



**Wee Chicks Policies & Procedures
Crèche, Pop Up Creche After School
Club and Holiday Camp. Updated March
2025**

Table of Contents

Mission Statement and Statement of Intent	4
Our Vision	4
Our Mission	4
Management of Risks Policy (Updated Nov. '23)	6
Admissions Policy (Updated Nov. '23)	10
Absence of Manager or Key Personnel Policy (Updated Nov. '23)	11
Accident and Injury Policy (Updated Feb '23)	12
Anti-Bullying Policy updates June 24	16
Alcohol Policy	19
Arrival and Departure Policy June 24	20
CCTV Policy and Security (Updated Nov '23)	22
Child Protection Policy (updated 20/2/24)	25
Additional Support Policy Reviewed 20/2/24	33
Complaints and Comments Policy updates June 24	36
Complaint Summary and Report Form	38
Confidentiality Policy	39
Consent Policy	40
COSHH Policy	41
Data Protection Policy (updated Feb '23)	42
Request for information under the Data Protection Act	43
Privacy Notice For Parents updated 30/9/24	44
Retention Policy for GDPR updated 30/9/24	49
Diet, Nutrition and Menu Policy	51
Drop Off and Collection Policy (updated Nov. 2023)	53
Managing Emergencies Policy	55
Emergency Closure Policy	56
Epidemic Policy	57
Equal Opportunities Policy	58
Equipment/Toy Selection Policy	60
Recruitment of Ex-Offenders Policy	61
Fire Drill Policy (updated Nov '23)	63
Fundraising Policy	64
Health and Safety Policy (updated Feb '24)	65

ICT Policy	68
Illness and Medical Administration Policy (updated Oct 23)	74
Infection Prevention and Control Policy	78
Managing Children’s Behaviour Policy (updated Feb 24)	79
Manual Handling Policy	82
Manual Handling Leaflet	83
Missing Child Policy and Procedures	84
Multimedia Policy	86
Payment & Collect Terms June 24	89
Our price list will increase on 8th April 2024	89
Partnership with Parents Policy (Updated Feb 24)	93
Play Policy for Children Aged 0-4 Years	95
Play Policy for Children Aged 4-11 Years	96
Recruitment, Selection and Redundancy Policy	98
Recycling Policy Updated 1/10/24	100
Risk Assessment Policy	103
Smoking Policy	105
Social Media, Networking and Mobile Phone Usage Policy	106
‘Settling In’ Policy	107
Staff Well-Being Policy new policy Feb 24	108
1. Introduction	108
2. Work-Life Balance	108
3. Mental and Emotional Well-Being	108
4. Physical Health	108
5. Professional Development	108
6. Communication and Feedback	109
7. Recognition and Rewards	109
8. Equality and Diversity	109
9. Conflict Resolution: Conflict Management Procedures: Steps to address and resolve workplace conflicts in a fair and timely manner.	109
Staff Training and Development Policy	110
Toileting/Intimate Care Policy (updated Feb ‘24)	112
Whistle Blowing Policy	115
Transportation Policy and Legal Requirements (updatedFeb ‘24)	119
Lone Worker Policy	122
Volunteer Policy reviewed 16/5/24	124
Fraud and Disclosure Policy	129
Conflict of Interest Policy	135

Mission Statement and Statement of Intent

Our Vision

*Our vision is that every child should grow up active, healthier and happier.
To empower families by building stronger minds for a healthier future.*

Our Mission

Working in collaboration with other organisations, our mission is to break down the barriers of childcare. To empower parents and children, providing high quality, affordable childcare services with a focus on positive mental health and support. Thus, enabling us to build strong minds, for a healthier future!

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 is where children can discover, achieve and express themselves through play, social, emotional, and cognitive development. Where parents/carers feel confident to leave their children in safety.

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 aim to work with all the organisations and services 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, and aftercare package. We aim to raise awareness of the basic skills that are life changing and are passionate about service and excellence.

Admissions:

Sessions will run for up to 4 hours between 9am-1pm.

After-school session from 2pm-5.30pm and during school holidays.

Please refer to the Admissions Policy for further information.

Contact Information:

Kelly Molloy | Managing Director
07746169489 | info@weechicks.com

Charges, Fees and Insurance:

Fees available upon request. Copy of insurance available on Notice Board.

Cancellations:

While we provide flexible childcare, however, when you are offered a place, we require 7 days notice of cancellation, otherwise the fee must be paid in full. In the event of canceling a week before, parents have the right to transfer their day given there are places available.

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 read the policies and procedures. We have a partnership with parents policy which covers all other information.

Range of Resources:

Please refer to Wee Chick's inventory list in units.

Management of Risks Policy (Updated Nov. '23)

"Children have the right to be as healthy as possible, live and play in a safe, healthy, unpolluted environment and benefit from preventive health and education."

- Article 24 UN Convention on the Rights of the Child (1991).

1.0 Statement of Intent

Wee Chicks regards the safety and well-being of all the children within our care as paramount. It is therefore our policy to provide children with a safe environment in which to play, learn and develop.

2.0 Health and Safety

2.1 Risk Assessment

- A comprehensive risk assessment of the premises is carried out annually and identifies actions to minimise risks.
- The risk assessment is reviewed continually and implemented.
- A daily check list is implemented daily. All areas where children will be playing are checked prior to use and risks/hazards are identified/removed.
- Amendments to the annual risk assessment will be completed if necessary.
- All staff will be involved in risk assessment and trained where possible.
- Review policies monthly

2.2 Security of Setting

- All visitors are identified and their access to the children is controlled as necessary.
- A/S main entrance + pick up point
- Our main door is locked and fitted with a door bell.
- Exit doors have adult locks in place and are used as fire exits fitted with door alarms.
- Parents will be made aware of safety precautions, e.g., ensuring all access doors are closed when they enter or leave the premises.
- Parents must inform staff if someone different is collecting their child providing staff with full name, date of birth and password.
- The setting and outside play areas are secure and children are not left unsupervised.
- Gates are secured with clip and climb clip

2.3 Ratios and Supervision

- Correct ratios will be maintained at all times, at least one member of staff for 3 children aged 0-2, one member of staff to 5 children 2-3, one member of staff to 8 3-4 years and one member of staff to 10 children 4+ years old.
- Two members of staff will be on duty at all times.

- All staff are appropriately vetted, Trust checked and trained. 50% of staff qualified.
- At least one staff member level 3 in each room at all times

3.0 Environment; Indoor and Outdoors

- The layout of the room will be safe allowing sufficient space for children to move around safely.
- The room is bright and well ventilated to provide children with a stimulating environment.
- Spillages within the room will be cleaned up immediately and wet floor signs in place.
- Children will be encouraged to tidy when they finish playing to encourage respect for their environment and equipment provided.
- The water in the children's toilets is thermostatically controlled at a safe temperature for their use.
- Blind cords are short and out of reach.
- All areas will be checked prior to use and any appropriate actions will be taken to minimise or cancel any risks.

3.1 Play Equipment

- There will be a range of sufficient and suitable play equipment and materials for indoor and outdoor play.
- Where applicable all equipment and furniture conform to BS EN Safety Standards for Toys (Safety) Regulations
- Children will have free access to play equipment / resources which is stored on low level shelving where possible.
- Equipment and furniture will be appropriate and where possible, adapted to suit the differing age ranges.
- Furniture and equipment will be cleaned on a regular basis.
- Children will be supervised at all times when using equipment and materials.
- The staff team will be aware of health and safety issues to follow the necessary checks and procedures.

3.2 Maintenance and Replacement of Toys/Equipment

- Equipment and resources are checked daily for safety and cleanliness.
- Daily checklists are completed concerning equipment indoor and outdoor.
- All broken toys and equipment will be removed and replaced where possible.
- Toys, equipment etc will be washed when needed throughout the year.

4.0 Kitchen/Dining Area

- Children will be supervised at all times within the snack area.
- Bins will be emptied daily.
- The snack area and surfaces will be cleaned regularly.
- Tables will be cleaned prior to snack times.
- Children's cups, bowls, jugs and cutlery will be washed in the dishwasher after use and stored in the snack area.
- Food will be stored in a dry and clean cupboard and where necessary, the fridge.
- Fruit and vegetables will be washed before use.
- Any cleaning products will be stored in store room on high shelf

- Fridge temperature will be recorded daily.
- Children have no access to boiling water.
- No boiling water to be used the the room while kids are present
- Babies bottles to be prepared either in the kitchen or the store room

5.0 Reporting Incidents

All significant/serious accidents or any dangerous occurrences will be reported to the Health and Safety Executive, Environmental Health, Public Health Agency and the Trust. Support will be sought to complete RIDDOR form. A copy will be kept of all reports.

6.0 Collection of Children to and from After Schools Club

Please refer to Wee Chick's Collection Policy.

7.0 Managing Emergencies/Fire Safety

- Fire drill will be practiced twice annually and a record of date, children/adults present, route and time taken will be retained.
- The emergency exit route is clearly displayed.
- Fire equipment is checked annually WOMENS TECH responsibility
- New staff members / volunteers will be made aware of such procedures.
- All staff will have designated duties in the event of an emergency evacuation and are aware of the assembly point.
- Staff are aware of their roles which are clearly displayed.
- Fire exits will be clearly labeled and remain unobstructed at all times.
- In the event of a power cut or similar situation, the person in charge will evaluate the possible impact on the children present. If deemed necessary a decision will be made whether or not parents should be contacted to arrange early collection.
- A valid fire safety risk assessment has been completed under the Fire Safety Regulations (ND (2010) and recommendations implemented annually Nov
- Due care and attention is paid to minimising fire risks and ensuring fire safety.

8.0 First Aid(See First Aid Policy for more detail)

- At least one member of staff will have up-to-date pediatric first aid which is renewed every three years.
- All members of staff will be encouraged to complete pediatric first aid training.
- The First Aid box is located within the Fun Room store. It is checked monthly and replenished as necessary.

8.1 First Aid Box Contents

- ★ A leaflet giving general guidance on first aid.
- ★ Hypoallergenic plasters (blue plasters are located in the kitchen first aid box)
- ★ Sterile eye pads
- ★ Sterile wound dressings
- ★ Gauze and tape
- ★ Safety pins
- ★ Triangular bandages
- ★ Scissors
- ★ Salt and saline solution

- ★ Thermometer
- ★ Disposable gloves

9.0 Outings

During our holiday Camps, children may have the opportunity to go on outings.

Wee Chicks staff will ensure the following:

- Risk assessment is carried out prior.
- Parental permission is obtained prior.
- A range of variables (such as risk assessments, children with certain needs, etc) will be taken into consideration regarding ratios.
- Emergency contact details are taken on outings.
- Children will be divided into groups with an adult leader.
- If transport is required, registered companies will be used. Staff will ensure seatbelts are worn correctly and children remain in their seats throughout the journey.

