



## Policies & Procedures for Wee Chicks Fitness / Wee Chicks LTD crèche

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## **MISSION STATEMENT AND STATEMENT OF INTENT WEE CHICKS FITNESS CIC WEE CHICKS LTD**

### **Aims, Objectives and Ethos**

We aim to provide a secure, stimulating and caring environment that is welcoming and will encourage children to develop to their full potential. We are committed to providing the highest standard of care in a homely atmosphere whilst actively promoting equal opportunities and continuing to provide effective learning opportunities for all children. Wee Chicks Fitness / Wee Chicks LTD is where children can discover, achieve and express themselves through play and where parents/carers feel confident to leave their child in safety whilst they take part in exercise. We are committed to providing a high level of care and therefore seek to recruit well trained qualified members of staff and volunteers with a compassionate and caring outlook. We pride ourselves in ensuring our staff will be offered a full and varied program of training opportunities which will benefit both staff, volunteers and the children as individuals in our care.

We consider it our mission to enhance the quality of human life through physical fitness and by providing life skills and educating in health and nutrition and well-being, most importantly giving people hope and focus. This is available to all members of the community.

That we listen and give the individuals the motivation and encouragement to gain confidence and self esteem so that they can continue their life journey knowing their is help if they need it. That they learn that fitness helps with stress levels and depression and will help them cope with the stress that they face and improve their quality of life.

We aim to work with all the organisations and service that are provided in the communities so that the individuals get the best care and support that they need. By providing a high quality of childcare, fitness instructors and also after care package.

Raise awareness of the basic skills that are life changing. We are passionate about service and excellence. Life's for living not for stressing or worrying.

Admissions :- Sessions will run for one hour ten minutes. Five minutes to leave the child in before the class and five minutes after the class

Contact Information :- Kelly Molloy Manager TEL 07746169489

Charges and Fees, Insurance :- £3 a session copy of insurance in file

Role of parents :- parents must ensure that all enrolment forms are completed fully and that they make us aware of any changes. Parents or Guardians must ensure that they sign children in and out each session. We have a partnership with parents policy which covers all other information.

Range of resources :- see inventory list in unit.

Policies :- a full and comprehensive list of policies are below.

## **ABSENCE OF MANAGER OR KEY PERSONNEL POLICY**

### **Principle**

The overall aim is to provide a safe and secure environment for the benefit of children, parents, volunteers and staff whilst also ensuring that the company fulfil the requirements laid down in legislation.

### **Statement of Intent**

Wee Chicks Fitness / Wee Chicks Fitness CIC recognises the importance of providing and maintaining a safe environment for children, parents, volunteers and staff members at Wee Chicks Fitness CIC / Wee Chicks LTD, which require that there are adequate levels of staff and volunteers to meet ratios. 50% will be qualified.

### **Procedures**

Where a supervisor is off in our setting then this will be covered by one of the qualified staff members in the unit. The acting member of staff will in turn be covered by a relief staff member. If this is not possible the Company Director or a qualified agency worker will act as supervisor for the duration of absence of the member.

In the absence of staff members (Childcare/playworkers) then a staff member will be appointed if necessary from relief staff. Often during peak holiday periods then cover may not be required as units may close or fewer children attend meaning that fewer staff members are required. Two members of staff however will always be present even when numbers fall below 8 children.

# Accident and Injury Policy

## Purpose of Policy

The purpose of this policy is to ensure that when an accident occurs in **Wee Chicks Fitness CIC / Wee Chicks LTD** appropriate action is taken and accurate information is recorded and communicated. An accident is classed as an occurrence which has resulted in an injury to one or more persons.

## Who is Responsible?

It is the responsibility of every member of staff and volunteer to ensure that accidents and injuries are dealt with in a timely manner. It is the responsibility of qualified members to ensure that their first aid certificate is up to date and is renewed when dew.

It is the responsibility of the member of staff who has administered the first aid to write the accident report and ensure that it is signed by the parent or carer of the child or children involved.

All members of staff and volunteers have a responsibility to ensure that the manager is informed when items from the first aid box are used.

A system of recording is in place to ensure that the first aid box is restocked on a regular basis.

## Accident Prevention

- As stated in Health and Safety Policy, Staff and volunteers have a duty of care to ensure the workplace is kept clean and free of any hazards in accordance with the COSHH Policy.
- Staff also have a duty of care to report any accidents and to report any items of risk which may cause injury to children, volunteers or staff to the Manager.
- As stated in the Health and Safety Policy all outside areas ( if available on site) should be checked before children go outside to minimise any accidents occurring.
- All staff and volunteers should follow all the relevant safety and advice given, to minimise risk and accidents.
- Risk assessments should be completed of any medium or high risk areas or prior to going on trips.

## How the Policy is Implemented

A sign must be displayed on the notice board or information board which states who the where the first aid box is situated. The manager will check the first aid box each month to ensure that the box is fully stocked, if there are any items that need to be ordered this should be done as soon as possible.

The manager is responsible for making sure that all medical information and emergency contact details on the children's registration documents are up to date and accurate. When an accident occurs it is the responsibility of the first aider to determine whether the injury can be dealt with in the unit or if medical assistance is required.

## **Minor Injuries**

If the injury is minor and does not require medical assistance.

- If a child has a minor accident, the first aider should assess the child. • Gloves should be worn at all times.
- If the child is bleeding, please ensure the allergy list is checked to ensure the child has no allergies against any of the materials that need to be used from the first aid box.
- In the event of any spillage we would ensure that this is cleaned using disposable cloths and Milton/ bleach. These should be disposed off straight away using double bags.
- The cold pack is kept within the first aid box, and should be used if necessary.
- In the case of a head injury, please contact parents and make them aware that this has happened and how the child is, the child should be observed until collected.

## **Serious Accidents and Injuries**

If the injury is serious and hospital treatment is required:

- The first aider and the supervisor in the group should assess the child and decide whether the child needs to go immediately to the hospital their parents/guardians needs to be advised. See emergency policy as well.
- If the child needs to go to straight to hospital, we will do this either by ambulance or using the company car. The first aider will accompany the child and parent/guardian.
- The child's records will be taken with us.
- The first aider will stay with the child until the parent/guardian arrives, but at no time sign for any treatment to be carried out.
  - The supervisor must report serious accident to the Manager for further action to be taken e.g. new risk assessment, contact social services, and contact HSCNI if required under Health and Safety or RIDDOR legislation.

## **Recording Accidents**

Completing the accident book

- The location of the accident and incident book is kept within the locked cabinet in the unit's storeroom.
- The person responsible for completing the accident book is the member of staff who witnessed the accident. They must record all of the form and giving full details of exactly how the accident happened and what happened after. Any staff or volunteer member who witnessed the accident should also sign this form detailing any further information they deem necessary.
- This should be completed as soon as the accident has been dealt with whilst the details are still clear.
- When completed the form must shown to the manager who will also sign the form. • The parents must be informed immediately when they arrive, and asked to sign the accident book and should be given a copy.
- The copy of the form will then be removed from the book and filed in the unit's monthly folder.
- The accident forms are checked monthly by the Manager at the end of the month to check for any patterns.

## **On a outing**

- When on an outing we always ensure that the group are accompanied by at least one member of staff who has first aid and we always carry a full first aid box in accordance with our Outings Policy and Procedures.
- In the event of accident happening, we would follow the procedure as above.

## **Accident involving a member of staff**

- If a member of staff or volunteer has accident whilst in work, the first aider in the group would access the staff member, and carry out any first aid as necessary.
- As per guidelines of when an accident happens to a child, if the member of staff requires hospital treatment we will take them either by ambulance or car.
- Contact their next of kin and advise them to meet us there.
- We ask staff and volunteers to ensure they report all accidents to their manager no matter how minor. This also follows procedures in the health and safety policy and manual handling policy.
- Staff should fill in the accident book, if they have an accident, this should be signed by the supervisor.
- The supervisor should inform the Area manger of any accidents involving a staff member
- Any accidents involving hospital treatment must be reported to HSCNI in accordance with RIDDOR Legislation.



# ANTI BULLYING POLICY ‘PART RELATING TO MANAGING AGGRESSION AND CHALLENGING BEHAVIOUR, INCLUDING BULLYING’

Bullying can have a profound effect on children’s lives and can have a lasting effect on them into adulthood. It can undermine their self-esteem and self- confidence and often result in them becoming bullies themselves. The policy on Anti-Bullying has been drawn up within Wee Chicks Fitness CIC / Wee Chicks LTD ethos of promoting positive behaviour.

## **Aims:**

To create within Wee Chicks Fitness CIC / Wee Chicks LTD, an atmosphere/ethos of trust, which values, respects and protects the rights of each of its members to be within a safe and secure environment?

To develop within the ethos and curriculum of our attitudes, skills and activities this will prevent all aspects of bullying.

To foster trust among members of Wee Chicks Fitness CIC / Wee Chicks LTD so that bullying incidents can be reported, discussed and dealt with appropriately.

To encourage and foster active parental support in achieving those aims.

## **What is Bullying?**

Bullying is repeated behaviour which uses power to hurt, frighten or cause unhappiness to another.

This behaviour includes:

- Name calling
- Hitting, kicking, punching
- Damaging or stealing property
- ‘Ganging up’ on people
- Teasing about personal or physical differences
- Teasing about family/domestic/cultural situations
- Threatening
- Shouting, swearing, verbal abuse
- Extortion
- Malicious gossip
- Forcing someone to do something they do not wish to do
- Isolating someone

- Sending offensive/threatening texts or emails

## **What can we do about it and how can we achieve our aims?**

We aim to develop self esteem, self respect, self control, caring and respect for each other. As part of our strategy for promoting positive behaviour, we look at attitudes, skills and activities which will prevent bullying:

We value and listen to children's contributions

We help the children learn and practice the skills required to build good relationships with other children and adults within the unit and the wider community.

## **Raising Children's Awareness:**

Activities through which this can develop:

- playing games
- role play/simulations
- stories, poems, media
- poster campaigns
- play situations
- writing
- behaviour problem solving scenarios
- Circle Time
- 'buddying' and 'monitoring' systems
- peer mediation

## **Where does bullying occur?**

## **Practical Advice to Share with children:**

If you are bullied TELL a member of staff.

1. Try to ignore silly comments or teasing – don't say anything back - try to walk away.
2. Tell people who are bullying you to 'buzz off', shout 'NO!' or 'GO AWAY'. You must say it loudly and walk away immediately. Practice this in the mirror.
3. Stay with friends when playing - you are more likely to be bullied if you are on your own.

## **Practical Advice for Parents:**

- 1) Encourage your child to talk about what has been going on in the unit, and talk through any minor incidents calmly to ascertain what has happened.
- 2) Inform the supervisor immediately if you feel there may be a bullying problem.
- 3) Watch out for signs of stress in your child - headaches, sore stomachs, reluctance to come to Wee Chicks Fitness - they can be indications that all is not well.
- 4) Investigate if toys/ money start to go missing.
- 5) Take an active interest in friendships and out-of- creche activities.
- 6) Avoid unsupervised exposure to violence on television / videos / computer games. Spend some time discussing the different forms of violence - reality versus fantasy.

## **Raising Staff Awareness:**

### **Signs which may indicate bullying - The child may:**

- Be unwilling to come
- Begin to do poorly in group work
- Become withdrawn
- Start acting out of character, by for example hitting other children
- Develop stomach aches or headaches

### **Staff and volunteers need to:-**

- Be aware of isolated children, and try to involve them in a sympathetic group.
- Keep a watchful eye on 'rough and tumble', to ensure that everyone is enjoying it!
- Never ignore aggressive or bullying behaviour
- When dealing with an act of aggression or bullying it is better to remove the victim from the scene as soon as possible.
- Incidents causing concern must be reported to a supervisor.
- Try to help children talk through minor incidents - listen to both sides calmly.

## **How Do We Deal With Bullying?**

We follow these procedures when investigating an allegation of bullying in order to ensure consistency in the units.

All incidents are investigated, recorded, discussed and hopefully resolved, and the children involved supported.

We try wherever possible to work in partnership with parents/carers to resolve incidents.

We investigate the incident to find out what has happened. We listen to the victim, the bully, and any witnesses and record the incident, and action taken, within Wee Chicks Fitness CIC / Wee Chicks LTD.

We deal with the incident if the investigation shows a need for disciplinary action to be taken and record the incident.

We support the victim and work with all concerned to resolve the incident.

If a child becomes a persistent bully, we may seek support/advice from outside agencies. E.g. Early Years Team.

# Admissions Policy

## Principle

We aim to provide quality affordable sessional childcare which can be accessed by all members within our community.

We offer spaces to children in a fair and unbiased manner. Wee Chicks Fitness CIC / Wee Chicks LTD has no intention of discriminating against any child on the grounds of sex, race, religion, creed or disability.

