The director is responsible for the governance of the playgroup and ensure all areas of the playgroup are in accordance with Ofsted legislation and Health and Safety. We ensure all staff and volunteers undertake a disclosure and barring service check (formerly criminal records bureau) as parent volunteers are always welcome in the setting. As mentioned earlier, we rely on fundraising to provide new resources for the children. We have a fundraising team who organise and oversee events and they have a say in which toys to be purchased. Fundraising and grants are vital in order to buy new equipment, replenish craft resources, and help fund trips, and so on.

First Step Playgroup cannot replace toys and equipment for the children without a fundraising team. If you feel you could volunteer in this way for the next year or so, we look forward to hearing from you.

HOWEVER, even if you are unable to commit in this way, we still rely on support from all of our parents and there are many ways you can be involved without joining the fundraising team, such as, sharing a talent with the children and helping with DIY.

Our Staff

The appropriate staffing ratios are laid down in the Early Years Foundation Stage and will be adhered to at all times.

All of our key staff are qualified and all are experienced. All adults working with the children on a regular basis have enhanced DBS checks.

We have at least two members of staff working in the building at all times. In addition, we may have extra members of staff working as one-to-one support to particular children, students on placement or work experience and regular volunteers.

Additional staff details can be found in Appendix 2.

Director/ Manager - Angie Kelly

Deputy Manager – Rosie Blyth

Practitioners – Emma Fleming, Karen Unwin, Becky Last, Laura Harrison and Kayleigh Foster

Assistant - Vicky Woolstenholmes

Key working at First Step Playgroup

Your child will be allocated a Key Person for the time they are at First Step Playgroup.

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This person will be responsible for communicating your child's progress to you, using information they have gathered from observations and small group activities, occasionally supported with photographs and work your child has produced.

The Key Person will build a learning and development file (learning journal) over the time your child is with us noting interests, preferences and ensuring there are numerous opportunities provided for extending your child's learning and development.

Your child's learning journal is electronic and can be accessed through the Tapestry website or app. Some of your child's drawings and art work is kept together in a paper 'learning journal' folder to show development throughout their time at First Step Playgroup.

You are also encouraged to share information about important events at home using our 'superstars'. This is information about milestones your child has reached at home, such as 'eating carrots, sleeping through the night, riding their bicycle' or anything that is special to them. These superstars are celebrated within playgroup and filed in your child's learning journal.

All staff at First Step Playgroup are available to give very brief feedback at the end of the session as to what the children were doing that day or if there is anything you should be made aware of.

Your child will come into contact with all of the staff each session. For anything more than a brief chat, please book in an appointment.

Working with parents and carers

We recognise parents and carers as the first and most important educators of their children. We aim to work in partnership with you to ensure that your child has a happy and memorable time at First Step Playgroup.

Parent Helpers

We value the help of mums, dads and carers during our sessions; it gives you a chance to see what happens at First Step Playgroup and the children absolutely love having you there! Grandparents, aunts, uncles and childminders etc. are all welcome.

If you would like to help on a more regular basis, we will ask you to be DBS checked; please ask the Manager.

The children particularly enjoy it when a parent comes along to the group to tell them about their job or hobby. If you have any interests that you'd like to share with the children please talk to your group leader or your child's Key Person. For example, you could play a musical instrument, do some cooking, demonstrate brick laying, or talk about being a doctor.

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We also welcome help outside of the sessions with jobs like fundraising, gardening, DIY, cleaning (toys, furniture during the holidays), or organising social events for all of the families.

How your child spends their day

Type of activities provided for the children

We provide a wide variety of open ended resources ensuring all abilities and interests are met, extended and stimulated with children inspired to learn.

There are always mark making opportunities available using a wide spectrum of materials on a small and large scale.

Children are encouraged to be independent in all aspects of their learning, given support where necessary and guidance to progress at their individual rate.

Daily routines - A normal day

9:00 - 9:15	Self-registration
9:15 - 11.10	Free play
9:30 - 10:45	Rolling snack.
11:10 - 11:20	Tidy up time
11:20 - 11:30	Sharing work/ group story / song time
11:30 - 12:30	Lunch club
12:30 - 12:40	Children leave/arrive,
12:30 – 14.25	Free Play
14:25 - 14:35	Tidy up time
14.35 - 14:50	Movement to music or group games
14:50 - 15:00	Carpet time, songs or story
15:00	Home time

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Your child's first day.....and beyond!