10.0 Care in the Sun

We aim to ensure each child is protected from the sun and therefore:

- Sunscreen should be applied at home before coming to the fun room.
- Children should bring a hat on warm, sunny days.
- Children can bring their own named bottle of sunscreen which can stay in their bag. Children will not be allowed to use another child's suncream.
- With a written note of permission, staff can assist children with applying sunscreen when necessary.
- Fresh drinking water will be available at all times.
- In hot weather children will only be kept outside for short periods of time and shaded areas will be provided.

Admissions Policy (Updated Nov. '23)

Statement of Intent

We aim to provide quality affordable childcare which can be accessed by all members within our community. In order to do so we keep our prices competitive, offer flexibility where possible.

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

Wee Chicks believes that:

- All families should be able to access quality affordable childcare and that siblings should be able to spend time together in our facilities.
- 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:
 - 0-2 years - 1:3
 - 2-3 years - 1:5
 - 3-4 years - 1:8
 - 4+ years - 1:10

**Although two members of staff will be present as a minimum at all times.

Wee Chicks:

- Encourage parents to visit our facility at any time to see the quality of service we provide.
- Offer spaces on a first come first served basis and therefore parents may need to give as much notice as possible when they require a space.
- Offer spaces primarily in accordance with our availability within Wee Chicks ie. If we have a full time space available it will be offered to a person (matching the criteria below) who applies for a full time space, if we have availability for a specific day only we will offer it to the person on our list (matching the criteria below) who has applied for that specific day.
- At all times we will ensure that we are not exceeding our maximum number of children to adult ratio.
- Children with a brother or sister who attends Wee Chicks.
- Children whose parent/carer is an employee of Wee Chicks.

- 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 prior to the child starting if any information has changed.
- Eri manager, keeps in regular contact with parents on the waiting list to advise them of the up to date position of their application.
- Induction arranged with parents/carers
- Additional need risk assessment and collaboration with other health professionals

Absence of Manager or Key Personnel Policy (Updated Nov. '23)

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 fulfills the requirements laid down in legislation.

1.0 Statement of Intent

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

2.0 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. will act as supervisor

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.

If there is no management on site either Kelly Molloy or Eri, at least one of them will be available on the phone.

Accident and Injury Policy (Updated Feb '23)

1.0 Purpose of Policy

The purpose of this policy is to ensure that when an accident occurs within Wee Chicks, 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.

2.0 Who is Responsible?

- It is the responsibility of every member of staff and volunteers 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 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.

3.0 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.

Additionally, 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.

4.0 Implementation of Policy

A sign must be displayed on the notice board or information board which states 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.

5.0 Accidents and Injuries

5.1 Minor Injuries

Minor injuries are referred to 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 of straight away using double bags.
- The cold pack is kept within the freezer in the kitchen 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.

5.2 Serious Accidents/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 need to be advised. See emergency policy as well.
- If the child needs to go 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 a 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.

5.3 Accidents/Incidents on an Outing/Trip

- When on an outing we always ensure that the group is 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 an accident happening, we would follow the procedure as above.

5.4 Accidents/Incidents Involving a Member of Staff

- If a member of staff or volunteer has an accident whilst at 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 form, if they have an accident, this should be signed by the supervisor.
- The supervisor should inform the Area manager of any accidents involving a staff member
- Any accidents involving hospital treatment must be reported to HSCNI in accordance with RIDDOR Legislation.

6.0 Recording Accidents

Completing the accident log:

- The location of the accident and incident book is kept within the locked cabinet in the unit.
- The person responsible for completing the accident book is the member of staff who witnessed the accident. They must record all of the forms and give 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.
- The parents must be informed immediately when they arrive, and asked to sign the accident form.
- The form will then be filed in the unit's monthly accident folder.
- The accident forms are checked monthly by the Manager at the end of the month to check for any patterns.

Anti-Bullying Policy updates June 24

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.

1.0 Purpose of Anti-Bullying Policy

The policy on Anti-Bullying has been drawn up within Wee Chicks ethos of promoting positive behaviour.

- To create within Wee Chicks, 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 so that bullying incidents can be reported, discussed and dealt with appropriately.
- To encourage and foster active parental support in achieving those aims.

2.0 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

3.0 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.

4.0 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

5.0 Practical Advice to Share with Children

If you are bullied **TELL** a member of staff and:

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.

6.0 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 - 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.

7.0 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.

8.0 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.
- 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.

Alcohol Policy

In order to safeguard children within our setting, Wee Chicks 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 June 24

We understand the importance of a warm and welcoming greeting when leaving your child off at Wee Chicks 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.

Wee Chicks 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 volunteers must share the appropriate information when leaving in the session as this is extremely important to all parents.
- Staff or volunteers will try to 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.

1.0 Arrival Procedures

- 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 their child/children with hanging up their coats before leaving the unit. This may help with your child's belongings not getting swapped or mixed up with someone else's. Encourage children to hang up their own coats
- We stress to all our parents or visitors in the unit to take into consideration the unit's health and safety policy when coming in and out, the front door must be closed securely after each person.
- Staff or volunteers must sign the children into and out of the unit at all times using the spreading sheet.
- During arrival and departure only one door remains open at all times. e.g If the room door is open the fire escape needs to remain closed until the room door is closed.
- 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 enrollment form. Without any of this information we are unable to let any child leave the unit. On collection the other person must present ID.
- 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 or incident. This will be sent through the Ipal portal to sign. We encourage parents to take the time to sign any additional information as it is a vital part of the unit's record keeping.

- Staff or volunteers will help to gather the child's belongings to ensure that everything will go home.
- We encourage our staff to provide positive feedback during handover. Any behavioural concerns of children should be discussed in private.
- 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 (e.g. 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 (Updated Nov '23)

1.0 Purpose of CCTV and Security Policy

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

2.0 CCTV

If the unit is securely monitored by a CCTV surveillance system, the Manager/Directors are responsible for the operation of the system for ensuring compliance with this policy.

We recognise that the use of CCTV has become a common feature of our daily lives and while its use is generally accepted, CCTV operators have certain duties and responsibilities to those whose images are caught on camera.

Wee Chicks complies with the Information Commissioner's CCTV Code of Practice to ensure it is used responsibly and safeguards both trust and confidence in its continued use.

The use of CCTV and the associated images is covered by the Data Protection Act 1998. This policy outlines the use of CCTV and how it complies with the Act and is associated with Wee Chicks Data Protection policy, the provisions of which should be adhered to at all times.

The System comprises fixed position cameras, digital hard drive recorder and 1 public information sign. Cameras are located at strategic points on the premises; main room, entrance, baby changing outdoor play area. Dash Cameras in cars that are collecting children from school. This will record the inside of the car. No camera is hidden from view and all will be prevented from focusing on areas of private accommodation. Signs are prominently placed at the entrance and exit points of the site to inform staff, children, parents and visitors that a CCTV installation is in use. The digital recorder and single effectiveness of the limited system it is not possible to guarantee that the system will detect every incident taking place on the site.

2.1 Purpose of the System

The system has been installed with the primary purpose of monitoring. Additional purposes include:

- Staff interaction with children.
- Ensuring children are appropriately cared for.
- Facilitate the identification of any activities/events which might warrant disciplinary proceedings being taken against staff and assist in providing evidence to the Manager.
- Reducing the threat of a child being abducted.
- Damages to the building.
- Theft.

- Assist in the prevention and detection of crime.
- Helping ensure the safety of all the users, staff, children, parents and visitors, consistent with the respect for the individual's privacy.
- Deter those having criminal intent.
- The system will not be used to provide images for the world-wide-web or record any sound.

2.2 Recording

Digital recordings are made using a digital video recorder operating in real mode, monitoring the site continuously 24 hours a day. Images will normally be retained for between 4-6 weeks from the date of the recording and they will then automatically be overwritten.

2.3 Access

Viewing of the recorded images of CCTV will be restricted to the Manager within the office, and also to those staff who need to have access in accordance with the purpose of the system. Out of hours, the Directors will have access to CCTV images via secure remote access to assist in maintaining the security of the premises. This is not a "webcam" facility; parents will not have access to view recordings

2.4 No CCTV

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 an 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.

2.5 Dashcams

The purpose of this policy is to establish guidelines for the use of dashcams in vehicles owned and operated by Wee Chicks as part of the after-school club transportation services. Dashcams are intended to enhance the safety and security of passengers and drivers and promote responsible vehicle use.

- Dashcams will be installed and maintained in all after-school club vehicles.
- Installation and maintenance will be the responsibility of the designated personnel.
- Dashcams are primarily intended for the safety and security of passengers and drivers.

- Dashcams may be used for monitoring driving behavior, ensuring compliance with traffic laws, and recording incidents for insurance and liability purposes.
 - Recorded data will be the property of [Your Organization] and will be treated as confidential.
 - Access to dashcam footage will be restricted to authorized personnel for official purposes, such as safety reviews, incident investigations, and insurance claims.
 - Personal use of dashcam footage is strictly prohibited. Passengers and drivers have a reasonable expectation of privacy. Therefore, dashcams should not be used to intrude upon the privacy of individuals within the vehicle.
 - Dashcams should not be used for purposes other than those outlined in this policy.
 - Passengers and drivers will be informed of the presence of dashcams in the vehicles.
 - A notice indicating the use of dashcams will be prominently displayed within the vehicles.
-
- Dashcam footage will be retained for a specified period, as determined by [Your Organization]'s data retention policy.
 - Unnecessary or outdated footage will be deleted in accordance with data protection regulations.
-
- Drivers are required to report any incidents, accidents, or unusual events promptly.
 - Dashcam footage related to incidents should be preserved for investigation.
-
- Non-compliance with this policy may result in disciplinary action, up to and including termination for employees and expulsion for students.
-
- This policy will be reviewed periodically to ensure its effectiveness and relevance.
 - Amendments to the policy may be made as necessary, with proper notice to all relevant parties.

Child Protection Policy (updated 12/12/24)

‘Reporting Adverse and untoward incidents and safeguarding and child protection.’

Wee Chicks 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.

<https://www.health-ni.gov.uk/publications/co-operating-safeguard-children-and-young-people-northern-ireland>

1.0 Statement of Intent

It is important that staff make themselves aware of the <https://www.safeguardingni.org/>, Safeguarding Board for NI which is available for all staff to consult.

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

All of our staff and volunteers are vetted and undergo an induction program which includes a staff handbook, Induction into Safeguarding and sign copies of all of our policies and procedures. 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 and volunteers are encouraged to participate in training on Child Protection regularly.

2.0 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;
- Risk assessments will be carried out for non typically developing children
- When taking children to the toilet you must inform your room colleague how many children you are taking with you to the toilet; open door policy
- Staff are only permitted to accompany children to the toilet;
- When toileting or adjusting clothing children are encouraged to do things for themselves
- If children need change, this will be done discreetly but within sight of other adults having an open door policy.