## Statement of intent

Wee Chicks Fitness CIC / Wee Chicks LTD believes that

- All families should be able to access quality affordable childcare and that siblings should be able to spend time together in sessional care.
- Child care spaces allocation operates on a waiting list basis, purely on a first come first served basis.
- Children with a disability will be integrated into our setting if we are able to provide adequate levels of care to best suit the needs of the child, in terms of specialist equipment, carers, etc. We work closely with all of the child's health care specialists before determining if we are able to offer a space.
- The ratio in the setting is 1 member of staff to every 8 children over the age of 3, where there are more than 4 children whom are below 2 year 10 months the staff will be 1 staff to 4 children, and in units with 0-2 years 1 adult to 3 children, although two members of staff will be present as a minimum at all times.

## Procedures

- We encourage parents to visit our facility at any time to see the quality of childcare we provide.
- Parents should bear in mind that whilst an appointment is not always necessary to view the facility there are particularly busy times during the day when may not be convenient. Therefore it is best to contact the supervisor in advance to make a booking.
- We offer spaces on a first come first served basis and therefore parents may need to give a much notice as possible when they require a space.
- We will offer spaces primarily in accordance with our availability within the units.
- Children with a brother or sister who attends Wee Chicks Fitness CIC / Wee Chicks LTD.
- Children whose parent/carer is an employee of Wee Chicks Fitness CIC / Wee Chicks LTD.

- When allocated a space, parents are required to complete an enrolment form with all of the child's current information, although it should be noted that this may need to be updated again in the future if any details change e.g medical or moving address.

# ALCOHOL POLICY

In order to safeguard children within our setting, Wee Chicks Fitness CIC / Wee Chicks LTD believes that no alcohol should be permitted within the premises.

- We ask all parents not to bring in gifts for staff & volunteers which contain alcohol at any time;
- Staff are aware that alcohol is not allowed to be brought into the setting and that disciplinary procedures will be followed if anyone is found not adhering to this.

# ARRIVAL AND DEPARTURE POLICY

## Principle

We understand the importance of a warm and welcoming greeting when leaving your child off at Wee Chicks Fitness CIC /Wee Chicks LTD and equally the importance of sharing information when you collect him/her. We emphasise that parents respect the times of the unit sessions as we are not insured outside of these times.

## Statement of intent

Wee Chicks Fitness CIC / Wee Chicks LTD believes that

- Every parent and child should be greeted by a member of staff or volunteer on arrival with whom they are familiar.
- Staff or volunteer must share the appropriate information when leaving in the session as this is extremely important to all parents.
- Staff or volunteer will try and give time on arrival to those parents who wish to discuss any information about their child such as how their child is feeling that day.
- On arrival and departure parents and children should always be greeted in a friendly and polite manner.

## Procedure When your child arrives at the unit

- We encourage parents to share important information, especially if the child has been unsettled during the night or has been given any medicine at home before coming into the unit.
- We encourage all our parents to assist with their child/children with hanging up their coat before leaving the unit. This may help with your child's belongings not getting swapped or mixed up with someone else's.
- We stress to all our parents or visitors in the unit to take into consideration the units health and safety policy when coming in and out, front door must be closed securely after each person.
- Parents must sign their children into and out of the unit at all times.
- We will only let your child leave with another person when we have written consent or the names and security password is displayed on the enrolment form. Without any of this information we are unable to let any child leave the unit.
- All the current information must be given to parents when leaving the unit such as how he/she has been throughout the session. There may be other important things to discuss when collecting your child especially if he/she has had an accident form to sign. We encourage parents to take the time to sign any additional information as it is a vital part of the units record keeping.



- Staff or volunteers will help to gather the child's belongings to ensure that everything will go home.
- We do stress that on leaving the unit that your child is always beside you or holding hands especially going through the car parks, we would ask that no child is left unattended on the premises.
- If we notice children arriving or departing who, for example, aren't using age appropriate child car seats, car seat belts, aren't dressed appropriately for the season (eg no winter coat) we will highlight this as a concern to the adult dropping off/picking up. We are duty bound to do so as Early Years professionals to address any such concerns.

# CCTV POLICY AND SECURITY OF THE SETTING

## Principle

The overall aim is to provide a safer and more secure environment for the benefit of the children, parents, staff and volunteers.

## Procedures

If there is no CCTV in operation in the facility.

All external doors will be kept closed at all times.

Parents can only gain access via our designated doorway. This will be kept locked at all times.

Parents and visitors can only gain access through a door bell buzzer and will be greeted by a member of staff or volunteer.

Staff and volunteers who are not familiar with the parent must ask for a ID and check permissions with management.

All visitors will be required to sign into and out of the setting, stating their arrival time and nature of their visit. Any visitors who will be interacting with children ie. Photographers, providers of extra curricular activities such as music, dance classes will be required to provide a copy of their Access NI clearance.

# CHILD PROTECTION POLICY

## **‘Reporting Adverse and untoward incidents and safeguarding and child protection’**

### **Principle**

Wee Chicks Fitness CIC/ Wee Chicks LTD is committed to safeguarding the welfare of all children by protecting them from physical, sexual and emotional harm. The welfare of the children in our care is of paramount importance.

### **Statement of intent**

It is important that staff make themselves aware of the Child Protection Handbook issued by the Health & Social Services Trust, which is available for all staff to consult.

Our policy is to ensure that children are never placed in risk whilst in the charge of our staff and volunteers. Our staff and volunteers to be vigilant about the signs of abuse and how to respond to any disclosure.

All of our staff and long term volunteers are vetted and undergo an induction program which includes a staff handbook and sign copies of all of our policies. Employment and volunteering is always subject to a probationary period and staff and volunteers are not confirmed in their post until a satisfactory period is reached. All staff volunteers are encouraged to participate in training on Child Protection regularly. If we have short term volunteers these will not be Access NI checked but will not be allowed to be left alone with the children and will be supervised at all times by a member of staff.

### **Procedures**

#### **Staff and Volunteers Code of Conduct**

At times it is necessary for staff and volunteers to carry out tasks of a personal nature due to the age of the child in our care. In order to safeguard both staff, volunteers and children the following code of conduct must be adhered to at all times.

- A minimum of 2 adults will be present in each of the childcare facilities at all times;
- When taking children to the toilet you must inform your room colleague how many children you are taking with you to the toilet;
- Trained vetted staff are only permitted to accompany children to the toilet; We ask due to the short time of the sessions that you bring your child to the toilet before the session starts.

- When toileting or adjusting clothing children are encouraged to do things for themselves
- If children need changed, this will be done discreetly but within sight of other adults.

## Suspected abuse

**It is our duty to be aware of the signs and symptoms of abuse.**

There are four different types of abuse.

<b>Neglect</b>	Actual, persistent or significant neglect of a child or the failure to protect a child from exposure to any kind of danger, including cold and hunger
<b>Physical</b>	The actual or likely physical injury to a child, or willful neglectful failure to prevent physical injury or suffering to a child
<b>Sexual</b>	The actual or likely sexual exploitation of a child. The involvement of children and adolescents in sexual activities they do not comprehend.
<b>Emotional</b>	The actual or likely persistent or significant emotional ill treatment or rejection, resulting in severe adverse effects on the emotional, physical and/or behavioural development of a child.

Even for those experienced in working with child abuse it is not always easy to recognise a situation where abuse may occur or has already taken place. It is important to recognise therefore that under the Children (NI) Order 1995 the Department of Health & Social Services have a statutory duty to ensure the welfare of a child.

The onus on Wee Chicks Fitness CIC / Wee Chicks LTD is to provide a safe environment by employing people who are suitable for working with children and by having effective procedures for reporting any suspicions through their own structures to the relevant Gateway Services.

### **Indications that a child may be abused include:-**

- Unexplained or suspicious injuries such as bruising, cuts or burns, particularly if situated on a part of the body not normally prone to injuries;
- An injury for which the explanation seems inconsistent;

- The child describes what appears to be an abusive act;
- Someone else – child, or adult, expressing concern about the welfare of another child;
- Unexplained changes in behaviour over time, eg. Becoming quiet, withdrawn or displaying sudden bursts of temper;
- Inappropriate sexual awareness;
- Engagement in sexually explicit behaviour in games;
- Distrust of adults, particularly those with whom a close relationship will normally be expected
- Difficulty in making friends
- Prevented from socialising with other children
- Loss of weight for no apparent reason
- Increasingly dirty appearance

This list is not exhaustive, but any staff or volunteer member who works closely with a child in their group should be able to pick up on any changes to a child in their care and have a responsibility to act on their concerns.

It is inappropriate for Wee Chicks Fitness CIC / Wee Chicks LTD to inform parents of suspected abuse because:-

- It may put the child at greater risk if it is a family member who is abusing the child;
- Social Services will have the opportunity to assess possible risk to the risk when they inform the parents
- Social services can ensure that the child is protected or removed if necessary, when the parents are informed.

## **Reporting procedures**

Staff and volunteers must report any concerns to one of Wee Chicks Fitness CIC / Wee Chicks LTD Designated Safeguarding Children's Officers. (DSO)

Kelly Molloy 02890878063 07746169489

The Designated Officer will then make contact with the appropriate link social worker in Gateway Services.

GATEWAY SERVICES (see below)

## **Northern Trust Units**

**Belfast Trust Units Referral Number 02890 507000**

**Out of Hours 02890 565444**

**Regional Emergency Social Work Services (02895 049999)**

Greater Belfast Gateway Team

110 Saintfield Road

Belfast BT8 6HD

**The role of the DSO is to :-**

- Receive and record information from anyone who has concerns;
- Assess the information promptly and carefully, clarifying or obtaining more information when they need to;
- Consult initially with a statutory child protection agency, to talk about any doubts;
- Make a form referral to a statutory child protection agency or the police.

**It is important to know how to react to a child's disclosure of abuse:-**

- Listen
- Stay calm
- Reassure, but remember not to ask leading questions and do not keep asking the child to repeat
- Record
- Report to the manager immediately – do not delay

**Always remember:-**

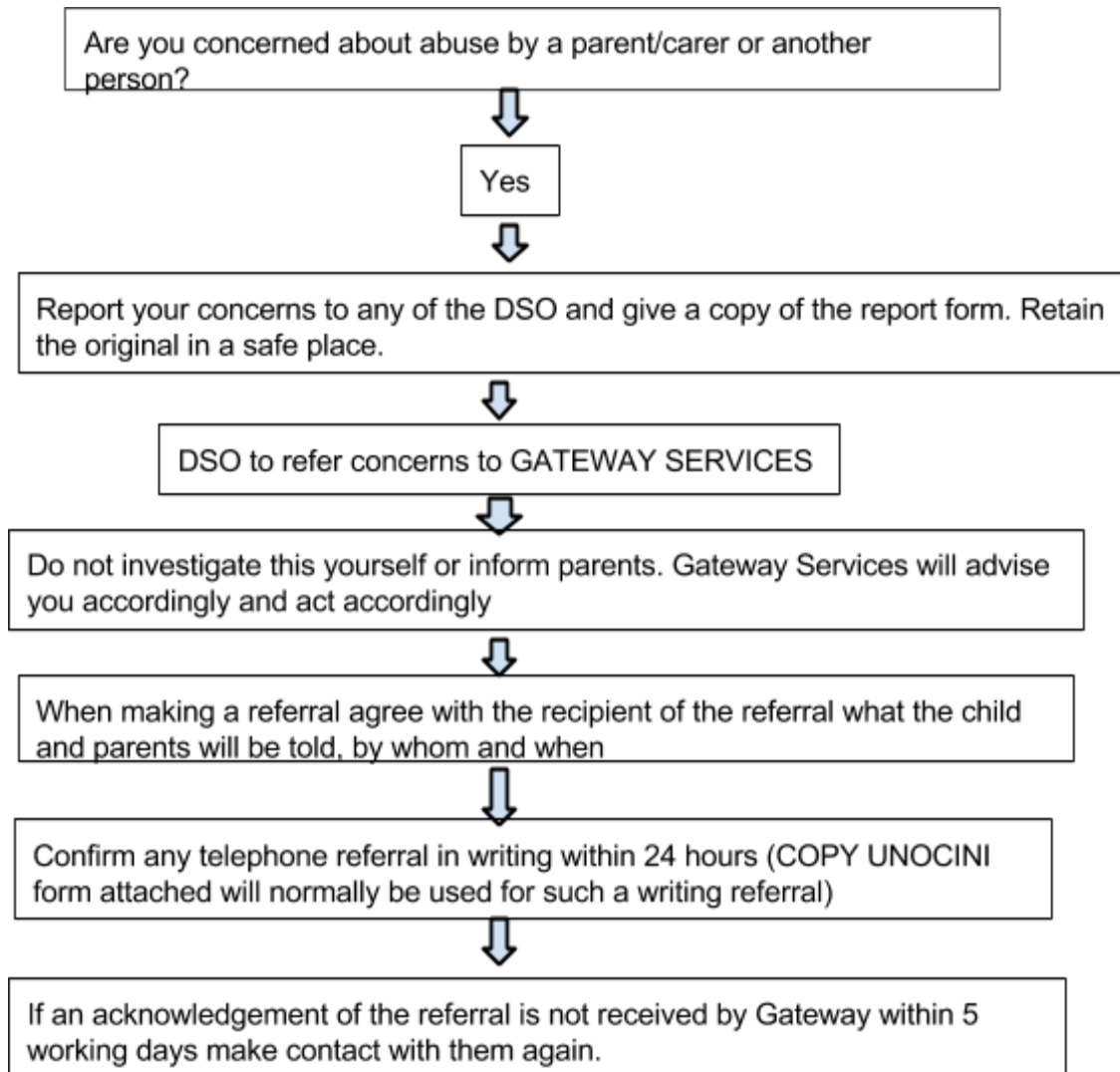
- Never agree to keep a secret with the child
- Never buy the children gifts as a means of building a relationship or trust
- Never show disgust when the child is telling you something
- Do not smother a child with care and attention – empathy rather than sympathy
- Always convey admiration/praise to the child for telling you
- Always act on what a child has told you
- Always explain and reassure the child what is going to happen next.