Please bring

- a change of named clothes in a named bag (and nappies and wipes if applicable).
- weather appropriate outdoor wear (wellies and raincoat or sunhat)

Please check

- your email, our facebook page and the notice boards for new notices. Please request to join our facebook page
<https://www.facebook.com/groups/245645332227280/>

Please avoid

- giving your child sweets directly before arriving at First Step Playgroup.
- allowing your child to bring something precious into First Step Playgroup, it is very upsetting for everyone when things get lost or damaged.
- picking your child up late.

Settling your child into playgroup

Some children settle instantly; others can take much longer.

We suggest that you plan your first week so that you can stay with your child if they do not settle straight away, but if they seem happy, we advise that you leave in the knowledge that we will call you if your child then becomes very upset and staff cannot settle them.

It is vitally important that you say goodbye to your child quickly and confidently so that they know you will return but do not pick up on any anxiety you may feel.

All children need someone they know well to be with them when they are taking such a big step, and for many this will be their first time away from their parents in an unfamiliar setting.

A comforter from home or an item belonging to their main carer, sometimes helps young children understand their carer will return for them and can be available should your child become upset.

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Arriving and picking up

Your child will learn to self-register by placing their picture/name card from the table onto the board.

It is imperative you adhere to your chosen attendance times as we have organised staff levels accordingly and cannot have more children in our care than permitted by law.

All children must be delivered and collected by an adult. Please inform us if someone different is collecting your child and ensure they know the password you have given for your child.

We cannot and will not let a child leave with someone who is not known to us. We will need to contact you before allowing your child to leave.

Please arrive promptly as children who arrive late often struggle to settle and it can be very disruptive to the other children.

Please be on time to pick up your child. If you have been late 3 times, you will incur a charge of two members of staff that have to wait with your child.

Staff themselves may have children to collect from school and risk being late collecting them if you are late collecting your child.

Late pick-ups in the middle of the day can impact on the ratios of staff to children compromising the welfare of the children should staff be off site for their breaks, this is also disruptive for the children waiting to begin the afternoon session.

Snack

First Step Playgroup operates snack on a rolling basis with fresh fruit and a carbohydrate choices available from 9.30am to 10.45am.

Snack time is seen as a valuable opportunity for children to socialise in small groups, children learn to decide when they are hungry during the session rather than being made to sit down all together when they are engrossed in play.

First Step Playgroup provides milk and water at snack time with water available at all times.

Clothing

Please make sure that you do not dress your child in their best clothes as our activities can be messy.

We have uniform on sale should you wish to purchase t-shirts, sweatshirt and fleece jackets. Please see our notice boards for prices.

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Also, clothes that your child can manage when they need the toilet are helpful. Please avoid dungarees and belts.

Please remember to dress your child appropriately according to the weather.

If it hot and sunny, please ensure they have a hat and that you have applied sun cream before you leave home. We will re-apply sun cream if a child is with us all day. Permission forms will be sent home when necessary.

All clothing including hats, gloves and shoes should be named please.

Toilet Training

If your child is in nappies or is toilet training, their Key Person will discuss this and agree a plan with you.

Please provide changes of named clothing and spare nappies and wipes, if necessary, in a named bag. Please make sure your child is wearing a clean nappy when they arrive.

Trips

We like to take the children on short, well-supervised trips within the local community.

The adult/child ratio is enhanced during trips and short visits.

Parents are also invited to join us whilst out and about in the community.

Your contact details

It is vital that we have up-to-date contact details for you, particularly for emergencies.

Please tell us of any change of address, telephone number, email or place of work immediately.

Further information

A summary of our policies and procedures can be found in Appendix 5. Please ask if you would like further written details of these. They are also available online <http://www.firststepplaygroup.co.uk>

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Children's learning

Our planning is based on the Early Years Foundation Stage (EYFS) which is for children aged 0-5 (birth to the end of the reception year at school). The key element of the EYFS is learning through play. Your child has a Key Person who will observe your child at play and plan further fun opportunities to extend what your child already knows.

The EYFS is based on four principal themes:

- A unique child – EVERY child is a competent learner from birth who can be resilient, capable and self assured
- Positive relationships – children learn to be strong and independent from a base of loving and secure relationships with parents/carers
- Enabling environments – the environment plays a key role in supporting a child's development
- Learning and development – children learn and develop in different ways and at different rates. All areas of learning are equally important and interconnected

To find out more about the EYFS please see our '**A guide to the EYFS**' and take a look at the posters and displays around the building or check out <http://www.foundationyears.org.uk/>

Additional Needs

All children are different and some find playgroup easier than others. If staff have any concerns about your child, they will discuss these with you and will not talk to anyone else without your consent.