*Please also refer to our toilet/nappy changing policy

3.0 Suspected Abuse

It is our duty to be aware of the signs and symptoms of abuse. There are five different types of abuse:

1.Neglect	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
	<u>Indicators:</u> 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; 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
2.Physical	The actual or likely physical injury to a child, or willful neglectful failure to prevent physical injury or suffering to a child
	<u>Indicators:</u> 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; 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
3.Sexual	The actual or likely sexual exploitation of a child. The involvement of children and adolescents in sexual activities they do not comprehend.
	<u>Indicators:</u> 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
4.Emotional	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.
5. Exploitation	A child or young person is exploited, coerced and/or manipulated into engaging in some form of sexual activity in return for something they need or desire and/or for the gain of a third person.
	<p><u>Indicators:</u> 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</p>
6. Female Genital Mutilation	Female Genital Mutilation (FGM) sometimes referred to as female circumcision is defined by the World Health Organisation (WHO) as a range of procedures which involve the partial or complete removal of the external female genitalia or any other injury to the female genital organs whether for cultural or any other non-therapeutic reasons. FGM is typically performed on girls between 4 and 15, although in some cases it is performed on new babies or to young women prior to marriage
	<p><u>Indicators:</u> A long holiday abroad or going 'home' to visit family; Relative or cutter visiting from abroad; A special occasion or ceremony to 'become a woman' or get ready for marriage; A female relative being cut – a sister, cousin, or an older female relative such as a mother or aunt. Having difficulty walking, standing or sitting; Spending longer in the bathroom or toilet; Appearing withdrawn, anxious or depressed; Displaying unusual behaviour after an absence from school or college; Being particularly reluctant to undergo normal medical examinations; Asking for help, but may not be explicit about the problem due to embarrassment or fear.</p>

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 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.

4.0 Indications

Indications that a child may be abused include:

- Any bruising on a pre mobile baby must be reported to Gateway. "A pre mobile baby is a baby who is not yet growling, not actively rolling as a means of mobility (including those only able to flip from back to front), not bottom shuffling, not pulling to stand, not cruising nor walking independently"
- 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 may be inappropriate for Wee Chicks to inform parents of suspected abuse unless:

- 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.

5.0 Reporting Procedures

All staff and volunteers must report any concerns to one of Wee Chicks Designated Children's Protection Officers (DCPO).

The role of the DCPO 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; inform our link social worker.
- Make a form referral to a statutory child protection agency or the police.

****Wee Chicks DCPO is CEO, Kelly Molloy 07746169489.
DCPO Officer: Chloe Totton 07598247742**

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

6.0 Gateway Service Opening Hours: 9am- 5pm Contact: 02890 507000

Out Of Hours Gateway Services: 0800 197 9995

[Northern Trust Gateway Service: 0300 1234 333 or 028 9442 4459 during office hours (9.00am – 5:00pm)]

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.

****Use the incident report in your filing cabinet to record all relevant details and also keep a written statement of all the events surrounding the incident.**

7.0 Allegations Against Staff

- Wee Chicks 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 will follow the guidance of Gateway when responding to any complaint that a parent/carer has put forward

- Wee Chicks 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 is aware that it is an offense not to do this.
- The Management of Wee Chicks will cooperate 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 circumstances, 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 DCPO's who will oversee the reporting of any such allegations.

8.0 Reporting Procedure

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.

Are you concerned about abuse by a parent/carer or another person?



Yes



Report your concerns to any of the DCPO Kelly Molloy 07746169489, DCPO Chloe Totton **07598247742** and give a copy of the report form. Retain the original in a safe place.



DCPO to refer concerns to GATEWAY SERVICES
Gateway Service Contact: 02890 507000
Out Of Hours Gateway Services: 0800 197 9995
[Northern Trust Gateway Service: 0300 1234 333 or 028 9442 4459 during office hours (9.00am – 5:00pm)]



Confirm any telephone referral in writing within 24 hours (COPY UNOCINI form attached will normally be used for such a writing referral)



If an acknowledgement of the referral is not received by Gateway within 5 working days make contact with them again. Inform Early years Team

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 information 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.

****Wee Chicks DCPO is CEO, Kelly Molloy 07746169489.
Manager: Eri Antonakaki 07598247742**

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

6.0 Gateway Service Opening Hours: 9am- 5pm Contact: 02890 507000

Out Of Hours Gateway Services: 0800 197 9995

[Northern Trust Gateway Service: 0300 1234 333 or 028 9442 4459 during office hours (9.00am – 5:00pm)]

Additional Support Policy Reviewed 20/2/24

1.0 Purpose of Additional Support Policy

This policy has been developed to support children who require additional support i.e. 'additional needs.'

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 on the Rights of the Child (1992). These principles apply to all children within the setting:

- Non discrimination;
- The best interest of the child;
- The right to life, survival development and
- 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.

2.0 Statement of Intent

At Wee Chicks, we 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.'

3.0 Procedure

- Before children attend Wee Chicks 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 to give advice or refresh the staff on the individual needs.
- 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 room supervisor. It is the parent's responsibility to inform the unit manager of any changes 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 that 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.

Shadowing

In the idea of Inclusive play, children with special educational needs (SEN) often experience challenges in mainstream settings. They may face difficulties in following routines, learning skills and interacting with adults and peers. And often, these skills cannot be self-learned in a short period of time, but require external coaching and training. Shadow of staff is to help children with SEN to set and achieve individualised goals and help them integrate into our settings.

Here are some key aspects (this is not an exhaustive list) and now part of our job description:

- Tailor support strategies to meet the specific needs of the child with SEN.
- Observe the child's behaviors, strengths, and areas of difficulty to inform targeted interventions
- Regularly assess the child's progress and adjust support strategies as needed
- Maintain open and regular communication with the child, teachers, parents, and other relevant professionals.
- Act as a liaison between the child and educators to ensure consistent understanding of the child's needs
- Foster a supportive and inclusive environment that encourages the child's active participation in social activities.
- Implement behavior management strategies
- Work with the child to develop self-regulation skills and coping mechanisms
- Understand and address sensory sensitivities or challenges the child may experience
- Create a sensory-friendly environment when necessary to enhance the child's comfort.
- Prioritise the child's safety and wellbeing in all environments.
- Be aware of any health concerns or medical needs and respond appropriately
- Encourage the child to develop independence and self-advocacy skills

Staff is expected not only to observe but actively involve and engage the child, ensuring their participation and contribution in the learning environment tailored to their unique needs.

Complaints and Comments Policy updates June 24

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

1.0 Statement of Intent

- 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.

2.0 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 confidentiality.
- 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 fill 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.

Early Years Team
Everton Complex
585-587 Crumlin Road
BELFAST
BT14 7GB.

Tel: (028) 950 42811 | Fax: (028) 9060 2968
Email: earlyyears@belfastrust.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 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 and Report Form

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	
Name of Parent or Complainant	
Childs Name if applicable	
Unit Name	
Name of member/s of Wee Chicks 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 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.’

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.

1.0 Statement of Intent

Wee Chicks 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 member’s 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

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

1.0 Procedure

- All children at Wee Chicks 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

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

1.0 Statement of Intent

Wee Chicks 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.

2.0 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 (updated 1/2/2025 KM)

1.0 Principle

In order to work effectively Wee Chicks 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 confidently at all times.

2.0 Statement of Intent Wee Chicks

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

3.0 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 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.
- Requests 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.
- 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 the Data Protection Act 1998 which Wee Chicks holds, although we will accept any request in written format.

Request for information under the Data Protection Act

Dear Wee Chicks

Subject access request

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

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

Signed: _____ PRINT: _____

Parent/Guardian of: _____

Address for Correspondence _____

Privacy Notice For Parents updated 30/9/24

Written by: Kelly Molloy Wee Chicks Date: 21/05/2018 updated 01/2/2025

I record, process and keep personal information about you and your child in accordance with Article 6 of the General Data Protection Regulation (GDPR, May 2018): 'the rights of the data subjects'.

It is a requirement of my registration with the Information Commissioner's Office (ICO)* to provide you with information about the details I keep about you and your child/ren.

*ICO - <https://ico.org.uk/about-the-ico/what-we-do/register-of-data-controllers/>.

This requirement applies to information I collect in relation to:

- Online data processing
- Paper data processing

Records I hold about you and your child/ren

We hold 2 different types of records about you and your child:

1. Developmental records:

- Information from you about your child's learning and development
- Observations of your child's learning

2. Personal records

- Personal details required by the Minimum Standards and / or the Local Authority for funding purposes
- Contractual details including attendance registers and fees information.
- Emergency details including your contact details and records of your child's health and care needs.
- Safeguarding and child protection records.
- Any records required to support your child such as shared information from other agencies and professionals.

What information I need about you and your child/ren

We hold information about you and your child/ren to allow me to comply with the Health & Social Care Trust and the Minimum Standards (2012). Some of the data we process relates to the Early Years Inspection. Most of the information we collect about you and your child is statutory; when information is optional we will let you know that you have a choice whether to share it with me or not.

*Minimum Standards –

<http://childcarepartnerships.hscni.net/for-childcare-providers/minimum-standards-childminding-day-care/>

What we do with your data and with whom it is shared

We are required to ensure the information we collect about you and your child/ren is treated confidentially and only shared when there is a need for it to be shared, ideally with your permission in advance of sharing, for example –

We are required to show inspectors of HSCT Health & Social Care Trust records that we have on your children.

We are required to share information with funding groups. This would be normally age and post code.

We share information about income and expenses including, when requested, your invoices and payments with HMRC and Tax Credits.

Ensuring your data is accurate

Under the GDPR we are required to keep data about you and your child/ren up-to-date and to ensure it is accurate: We will do this regularly. You have the right to access personal data about you and your child/ren and we will share this information with you on request.

How long we keep your data

We are required to inform you how long we retain information about you and your child/ren. You will find this information in my **Retention Policy** which we will share with you before your child/ren starts in my care and further information about document retention will be clarified in the **Contract Termination letter** which we will give you when your child leaves the setting.

How I delete your data : Online deletion - files held in relation to child/ren and their families on the computer are deleted when no longer required using CCleaner* from Piriform.

*Cleaner – <https://www.piriform.com/ccleaner/download>.

Paper deletion - files held in paper format, including photos of children, are either handed to parents when the child leaves or shredded when no longer required.

Please see the Retention Policy for more information.

How you can make a complaint

I am required to inform you about how you can make a complaint relating to a data breach or if you think I am not processing your data appropriately.

Complaining to Early Years

Early Years Team

Everton Complex

585-587 Crumlin Road

BELFAST

BT14 7GB.