Record Use the incident report in your accident manual to record all relevant details and also keep a written statement of all events surrounding the incident.

## **Allegations against staff**

- Wee Chicks Fitness CIC / Wee Chicks LTD ensures that all parents know the complaints policy if they have concerns regarding the behavior or actions of staff/students/trainees/volunteers within the setting;
- Wee Chicks Fitness CIC / Wee Chicks LTD will follow the guidance of the HSC Trust when responding to any complaint that a parent/carer has put forward
- Wee Chicks Fitness CIC / Wee Chicks LTD will respond to any disclosure by children or staff that abuse by a member of staff, student/trainee/volunteer within the setting, by first recording the details of any such incident
- Management will refer any such complaint immediately to the Gateway team and the link social worker to investigate. Wee Chicks Fitness CIC / Wee Chicks LTD is aware that it is an offence not to do this.
- The Management of Wee Chicks Fitness CIC / Wee Chicks LTD will co-operate fully with any investigation carried out by the Gateway Team/Early Years Team.
- Where the management team and the HSC Trust agree it is appropriate in the circumstance, management will suspend the member of staff/volunteer/student/trainee for the duration of the investigation. This is not an indication of admission that the alleged incident has taken place, but is to protect the staff as well as the children and families throughout the process.
- If the allegation is about Directors of the Company then they will stay away from any of the premises until such allegations have been thoroughly investigated following the same steps as above. It will be another of the DSO's who will oversee the reporting of any such allegations.

**THIS FLOWCHART SHOWS THE REPORTING PROCEDURE WHICH WILL BE FOLLOWED IF A STAFF MEMBER IS CONCERNED ABOUT ABUSE FROM A PARENT/CARER OR ANOTHER PERSON TO WHOM A CHILD MAY HAVE COME INTO CONTACT WITH.**



As these procedures show, any disclosure should be recorded, dated any relevant information added and this should be kept in a confidential file.

It is important to do this as soon as possible and as accurately as possible as it may be necessary to provide information to other professionals about child abuse and it may need to be used later for example, in court.

In accordance with our confidentiality policy, any relating to a child's safety is kept in a confidential file and not discussed within the group (any information given would be on a need to know basis) except with the child's key worker.



In order to decide whether it is appropriate to share confidential information one should consider the following relevant factors:-

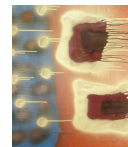
- What is the purpose of the disclosure?
- What is the nature and the extent of the information to be disclosed?
- To whom is the disclosure to be made (and is the recipient under a duty to treat the material as confidential)?
- Is the proposed disclosure a proportionate response to the need to safeguard the wellbeing of a child to whom the confidential information relates?

The person designated with dealing with suspected abuse should be informed at once and this person decides whether or not there are grounds for involving the statutory sectors.

If a member of staff is not happy with the way the matter has been dealt with they should make a complaint following the company's complaints procedure.

# UNOCINI

*Understanding the Needs of Children in Northern Ireland*



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## PRELIMINARY ASSESSMENT, AGENCY APPRAISAL, REFERRAL AND INITIAL ASSESSMENT

### Child, Young Person or Adult's Details

Family Details	
Family Last Name:	Alternate Last Name:
Family Home Address:	Previous Home Address:
Post code:	Post code:
Telephone No:	
GP Name:	
Address:	
Tel. No:	Number Of Children:
Email:	

Additional Information for Adult Referrals	
First Name:	ID Number:
Aliases:	DOB:
Probation Officer:	Referral Code: (if relevant)
Reason for Involvement:	

Child or Young Person's Details					
Name:		ID Number:			
Known As:		EDD / DoB:			
Gender:		Referral Code: (if relevant)			
Mobile Number:			School:		
Previously Known:		On CP Register:		Presenting Need:	
Does the Child have a Disability?		If Yes, What Disability: (& source of diagnosis)		Other Special Needs:	
Nationality:		Ethnic Origin:		Religion:	

Child or Young Person's Primary Carer's						
Last Name & Alt. Last Names(s)	First Name	Phone Number (inc mobiles)	ID Number	Date of Birth	Relationship to Child / YP	Nationality
		Address (leave blank if family address)	Ref Code (if applicable)		Parental Responsibility	
					P.R:	
					P.R:	
					P.R:	
					P.R:	
					P.R:	

Family Communication	
Language(s) Spoken:	
Requirement for Interpreter, Signer or Document Translation: (Please specify)	

Other Household Members (including non-family members):					
Last Name & Alt. Last Names(s)	First Name	Phone Number	ID Number	Date of Birth	Relationship to child / YP

**Significant others, (including family members, who are not members of the child or young person's household)**

<b>Last Name &amp; Alt. Last Names(s)</b>	<b>First Name</b>	<b>Address</b>	<b>Phone Number</b>	<b>ID Number</b>	<b>Date of Birth</b>	<b>Relationship to child / YP</b>

**Agencies Currently Working with Child or Young Person**

<b>Agency</b>	<b>Contact Person</b>	<b>Email and Telephone</b>
Address:	Name: Role:	Tel.: Email:
Address:	Name: Role:	Tel.: Email:
Address:	Name: Role:	Tel.: Email:
Address:	Name: Role:	Tel.: Email:
Address:	Name: Role:	Tel.: Email:
Address:	Name: Role:	Tel.: Email:
Address:	Name: Role:	Tel.: Email:

Family Name:  
Alternative Name:

Reason For Undertaking Preliminary Assessment and/or Referral	
NB: When considering this section, please refer to the UNOCINI Guidance to assist you	
History of previous contacts	
<b>Are immediate actions necessary to safeguard the child or young person?</b>	
If Yes, please provide details and indicate your view regarding who should take responsibility for these actions.	
<b>If UNOCINI is being used as a referral</b>	
Awareness of referral <input type="checkbox"/>	Child/Young Person Yes <input type="checkbox"/> No <input type="checkbox"/> Parent/Carer Yes <input type="checkbox"/> No <input type="checkbox"/>
Has consent been given: <input type="checkbox"/>	Child/Young Person Yes <input type="checkbox"/> No <input type="checkbox"/> Parent/Carer Yes <input type="checkbox"/> No <input type="checkbox"/>
If you have answered No to any of the above, please explain:-	
Signature of Referrer	
Date	
Name and Contact Information	
<b><u>To be completed by receiving agency</u></b>	
Reason for Referral (and/or code if relevant)	<input type="checkbox"/>
Referring Agency (and/or code if relevant)	<input type="checkbox"/>
Does the referrer wish to remain anonymous?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Received by	
Time received	Date received
Actions Taken	

*Is a Child Protection Investigation under Joint Protocol being undertaken*

Yes

No

Signature of Supervising Manager

Date

(NB Also refer to sign off sheet at end of UNOCINI)

**Agencies Currently Working with Child or Young Person**

<b>Agency and Contact Details</b>	<b>Information Shared</b> (if direct contact made with agency)
Name: Role:	Info shared:  Date:
Name: Role:	Info shared:  Date:
Name: Role:	Info shared:  Date:
Name: Role:	Info shared:  Date:
Name: Role:	Info shared:  Date:
Name: Role:	Info shared:  Date:

## **Overview**

Please comment on strengths needs and risks (this includes any child protection concerns), providing supporting evidence throughout. It is not necessary to comment on all factors if they are not relevant, or if they fall outside your area of expertise and/or knowledge of the child and family. For definitions, see the UNOCINI Guide.

<b>Child or Young Person's Needs:</b>		
<b>Health and Development</b>		
<b>Education and Learning</b>		
<b>Identity, Self-Esteem and Self-Care</b>		
<b>Family and Social Relationships</b>		

<b>Parents' or Carers' Capacity to Meet the Child or Young Person's Needs:</b>
<b>Basic Care and Ensuring Safety</b>
<b>Emotional Warmth</b>
<b>Guidance, Boundaries and Stimulation</b>
<b>Stability</b>

<b>Family and Environmental Factors which Impact on the Child or Young Person and the Parents' or Carers' Capacity to Meet Their Needs</b>
<b>Family History, Functioning and Well-Being</b>
<b>Extended Family and Social &amp; Community Resources</b>



<b>Housing</b>
<b>Employment and Income</b>

**Summary**

<b>Please summarise your comments</b>	
<b>Was the child/young person spoken to /engaged with for the purpose of completing the Initial assessment.</b> Yes <input type="checkbox"/> No <input type="checkbox"/>	
<b>If no please give reasons</b>	
<b>Dates child / young person and family / carers were seen.</b>	
<b>Name</b>	<b>Date</b>
<b>What strengths have you identified?</b>	
<b>What needs have you identified?</b>	
<b>What existing and/or potential risks have you identified?</b>	
<b>What resilience or protective factors have you identified?</b>	

**Conclusions and Recommendations**

Record your conclusions and recommendations. It will be helpful to work with the child or young person and their parents and carers to take account of their ideas, solutions and goals.

<b>What are your conclusions?</b>
<b>What are your recommendations?</b> e.g. no further action, referral to HSS or other agency, multi-agency meeting, work with the child/young person or their parents/carers.

<b>Record the child or young person's views of your comments and recommendations.</b>
<b>Record the parents' or carers' views of your comments and recommendations.</b>

**Consents to Assessment**

<b>Child or Young Person</b>	
<b>1. Is the child or young person aware that you have undertaken this UNOCINI?</b>	
Yes <input type="checkbox"/> No <input type="checkbox"/>	
If no, please explain:	
Has the child/young person been given a copy of the leaflet covering information sharing and confidentiality	
Yes <input type="checkbox"/>	
No <input type="checkbox"/>	
<b>2. Has the child or young person given you consent to share this UNOCINI?</b>	
Yes <input type="checkbox"/> No <input type="checkbox"/>	
If yes, which agencies have they given you consent to share this UNOCINI with?	
If no, please explain:	
<b>3. Child or young person's consent to share information as above:</b>	
<b>Signature:</b> (of child/young person or professional)	<b>Date:</b>

<b>Parent or Carer</b>	
<b>1. Is parent or carer aware that you have undertaken this UNOCINI?</b>	
Yes <input type="checkbox"/>	
No <input type="checkbox"/>	
If no, please explain:	
Has the parent/carer been given a copy of the leaflet covering information sharing and confidentiality	
Yes <input type="checkbox"/>	
No <input type="checkbox"/>	
<b>2. Has the parent or carer given you consent to share this UNOCINI?</b>	
If yes, which agencies have they given you consent to share this UNOCINI with?	

If no, please explain:

**3. Parent or carer's signature of consent to share information as above:**

**Signature:**  
(of parent/carer or professional)

Date:

**Sharing of UNOCINI**

Has the completed UNOCINI been shared with the appropriate family members? **Yes**  **No**

Has the completed UNOCINI been sent to the appropriate family members? **Yes**  **No**

**Complaints and Representations**

Has a copy of the complaints leaflet been given to the appropriate family members? **Yes**   
**No**

**About the Person Completing the UNOCINI Assessment**

<b>Name:</b>	
<b>Agency:</b>	
<b>Position:</b>	
<b>Signature:</b>	Date:

**Actions Taken by Receiving Agency**

Details	Date	Authorising Signature
<b>Referral Acknowledgement</b>		
<b>Referral Level of Priority</b>		
<b>UNOCINI Closed at Point of Referral</b> (i.e. without allocation)		
<b>Presenting Category</b> (include code if relevant)		
<b>SOSCARE Entry Complete</b> (if relevant)		

<b>Allocated To</b> (name)			
<b>Has Family Group Conference been Considered?</b>			
<b>UNOCINI Level of Need</b>			
<b>Outcome Acknowledgement</b> (to professional referrer)			
<b>Further Action Agreed</b>			
<b>Transfer to:</b>			
<b>Recommended Pathway:</b> (please specify: CP, FS, LAC)			
<b>Closure</b> (specify reason & include code if relevant)			

# CHILDREN WHO REQUIRE ADDITIONAL SUPPORT POLICY 'ADDITIONAL NEEDS'

## Principle

Each child within the setting develops and grows at their own pace. Some children may require additional support or a specific care plan to be put in place. Therefore to enable the care environment to become a more inclusive place for all, we endeavour to follow four main general principles of the UN Convention of the Rights of the Child (1992).