If you have any concerns about your child's development or behaviour, please speak to your child's Key Person or to Angie Kelly who is our Special Educational Needs Coordinator (SENCO). Please see our Supporting children with special educational needs policy

Keeping in touch

Our primary method of communicating with you is email; we use email as much as possible as this is the most cost-effective and environmentally friendly way of keeping in touch.

Please check your account regularly as whenever possible the manager will use email to send you important messages. Please search for First Step Playgroup on Facebook as we will also share messages on our page.

Please also keep an eye on the noticeboards for changes and news.

Notice boards

Important information, including Ofsted contact details and allergen information is on the notice board in the hallway, and our Ofsted registration,

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insurances etc. are on the notice board by the child's coat pegs along with staff photos.

Health and Safety

For everyone's safety, please take note of the following:

- There is a first aid box in the kitchen and a travel one for trips.
- In case of fire, leave quickly and calmly by the nearest exit and follow the instructions of the staff. The assembly points in the garden or in the Victory hall car park. Fire extinguishers are available and are checked regularly but should only be used when there is no risk to yourself.
- The main gate is large please use with care and ensure that it closes safely behind you.
- Angie Kelly is responsible for Health and Safety. Please let Angie know if you have any concerns or suggestions.

First Aid

We have at least two trained first aider's onsite at any one time; all staff have up to date first aid training.

Accidents are recorded in the accident book and parents are informed.

If a child has an injury on arrival at First Step Playgroup (eg. a grazed knee), please let us know and you will be asked to complete an existing injury form.

Sickness

If your child has sickness or diarrhoea, please make sure they are clear of symptoms for 48 hours before returning to playgroup.

If your child is unwell enough to need for example calpol/ibuprofen to bring their temperature down, please consider whether they are well enough to attend playgroup.

Medicine and illness

Children who have asthma should bring their named inhaler to First Step Playgroup where a manager will store it in the high cupboard in the kitchen. Parents/carers will be asked to complete a medication form recording how and when their child's inhalers need to be administered.

If your child has a long-term medical condition please discuss special requirements with the manager before your child starts so a care plan can be drawn up with you. Staff must also be informed of any allergies before your child starts.

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In the case of other illnesses, you should follow the doctor's advice regarding exclusion times.

Staff are only permitted to administer prescription medicine, you will be required to complete the relevant medicine forms before we can do this.

Complaints

We hope that you will be delighted with your child's time at First Step Playgroup and that any issues can be resolved by talking to senior staff or the manager. However, if you are still unsatisfied and wish to make a complaint, please speak to the directors, who will provide you with details of our complaints procedure.

The Office for Standards in Education (Ofsted) can be contacted at:

Ofsted
National Business Unit
Piccadilly Gate
Store Street
Manchester
M1 2WD

General phone number: 0300 123 1231

Website: www.ofsted.gov.uk

Our registration number is EY490141.

In most cases Ofsted will encourage you to follow the setting's complaints procedure before they will become involved.

You can expect to be treated professionally by all staff at First Step Playgroup.

Equally, First Step Playgroup will not tolerate aggressive, abusive or violent behaviour towards any of our staff members or other adults.

And finally!

We hope that you and your child will have a happy and fulfilling time with us. If you have any queries or worries do not hesitate to speak to a member of staff.

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Appendix 1 - First Step Playgroup term dates 2017/18

Start of Autumn term	Monday 4th September 2017
Half Term Holiday	Monday 23rd – Friday 27th October 2017
Return to Playgroup	Monday 30th October 2017
End of Autumn Term	Friday 15th December 2017
Start of Spring Term	Monday 8th January 2018
Half Term Holiday	Monday 12th – Friday 16th February 201
Return to Playgroup	Monday 19th February 2018
End of spring term	Thursday 29th March 2018
Start of Summer Term	Monday 16th April 2018
May Day Holiday- CLOSED	Monday 7th May 2018
Half term holiday	Monday 28th May– Friday 1st June 2018
Return to Playgroup	Monday 4th June 2018
Leavers Party	Wednesday 18th July 2018
End of Summer Term	Friday 20th July 2018

Please note due to county council funding we no longer follow Somersham Primary School term dates.

Please note we may follow Somersham Primary School closures due to bad weather.