Tel: (028) 950 42811

Fax: (028) 9060 2968

By email: earlyyears@belfasttrust.hscni.net

**Please refer to Wee Chicks Complaints Policy for more information.

Complaining to ICO - if you are concerned about a data breach, you can contact the Information Commissioners Office -

<https://ico.org.uk/for-organisations/report-a-breach/>.

Online data processing

Laptop security includes regularly updated antivirus software and secure password protection (regularly changed).

Electronic equipment – I have a laptop which are used for business purposes.

Information is stored on the computer and accessed through the computer and Google Drive* on the laptop.

*Google Drive. <https://www.google.com/drive/>

Visiting my website - when you visit my website to, for example, read or look up some information Google Analytics collects internet log information and details of visitor behaviour patterns: I do not use this information. I use GoDaddy.com to process my website which might collect anonymous information about your activity on the site: I do not use this information.

My website contains links to other websites: I cannot be held responsible for links that do not work or the accuracy of the information contained in the websites.

Email including e-newsletters and e-invoices – I use Google Mail to process emails and my email provider is Gmail. I keep a copy of your email address on my computer to allow me to process emails quickly: I do not gather statistics or monitor any information.

Ipai - we use Ipai to store all family information, bookings, invoices, personal information allowing all parent and child details to be stored in the one location.

WhatsApp – I use WhatsApp to send messages. I keep a copy of your mobile phone number in my phonebook to allow me to send you this information.

Text messages – I use GiffGaff as my mobile phone provider to send and receive text messages. I keep a copy of your mobile phone number in my phonebook to allow me to send you texts.

Paper data processing

Paper documents relating to you and your child/ren are stored in a locked cupboard. Some documentation is retained in the office to be shared with you and your child/ren on request. Monthly attendance registers are stored on the parents information shelf and transferred to the locked cupboard when completed.

Paper data includes:

Your child's learning and development information

Attendance registers

Documents for HMRC including invoices

Parent – provider contracts

Permission form

Safeguarding forms relating to your child's health and safety

Emergency contact details

Please refer to Wee Chicks **Data Audit** for full details.

Changes to this privacy notice updated 30/9/24

The Privacy Notice is reviewed annually and as required.

Retention Policy for GDPR updated 30/9/24

Written by – Kelly Molloy

Date – updated 30/09/2024

The General Data Protection Regulation is an EU law from May 2018. It requires us to share information with you about data retention after your child has left our setting.

Data we retain about you and your child falls into 3 main categories –

1. Safeguarding and welfare data linked to Early Years Health & Social Care Trust requirements and the Limitation Act.
2. Article 126 of the Children (NI) Order 1995
3. Financial data retained for HMRC purposes.
4. Funding data retained for Local Authority purposes.

We store data about you and your child in paper format and online.

Data relating to the Safeguarding and Welfare requirements of the EYFS

To comply with the Limitation Act 1980, we keep Accident, Injury and First Aid Records and Medication Administration Records using the legal basis of 'legal obligation' until your child is 21 years and 3 months old and insurance requirements.

Attached to Accident, Injury and First Aid Records and Medication Administration Records we also retain Parent – Provider Contracts and Attendance Registers using the legal basis of 'vital interests' to provide additional evidence of compliance with the Early Years Health & Social Care Trust.

We keep further data related to Safeguarding and Welfare requirements of the Early Years Health & Social Care Trust Childcare Register for a 'reasonable period of time'. ICO advice is that this should be retained until your child is 21 years and 3 months old..

Information is kept in paper format and after the required retention period the documents will be shredded.

Financial record keeping

We keep documentation including your name and payment record for HMRC using the legal basis of 'legal obligation'. We keep this information *online / in paper format* and are required to retain this information by HMRC for 6 years, after which time they are deleted.

Data relating to Local Authority funding forms

I keep documentation including your name, address, and tracking data for Local Authority Funding forms using the legal basis of 'contractual necessity'. This data is held in paper format and I am required to retain these forms by the Local Authority, after which time they are shredded.

Personal data

I have been advised by the Information Commissioner's Office that it is reasonable to keep a record of your mobile phone number on my mobile phone and your email address on my computer email provider for up to 3 financial year after your child leaves the setting, so I can contact you if necessary to clarify, for example, accounts information or details relating to your Tax Credits claim (if relevant). The data will be deleted after this period.

If I close the setting or on my retirement, I will keep documentation for as long as legally required by the purpose for which it was collected. There is no absolute duty to encrypt data stored online but I will keep it as securely as possible during the retention period (see Article 32 of GDPR for more information).

You have the right to ask for information held about you and your child to be withdrawn. This is called the 'right to erasure' in GDPR. However, if I need to keep information because it is legally required then exceptions to the 'right to erasure' apply. I will make a decision about each erasure request individually – please speak to me for more information.

ICO Data Breach & Cyber Attack Response Procedures (Northern Ireland)

1. Identify & Contain the Breach

- **Detect the Incident:** Identify the breach or cyber-attack through monitoring systems, staff reports, or external alerts.
- **Contain the Threat:**
 - Disconnect affected systems from the network.
 - Change all administrator and user passwords.
 - Disable compromised accounts and revoke access if necessary.
 - If ransomware is detected, isolate the infected devices immediately.

2. Assess the Impact

- **Determine the Scope:** Identify what data was accessed, lost, or compromised.
- **Check Affected Parties:** Assess whether personal, sensitive, or financial data was exposed.
- **Identify the Cause:** Investigate how the breach occurred (e.g., phishing, malware, unauthorised access).

3. Report the Incident

- **Internal Reporting:** Notify senior management and the IT security team immediately.
- **ICO Notification:** If personal data is affected, report the breach to the **Information Commissioner's Office (ICO) within 72 hours.**
 - **ICO Advice Line:** 0303 123 1113
 - **Textphone:** 18001 0303 123 1113
 - **Live Chat & More Info:** [ICO Website](#)
- **Notify Affected Individuals:** If there is a risk to personal data, inform the affected individuals about the breach and provide guidance on protective actions.
- **Law Enforcement:** If criminal activity is involved, report the incident to **Action Fraud UK** or the **PSNI (Police Service of Northern Ireland)**.
- **Cyber Incident Reporting:** Contact the **National Cyber Security Centre (NCSC):**
 - **Email:** incidents@ncsc.gov.uk
 - **Online Reporting:** [NCSC Incident Form](#)

4. Investigate & Mitigate

- **Conduct a Forensic Investigation:** Identify vulnerabilities and how the attack happened.
- **Secure Systems:** Patch vulnerabilities, update software, and apply security fixes.
- **Monitor for Further Threats:** Keep an eye on network activity for suspicious behaviour.
- **Restore from Backup:** If necessary, restore systems and data from a secure backup.

5. Prevent Future Incidents

- **Update Cybersecurity Policies:** Review and strengthen security policies.
- **Staff Training:** Educate employees on phishing, password security, and best practices.
- **Implement Security Measures:**
 - Use multi-factor authentication (MFA).
 - Regularly update software and firewalls.
 - Conduct penetration testing and security audits.
- **Review Incident Response Plan:** Improve procedures based on lessons learned.

6. Compliance & Documentation

- **Document the Incident:** Keep records of the breach, actions taken, and outcomes.
 - **Review Legal Obligations:** Ensure compliance with **UK GDPR** and **Data Protection Act 2018**.
 - **Engage with Regulators:** Cooperate with the ICO and other regulatory bodies if required.
-

Diet, Nutrition and Menu Policy

‘MENU PLANNING AND PROVISION OF FOOD AND DRINK.’

1.0 Principle

Within Wee Chicks we promote a nutritional and well balanced diet for all the children in our care. Parents will be required to provide children with a healthy snack and drink during the creche sessions. If a baby requires a bottle this may be given. During the holiday sessions parents will be required to provide their children with a healthy morning snack and lunch. In the afternoon children will be provided with a snack. If a child requires a drink water may be given.

When food is provided Wee Chicks staff will make every effort to ensure that food and drink are safely prepared and sensitive to the dietary, religious and cultural requirements of all the children. Wee Chicks regards snack and mealtimes as an important part of the session as it represents a social time for children and adults and helps children to learn about healthy eating.

When preparing food and drink, staff will be mindful of the provisions of the Hygiene so as to ensure that the safety of staff and children is paramount. In addition to these provisions, staff will be careful to ensure both the safety of themselves and children when using sharp or dangerous equipment in food and drink preparation.

Wee Chicks and staff are mindful of their responsibilities and obligations under the Food Safety Act 1990. The setting is registered with the local authority to provide food.

All staff who either handle or prepare food have up to date Food Handling Certificates and are fully trained in food storage, preparation, cooking and food safety.

As part of a child's settling in period, we require that the parents and carers complete the Child Information & 'Permissions' Form, including information about any special dietary requirements or allergies the child suffers from, along with their food and drink preferences. Wee Chicks and staff will ensure that food and drink offered to children takes account of this information so as to safeguard their health, and meet – as far as possible – their particular preferences. No child will ever be forced to eat or drink something against their will and the withholding or granting of food and drink will never be used as either a punishment or reward.

2.0 Healthy Eating

Wee Chicks recognises the importance of healthy eating and a balanced and nutritious diet. Because of this, will endeavour to make a variety of foods available including vegetarian and vegan options, plenty of fruit and low fat/salt/sugar food.

Sandwiches can be made with either brown or white bread, depending on a child's preference.

We will not regularly provide sweets for children and will avoid excessive amounts of fatty or sugary foods. We will provide a choice of sugar-free drinks or milk and make sure that fresh drinking water is available at all times.

To ensure the safety and well-being of all children, particularly those with allergies and dietary restrictions, Wee Chicks has implemented a policy prohibiting parents and guardians from bringing homemade food to the classroom or for school events.

Scope

This policy applies to all students, parents, guardians, and visitors for daily meals, snacks, class parties, celebrations, or any other events where food is shared or consumed.

Policy Guidelines

1. Pre-packaged, Store-Bought Food Only

Parents and guardians may only bring pre-packaged, store-bought food that includes a complete list of ingredients and allergen information. This ensures that all food items can be properly reviewed for allergens and safety concerns.

2. Special Occasions

For birthdays, holidays, or other special occasions, parents are encouraged to coordinate with the croom supervisor or manager to ensure that any food provided meets Wee Chicks safety standards and dietary requirements.

3. Food Labeling

All pre-packaged food must remain sealed and in its original packaging, with ingredients and expiration dates clearly labeled. Homemade food will not be accepted under any circumstances.

4. Exceptions

Exceptions may be granted for certain cultural or religious celebrations, but only with prior approval from school administration and when food safety standards can be met.

Consequences for Non-Compliance

If parents or guardians bring homemade food to the school, they will be asked to remove the items immediately. We ask for your cooperation in adhering to this policy to ensure a safe environment for all students.

Rationale

This policy is in place to safeguard students with food allergies, reduce the risk of contamination, and maintain compliance with health and safety regulations. By following these guidelines, we can ensure that all students enjoy a safe and inclusive experience.