These principles apply to all children within the setting

- (1) Non discrimination;
- (2) the best interest of the child;
- (3) The right to life, survival development and
- (4) the voice of the child.

By upholding these principles we aim to adapt our care environment to promote a holistic development and well being for all children.

## Statement of intent

We at Wee Chicks Fitness CIC / Wee Chicks LTD believe

- All children should be treated with the same respect;
- Children with special needs may need additional support to help progress towards their individual developmental milestones;
- As early years workers it is our duty to help assist and support a child with a disability or impairment;
- We strongly believe in 'See the child not the disability'.

## Procedure

- Before children attends Wee Chicks Fitness CIC / Wee Chicks LTD parents are asked to complete an enrolment form which includes questions relating to children with additional or special needs.
- Once this is received and completed it helps the unit manager to have an awareness of any specific support or assistance which may need to be put into place, for the individual child.

- An appointment will be made for parents to visit and discuss in more depth their child's individual needs and to decide if the unit can provide the best care for their child.
- The child's health workers will be invited to attend this meeting to provide support and offer their opinion as to whether the setting can meet the needs of the child.
- Once this has been decided we will assign a key worker who if required will take extra training to help provide the best care for the child.
- While the child is cared for within the setting training may need to be reviewed on a regular basis to help meet the child's needs.
- Outside professionals working with the family are also invited in during the settling in process. This is good practice to have these professionals involved from the start.
- Outside professionals are invited into the setting on a regular basis to give advice or refresh the staff on the individual needs.
- Whilst the child is cared for within the setting a number of individual play plans will be drawn up with the assistance of the parents and outside professionals to help the child achieve their full potential.
- If medication is required to be given to the child on a regular basis a consent form must be signed before the child's placement begins at the unit.
- Any medicine will be given by the unit manager. It is the parents responsibility to inform the unit manager of any change to medication or the child's individual needs.
- It is also the responsibility of the key worker and staff to keep parents informed of the progress which their child is achieving within the unit or to let them know of any concerns or difficulties which they have come across relating to the child's needs. In this case we may need to review play plans or the child's routine.

# COMPLAINTS AND COMMENTS POLICY

## ‘COMPLAINTS

### Principles

We at Wee Chicks Fitness CIC / Wee Chicks LTD are fully committed to high quality care within the setting. To maintain and ensure these standards staff will work together with parents and other professional within the childcare or early years field, sharing information and ideas to promote the quality of care within Wee Chicks Fitness CIC / Wee Chicks LTD.

### Statement of intent Wee Chicks Fitness believes

- Parents / Carers views and opinions are valued and acted upon when necessary.
- We value and respect the children’s views and opinions, again acting upon when necessary.
- We understand and appreciate the advice and guidance which is offered to the setting from outside professionals.
- We are committed to working in partnership with parents / carers.

### Procedures

- A comments book is located in the units. This ensures parents have the opportunity to express any comments, which they may have on an anonymous basis.
- All comments or complaints within the units are dealt with confidentially.
- If a parent / carer feels that they have a concern which they feel needs to be raised or addressed they must inform the unit manager immediately, who will then contact the Manager immediately. In the absence of the unit manager parents / carers can speak to the supervisor in charge.
- A meeting will be arranged immediately between the supervisor, Area Manager and parents / carers.
- Before this commences all relevant information relating to the complaint will be gathered.
- During the meeting parents / carers will be able to express their concerns with the Area Manager.
- At this stage their complaint or concern will try to be resolved.
- If the parent / carers feel that the complaint has been resolved then a report will be written up and placed in the incident report file and no further action will be taken.
- If a resolution cannot be reached we will encourage the complaint be put in writing.
- Once the written complaint has been received from the parent / carer an independent member of the management team will begin an investigation into the matter.

- This will be carried out and dealt with within a short timescale to ensure that the matter is quickly and promptly resolved (NO MORE THAN FIVE WORKING DAYS)
- If after this investigation parents / carers still have concerns they will be encouraged to contact.

Early Years Team

Everton Complex

585-587 Crumlin Road

BELFAST

BT14 7GB.

Tel: (028) 950 42811

Fax: (028) 9060 2968

By email: [early\\_years@belfasttrust.hscni.net](mailto:early_years@belfasttrust.hscni.net)

Parents have the right to contact the Early Years Team at any Stage.

- We will complete complaints form and ask parents to sign to agree the steps that have been taken are accurately recorded and to sign to state whether or not they agree with the outcome of the complaint. If they do not agree with the outcome then we will pass this on to the Early Years Team.



# COMPLAINT - SUMMARY REPORT FORM

Wee Chicks Fitness CIC / Wee Chicks LTD

This form will be completed and forwarded to the next stage of the process where:

- a complaint has not been resolved at the current stage or
- the complainant has taken the complaint to the Early Years Team of the local HSC Trust

Wee Chicks Fitness CIC / Wee Chicks LTD	
Name of Parent or Complainant	
Childs Name if applicable	
Unit Name	
Name of member/s of Wee Chicks Fitness ? Wee Chicks LTD Staff dealing with the complaint	
Was the complaint informal or formal	
Summary of the Complaint	
Summary of the Investigation (attach an appropriate documentation).	
Summary of outcomes, including an explanation of why it was not possible to resolve the complaint if that was the case	
Signed (Wee Chicks Fitness / Wee Chicks Senior Manager)	
Complainant Section Was this matter resolved to your satisfaction	Yes/No
If No please advise what action you would have required for this to be completed to your satisfaction	
Please sign to confirm you are aware that you can complain at any stage to the Early Years Team in the HSCT as listed on the complaints procedure. Signed Complainant	

# CONFIDENTIALITY POLICY 'INCLUDING MANAGEMENT OF RECORDS

## Principle

We hold a high standard of confidentiality for children, parents, staff and volunteers. We understand that the information which is given and recorded within the setting is private and personal to those who it is relating to. Staff and volunteers within the creche units understand the importance of confidentiality and any information which is given to them must be held in the strictest confidence.

## Statement of intent Wee Chicks Fitness CIC Wee Chicks LTD believes that

- Parents can access their children's records on request at time.
- All children's details and information are kept confidential.
- All information which is held relating to children, parents and staff is kept under the guidelines of the Data Protection Act 1998, please refer to this policy for more information.
- No information relating to children or staff should be discussed outside the setting unless they have a professional relationship with that setting and we are legally required to share such information. Procedures
- All children and staff within the setting are required to have personal written information about them which is kept on file.
- The records held within the units are kept within a locked storage facility when not in use.
- This topic is always discussed at staff meetings to raise the awareness of the importance of confidentiality.
- If at any time the staff within the setting has breached the confidentiality policy this will result in disciplinary action which is stated in each staff members employment contract.
- All written records about individual children must be kept in secure storage until the child reaches 21 years of age.
- There is one exception to this policy where staff and management have concerns about a child's welfare (refer to child protection policy) or if there is a medical emergency in which case we are required to share the relevant information with the appropriate parties involved.

# CONSENT POLICY

## Principle

Wee Chicks Fitness CIC / Wee Chicks LTD has a comprehensive enrolment form which lists parental consents and vital information required as childcare providers. Wee Chicks Fitness CIC / Wee Chicks LTD feel that from time to time additional consents may be required.

## Procedure

- All children at Wee Chicks Fitness CIC / Wee Chicks LTD have an enrolment form including consents, which form the basis of a contract between parents and nursery.
- Consents on enrolment forms are held for local walks, outings, attending emergency department or doctors in case of an emergency, photographs, press release, calpol, toileting and intimate care, nursery vehicles, application of arnica, sudo cream or sun cream.
- Additional consent will be required for outings, see outings policy. Additional consents may be deemed necessary from time to time by management.

# COSHH POLICY

## Principle

We wish to protect everyone in our setting against risks to their health from substances hazardous to health arising from a work activity.

## Statement of intent Wee Chicks Fitness CIC / Wee Chicks LTD believes that

- Employees should be aware of the hazards of the products they use and always read the manufacturer's instructions on the labelling;
- All substances should be locked away in a secure cupboard
- Only antibacterial spray (which kills 99.9% of bacteria and viruses) can be used in the units.

## Procedures

- All cleaning equipment must be stored in the cleaning cupboard which is kept locked at all times
- A data sheet is kept with all substances which are stored in the cupboard
- COSHH substances are the responsibility of the unit manager who will use such products when the building is closed to the public.

# DATA PROTECTION POLICY

## Principle

In order to work effectively Wee Chicks Fitness CIC / Wee Chicks LTD needs to gather information about staff, volunteers, parents, children and professionals involved in the day to day running of the group. By adhering to the policy we will ensure that data is handled properly and confidentially at all times.

## Statement of Intent Wee Chicks Fitness CIC / Wee Chicks LTD

- Comply with the 1998 Data Protection Act and any subsequent relevant legislation
- Any guidance or update to this policy notified by outside professionals.

## Procedure

- Only relevant personal data will be collected. Data will be updated on a regular basis.
- Data will be stored securely at all times and only those persons with legitimate reason to view will be able to view that data.
- The computer is not a place which is visible to passers by or to customers.
- Parents are requested to update information with us as soon as possible ie. new telephone number, update vaccinations etc.
- Any request for data enclosure must be submitted in writing to either company director Mrs K Molloy. Parents will then be required to complete a disclosure request form.
- In cases of child protection data will be disclosed without parental / carer consent to social services and PSNI officers.
- Request from parents for contact details of other children's parents for any reason social or otherwise will be politely refused.
- Personal data including photographs will not be used in newsletters, social media sites or websites without parental consent.
- The unit Manager will review all data held on a quarterly basis. The Area Manager will remove information which is no longer required by Wee Chicks Fitness CIC / Wee Chicks LTD.
- We will not remove information relating to accidents on the premises or child protection issues until the required statutory period has expired.
- A form is attached for parents to complete to obtain any information under Data Protection Act 1998 which Wee Chicks Fitness CIC / Wee Chicks LTD holds, although we will accept any request in written format.

## Request for information under Data Protection Act

Dear Wee Chicks Fitness CIC / Wee Chicks LTD

### Subject access request

Please supply the information about me I am entitled to under the Data Protection Act 1998 relating to:

Wee Chicks Fitness CIC / Wee Chicks LTD will respond to this request under the Data Protection Act 1998 with 40 days.

Signed : \_\_\_\_\_ PRINT : \_\_\_\_\_

Parent/Guardian of \_\_\_\_\_

Address for Correspondence \_\_\_\_\_

\_\_\_\_\_

# DIET AND NUTRITION AND MENU POLICY ‘MENU PLANNING AND PROVISION OF FOOD AND DRINK’

## Principle

Within Wee Chicks Fitness CIC / Wee Chicks LTD we promote a nutritional and well balanced diet for all the children in our care. There will be no food in the sessional care facility as it is only one hour and 10 minutes. If a baby requires a bottle this may be given. If a child requires a drink water may be given. Parents must ensure that children are fed prior to attending the session.

# DROP OFF AND COLLECTION POLICY

## Principle

We aim to provide a safe and caring environment for children in our care.

## Statement of intent Wee Chicks Fitness CIC / Wee Chicks LTD believes that

Parents have a responsibility to ensure children are safely left to and collected from Wee Chicks Fitness CIC / Wee Chicks LTD.

## Procedures

- We would ask parents to ensure that they bring their child/ren into Wee Chicks Fitness CIC / Wee Chicks LTD and sign your children in and out on the signing in and out sheets with the time of arrival/departure as well as signature/initials of who has dropped off/collected the child.
- Parents should inform a member of staff if there is any change to collection of your children on that day.
- Only those persons designated on your child's enrolment form are permitted to collect your children unless you have given written confirmation of any other arrangement. In such instances we will always ask the person collecting your child for ID.
- All people collecting children must be over 18 years of age, unless of course it's a parent who themselves are under the age of 18.
- We would ask parents to respect the collection times in the unit as their may be sessions on or before your session and we do not carry insurance outside of these times.
- Supervisor records all instances of late collection will report persistent lateness to the Area Manager after which further action may be taken and could result in loss of place.
- We feel we have a responsibility to approach a parent if we see a child leaving or arriving into the setting in a vehicle or buggy (for example) where the correct restraints are not used, an inappropriate child seat, or not using a car seat.