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Appendix 2 – Staff Details

Angie Kelly - Manager - Level 4 qualified

Designated Person for Child Protection
Special Educational Needs Coordinator (SENCo)
Level 2 Health and Safety
First Aid Trained
Autism Awareness Diploma
Level 2 Food Hygiene
Safer Recruitment Trained
Working towards Foundation Degree in Early Years Professional Practice

Rosie Blyth - Deputy Manager - Level 3 qualified

Equalities Coordinator (ENCo)
Designated Person for Child Protection
First Aid Trained
Level 2 Food Hygiene
Safer Recruitment Trained

Emma Fleming - Practitioner - Level 3 qualified

Basic Child Protection
Equalities Coordinator (ENCo)
First Aid Trained
Level 2 Food Hygiene
Woodland Wednesday Co-Ordinator

Karen Unwin – Practitioner - Level 3 qualified

Basic Child Protection
First Aid Trained

Becky Last - Practitioner - Level 2 qualified

Basic Child Protection
First Aid Trained
Food Hygiene level 2

Laura Harrison – Practitioner - Level 2 qualified

Basic Child Protection
First Aid Trained

Kayleigh Foster – Practitioner

First Aid Trained

Vicky Woolstenholmes – Assistant

Basic Child Protection
First Aid Trained

Louise Prosser – Accounts

Mandy Ramnaught - Cleaner

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Appendix 3 - Healthy lunch guidance

1. Please do not put sweets, chocolate bars or fizzy drinks in your child's lunch. They contain many colourings and additives which we have found to have a negative effect on the children's behaviour and concentration.
2. Milk and water are available at snack time and water is available at all times. The children are encouraged to help themselves to frequent drinks throughout the day.
3. Please put a cold pack into your child's lunch box; we have lots of children staying for lunch each day and are unable to refrigerate their lunches.
4. Are the portions the correct size? Remember your children only have small hands, mouths and tummies. At playgroup we encourage the children to eat up all of their packed lunch. They will bring home what they don't want or can't eat so you can monitor what they have eaten. Please put in the amount of food you would normally expect your child to eat. Cutting up food like sandwiches and fruit into small manageable child size pieces is a good idea because children can be put off if they have to tackle a portion which is too large. Pre-school packed lunches are not a good time to introduce new foods for the first time to your child. It may be upsetting for the child if they are hungry and don't like the food they have been given.
5. Have you got something from the carbohydrates group? Ideas at a glance: Various types of bread, crackers, pasta (warm or cold).
6. Have you got something from the fruit and vegetables group? Ideas: Salad in sandwiches and rolls, cherry tomatoes, apples, pears, satsumas, bananas, grapes, melon, kiwi, plums, nectarine, canned fruit pieces, raisins, dried apricots, dish of fruit salad, fruit smoothies and pure fruit juices.
7. Have you got something containing protein or calcium? Ideas: Slices of ham, chicken or turkey, boiled eggs, canned tuna and salmon, hummous, cheese, yoghurt, etc.
8. Have you got a drink? Ideas: Milk, drinking yoghurt, smoothie, fruit juice, sugar-free squash and water.

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Appendix 4 – Fundraising

The funds and fees received cover little more than our basic costs, which we already keep tightly under control. Fundraising and grants are vital in order to buy new equipment, replenish craft resources, and help fund trips, and so on. If you have any ideas for events or would like to arrange your own, if you could do a sponsored event on First Step Playgroup's behalf, please talk to the fundraising team. At present, Emma Hobbs oversees the fundraising team. Please support the events that are put on and check our facebook page for details.

Carnival

This is our main social and fundraising event and it is great fun. Please volunteer to help either with the organising and preparation or on the day. It is very rewarding and a great way to get to know other parents. Without parent help the children would not have a carnival float. We also hold Christmas fundraisers and other events throughout the year.

Easyfundraising

This really is an easy way to raise funds - in fact you can do it without leaving the comfort of your own home! You can shop with your favourite online stores and at no extra cost raise funds for First Step Playgroup. You still shop directly with each retailer as you would normally, but simply by using the links from easyfundraising first, each purchase you make will generate a cash back donation to First Step Playgroup. Please search for **First Steps Playgroup - Somersham**

<http://www.easyfundraising.org.uk/causes/firststepssomersham/?t=Easyfundraising-lo&v=a&>

Bags2school

We also fundraise with bags2school. We distribute bags for you to fill with quality second hand ladies, men's and children's clothing, as well as hats, scarves, ties, paired shoes, belts, handbags, jewellery and soft toys. In return for each kilo we collect, Bag2School give us 40p.