Drop Off and Collection Policy (updated Nov. 2023)

1.0 Principle

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

2.0 Statement of Intent

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

3.0 Procedures

- We would ask parents to ensure that they bring their child/ren into Wee Chicks. Your child will be signed in and out on i-pal.
- We would request that parents/carers hold children's hands when in a parking area.
- Parents should inform a member of staff if there is any change to the 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 there 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.
- Parents will be charged a fee of £5 for late collection of more than 5 minutes. We are not insured to have your children on our premises after this time.
- **The back door** (entrance from Salisbury Av./ through our playground) will be used as a **collection point at all times.**

ROOM 1

The room supervisor will discuss with the staff member as to who is going to do the handover upon the child's collection/drop off on the day. The process will occur as follows:

- 1) Staff member open the back door, greet the parent and let them know that they will be with them soon (offer umbrella if it's raining or offer them to stand in the room in front of the door. Parents are requested to remain at the door).
- 2) Close the door.
- 3) Inform the child, open the main room door in order for the kid to collect their personal things, close the door, put the latch back on, complete the handover.
- 4) Close the door properly.

ROOM 2

- 1) Staff member opens the back door, greets the parent and lets them know that they will be with them soon (offer umbrellas if it's raining or offer them to stand in the room in front of the door. Parents are requested to remain at the door).
- 2) As there are usually 3 staff members in the Room 1, a level 2 Staff member/ a volunteer/ or a student will go in the Room 2, will ask what needs to be reported** and escort the child downstairs.
- 3) Same process as above.

****** If a staff member from the Room 2 needs to chat to a parent, then the level 2 Staff member/ a volunteer/ or a student will stay in the Room 2 to release that other staff member until they come back.

Managing Emergencies Policy

1.0 Principle

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

2.0 Statement of Intent

- 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.

3.0 Procedures

In case of emergency, the unit should:

- Follow the fire drill procedure
- Take all of the children to the furthest point in the car park, pr
- oceed 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

1.0 Principle

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

2.0 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, short staff 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 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 & COVID 19)
'Part of Infection, Prevention and Control'

1.0 Principle

Given the increasing cases within the UK of Swine Flu, COVID 19 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.

2.0 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.

3.0 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 Opportunities Policy

1.0 Principle

Wee Chicks 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.

2.0 Statement of Intent

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

3.0 Procedures

3.1 Employment

- Our recruitment and selection will be in accordance with our Recruitment and Selection 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 any time lodge a grievance in accordance with their terms and conditions of their employment.

3.1 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 Policy

1.0 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.

2.0 Statement of Intent

Wee Chicks 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.

3.0 Procedures

All staff, volunteers and managers should consider the guidelines below when choosing items for a group:

- Is the toy, play or activity appropriate for the age of the child? If a member of staff or volunteer is unsure of what is age appropriate for a child they must seek advice from their manager/supervisor.
- 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 conform 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.
- Staff must ensure they carry out the appropriate risk assessment before using new equipment or toys.
- 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)
- These procedures must be adhered to in line with the Covid-19 policy.

Recruitment of Ex-Offenders Policy

1.0 Policy Statement

1. Wee Chicks 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 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 origin, 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 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 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 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 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 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 (updated Nov '23)

'INCLUDES PART OF MANAGEMENT OF EMERGENCIES'

1.0 Principle

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

2.0 Statement of Intent

Wee Chicks 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.

3.0 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

1.0 Principle

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

2.0 Statement of Intent

Wee Chicks 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.

3.0 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.

Health and Safety Policy (updated Feb '24)

'PART OF MANAGEMENT OF RISKS ASSOCIATED WITH THE CARE OF INDIVIDUAL SERVICE USERS'

1.0 Principle

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

2.0 Statement of Intent

Wee Chicks 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.

3.0 Procedures

3.1 Staff and Volunteers

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. 30 minutes lunch and 5 minutes comfort break. Please note morning & afternoon breaks are privileged breaks and will only be granted when we have adequate staffing levels to cover these.
- 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 authorities.
- Sanitary facilities are provided in toilets
- Risk assessments are carried out for all pregnant employees.

3.2 Duty of Care

All staff members and volunteers have a duty of care 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.

4.0 Childcare Facilities

All 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 our code of practice.

4.1 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 informed and a written record of this in the handover book.
- 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 when entering the room, after toileting, and after playing in soil or sand.
- Wee Chicks 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.

5.0 Responsibilities

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 the 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, or member of the public will be permitted onto 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 risk assessments are available to anyone who wishes to view it in the office.
- Wee Chicks try to recycle as much waste as possible. All water in the building is thermostatically controlled.

*Please refer to our Fire Safety Policy for health and safety relating to fire & emergency lighting.

*Please refer to our Risk Assessments for outdoor play and outings.

*Please refer to our Outings Policy for risk assessments.

ICT Policy

This policy applies to all staff, including senior managers, paid staff, volunteers and sessional workers, agency staff, students or anyone else working on behalf of Wee Chicks Fitness CIC/ Wee Chicks LTD.

Information and Communications Technology (“ICT”) involves the manipulation, interpretation and creation of learning and play through images, data and equipment electronically. At Wee Chicks Fitness CIC/ Wee Chicks LTD activities are designed to give children the opportunities to achieve high levels of age related developments in ICT skills using a wide range of ICT, both through computer and non-computer based experiences.

1.0 Purpose of ICT Policy

The purpose of this policy is:

- To clearly identify the rationale for using ICT in our settings;
- To set out the principles of practice to ensure ICT is used safely, creatively and successfully to enrich learning, play and developmental experiences;
- To support employees to undertake their roles professionally and efficiently;
- To outline safe and effective practice in the use of the internet including effective measures to enable children and adults to use ICT resources in a safer online Environment;
- To set out the rules for processing, storing and using personal data (both in paper and digital format).

2.0 Legal Framework

This policy has been drawn up on the basis of law and guidance that seeks to protect children, namely:

- Computer Misuse Act 1990
- Data Protection Act 1998
- Communications Act 2003
- Malicious Communications Act 1988
- Telecommunications Act 1984
- Criminal Justice & Public Order Act 1994
- Racial and Religious Hatred Act 2006
- Protection from Harassment Act 1997
- Protection of Children Act 1978
- Sexual Offences Act 2003
- Public Order Act 1986

- Obscene Publications Act 1959 and 1964.

2.1 This policy links also to:

- Our Child Protection Policy
- Our Health and Safety Policy
- Our Multi Media Policy
- Our Consent form and Consent policy
- Our Social media policy
- Our Staff Handbook.

3.0 Use of ICT

- ICT is used throughout the setting on a daily basis by both staff and children. ICT is of great benefit in supporting a close partnership with parents through the website, Social media, email communication.
- ICT is extremely important as a tool for staff to communicate, record, plan, assess, email and print.
- Children are offered the opportunity to enjoy using ICT and have access to cameras, computers, sound recording devices, battery operated toys, our CD player etc. All children are taught how to treat all ICT equipment with respect and care.
- By creating opportunities to investigate, trial and experience technology, children will learn for themselves whilst being taught skills and knowledge to enable them to build upon what they already know. By carefully planning our play areas to reflect the world we live in, children are able to play, gain experience and an understanding of ICT.
- Children are encouraged to use ICT equipment throughout all areas of their learning.
- Children initially use any piece of ICT equipment under adult-led supervision but shall be given the opportunity to use such equipment independently as soon as is Appropriate.
- In the setting each room has access to at least one tablet which they can use during the day.

4.0 Roles and responsibilities

- Kelly Molloy (the "ICT Leader") has overall responsibility for ensuring the safety (including online safety) of all staff, volunteers and members of the group, though day to day responsibility for online safety may be delegated to others including deputy managers, supervisors.
- The ICT Leader and the deputy managers should be aware of the procedures to be followed in the event of a serious online safety allegation being made against a member of staff or volunteer.

- The ICT Leader shall ensure that all staff and volunteers have an up to date awareness of the current online safety policy and practices and are aware of the procedures that need to be followed in the event of an online safety incident taking place.

4.1 The ICT Leader

The ICT Leader takes day to day responsibility for online safety issues and has a leading role in establishing and reviewing the online safety policies/documents.

Additional duties include:

- Offering advice and support for all users.
- Keeping up to date with developments in online safety.
- Having the knowledge and understanding of where to obtain additional support and where to report issues.
- Ensuring provision of training and advice for staff and volunteers.
- Communicating with parents and carers.

*The ICT Leader should also be trained in online safety issues and be aware of the potential for serious child protection issues.

4.2 Staff and Volunteers

All staff and volunteers are responsible for ensuring:

- They have an up-to-date awareness of the current online safety policy and practices.
- They have read, understood, agreed and signed the policies and procedures.
- They report any suspected misuse or problem relating to ICT to the ICT Leader, particularly where it is believed that a child's welfare is at risk.
- They are aware of online safety issues, particularly those related to the use of mobile phones, cameras and handheld devices and that they monitor their use and implement the policies with regard to these devices.

Members of staff who are confident with ICT are encouraged to support less competent members of staff to develop their ICT skills. Staff are always welcome to ask for help, support or advice.

Staff utilise ICT to access e-learning opportunities to enhance their skill base – e.g. Prevent training, FGM Training, Safeguarding Training etc.

It is recognised that parents and carers also play a crucial role in ensuring that their children understand the need to use the internet/mobile devices in an

appropriate way.

5.0 Password security

- Maintaining password security is an essential requirement for early years practitioners and their managers particularly where they have access to personal Information.
- Early years practitioners and their managers will be responsible for keeping their passwords secure and should ensure they are regularly updated. All ICT users should have strong passwords. Passwords should not be shared.
- If ICT users become aware that password security has been compromised or has been shared, either intentionally or unintentionally, the concern must be reported to the ICT Leader.

6.0 Online communications

- All email communications should be made via the Wee Chicks email account (info@weechicks.com). Only the owners, the ICT Leader, the Manager, the deputy managers shall be permitted to communicate via these email accounts on behalf of Wee Chicks, unless express permission has otherwise been given by the ICT Leader.
- All ICT users are expected to write online communications in a polite, respectful and non-abusive manner.
- All ICT users are advised not to open emails where they do not know the sender or where the format looks suspicious. Instead they should report the email in question to the ICT Leader.
- Children should be enabled to use online technologies as relevant to their age and development. Access to online communications should always be monitored by a supervising adult.
- All ICT users should be encouraged to think carefully about the way information can be added and removed from websites by themselves and others. Wee Chicks Fitness CIC/ Wee Chicks LTD uses a tailored filtering system which restricts social media sites and pornographic/adult content or material.
- Early years practitioners and their managers are also likely to use social networking sites in their recreational time on their own computers, mobile phones and/or tablets. This form of activity is not to be discouraged, however all staff must agree not to compromise their professional integrity or bring Wee Chicks into disrepute. The adding of parents and carers as “friends” to social networking sites is not permitted unless such parents/carers were personal friends prior to their child joining Wee Chicks.