# MANAGING EMERGENCIES

## Principle

We aim to have contingency plans in place should an emergency situation ever arise at the creche unit.

## Statement of intent Wee Chicks Fitness CIC / Wee Chicks LTD believes that

- A plan of action is essential for the welfare of all staff, volunteers and children in the event of an emergency at the units.
- Trial runs of this emergency plan are carried out at least annually by staff to ensure that all staff and volunteers are aware of the procedure.

## Procedures

Should an emergency happen, the unit should

- Follow the fire drill procedure
- Take all of the children to the furthest point in the car park, proceed to contact parents/guardians and ask them to collect their children immediately and also contact the Area Manager.
- The Area Manager will contact all the required authorities in relation to the emergency, including the owners of the venue.
- Details of the event will be recorded in our incident file In the unfortunate event of an accident occurring to a child which requires hospital attention then the unit manager will contact the child's parents/guardians immediately and then call for an ambulance. Then contact the Area Manager.

The staff member will give the parents a full and detailed information about the emergency which arose.

Full details of the incident will be recorded and where appropriate the matter will be reported to the Belfast HSC Trust and Health & Safety Executive, in accordance with legislative requirements (RIDDOR NI 1997).

# EMERGENCY CLOSURE POLICY

## Principle

We aim to have contingency plans in place should an emergency situation ever arise at the creche unit resulting in having to close our facility

## Procedure

In the event of having to close our facility due to a decision being taken by the venue owners, snow, ice, industrial action, contagious illness outbreak or for any other reasonable incident outside the direct control of the company - fees cannot be refunded, nor can the company organise alternative childcare.

However should any such incident be for a prolonged time we will make every effort to recover costs through our insurance policy and if successful will reimburse parents when funds are made available by the insurers.

Wee Chicks Fitness CIC / Wee Chicks LTD seek to make every effort to minimise cost for parents - however in incidences such as those highlighted above if the decision to close a facility is out of our hands, and we still have an obligation to pay staff, rent etc then our normal daily rates will apply in such instances.

Your statutory rights will not be affected if the company has in any way been negligent.

# EPIDEMIC POLICY (TO INCLUDE SWINE FLU)

## 'Part of Infection, Prevention and Control'

### Principle

Given the increasing cases within the UK of Swine Flu and E COLI in recent years, we feel that it is appropriate to have in place general guidelines which can be put into practice immediately if at any stage we feel necessary.

This is for the benefit of children, parents, staff, volunteers and visitors to the setting.

### Statement of Intent

The guidelines on exactly how to deal with individual cases of Swine Flu or other epidemics within a care setting appears to be changing on a regular basis. We will liaise with the Early Years Team of the Health and Social Care Trust immediately if the incident arises.

### Procedure

- We ask all parents to inform the area manager immediately if their child has been diagnosed with an epidemic flu or otherwise.
- We will contact the Health and Social Care Trust on receipt of this information.
- In terms of exclusion we will follow the trust guidelines.
- Roll calls are carried out daily within the setting and also have time in and out sheet. We also have records of any movement of any children to another room. All of this information is kept on file. Therefore this enables us to gain a greater understanding of where and who the child has been with each day.
- The area manager will keep up to date with current information on epidemic illnesses through the Health and Social Care Trust websites and also the Health Promotion Agency.
- This information will also link with the infection control policy and Illness and Medication policy.

# EQUAL OPPORTUNITY POLICY

## Principle

Wee Chicks Fitness CIC / Wee Chicks LTD is committed to ensure the talents and resources of all our employees are utilized in full and that all employees will be recruited and promoted in accordance with these talents. As early years professionals we have an awareness of children's individuality and are able to promote this through care and play, helping him/her to reach their full potential.

Statement of Intent Wee Chicks Fitness CIC / Wee Chicks LTD believes that

- Everyone at Wee Chicks Fitness CIC / Wee Chicks LTD (staff, volunteers and children) will be treated in the same manner.
- Wee Chicks Fitness CIC / Wee Chicks LTD will never discriminate on any grounds.
- We commit to learning and nurture from all different cultures, creeds and abilities within our group.

## Procedures

## Employment

- Our recruitment and selection will be in accordance with our policy.
- We will maintain a neutral working environment in which no employee feels under threat of intimidation because of his/her religious feelings, beliefs, political opinions, race, sexual orientation, marital status or disability.
- We will prohibit the display of flags, emblems, tattoos, jewellery, posters, graffiti, slogans or songs which may be deemed offensive or cause apprehension.
- Staff and volunteers can at anytime lodge a grievance in accordance with their terms and conditions of their of employment.

## Childcare

- Our facilities are open to all children in accordance with the settings admissions policy.
- Families of children without distinction of nationality, religion or political affiliation shall be eligible for enrolment.
- Staff will encourage parents and carers to become involved by making them feel welcome, by respecting the differences in families, their language and religious cultures

and by encouraging them to become involved in their child's play experience and care in whatever way they can.

- Activities and the use of play equipment will offer children opportunities to develop in an environment free from prejudice and discrimination.
- The response to discriminatory behaviour or remarks amongst children will aim to be sensitive and supportive to the feelings of the victim and to help those responsible to understand and overcome their prejudices.
- Our play planning will incorporate multicultural awareness through including the world around us.

# EQUIPMENT/TOY SELECTION

## Principle

We strive to provide excellent play opportunities for the children in our care which includes ensuring that all aspects of their play are age appropriate.

## Statement of Intent Wee Chicks Fitness CIC / Wee Chicks LTD believes that

- Children will develop new skills and understanding from play which is age appropriate.
- Children will become frustrated if play opportunities are too advanced or too simple for them.
- It is important to select the correct balance of play.

## Procedures

Staff, volunteers and managers should follow the guidelines below when choosing items for a group.

- Is the toy, play or activity appropriate for the age of the child?
- Does it feature positive images of people, male and female, range of ethnic and cultural groups, with and without disabilities?
- Is it good quality and safe?
- Is it really necessary or required?
- Does it confirm to relevant safety standards?
- Will children enjoy using it? And be stimulated?
- Staff and volunteers should report any broken items to management immediately and where it is possible to remove the item from the playroom immediately.
- Management will either arrange for the item to be repaired or disposed off immediately.
- All room supervisors, managers submit a supplies request form monthly in line with planning and otherwise resources are purchased at three set periods in each year (January, June, September)

# POLICY ON THE RECRUITMENT OF EX-OFFENDERS

## Policy Statement

1. Wee Chicks LTD / Wee Chicks Fitness CIC complies fully with the Code of Practice, issued by the Department of Justice, in connection with the use of information provided to registered persons, their nominees and other recipients of information by AccessNI under Part V of the Police Act 1997, for the purposes of assessing Applicant's suitability for employment purposes, voluntary positions, licensing and other relevant purposes. We undertake to treat all applicants for positions fairly and not to discriminate unfairly or unlawfully against the subject of a Disclosure on the basis of conviction or other information revealed.
2. This policy is made available to all Disclosure applicants at the outset of the recruitment process.
3. Wee Chicks LTD / Wee Chicks Fitness CIC are committed to equality of opportunity (see separate Equal Opportunities Policy) to following practices, and to providing a service which is free from unfair and unlawful discrimination\*. We ensure that no applicant or member of staff is subject to less favourable treatment on the grounds of gender, marital status, race colour, nationality, ethnic or national origins, age, sexual orientation, responsibilities for dependants, physical or mental disability political opinion or offending background, or is disadvantaged by any condition which cannot be shown to be relevant to performance.
4. Wee Chicks LTD / Wee Chicks Fitness CIC actively promotes equality of opportunity for all with the right mix of talent, skills and potential, and welcomes applications from a wide range of candidates, including those with criminal records. The selection of candidates for interview will be based on those who meet the required standard of skills, qualifications and experience as outlined in the essential and desirable criteria.
5. We will request an AccessNI Disclosure only where this is considered proportionate and relevant to the particular position. This will be based on a thorough risk assessment of that position and having considered the relevant legislation which determines whether or not a Standard or Enhanced Disclosure is available to the position in question. Where an AccessNI Disclosure is deemed necessary for a post or position, all applicants will be made aware at the initial recruitment stage that the position will be subject to a Disclosure and that Wee Chicks LTD / Wee Chicks Fitness CIC will request the individual being offered the position to undergo an appropriate AccessNI Disclosure check
6. In line with the Rehabilitation of Offenders (Exceptions)(Northern Ireland) Order 1979 (as amended in 2014), Wee Chicks LTD Wee Chicks Fitness CIC will only ask about convictions

which are defined as “not protected” for the purposes of obtaining a Standard or Enhanced disclosure.

7. We undertake to ensure an open and measured and recorded discussion on the subject of any offences or other matters that might be considered relevant for the position concerned eg the individual is applying for a driving job but has a criminal history of driving offences. Failure to reveal information that is directly relevant to the position sought could lead to withdrawal of the conditional offer of employment.

8. Wee Chicks LTD / Wee Chicks Fitness CIC may consider discussing any matter revealed in a Disclosure Certificate. We are only able to discuss what is contained on a Disclosure Certificate, and not what may have been sent under separate cover by the Police, with the subject of that Disclosure before considering withdrawing a conditional offer of employment.

9. We ensure that all those in Wee Chicks LTD / Wee Chicks Fitness CIC who are involved in the recruitment process have been suitably trained to identify and assess the relevance and circumstances of Disclosure information. We also ensure that they have received appropriate guidance and training in the relevant legislation relating to employment of ex-offenders (e.g. the Rehabilitation of Offenders (Northern Ireland) Order 1978).

10. We undertake to make every subject of an AccessNI Disclosure aware of the existence of the Code of Practice, and to make a copy available on request.

HAVING A CRIMINAL RECORD WILL NOT NECESSARILY DEBAR YOU FROM WORKING WITH WEE CHICKS LTD / WEE CHICKS FITNESS CIC. THIS WILL DEPEND ON THE NATURE OF THE POSITION, TOGETHER WITH THE CIRCUMSTANCES AND BACKGROUND OF YOUR OFFENCES OR OTHER INFORMATION CONTAINED ON A DISCLOSURE CERTIFICATE OR PROVIDED DIRECTLY TO US BY THE POLICE. \*We are only able to discuss what is contained on a Disclosure Certificate and not what may have been sent under separate cover by the Police.



# FIRE DRILL POLICY AND PROCEDURE ‘INCLUDES PART OF MANAGEMENT OF EMERGENCIES’

## Principle

We aim to ensure that children are safe at all times in Wee Chicks Fitness / Wee Chicks LTD. We ensure that risk of accidents and fires occurring are minimised at all times by good maintenance programs.

## Statement of intent Wee Chicks Fitness / Wee Chicks LTD believes that

- Regular fire drills are important for the safety of all children, staff, parents and visitors
- All of the fire fighting equipment and sensors will be serviced annually by an accredited authority in the venue.
- We are in receipt of an up to date fire authority certificate or written clearance from the venue.

## Procedures

- After discovering a fire – raise the alarm.
- Dial 999 and report the fire to the emergency services – do not replace the handset until the fire service confirms our address.
- Staff and volunteers should take registers from their unit and lead the children safely and calmly out in an orderly manner using the nearest safe exit.
- Staff should assemble at the farthest meeting point.
- The Unit supervisor or deputy should check all areas are evacuated including toilets,
- The Unit supervisor should do a roll call for their unit at the meeting point and report back to the Area Manager when all of their children have been accounted for.
- The Unit supervisor will account for all staff, volunteers and any other visitors who may have been in the building.
- Only if it is safe to do so attempt to put out the fire using the appropriate fire fighting equipment.
- If it has been a false alarm and it is safe to return to the building then do so.
- All visitors and trainees must be informed of this policy when entering the building.
- Fire drills will be carried out every month. A record made of the date, time and duration of the drill will be noted.

# FUNDRAISING POLICY

## Principle

We aim to help others through fund raising and incorporate this as much as possible within the planning at the creche units.

## Statement of intent Wee Chicks Fitness / Wee Chicks LTD believes that

- Children learn through helping others.
- It is not the amount we raise that is important; it is participation and learning which is our main focus when fundraising.
- We do not expect parents to sponsor or get sponsorship for each event we run.
- We will limit the charities we raise funds for and the numbers of fundraising activities throughout the year.

## Procedures

- We encourage staff, volunteers, children and parents to come forward with fundraising suggestions.
- We normally raise funds for charities relating to helping children or to charities which have been of help in the past to our children, parents, families or staff.
- Each event will be co-ordinated by one staff member and all unit leaders should ensure that they incorporate the event into their planning.
- The unit manager will ultimately be in charge of fundraising but will delegate fundraising activities to individuals or groups to enhance staff contribution to these events.
- Each event will be evaluated to see if we will run the event again in the future.
- We will seek to do a display in the units of the event so the children can see afterwards how much they have raised, and photographs where applicable of them participating. (see policy regarding consent for taking photographs.)
- We will not give prizes or name the leading fund raiser in order to avoid competitiveness amongst the children.