Appendix 5 - First Step Playgroup policies

We have the following written policies which we update on a rolling basis through the year and add to as required. The policies can be found in the Policies Folder at First Step Playgroup to be read at any time, they are also available on the website; can be emailed to you on request or we can provide a paper copy.

Admission policy

All families are welcome at our playgroup which offers education and care for children from 2 years of age.

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Please note that First Step Playgroup is an independent playgroup and admission to First Step Playgroup does not in any way affect admission to Somersham Primary School or any other school, or vice versa. Schools have a separate registration form available from the school office which must be submitted from early December to January the year before your child starts school. See also

<http://www.cambridgeshire.gov.uk/admissions>

Safeguarding

It may be helpful for parents to know that the law (Children Act 1989) requires all staff to pass on information which raises concerns that a child may be at risk from non-accidental injury, neglect, emotional or sexual abuse. This procedure is intended to protect children. Parents will normally be informed before any confidential information is passed on. The child's interest comes first in such situations.

All staff and regular volunteers at First Step Playgroup have background checks and an enhanced disclosure and barring service (DBS) check (formerly criminal records bureau). There are always at least two members of staff on duty at any time. All new staff are well supervised and inducted, and we have a Whistleblowing policy.

There is a copy of 'What to do if you are concerned a child may be being abused' available for staff and parents to read. It is kept in the Safeguarding Folder. Our designated staff member for child protection is Angie Kelly.

Positive behaviour policy

Our aim is to encourage positive behaviour. Children are praised for good behaviour. On occasions when a child's behaviour is not acceptable, an adult will explain why the behaviour is unacceptable. Parents will be informed when they collect the child and a staff member will have filled out an incident form. Please feel free to discuss this with your child's Key Person or another member of staff.

Equality and Diversity

Our equal opportunities policy is for children, parents and all adults working within First Step Playgroup whether paid or unpaid. We believe everyone is of equal value regardless of ethnicity, intellectual and physical ability, gender, age, and social or economic circumstances. Our policy aims to enhance and improve the educational progress and self-esteem of all children and the morale and commitment of staff and parents. We will not tolerate any racism within our setting, by adults or children. Our Equality Co-ordinators are Rosie Blyth and Emma Fleming.

Policies

Our policies are reviewed by staff on a rolling basis throughout the year, and new policies or procedures are added as required. Parents are informed of all significant changes. Policies are available in the file and on the website.

The file includes policies on:

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1.0 Safeguarding and promoting children's welfare

- **Safeguarding children**
- 1.1 Children's rights and entitlements
- 1.2 Safeguarding children and child protection
- 1.2a Mobile phone policy
- 1.2b Intimate Care
- 1.3 Looked after children
- 1.4 Confidentiality and client access to records
- 1.5 Information Sharing
- 1.6 Uncollected Child
- 1.7 Missing child
- 1.8 Supervision of children on outings and visits
- 1.9 Maintaining children's safety and security on premises
- 1.10 Making a complaint

Equality of opportunity

- 1.11 Valuing diversity and promoting equality
- 1.12 Supporting children with special educational needs
- 1.13 Achieving positive behaviour

Promoting health and hygiene

- 1.14 Animals in the setting
- 1.15 Administering medicines
- 1.16 Managing children with allergies, or who are sick or infectious
- 1.17 Nappy Changing
- 1.18 No-smoking
- 1.19 Food and drink
- 1.20 First Aid

2.0 Suitable People

Employment

- 2.1 Employment and staffing
- 2.2 Student placements
- 2.3 Recruitment of ex-offenders

3.0 Suitable premises, environment and equipment

Health and safety

- 3.1 Risk assessment
- 3.2 Health and safety general standards
- 3.3 Fire safety and emergency evacuation
- 3.3a Lock Down Policy
- 3.4 Recording and reporting of accidents and incidents
- 3.5 Food hygiene

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4.0 Organisation

Administration

- 4.1 Admissions
- 4.2 Information and Welcome Pack
- 4.3 Registration form

Childcare practice

- 4.4 The role of the key person in the setting and settling-in
- 4.5 Electronic Recording of Learning and Development

Partnership

- 4.6 Parental involvement
- 4.7 Working in partnership with other agencies
- 4.8 Fee payment

5.0 Documentation

Record keeping

- 5.1 Children's records
- 5.2 Provider records

6.0 Staff Policies

- 6.1 Social networking and blog policy
- 6.2 Supervisions policy
- 6.3 Induction of staff, volunteers and managers
- 6.4 Grievance procedure
- 6.5 Disciplinary procedure
- 6.6 Whistle blowing procedure
- 6.7 Re Disclosure information