6.1 Electronic Devices

- Wee Chicks provides the use of digital cameras, computers, I-Pads and internet facilities, for both staff and children.
- The use of digital cameras allow staff and children to record activities; where consent has been sought. We ensure any photos or recordings taken of children in our setting are only done with prior written permission from each child's parents/carers.
- All I-Pads are pin protected.
- Consents on registration are for photography for use within the setting and for tracking progress along with marketing the nursery externally.

6.2 Internet access

Internet access for all ICT users is managed and moderated in order to protect them from deliberate or unintentional misuse. Every reasonable precaution is taken to ensure the safe use of the internet. It has to be acknowledged however that it will be impossible to safeguard against every eventuality.

The following control measures are in place to manage internet access and minimise risk:

- Secure broadband access.
- We monitor all areas where ICT is used.
- Access to screens is always in a visible area.
- Child friendly filtering systems to prevent adult content being available through the internet on any electronic device used whilst at Wee Chicks.
- Secure email accounts.
- Regularly monitored and updated virus protection.
- Secure password system.
- Clear Acceptable Use Agreements and Policies.
- Effective audit, monitoring and review procedures.
- Online activity is monitored to ensure access is given to appropriate materials only. Computers are sited in areas of high visibility which enable children and adults to be closely supervised and their online use to be appropriately monitored.
- If a child accidentally accesses inappropriate material, it must be reported to the ICT Leader, or a member of the management team immediately. Appropriate action should be taken to hide or minimise the window. The computer should not be switched off, not the page closed, in order to allow investigations to take place. All such incidents must be reported to the ICT Leader, who must ensure a report of the incident is made and that any further actions deemed necessary are taken.
- All early years practitioners and their managers should be made aware of the risks of

connecting personal mobile devices to work related ICT systems. Such use will be subject to explicit authorisation by the ICT Leader and will be stringently monitored.

- All users are responsible for reporting any concerns encountered using online technologies to the ICT Leader.
- Child Safety software is installed to limit internet access and sure child friendly games and internet access.

6.3 Internet safety

- The internet is part of everyday life. Knowledge and experience of ICT should be considered essential. Developmentally appropriate access to computers and the internet in the early years contributes significantly to children's enjoyment of learning and development.
- Children learn most effectively where they are given managed access to computers and control their own learning experiences; however such use carries an element of risk. Early years practitioners, their managers and volunteers, alongside parents and carers, should make children aware of the potential risks associated with online technologies. This empowers them with the knowledge and skills to keep safe, without limiting their learning opportunities and experiences.
- Children will only use age appropriate software on nursery I-pads and nursery computers.
- Personal details will not be shared over the internet.
- Any inappropriate materials sent to the computer will be reported to the managers.
- Internet sites visited will be monitored daily.
- Regular meetings shall take place with the ICT Leader, and the deputy managers to discuss current issues and review monitoring and reporting logs.

Illness and Medical Administration Policy (updated Oct 23)

'MANAGEMENT OF MEDICINES'

1.0 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 are not allowed to accept children who are ill into the unit in accordance with guidance issued by Health & Social Services.

2.0 Statement of Intent

Wee Chicks 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 cases of diarrhea 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 removed.

3.0 Procedures

3.1 Administering Medicine

The following is a guide to how and when medicine will be administered in Wee Chicks. However please bear in mind that the final decision regarding the administration of all medicines is the responsibility of the Manager or Deputy Manager.

Prescription medicines and antibiotics must not be administered unless they have been prescribed for a child by a doctor, dentist, nurse or pharmacist.

Non-prescription medication such as eyedrops to treat conjunctivitis must only be administered to a child where written permission for that particular medicine has been obtained from the child's parent and/or carer. Eye drops can be purchased over the

counter however a pharmacy label would be preferred, please ask your pharmacist to apply a label where possible.

Calpol and Piriton syrup may be administered by First Aider in the room if required. This will be administered according to the instructions on the label. Reviewed annually in September.

All medicine is stored on the top shelf in the store room or the fridge and away from the children. Please note that First Aid trained members of staff are authorized to administer emergency medication. If your child requires any further medication to support their health and wellbeing, please discuss this with the manager who will be able to provide you with further information.

If a syringe is supplied with a child's medication the syringe must be used to administer the medicine.

Parents/guardians must complete a medication consent form when they leave their child at the setting. Details of all medicine administered is recorded stating the name of the medicine given, the time, dosage and the adult who gave the medicine. The medicine form must be dated and signed by the member of staff who administered the medicine, the member of staff who witnessed the procedure and the parent/guardian when they collect their child.

Antibiotics – each time a child has a new prescription for antibiotics they will not be able to attend the nursery until 24 hours after the first dose. This is in case there is a reaction to the medicine. Furthermore, according to NHS guidelines they can still be contagious the first 24 hours even after the first course of antibiotics.

Please note that in the case of antibiotic eye/ear drops or cream prescribed for the treatment of conjunctivitis the first dose must be administered at home. Children may then attend Wee Chicks as usual. In addition, where antibiotic cream is prescribed for the treatment of skin conditions the first dose must be applied at home. Children may then attend Wee Chicks as usual providing that the exclusion period for the condition has been observed where necessary

Diarrhea & Vomiting - in line with the Infection Control Table which forms part of this policy, children cannot come into the nursery within 48 hours of having an episode of either diarrhoea or vomiting. This includes days when your child is not due in Wee Chicks and therefore if they have had either diarrhea or vomiting when they are at home, your child needs to be free of them for 48 hours before returning to Wee Chicks. In addition, if your child has been vomiting they also need to be able to keep food down before returning. If your child has had either diarrhea or vomiting it is advisable to contact us to check when they will be able to return.

Calpol – upon joining Wee Chicks parents will be asked to sign a form to give permission to administer sugar free Calpol although where possible parents will be contacted to give written permission via text message prior to the medicine being given. First aiders are able to administer Calpol when a child has a high temperature or for mild pain relief. The amount of Calpol administered will relate to the amount stated on the packaging and according to your child's age. Please note, as per the label on the bottle, Calpol must not be given to a child for more than 3 days. Therefore if a child has been given Calpol on 3 consecutive days they will not be able to return to the Wee Chicks until they have been seen by a GP. The 3 days include any days when a child is not at the Wee Chicks. Please communicate with the manager who will advise you when your child is able to return

Piriton syrup - Piriton syrup may be administered in an emergency whilst your child is in Wee Chicks. Upon joining Wee Chicks, parents will be asked to sign a form to give permission to administer Piriton syrup for children aged 1 year and above. Where possible, parents will be contacted to give written permission via text message prior to the medicine being given. Once Piriton has been administered, staff will monitor the child and will contact parents accordingly. If a child has been given Piriton before arriving at the nursery, staff will monitor the child and will contact parents accordingly. Please note that if Piriton has been prescribed by your child's GP, this must be reviewed on a regular basis.

Creams/lotions – creams or lotions either prescribed or purchased from a chemist must be discussed when your child joins Wee Chicks and written onto their-PAL profile. The container will be labeled with your child's name and the date that it was opened. If there is any change in the cream to be given the updated information will be recorded on your child's account. Medicine (both prescription and non-prescription) must only be administered to a child where written permission for that particular medicine has been obtained from the child's parent. This includes creams and lotions and parents will be required to provide a letter to the Wee Chicks giving full details of the cream or lotion to be applied.

Inhalers - where there is a prescription for an inhaler, one must be kept on the premises even if it is for short term use only. Long term medication – Where children have an ongoing medical condition and require long term medication, a medication consent form only needs to be completed every few months as follow on sheets can be used. Parents will be required to sign it each day. Medication such an inhaler or an Epi pen will need to remain on the premises.

Epi-pen - it is always advisable for the best interest of the child, that 2 epi-pens will remain in our setting. If GPs are unable to prescribe more Epi-pens for us to keep here

due to shortages or other reasons, then the parents must always have a separate bag with the child's epi-pens.

Teething – with the exception of herbal teething remedies such as Ashtons or Nelsons powders which contain no drugs all teething gels must be prescribed. Alternatively a letter from your child's doctor stating that it is suitable for your child to be given the gel is acceptable.

Seizures and convulsions – to safeguard the health and wellbeing of children who have had a seizure or convulsion, either at or outside of Wee Chicks, children will need to be assessed medically and remain at home for 24 hours following the seizure or convulsion. At the Manager's discretion, on seeing a note from the hospital or doctor which states that the child is fit to return to the setting, the child may attend Wee Chicks.

Failure to collect - where a parent/guardian has been contacted and asked to collect their child on medical grounds we expect this to be within one hour of the initial contact from Wee Chicks. Where parents/guardians are unable to collect within this time or if parents/guardians have not returned Wee Chicks call regarding the arrangements for the collection of their child this will be treated as failure to collect and we reserve the right to telephone the emergency contacts and request that they collect the child. If, after a further 30 minutes the staff have been unsuccessful in contacting the child's parents/guardians or other named emergency contacts or there will be considerable delay in the child being collected, Social Services will be contacted, their advice will be sought and followed. Where possible, messages will be left on parent's/guardian's answer phones to inform them of the procedure being followed. Please note that where a parent/guardian has been contacted and asked to collect their child on medical grounds and the parent/guardian has refused to do so this will be treated as failure to collect and the above procedure will be followed

Infection Prevention and Control Policy

1.0 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.

2.0 Statement of Intent

Wee Chicks believes that:

- 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.

3.0 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 learning 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 unit file. Certain cleaning duties are signed off at the end 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 Policy (updated Feb 24)

'PART OF MANAGING AGGRESSION AND CHALLENGING BEHAVIOUR – INCLUDING BULLYING'

1.0 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.

2.0 Statement of Intent

Wee Chicks believes that:

- 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 'Conflict Resolution' will be put into place.
- No adult within the unit should ever raise their voice in an aggressive manner to a child.

3.0 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.
- We feel that children need to be given the language and vocabulary to express themselves. By engaging in dialogue and conversation we are enabling the child to do 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 as part of our holistic approach. 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 any time a staff or volunteer member has a concern or worry about a child's behaviour they can seek advice and support from the manager.

4.0 Conflict Resolution

We believe that combining the above strategies in a holistic way of praise and encouragement 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

Challenging Behaviour

Wee Chicks encourage positive behaviour and promote the children's social and emotional development in alignment with the Minimum Standards and it is our purpose to keep children safe and to protect them from physical, sexual and emotional harm. For this purpose staff need to be competent, confident and safe to do so and comply with best practices when managing challenging behaviour.