# GLASS POLICY

Following recommendations from the Food Standards Agency, Wee Chicks Fitness CIC / Wee Chicks LTD does not permit the use of glass. This is to prevent the risk of physical contamination to foods.

## **Procedure**

Any foods brought into the setting in a glass container will be decanted into a plastic one upon arrival, labelled and dated before being stored.

# HEALTH AND SAFETY POLICY AND PROCEDURE 'PART OF MANAGEMENT OF RISKS ASSOCIATED WITH THE CARE OF INDIVIDUAL SERVICE USERS'

## Principle

We aim to provide a healthy, safe and friendly environment, for children, staff volunteers, parents, carers and professionals visiting our group.

## Statement of intent Wee Chicks Fitness / Wee Chicks LTD believes that

- Children, staff and volunteers have the right to be cared for, and the right to work in a safe environment.
- Staff and volunteers have a duty of care to the children in their units.
- Staff and volunteers have a duty of care to their employers to take care of the workplace in which they work and the materials/resources in it.
- Staff and volunteers have a duty of care to their colleagues.
- Parents, carers and professionals visiting the unit have a duty of care to us.

## Procedures

### Staff and Volunteers health & safety

We agree to provide a workplace environment that is so far as is reasonably practicable, safe without risk to health and adequate as regards facilities and arrangements for the employees welfare at work such as:-

- Facilities to rest and eat meals.
- Adequate breaks over and above minimum legislative requirements, ie. 15 minutes in the morning, 45 minutes lunch and 5 minutes comfort break in the afternoon. Please note morning & afternoon breaks are privileged breaks and will only be granted when we have adequate staffing levels to cover these i.e. if there are a lot of people of sick or unexpectedly at short notice we may have to cancel morning and afternoon breaks from time to time.
- Adequate toilet facilities.
- Arrangements for smokers

- Adequate employee liability insurance
- First aid
- Designated coordinator who is responsible for all Health and safety (Area Manager)
- The building complies with all fire regulations and fire fighting equipment is checked regularly by the authorizes.
- Sanitary facilities are provided in toilets
- Risk assessments are carried out for all pregnant employees.

### **Employees and volunteers have a duty of care to us in terms of**

- All accidents should be reported to the unit supervisor and they should always inform the Area manager.
- Taking care of their own health and safety
- Taking care of their colleague's health and safety, refraining from practical jokes, bullying or harassment at all times.
- Reporting any items of risk in the workplace to the unit supervisor who will inform the Area Manager
- Notify the Area Manager if they are taking any medication which may impair their ability to carry out work duties
- Ensuring that they maintain a high level of personal hygiene
- Making management aware of any high risk or contagious illnesses such as AIDS, HIV, Hep B, etc.

### **Childcare Facilities**

The staff and volunteers will ensure that all facilities are maintained in a condition that is as far as is practicable, without risk to the safety of the child by adhering to the following code of practice:-

- Equipment will be checked regularly and any broken or torn items given to the unit supervisor for disposal. The unit manager should keep a written record of this.
- Heaters if not thermostatically controlled, will be covered, electrical points, wires & leads will be adequately guarded.
- All doors and access points will be locked.
- Fire exits will be kept clear.
- Fire drills will be held in accordance with the fire evacuation policy.
- All dangerous materials will be recorded in accordance with the COSHH policy.
- Spills will be dealt with promptly.
- All units will be kept tidy.
- Outside areas will be checked for dangers before use.
- Staff will wash their hands at regular points throughout the day.

- Children will also be encouraged to wash their hands after toileting, and after play in soil or sand.
- Wee Chicks Fitness / Wee Chicks LTD participate in Sun Safe – ensuring safety in the sun at all times
- Children are not permitted where there are separate food preparation areas
- All waste is disposed off on at least a daily basis.

### **Parents, carers and visitors Have a responsibility to**

- Report any concerns they have about safety.
- Reporting any accidents they may have incurred in the setting.
- Reporting any matter pertaining to health and safety of a child which we need to know about in order to provide a high standard of care.
- Follow any relevant safety advice within the units.

### **ALSO**

- No staff member, carer, member of the public will be permitted unto the premises if they are under the influence of alcohol or substance abuse.
- Similarly if anyone is aggressive or abusive towards anyone else in the building they will be asked to leave the premises immediately and a report WILL be made to the police.
- We are regulated by Environmental Health on safe catering and the safe catering pack is available to anyone who wishes to view it in the office.
- Wee Chicks fitness CIC / Wee Chicks LTD try to recycle as much waste as possible All water in the building is thermostatically controlled.

See also our fire policy for health and safety relating to fire & emergency lighting

See also our risk assessments for outdoor play and outings

See also our outings policy for risk assessments.

# ILLNESS AND MEDICAL ADMINISTRATION POLICY

## ‘MANAGEMENT OF MEDICINES’

### Principle

We aim to provide comfort for all of the children in our care. We also have a duty of care to all of the children in our care and our staff to ensure they are kept in a healthy environment whilst at Wee Chicks. We believe that children who are unwell require one to one attention in a home environment to enable them to recover from illness. We do not allowed to accept children who are ill into the unit in accordance with guidance issued by Health & Social Services.

### Statement of intent Wee Chicks Fitness CIC / Wee Chicks LTD believes that

- Children, staff, volunteers and parents should not come into the unit if they are unwell, or have a contagious illness
- Children, staff, volunteers and parents who are well, but require medication to be administered are welcome to attend the unit as normal
- It is important that parents complete on their child’s enrolment form about illnesses or allergies the child may suffer from or any regular medication the child takes
- Should this change parents must notify the Unit Manager immediately.
- Children cannot be brought into the unit if they are unwell or have a contagious illness of any kind;
- If a child has more than two case of diarrhoea at the unit or vomits, we will contact their parent/guardian and ask them to collect their child;
- Any soiled clothing will be double bagged and left for collection for the parents
- If a child has a temperature we will always contact the parent first to inform them to collect the child. Any layers of clothing will be remove.

### Administering medication

- Due to the length of the session staff and volunteers will not be able to administer medicines. This policy links closely with the infection control policy. See separate policy on epidemics

# INFECTION PREVENTION AND CONTROL POLICY

## Principle

The infection control policy has been put into place to ensure the health and safety of all the children within the unit. We also feel that it is vital to practice this procedure to ensure that staff members also have a healthy and clean environment to work in.

Statement of intent Wee Chicks Fitness CIC / Wee Chicks LTD believe

- Each child has the right to develop within a clean environment
- The units must hold a high standard of hygiene.
- No hazardous cleaning materials are kept within the units premises, which could harm children or staff.
- As this is such a large part of the units practice it is the unit manager who is responsible to oversee the running and to ensure a high level of standard of infection control is followed through.

## Procedure

- If a child, volunteer or a staff member within the setting has two cases of diarrhoea or vomiting their parents will be contacted and asked to collect him/her, the child will not be able to return to the unit unless they have had 48 hours clear of vomiting or diarrhoea.
- If any child, volunteer or a staff member has to be excluded from the unit for a number of days due to an infectious disease or condition, this is kept confidential within the setting. Please refer to the chart displayed on the notice board for exclusion periods for certain diseases.
- Children's clothing or belongings which have been accidentally soiled must be double bagged and sent home to parents.
- Any spillages must be cleaned and disinfected using antibacterial solution of 99.9% .
- Hand washing procedures are displayed above each sink within the unit and staff and volunteers must follow this and also encourage and assist children in learn the proper hand washing technique.
- All cleaning materials and equipment are kept within a locked cupboard. The units primarily uses Milton solution to clean and sterilize equipment.
- Cleaning checklists are displayed within each units file. Certain cleaning duties are signed off at the end the of the week. This is Checked and signed by the unit manager weekly and filed appropriately.



- Other policies may coincide with this policy such as Health and Safety, Child/Adult illness and Confidentiality Policy

# MANAGING CHILDREN'S BEHAVIOUR 'PART OF MANAGING AGGRESSION AND CHALLENGING BEHAVIOUR - INCLUDING BULLYING'

## Principle

Children within the setting are provided with a stimulating environment, space and comfortable atmosphere to express themselves through play. Within this environment children are rewarded through praise and are encouraged for positive behaviour. Children imitate and learn from adults therefore it is the role of the child care worker within the setting to set a good appropriate example towards the children and adults.

## Statement of Intent Wee Chicks Fitness CIC / Wee Chicks LTD believes

- Children are given respect and their ideas and opinions are valued. This enables the child to build on their confidence and self esteem, making them a valued member of the group.
- Positive behaviour can be reinforced through encouragement and praise.
- Negative behaviour is dealt with promptly and the method of the Highscope approach 'Conflict Resolution' will be put into place.
- No adult within the unit should ever raise their voice to a child, nor do we promote the use of time out in any form.

## Procedures

- Children should always be praised for their efforts and participation within the group. Giving positive attention for good behaviour will encourage this to occur again within the setting.
- As the setting is a group care environment our approach on behaviour is the same for every child.
- If a child within the setting requires additional support and help on behaviour management then this is done with the partnership of his/her parents and any outside professionals who work alongside the family.
- When negative behaviour is shown we believe that the best way to deal with this behaviour is through talking to the child and understanding how he/she feels.

- The unit does not believe in time out. We feel that this is ignoring the issues and children need to be given the language and vocabulary to express themselves. By engaging in dialogue and conversation we are enabling the child to this.
- Consideration must be given to stages of development. If children display ongoing negative behaviour there may be an underlying reason.
- Staff within each group must agree on rules and boundaries for the room. This is to ensure that children are not receiving mixed messages which could create negative behaviour. The children must be involved within this process.
- Parents play an active role within the setting. To enable children to achieve and develop there must be clear communication between the playworker and parent. This can be particularly important when building on positive behaviour and addressing negative behaviour.
- If at anytime a staff or volunteer member has a concern or worry about a child's behaviour they can seek advice and support from the Area manager.

## Conflict Resolution

We believe that combining the above strategies of praise and encourage with conflict resolution is the way forward for the setting as a whole. We are aware that in order for children to learn and develop the adult can be looked upon as a resource of guidance and knowledge. This is how we should view the adult while engaging in conflict resolution; he/she will guide children through the conflict by communication, understanding of the situation, providing and extending vocabulary, supporting and recognising each child's feelings, building on the child's problem solving skills by involving them in and asking for view or solutions to the problem.

Listed below are the six steps which each staff member and volunteer will follow when situations arise.

1. Approach calmly, stopping any harmful actions.
  - Place yourself between the children, on their level.
  - Use a calm voice and gentle touch.
  - Remain neutral rather than take sides.
2. Acknowledge children's feelings.
  - "You look really upset."
  - Let Children know you need to hold any object in question.
3. Gather information
  - "What's the problem"
4. Restate the problem.

- “So the problem is .....
5. Ask for ideas for solutions and choose one together.
- “What can we do to solve this problem?”
  - Encourage children to think of a solution.
6. Be prepared to give follow-up support.
- “You solved the problem!”
  - Stay near the children

# MANUAL HANDLING POLICY

## Principle

We aim to ensure our staff work in a safe environment and that the welfare of the children in our care is of the foremost importance. We follow Manual Handling Regulations 1992.

## Statement of intent Wee Chicks Fitness CIC / Wee Chicks LTD believes that

- We have a duty of care for our employees and volunteers.
- We have a duty of care that children in our care are lifted correctly avoiding injury to them or their carer.
- Staff And volunteers have a duty of care to their employers by following instructions and policies which have been put in place.
- Staff And volunteers must inform us if there are any changes which we should be aware of ie. illness, pregnancy etc, so we can carry out risk assessments which may exclude them from manual handling duties.

## Procedures

- A manual handling instruction leaflet is attached showing the correct way to lift and staff and volunteers should make sure they follow these guidelines at all times;
- Staff and volunteers should avoid lifting school age children unless it is absolutely necessary (in accordance with child protection guidelines)
- Special attention will be given to students, pregnant women, staff or volunteer recovering from injury or staff or volunteers members who are returning to work following a lengthy absence. Risk assessments will be carried out on those individual staff or volunteers and direction given on what level of manual handling they can do, if any. This may mean a staff or volunteer member being moved to work for a period of time which we deem necessary with older children where manual handling will not be required.
- We can only help staff or volunteer members when we have been informed of an injury, illness or pregnancy and would therefore ask members to share any such information with us at an early stage so we can put measures in place to protect their well being.
- Staff and volunteers should always ask themselves when facing a manual handling techniques 'do we need to lift?'. Always look at alternative methods and if you are unsure speak with a manager prior to moving any items of furniture in the room.

# Safe Manual Handling

### INTRODUCTION

**LEGISLATION**

More than a 1/3 of injuries reported to the Health and Safety Executive are from incidents involving manual handling procedures. These injuries are costly to the employee and the employer. The Manual Handling Operations Regulations 1992 (Amended 2002) apply to any process where manual handling occurs. It offers a framework to help reduce the number of accidents and injuries from these procedures.



**TYPES OF INJURY**

The back is a series of bones with a disk separating each vertebra. These are ligaments and muscles, which support the spine. Pain is a protective mechanism to warn you about potential harm to your body.

The types of injury that occur are:

1. Strains, both immediate and those that occur over time due to repeated movements.
2. Sprains, cuts and bruising, fractures and intervertebral disc injuries.

Anywhere in the musculo-skeletal system can be injured.

### RISK ASSESSMENT

The purpose of a risk assessment is to:

1. Identify hazardous practices by looking at the **Task, Individual, Load, and the Environment**. Able to decide who may be harmed by the process, to look at the existing controls and to decide if further interventions are necessary.

The person carrying out the assessment should be:

1. Familiar with The Management of Health and Safety at Work Regulations 1999, The Manual Handling Operations Regulations 1992 (Amended 2002) and any amendments or updates.
2. Familiar with the processes being carried out.
3. Competent to carry out the task.

**TASK**

The whole task should be looked at from the beginning to the end. Some of these aspects need to be considered:

- Can the height of the lift be made more suitable?
- Can the lifting above the head or below the knees be avoided?
- Can handling or repetitive movement be reduced?
- If repetitive movements are involved the weight of the load will need to be reduced.
- Does the operator need to hold the load away from their trunk, or need to push or pull?
- Can mechanical aids be used, e.g. trolleys, hoists, roller trolleys or conveyors?

**LOAD**

- Is it an awkward shape?
- Is it heavy?
- Can the load shift, is it unstable or unpredictable?
- Are there handholds or can the packaging be made to include handholds?
- Is team handling required?
- Is the load hazardous e.g. hot, cold, sharp or a chemical?

**ENVIRONMENT**

- Is there enough space?
- Is it cold so that the touch sensation may be less?
- Is it very hot so that the hands may be sweaty and slip?
- Are there varying floor levels?
- Do different surfaces have to be crossed?
- Is the lighting suitable?
- Could something in the environment suddenly change e.g. a sudden gust of wind?

**INDIVIDUAL**

- Are they fit and trained to carry out the task?
- Does it require unusual capability?
- Does personal protective equipment need to be used with the material, and does this affect the movement or grip of the operator?
- Is the load a hazard to particular people e.g. pregnant workers?

The assessment should be written down and the recommendations acted upon where reasonably practicable.

### EMPLOYERS & EMPLOYEES

**EMPLOYERS DUTIES**

Employers should:

1. Assess the likely risk of injury with all manual handling operations occurring in the workplace.
2. Put in place a safe system of work.
3. Avoid the need for manual handling as far as reasonably practicable.
4. Reduce any remaining risk as far as reasonably practicable.
5. To provide information and training.
6. To re-assess any manual handling at regular intervals or if anything in the risk assessment changes.

**EMPLOYEES DUTIES**

Employees must:

1. Follow a safe system of work.
2. Make proper use of equipment provided by the employer for manual handling.
3. Attend any training that is provided.
4. Not put either themselves or others at risk.
5. Report any accidents or near misses in line with the local policy.

**PREVENTING BACK PAIN**

As well as the processes above there are actions that you can take to help prevent back pain these are:

1. Keep your weight within normal limits for your height.
2. Try to maintain a good posture during all activities e.g. standing, sitting, and driving.
3. Stretch and warm up before activity.
4. Gentle stretching and exercise programmes can assist in building a strong back and a strong stomach to support it.
5. If you get back pain, stop the activity immediately and seek further advice from your medical practitioner. If the pain occurred during a work activity report the incident according to local policy.

### HANDLING TECHNIQUES

**Think - PLAN**

- Where am I going?
- What am I lifting?
- What are the options?
- Are there any aids available?
- Do I need help?
- Do I need to remove any obstructions?

**Think - GRIP**

- Ensure the grip is secure.
- Are there suitable handholds?
- Is the load likely to slip?
- Keep arms within the boundary of the body.

**Think - FEET**

- Am I wearing suitable footwear for the task?
- Place your feet apart to give you a good balanced position.
- Place the leading foot so it is positioned slightly forward in the direction of travel.

**Think - POSTURE**

- Keep the spine in its normal alignment.
- Bend from the knees but do not over flex them.
- Keep shoulders and knees in normal alignment.
- Keep the shoulders loose.

**Think - LIFT**

- Keep neutral.
- The upward movement starts with the feet.
- Make the movement as smooth and progressive as possible.
- Use the power of the legs.
- Keep the load close to the body.
- Keep the heaviest part towards you.
- If you need to turn, move the feet, don't twist the body.
- Put the load down then adjust it if necessary.

The information contained in this poster is for guidance only and should not be used as a substitute for recognised training.

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# MULTI MEDIA POLICY ‘INCLUDES PHOTOGRAPHY AND VIDEOGRAPHY’

## Principle

We aim to ensure that children have a valuable play experience during their time at Wee Chicks Fitness CIC / Wee Chicks LTD. Often the best for a child to observe what they have achieved is through showing them photographs of them or their group participating in activities.

## Statement of Intent Wee Chicks Fitness CIC / Wee Chicks LTD believes

- It boosts a child’s self-esteem when they see visually what they have achieved.
- Parents can gain a better idea of what their child does in the unit when they see photographs on display.
- In order to comply with child protection legislation full names and dates of birth will never appear alongside photographs which are on display.
- Children benefit from seeing themselves on photographs and in video’s

## Procedure

- Photographs will only ever be taken of your child if you have consented to this on your child enrolment form.
- Photographs will only be taken for display purpose.
- Individual photographs will be sent home with the child when the display is taken down. Group photos and staff photos will be shredded.
- No photographs of children will ever be included in students portfolios.
- We will seek your consent if any photographs are going to be published in media or for an advertising purpose.
- When staff within the unit are taking photos for display work this will only ever be take by the company camera. Once the photo has been printed the photographs will then be deleted off the camera this is the only method of photography which is allowed to be taken with the unit by the staff.
- Television time in the units, including DVD’s is very limited (normally to treat days or holiday periods only). All materials and programmes viewed will be age appropriate.
- Playstations and similar consoles aren’t used in the settings.

## **PARTNERSHIP WITH PARENTS POLICY 'INCLUDING PARENTAL ACCESS TO RECORDS AND PARTICIPATION'**

### **Principles**

Parents / Carers involvement within the units is necessary for a child's individual development. If a parent / carer have a certain skill or particular profession then we at Wee Chicks Fitness CIC / Wee Chicks LTD would encourage them to come in and share this with the children as a learning opportunity.

### **Statement of Intent Wee Chicks Fitness CIC / Wee Chicks LTD believes that**

- Parents/carers are welcome in the units at any time.
- Parents/carers play a vital role in their child's development
- The parents/carers are welcome to give their input into the children's planning.
- Parents/carers know their child better than anyone and this will always be respected at all times.

### **Procedures**

- Information which is held on your child can be accessed at anytime. This can be requested at any time.
- Any information, which we hold is strictly confidential. (Refer to data protection policy on how this information is handled).
- Families' beliefs, culture, language and customs are always valued respected within the unit.



# PLAY AND PLANNING POLICY

## Principle

We believe that children and young people need to play, and that we use and enhance our natural play spaces. It is fundamental to the healthy development and well being of each individual child and young person in a setting such as ours.

Statement of intent Wee Chicks Fitness CIC / Wee Chicks LTD believes that

- All children and young people need and have the right to play.
- Children and young people should have a choice and ownership over their play.
- The equipment should be age appropriate.
- We have a responsibility to advocate for play where and when possible.

## Procedures

- We will provide different play spaces to enhance our play types.
- Free play should be given as much importance in the unit as structured activities as the children gain and experience many opportunities through this.
- When setting boundaries the children are fully involved in the decision making so they understand if restrictions are made for safety reasons.
- We manage the balance between risky play and keeping the children safe from harm by ensuring the children are supervised and by completing risk benefit assessments.
- Ensuring that the resources we have will encourage and stimulate the children to play.
- Maximise play opportunities and natural play spaces for children by regularly changing and varying their play spaces and natural environments.

# RECRUITMENT, SELECTION AND REDUNDANCY POLICY ‘SEPARATE STAFFING INFORMATION HELD IN STAFF HANDBOOK’

## Principle

We wish to promote a fair recruitment, selection and redundancy procedure in line with our equal opportunities ethos which we promote in the two companies.

## Statement of intent Wee Chicks Fitness CIC / Wee Chicks LTD believes that.

- All vacancies within the units will be advertised in either local facilities, newspaper, job centre or recruitment agency.
- All applicants will have to complete a written application form or submit a cv.
- Staff are entitled to be paid equally, and not to be discriminated against
- Part time employees will be treated no less favourably than full time members of staff.
- All staff will be given a written contract of employment which must to be signed prior to commencing employment.

## Procedures

- The recruitment process will apply to permanent and temporary staff members, but not students or volunteers;
- Vacancies will be advertised by the above mentioned means;
- There will be a minimum of two people in the shortlisting panel; but not always at interviews.
- A job description will be drafted for each position;
- Staff will be shortlisted and if an applicant's scores equal weighting then second interviews will be arranged;
- Interview questions will be appropriate to the job;
- References will be taken up immediately;
- Offers of employment will always be made subject to vetting and successful references;
- Access NI forms will be completed by the candidate and company. Candidates are expected to pay for their own vetting. Employment will only commence after receipt of vetting form and references
- A comprehensive program will be given to all staff pertaining to policies, procedures, guidelines etc. Staff will sign at this point and annually thereafter confirming they have read and understood these.
- All employment will be subject to a probationary period
- All staff will have annual staff appraisals, or at closer intervals if thought necessary.

- All staff will receive induction training where the Area manager will go through the company policies, procedures and staff handbook.
- Selection for any redundancy is detailed on each staff's contract of employment
- The units comply with legislation as follows:-
  1. Employment Relations (NI) Order 1999
  2. Human Rights Act 1998
  3. Northern Ireland Act 1998
  4. Fair Employment & Treatment (NI) Order 1998
  5. Race Relations (NI) Order 1997
  6. Disability Discrimination Act 1995
  7. Sex Discrimination (NI) Order 1976, amended 1988
  8. Equal Pay Act (NI) Act 1970, amended 1984
  9. Data Protection Act 1998
  10. Freedom of Information Act 2000
- Management attend regular employment seminars at the Labour Relations Agency to ensure that they are kept up to date with current legislation in regard to employment
- Staff records will be held for as long as is deemed necessary by our insurers.
- Wee Chicks Fitness CIC / Wee Chicks LTD undertake to inform Early Years Team from HSC Trust if any employees receive any new cautions, convictions or have any pending cases against them since the date of issue of the Trust Vetting. If this arises employees and volunteers are expected to inform their manager.

## **RISK ASSESSMENT POLICY**

**‘management of risks associated with the care of individual service users’**

### **Principle**

In order to deliver a high standard of health and safety within the setting we feel that a risk assessment on all areas throughout the premises is required. This will help to minimise on accidents which may occur and is in keeping with health and safety legislation outlined in the Health and Safety at Work Order 1998.

### **Statement of Intent Of Wee Chicks Fitness CIC / Wee Chicks LTD**

By carrying out a risk assessment it will help those involved to identify the hazards, evaluate them and then prioritize any measures to be taken.

An example of this could be a spillage of water in the main hallway which is a hazard; the evaluation of this would be children, staff, volunteers, parents and any other person slipping therefore causing harm. This would be off priority and dealt with immediately by displaying a wet floor sign until the spillage was cleaned up and the surface had dried.

### **Procedure**

To help carry out the risk assessment we believe that it is important to have a united approach throughout the setting. This will therefore promote the importance of health and safety issues within the unit and help those working on the premises gain a greater understanding of the importance in carrying out a risk assessment.

A risk assessment is an ongoing process which takes time and commitment to maintain. Therefore as stated the Area Manager will have responsibility of reporting and changing risk assessment as a hazard is found. Risk assessments will be reviewed on an annual basis as a minimum.

# SMOKING POLICY

## Principle

This policy has been created to help protect children, staff and others coming in and out of the setting against passive smoking (second hand tobacco smoke). Exposure to secondhand smoke can increase the risk of health problems to non smokers. April 2007 saw the implementation of workplaces becoming smoke free zones, this was in compliance with The Smoking (Northern Ireland) order 2006. Therefore it is against the law to smoke in enclosed and substantially enclosed workplaces.