Behaviours that could be described as challenging include:

- Physical aggression
- Verbal aggression
- Self-injury
- Property destruction
- Non-compliance
- Anti-social nuisance behaviour

In Wee Chicks all employees and contractors must adhere to the relevant policies, in order to ensure that all information, that will promote the proactive prevention and management of challenging behaviour, is considered and acted upon. These include risk assessment, incident reporting, record keeping and maintenance of contemporaneous professional progress recording.

Wee Chicks will follow all internal routes to resolve behaviour difficulties according to our Holistic Behaviour environment*. If a child's behaviour is still seen to endanger others after all routes according to our Behaviour policy have been adhered to, then Wee Chicks will arrange a meeting with the parent to discuss the options available. If the parent does not support the unit in gaining help and advice from outside agencies then Wee Chicks reserves the right to terminate the parent's contract and will no longer provide care for that child. Communication is highly important and in regards to your child's behaviour, any medication they may be on, feeling unwell etc.

***If something works for your child in behaviour management, please let us know as consistency is very important to ensure we are doing the same thing.**

If in the reasonable opinion of the setting manager or person of similar standing or authority and after a certain amount of repetitive recorded incidents it is considered that the continued presence of the child referred to herein is detrimental to the health, safety or well being of the child or other children in the setting or the setting practitioners or other staff so employed then the setting may serve notice to the parent/guardian or a request for the child to be immediately removed from the setting and the provision of one month's notice shall not apply.

It is also to be noted that Wee Chicks provide a calm and soothing environment. Wee Chicks promotes the playwork principles. The environment is relaxed and often children engage in free

play. Free play is unstructured, voluntary, child-initiated activity that allows children to develop their imaginations while exploring and experiencing the world around them. Our environment is not necessarily based on a constantly active curriculum. Some children may find this difficult as they need a certain type of structure and routine. They may find our environment under or over stimulating.

Manual Handling Policy

1.0 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.

2.0 Statement of Intent

Wee Chicks 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.

3.0 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 volunteer 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.

Manual Handling Leaflet

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. There are ligaments and muscles, which support the spine. Pain is a protective mechanism to warn you about potential harm to your back.

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**. Also 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:

- Is it manageable?
- Can the height of the lift be made more suitable?
- Can the lifting above the head or below the knees be avoided?
- Can loading 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 tracks, or conveyors?

LOAD

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

ENVIRONMENT

- Is there enough space?
- Is it cold so that the touch sensation may be weak?
- 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 hazard, 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. Provide information and training.
6. To re-assess any manual handling of 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 others 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.

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 steady to lift?
- 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 level.

Think - LIFT

- Keep relaxed.
- The upward movement starts with the head.
- Start 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.

© Society for Health and Safety 2008 The information contained on the poster is for guidance only and should not be used as a substitute for on-going training. SHHP 200

Missing Child Policy and Procedures

Introduction

At Wee Chicks, the safety and well-being of every child in our care is of paramount importance. We recognise that children going missing is a serious concern and requires swift and effective action. This Missing Child Policy and Procedures document outlines the steps to be taken in the event of a child going missing while under our supervision.

Policy Statement

Wee Chicks is committed to maintaining a safe environment for all children in our care. In the event of a child going missing, we will act promptly and efficiently to ensure their safe return and to prevent such incidents from occurring in the future.

Definition of a Missing Child

A missing child is defined as any child under our care whose whereabouts cannot be immediately accounted for and who is not where they are expected to be within the premises of Wee Chicks.

Procedures

Immediate Response

- Upon discovering that a child is missing, staff members will remain calm and immediately initiate a search of the premises.
- One staff member will inform the designated Child Protection Officer while another staff member will inform the Manager or Supervisor.
- All other staff members will continue to monitor the remaining children to ensure their safety.

Search Procedure

- Staff members will conduct a thorough search of the premises, including all rooms, outdoor areas, and any other accessible areas, as well check the CCTV Records to identify when and where the child was last seen.
- Staff members will check all bathrooms, closets, and any other potential hiding places.
- If the child is not found within a reasonable amount of time, the police will be contacted.

Notification

- The Manager or Supervisor will contact the child's parents/guardians immediately to inform them of the situation.
- The Manager or Supervisor will also contact the police to report the missing child and provide all relevant information.

Record Keeping

- Detailed records will be kept of the incident, including the time and location where the child was last seen, a description of the child, and any other pertinent information.
- These records will be maintained securely and in accordance with data protection regulations.

Review and Follow-Up

- Once the missing child has been located and returned safely, a debriefing meeting will be held with all staff members to review the incident and identify any areas for improvement.
- Changes to procedures or additional staff training may be implemented as necessary to prevent similar incidents in the future.

Confidentiality

- All information regarding the missing child will be treated with the utmost confidentiality and will only be shared with relevant parties on a need-to-know basis.

Conclusion

At Wee Chicks, we are committed to ensuring the safety and well-being of every child in our care. This Missing Child Policy and Procedures document serves as a framework for responding effectively to such incidents and maintaining the trust of our parents/guardians and the wider community. We will regularly review and update these procedures to ensure they remain current and effective.

Multimedia Policy

‘INCLUDES PHOTOGRAPHY AND VIDEOGRAPHY’

This policy applies to all staff, including senior managers, paid staff, volunteers and sessional workers, agency staff, students and/or anyone else working on behalf of Wee Chicks.

Wee Chicks recognises that in the 21st Century, the internet and social media platforms are inherent to everyone's lives and the source of sharing information as well as a learning tool. However, we are fully aware of the potential risks and dangers. Therefore, Wee Chicks have set out the following policy for the protection of our children, staff and parents.

1.0 Purpose of Multimedia Policy

The purpose of this policy is:

- To define the use of photography in the creche, after school, holiday camps etc.
- To ensure compliance with the other relevant policies i.e. ICT policy.
- To set out the principles of practice to ensure all staff are fully aware of safe usage of multimedia platforms.

2.0 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 student 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 taken 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.

3.0 Electronic Devices

Wee Chicks permits the use of digital cameras, computers, I-Pads and internet facilities for both staff and children. The use of digital cameras allow staff and children to record activities; where

consent has been sought. We ensure any photos or recordings taken of children in our facilities are only done so with prior written consent from each child's parent/guardian. Additionally, all I-Pads are pin protected and Child Safety software is installed to limit internet access and ensure child-friendly games, internet sites, adds etc.

4.0 Internet Access

Wee Chicks permits the use of the internet for both staff and children. In line with Wee Chicks' ICT policy, internet access for all ICT users is managed and moderated in order to protect from deliberate or unintentional misuse.

4.1 Internet Access for Staff

As outlined in the ICT policy, staff are permitted to access the internet on the creche laptops provided it is for the educational benefit of the children. This could be for gathering information, images, colouring-in templates etc. If a staff member wishes to access the internet for their own personal use during this time, they must seek authorisation from the manager or director. Staff are asked not to contact parents from their personal email accounts nor give out their personal email addresses. All emails and external communication takes place from the Wee Chicks office. This is completely separate from the creche facilities and authorised personnel only.

Staff may access the internet for personal use via their personal phones in their own time and only during their breaks.

4.2 Internet Access for Children

As mentioned, Wee Chicks permits the use of electronic devices for both staff and children. This is to enable them to take full advantage of the learning apps and websites specifically for children. Child Safety software is installed to limit internet access and ensure child-friendly games, internet sites, adds etc. (Please see Section 6.2 Internet access in the ICT Policy for a full breakdown of the control measures in place to manage internet access and minimise risk).

5.0 Use of Photography

Consent forms are completed by the child's parent/guardian upon initial registration for the creche. The consent form gives permission from the parent/guardian for Wee Chicks to use their child's work and/or photos in the following ways:

- Tracking progress.
- Display in the creche and/or building (WomensTec).
- Wee Chicks company website.
- External marketing; printed publications, promotional advertisements, social media etc.

*This consent form is considered valid for the entire period that the child attends Wee Chicks - unless there is a change in the child's circumstances where consent could be an issue. Parents

or carers may withdraw permission, in writing, at any time. We will also keep a list of children for whom permission has not been granted and all staff will be provided with this information.

5.1 Use of Photographs for Marketing

- Children's names will not be published alongside any photos.
- If we name a child, no photograph will accompany it.
- We may include photos of children and/or staff have been drawn by pupils.
- In line with Wee Chicks Safeguarding policy, where newspapers insist on using the full names of pupils with photographs, additional consent will be sought to ensure the parents/guardians are fully aware and permit their child's name in the newspaper with corresponding photographs.
- In order to safeguard children, all photographs are taken only using Wee Chick's camera and not individual's cameras or mobile phones. Photographs are then stored on the nursery or manager's computer only. ONLY photographs to document children's development or to share information on the web site/ displays in the setting should be taken whilst at nursery.

6.0 Social Media

All staff are responsible for ensuring they protect the reputation of Wee Chicks and to treat other colleagues and members of the organisation with respect and professionalism at all times.

- Staff are not permitted to access social network sites during working hours unless break times.
- Any access to personal media accounts should be on the office computers only and with prior knowledge from the management team.
- Staff should not discuss the creche, staff, children or the organisation on their personal media sites.
- If any staff members have parents listed as friends on their social media, they should not discuss the creche, work colleagues, children or the organisation. Such discussions should be conducted in a professional manner with management in the creche, if necessary.
- There must be no pictures of the creche, children or staff (unless permission by individual staff is received) on personal media sites.

Neurodiversity Policy Jan 25

Policy Purpose Wee Chicks is committed to creating an inclusive and supportive environment that celebrates and embraces neurodiversity. This policy outlines our commitment to supporting children, families, and staff who are neurodiverse, ensuring they are valued, respected, and empowered within our community.

Scope This policy applies to all aspects of Wee Chicks' operations, including the care and education of children, engagement with families, and the recruitment, training, and support of staff.

1. Understanding Neurodiversity Neurodiversity recognises and respects variations in human brain function and behavior as natural and valuable forms of diversity. This includes but is not limited to individuals with autism, ADHD, dyslexia, dyspraxia, Tourette's syndrome, and other neurological differences. Wee Chicks believes neurodiverse individuals enrich our community and should be supported to thrive.

2. Commitment to Children

2.1 Inclusion in Learning and Play

- Create a nurturing environment where neurodiverse children feel safe, supported, and included.
- Provide flexible and sensory-friendly spaces that accommodate diverse sensory preferences and needs where possible.

2.2 Communication and Engagement

- Use a range of communication methods, including visual aids and alternative communication tools, to support children with varied communication needs.
- Encourage peer understanding and promote kindness and empathy through age-appropriate discussions and activities.

2.3 Collaboration with Families

- Work in partnership with families to understand each child's needs and ensure continuity of care and support.

- Provide regular updates and consultations to discuss progress, challenges, and opportunities.