## Statement of Intent of Wee Chicks fitness CIC / Wee Chicks LTD

We believe that children, employees, volunteers, parents and visitors have the right to experience the setting in a smoke free environment.

## Procedure

- It is illegal to smoke within the workplace or in any of the company's vehicles.
- The setting and company vehicles will have no smoking signs on display.
- A non smoking environment applies to all within the setting such as employees, volunteers, parents, contractors and visitors. It is the responsibility of the manager to ensure that those unfamiliar with this policy adhere to it.
- A smoking area outside the building and away from children's play area is available for those staff and volunteers who wish to use it. Those that do so can access this area during their break and lunch period.
- If an employee or volunteers chooses to smoke during their break or lunch we would ask that they wash their hands and use mouthwash or brush their teeth before returning to work with the children. .
- For help and support on giving up smoking you can contact the [NHS Go Smokefree](#)  
**0800 169 0 169** Monday. to Friday: 9am to 8pm Saturday. and Sunday: 11am to 5pm.  
**QUIT 0800 00 22 00** Monday to Friday: 9am to 8pm, Saturday and Sunday: 10am to 6pm

# SOCIAL MEDIA, NETWORKING AND THE USE OF MOBILE TELEPHONES

## Principle

We believe our staff and volunteers should be completely attentive during their hours of working, to ensure all children in the creche units receive good quality care and education.

## Statement of Intent of Wee Chicks Fitness CIC / Wee Chicks LTD

Mobile phones are not to be used during working hours. Therefore mobile phones are not permitted for use on the premises. They may be used outside the premises or in the staff room if one available.. Wee Chicks Fitness / Wee Chicks LTD mobile phones are permitted as they are for business use only. We also feel that restrictions need to be placed on staff and volunteers when they access social networking sites. Wee Chicks Fitness / Wee Chicks LTD has a reputation to upkeep and comments made on sites such as 'Facebook', 'Twitter' etc could have an impact on how parents using the units view the staff and volunteers.

## Policy

- Mobile phones must not be used unless on a designated break and off the premises.
- Mobile phones should be stored safely at all times throughout the working day. Staff and volunteers in the units should ensure that mobile phones are turned off and kept preferably off the premises but at least in a closed bag out of reach of children.
- Staff and volunteers must not post anything onto social networking sites such as 'Facebook' that could be construed to have any impact on Wee Chicks Fitness CIC / Wee Chicks LTD reputation.
- Staff and volunteers must not post anything onto social networking sites that would offend any other member of staff, volunteer or parent using the creche.
- We would request that from the date of signing the policy that staff do not have clients as 'friends' on social networking sites and review those who are currently 'friends'. If staff choose to allow parents or clients (which will include any staff who work in the Wee Chicks Fitness CIC units or Wee Chicks LTD in which we operate) who are already friend to view their page on social networking sites then this relationship must remain professional at all times, and must not contain any reference to Wee Chicks Fitness CIC or Wee Chicks Limited
- Staff and volunteers must not list , Wee Chicks Fitness or Wee Chicks Limited as their workplace, employer etc on any social networking site. If you have already done this then please remove it within 5 days of signing this policy. If any of the above points are

found to be happening then the member of staff or volunteer involved will face disciplinary action, which could result in dismissal. This policy links to our staff handbook.

# SETTLING IN POLICY

## Principle

Through many years of experience we at Wee Chicks Fitness CIC / Wee Chicks LTD believe that one of the main aspects of a child's Personal, Social and Emotional Development (PSED) within the units is that they are able to have time to settle in a new environment. Parents also need to use this time to build up a good relationship with the main carers so that when the parents leave their child within our care that they feel comfortable and at ease doing so.

## Statement of intent Wee Chicks Fitness CIC / Wee Chicks LTD believes

That each child must be given the appropriate time to explore and investigate their new environment. Feel comfortable and relaxed when at the unit. Settling in time is of most importance to parents as well as the child. Parents can also use this time to share any additional information with the unit staff that has not been already stated on the enrolment form or to chat in-depth more about their child's needs.

Settling in time also gives the parents/guardians a chance to build up a good relationship with the staff who will be working along side their child to make sure that we are doing everything possible to make the child feel a sense of belonging within the unit.

We strive to make this a very positive experience for both child and parent/guardian.

## Procedure

The following stages are to ensure your child has a happy and enjoyable experience at Wee Chicks Fitness CIC / Wee Chicks LTD.

- Each child/children's placement is booked at Wee Chicks Fitness CIC / Wee Chicks LTD online booking or in advanced with the member of staff that looks after the booking
- Whilst settling at Wee Chicks Fitness CIC / Wee Chicks LTD the unit supervisor will work along side the child to ensure that they are happy and enjoying their new environment.
- The unit supervisor will also be the main contact with whom the parent can discuss their child's needs.

It is important to remember that children may cry or be upset when leaving parents/guardians but this is just a natural process and in turn they also settle very quickly. If a child is very upset and they do not settle we would contact the parent/guardian and ask in the best interest of the child if he/she could be collected. If this was to continue then we would review this process.



# STAFF TRAINING AND DEVELOPMENT POLICY

## Principle

Staff development and training is a way in which staff can gain greater knowledge and understanding of their job role and duties within Wee Chicks Fitness CIC / Wee Chicks LTD. Previous experience has shown that training staff has a positive reflection on the quality of care within the unit.

## Statement of Intent Wee Chicks Fitness CIC / Wee Chicks LTD believes

- That each staff and volunteer member should be given opportunities to develop their skills and abilities within the early years and playwork sector.
- Those working within the units should have relevant qualification and experience in childcare or be willing to undertake childcare qualifications.
- Courses such as First Aid, Food and Hygiene and Child Protection should be updated when necessary.

## Procedure

- Wee Chicks Fitness CIC / Wee Chicks LTD facilitates regular in house training and is able to provide staff with the necessary time off to participate in those courses provided.
- The setting has a budget set aside for training and development.
- Additional in house support and assistance is available to those staff involved in training courses.
- Wee Chicks Fitness CIC / Wee Chicks LTD has a wide range of resources and literature which is available at all times to assist with relevant research to enable staff to further their knowledge during their employment.
- The setting will provide appropriate notice before training courses take place with the relevant information such as the course lay out, time, date and venue.
- Regular appraisals take place during the year; this gives staff the opportunity to list their objectives for the next twelve months and gives the management team an awareness of the training which staff feel is necessary.
- Wee Chicks Fitness CIC / Wee Chicks LTD works alongside training providers such as Belfast Metropolitan College, Childcare Partnership, Early Years, Playboard and the Health and Social Care Trust.
- After participating in a training course, it is expected that staff share the information with the manager and time is set aside to implement any new practices within their units.

# TERMINATION OF EMPLOYMENT - POLICY AND PROCEDURE

## Principle

All staff have a contract of employment and this will be added as an appendix to your contract of employment.

## Procedure

All staff must give four weeks written notice when leaving employment. We will seek to deduct from your final salary any sum recoverable for holidays taken above your entitlement, any period of notice you have failed to work and training costs as laid out below.

Any staff who have carried out training which was paid by the company may have to repay some of those costs as laid out in the staff handbook. This clawback is proportionate to the length of time since the training was completed.

Employees cannot take confidential information about the employer's business with them after their employment comes to an end.

Employees when leaving our employment cannot set up a competing business within 25 miles of any of our existing units, or poach Wee Chicks Fitness CIC / Wee Chicks LTD employees to come and work with them. If an employee breaches this restrictive covenant or the implied duty of confidentiality, Wee Chicks Fitness CIC / Wee Chicks LTD can take an injunction out against and claim compensation for loss of profits, and legal costs.

All Wee Chicks Fitness CIC / Wee Chicks LTD documentation, policies, procedures, and forms are subject to intellectual property rights and may not be copied or used in any subsequent employment.

# TOILETING/INTIMATE CARE POLICY

## **‘part of intimate/personal care’**

Here at Wee Chicks Fitness CIC / Wee Chicks LTD we believe that no child should be left unassisted in the case of a toileting accident.

Due to the time of the sessions being one hour 10 minutes it is suggest that you change your childs nappy before arrival or ensure that your child has used the toilet before attending. This ensures that you will not be disturbed during your class. If your child needs their nappy changed you will be required to come and change it.

# WHISTLE BLOWING POLICY

## Principle

Wee Chicks Fitness CIC / Wee Chicks LTD are committed to the highest standards of openness, integrity and accountability. Where an individual member of our staff, volunteer, parent or professional working closely with our organization discovers information they believe to be of serious malpractice or wrongdoing within Wee Chicks Fitness CIC / Wee Chicks LTD then this information should be disclosed without fear of reprisal.

We have an open and honest environment and an “open door” ethos. If any member of staff has a concern they should feel a genuine freedom to be able to discuss it with a senior member of staff.

## Statement of intent of Wee Chicks Fitness CIC / Wee Chicks LTD

The Public Interest Disclosure Act 1998 give legal protection to employees against being dismissed or penalized as a result of publicly disclosing certain serious concerns. Wee Chicks Fitness CIC / Wee Chicks LTD has endorsed the provision set out below so as to ensure that no member of staff should feel at a disadvantage in raising legitimate concerns.

Our welfare requirements are:-

- safeguarding and promoting children’s welfare
- Taking necessary steps to safeguard and promote the welfare of children in the setting suitable people
- Adults looking after children, or having unsupervised access to them, must be suitable to do so. adults looking after children must have appropriate qualifications, training, skills and knowledge.
- Staffing must be organised to ensure safety and to meet the needs of the children.

## Procedures

We will comply with the terms and conditions of the Public Interest Disclosure (NI) Order 1998, Data Protection Act 1998 and the Freedom of Information 2000. This policy is designed to enable employees of Wee Chicks Fitness CIC / Wee Chicks LTD to raise concerns internally and at a high level and to disclose information that they believe shows malpractice or impropriety. The policy covers all employees and trainees. The act protects people who raise concerns about past, present and future malpractices in relation to:

- A criminal act
- A failure to comply with a legal duty
- A miscarriage of justice
- Danger to health and safety
- Damage to the environment
- Deliberately covering up any of these

All adults working within the units should be observant at all times to ensure high standards of care to all children. Whilst we expect all our colleagues, both internal and external, to be professional at all times and hold the welfare and safety of every child as their paramount objective, there may be occasions where this may not be happening.

It is vital that all team members talk through any concerns they may have with their manager at the earliest opportunity to enable problems to be ironed out as soon as possible.

## **DISCLOSURE OF INFORMATION**

If at any point you become aware of information that you reasonably believe tends to show one or more of the following, you **MUST** use the disclosure procedure set out below

- That a criminal offence has been, is being or is likely to be committed
- That a person has failed, is failing or is likely to fail to comply with any obligation to which they are subject e.g Wee Chicks Fitness CIC / Wee Chicks LTD policy or procedure, Early Years Standards
- That a miscarriage of justice that has occurred , is occurring, or is likely to occur.
- That the health and safety of any individual has been, is being, or is likely to be endangered
- That the environment has been, is being or is likely to be damaged
- That information tending to show any of the above, is being, or is likely to be, deliberately concealed.

## **DISCLOSURE PROCEDURE**

- Where you reasonably believe one or more of the above circumstances listed above has occurred you must promptly disclose this to the Manager, or Director.
- Employees will suffer no detriment of any sort for making such a disclosure.
- Any disclosure or concerns raised will be treated seriously and dealt within a consistent and confidential manner.

- Any employee who is involved in victimising employees who make a disclosure or takes any action to deter disclosure or who makes a malicious allegation or disclosure in bad faith will be subject to disciplinary action which may result in dismissal.
- Failure to report serious matters will be investigated and will also lead to disciplinary action which may result in dismissal
- Any management employee who inappropriately deals with a whistleblowing issue may be deemed to have engaged in gross misconduct which could lead to dismissal.
- If an allegation has been made regarding a potential child protection issue then Management will contact the relevant Early Years Team.
- Staff may contact the Early Years Team at any time directly regarding any matter in relation to concerns they have about the setting as well as any child protection issues :-

Early Years Team

Everton Complex

585-587 Crumlin Road

BELFAST

BT14 7GB.

Tel: (028) 950 42811

Fax: (028) 9060 2968

By email: [early\\_years@belfastrust.hscni.net](mailto:early_years@belfastrust.hscni.net)

Wee Chicks Fitness CIC / Wee Chicks LTD prides itself on its caring and safe environment and has high standards in relation to all aspects of the care of children. This includes safe handling, positive and kind communication, and caring attitudes. All staff have a responsibility to maintain these values and to follow policies and procedures at all times. If you believe any colleague is in any way not upholding this ethos, it is your responsibility to disclose your concerns to a manager and you **MUST** do so promptly. Failure to do so may result in disciplinary action which may lead to dismissal. Managers, and Directors have a responsibility to address all disclosures appropriately