2.4 Staff Training

- Ensure all staff receive regular training on neurodiversity, including specific strategies to support neurodiverse children.
 - Equip staff with tools and resources to recognise and respond to sensory, social, and emotional needs.
-

3. Commitment to Adults

3.1 Neurodiverse Staff Members

- Foster an inclusive workplace culture where neurodiverse staff feel valued and supported.
- Make reasonable adjustments to working conditions, such as flexible schedules where possible, sensory-friendly workspaces, and clear communication practices.

3.2 Recruitment and Retention

- Ensure recruitment processes are inclusive, with accommodations for neurodiverse candidates during interviews and onboarding.
- Provide mentorship and career development opportunities tailored to individual needs and goals.

3.3 Ongoing Support

- Offer access to mental health and well-being resources.
 - Encourage open communication about needs and preferences, ensuring privacy and dignity are maintained.
-

4. Awareness and Advocacy

4.1 Promoting Understanding

- Sharing workshops, events, and training sessions to increase awareness of neurodiversity among children, families, and staff.
- Incorporate neurodiversity education into the curriculum to foster a culture of acceptance and understanding from an early age.

4.2 Building Partnerships

- Collaborate with local organisations, charities, and professionals specialising in neurodiversity to enhance support and resources.
 - Seek feedback from neurodiverse individuals, families, and experts to continually improve our practices.
-

5. Monitoring and Accountability

5.1 Policy Review

- This policy will be reviewed annually to ensure it remains effective and up-to-date.
- Feedback from children, families, and staff will be actively sought and incorporated into reviews.

5.2 Reporting and Addressing Issues

- Establish a clear process for raising and addressing concerns related to neurodiversity support.
 - Ensure concerns are addressed promptly and sensitively, with a focus on finding constructive solutions.
-

6. Conclusion Wee Chicks is dedicated to fostering a community where neurodiverse individuals are celebrated and supported. By implementing this policy, we aim to create an inclusive environment that empowers everyone to thrive, contribute, and feel valued.

Payment & Collect Terms June 24

Fees / Booking

Parents wishing to make use of the after school club & Holiday Camp should complete an initial registration form and use the booking form to indicate which sessions their children will be attending and what school your child needs collected from during term time. Booking forms are available online at [Please click on the link](#)

<https://weechicks.ipalbookings.com/> you can also download the app from the Play Store IPAL search for Wee Chicks

Our price list will increase on 8th April 2024

Service	Price
After School - Part Time (daily rate)	2pm collection = £21.50 3pm collection = £18.50
After School - Full Time (daily rate) Discounted	2pm collection = 10% discount 3pm collection = 10% discount
Sibling Discount - 2nd & 3rd child (daily rate)	2pm collection = 10% Discount 3pm collection = 10% Discount
School closure @ 12noon	£4 per additional hour (until normal collection time) increasing to £4.20
Holidays - Full day (daily rate)	9am to 5.30pm = £36.75
Holidays - Full Week (Full time) Discounted	10% Discount
Creche PAYG daily	9.45am to 1pm £31.50 Full week 10% discount

 Sibling 10%discount

Holiday Camp prices

Service	Price (£)
Full School Day	9am to 3pm = £26.25
Early Drop Off (Includes Breakfast)	8.30 am to 9am = £4.20
Late Pick Up (Includes Snack)	£4.20 per additional hour 3pm - 4pm
Full day (daily rate) Discounted after 4pm it is classed as a full day	9am to 5.30pm = £36.75
Full Week 9 am - 3 pm Discounted 10 %	10% Discount
Full Week - 9 am - 5.30 pm(Full time) Discounted 10%	10% Discount

***Term Time Opening Hours are Monday to Friday, 2pm to 5.30pm. (If schools have early closure, we operate from 12 noon to 5.30pm)**

***Holiday Opening Hours are Monday to Friday, 8.30am to 5.30pm. We normally close on Public Holidays and some Bank Holidays**

All payments must be made in advance (weekly, monthly). You can pay in cash or via bank transfer to:

Wee Chicks Fit
Ulster Bank

Account No. 12699419 | Sort Code: 98-01-10

***Please ensure you put your child's name as your payment reference.**

When paying using the IPal system, we advise that you book for the whole year this will ensure your payments will be allocated monthly on a part payment plan. To make a payment on the booking system simply click part payment if you are booking more than one month or Childcare Voucher payment if you are making a booking within the month or a one off booking. If you are having difficulty please let us know. There are demo videos available.

Term Time Opening Hours 2 pm to 5.30 pm Monday to Friday
Holidays 9 am to 3pm early drop off from 8.30 am late collection to 5.30pm

Please click on the link for up to date prices

<https://www.weechicks.com/after-schools/>

Cancellations Terms:

While we provide flexible childcare, however, when you are offered a place, we require **7 days notice of cancellation for PAYG**, otherwise the fee must be paid in full.

Furthermore, If your child is a regular attendee and attends the same day each week due to the long-term commitment and in order to secure your child's place, we would require a four **week notice period** if you are looking to change your fixed days or if you no longer require a place at all.

Help Towards Costs

If you work you could get extra tax credits/ universal credits to help with your childcare costs. Our registration number is B009562, Wee Chicks After Schools, 111-113 Limestone Road, BT15 3AB.

Generally speaking if you're a lone parent you must work for at least 16 hours a week to qualify and if you're part of a couple you and your partner must both work at least 16 hours a week.

Making a claim:

All the information you need about making a claim for Tax Credits is at www.gov.uk/browse/benefits/tax-credits or you can call the Tax Credit Helpline on 0345 300 3900.

Use the online calculator at www.gov.uk/tax-credits-calculator which tells you roughly how much in Tax Credits you could get.

Another option you can use to pay for the After School Club is through Childcare Vouchers. They need to be offered via your employer, but many large and small companies take part. Childcare vouchers enable you to pay for childcare out of your PRE-TAX and National Insurance income. Please contact your employer for further details.

Employer for Childcare offer a free telephone service giving you up to date information on childcare entitlement. 02892678200

Please also see <http://www.moneysavingexpert.com/family/childcare-costs> for further Information.

We are unable to offer a child a place if there is an outstanding payment owed.

Collection Arrangements

Please access the after school club through the main entrance on Chichester Avenue. If the door is locked please ring the bell on the left hand side beside the Wee Chicks Sign or ring 07598247742. Parents are expected to pick their children up punctually; Our Insurance only covers us until 5.30 pm.

Children will only leave with the named adult recorded on the registration form unless the Club has been informed by the named adult that an alternative person will collect a child and date password given and they must provide a photographic ID. The latest collection time is 5.30 pm. A late pick up charge will apply for collection after this time - £10 for every 10 minutes the parent is late, to cover wages of staff who will be required to remain with the children, until they are collected.

If there is an emergency, and you are unable to collect your children, please contact us on 07598247742 and let us know the estimated time of arrival.

Partnership with Parents Policy (Updated Feb 24)

'INCLUDING PARENTAL ACCESS TO RECORDS AND PARTICIPATION'

1.0 Principles

This policy is established to underscore the critical role of a strong partnership between parents and Wee Chicks in providing exceptional childcare. We are committed to fostering open, honest, and respectful communication to ensure the best possible environment for children's growth and development.

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 would encourage them to come in and share this with the children as a learning opportunity.

2.0 Statement of Intent

Wee Chicks 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.

Sharing Information about the Child

Parents are encouraged to share relevant information about their child's health, development, and any special needs. We will conduct regular meetings and provide updates to discuss the child's progress and address any concerns collaboratively.

Changes in Family Circumstances

We urge parents to inform us of any significant changes in the family, such as a new sibling, moving house, or changes in family dynamics. We are prepared to offer support and make necessary adjustments to aid the child during these transitions.

Additional Needs and Inclusion

Our approach to supporting children with additional needs is inclusive and collaborative. We encourage parents to share relevant information about any additional needs their child may have, and we will work together to develop and implement inclusive strategies. See Additional Needs Policy

Parental Involvement

We actively encourage and facilitate parental involvement in various activities and decision-making processes. Opportunities for volunteer involvement, and regular parent-staff handovers will be available.

Communication Procedures

We will communicate through Ipal,Whatsapp, and parent-staff handovers, ensuring all communication respects the confidentiality and privacy of our families.

Feedback and Complaints

Clear procedures are in place for parents to provide feedback or lodge complaints. We commit to addressing these concerns promptly and effectively.

Review and Update of Policy

This policy will be regularly reviewed and updated to reflect changes in regulations and best practices. Parental involvement in the review process is crucial to ensure the policy remains relevant and effective.

Legal Compliance

The policy complies with UK laws and regulations regarding childcare, data protection, and equal opportunities, ensuring a safe and legally sound environment for all.

Purpose: This policy aims to ensure the health, safety, and well-being of pregnant staff members while maintaining high-quality care for children in our daycare setting. It outlines procedures for risk assessment, accommodations, communication, and support related to pregnancy in our childcare facility.

Play Policy for Children Aged 0-4 Years

1.0 Principle

We believe that young children need to play and that enhancing our natural play spaces is essential. Play is fundamental to the healthy development and well-being of each child in our care.

2.0 Statement of Intent

Wee Chicks believes that:

- All children need and have the right to play.
- Young children should have choices and a sense of ownership over their play.
- We have a responsibility to advocate for play whenever possible.
- Our ethos is based on the Playwork Principles.

3.0 Procedures

1. Providing Play Spaces:

- Create safe, stimulating environments with areas for both transient and permanent play.
- Include spaces for physical play that encourage movement and exploration.

2. Diverse Play Types:

- Offer a variety of resources to support different play types as defined by Bob Hughes (2002).
- Ensure that free play is valued equally with structured activities, recognizing the developmental benefits it provides.

3. Setting Boundaries:

- Involve children in setting boundaries to help them understand safety restrictions.
- Ensure that boundaries are clear, consistent, and support safe play environments.

4. Balancing Risk and Safety:

- Conduct risk-benefit assessments to manage the balance between allowing risky play and keeping children safe.
- Supervise play to ensure safety while encouraging exploration and adventure.

5. Encouraging Independent Play:

- Minimize adult intervention to promote independent play.
- Provide resources, including loose parts, to stimulate imagination and creativity.

6. Maximising Play Opportunities:

- Regularly change and vary play spaces and natural environments to keep play experiences fresh and engaging.
- Support children in exploring different play settings and materials.

Play Policy for Children Aged 4-11 Years

1.0 Principle

We believe that children need to play and that enhancing our natural play spaces is essential. Play is fundamental to the healthy development and well-being of each child in our care.

2.0 Statement of Intent

Wee Chicks believes that:

- All children need and have the right to play.
- Children should have choices and a sense of ownership over their play.
- We have a responsibility to advocate for play whenever possible.
- Our ethos is based on the Playwork Principles.

3.0 Procedures

1. Providing Play Spaces:

- Create diverse, stimulating environments with areas for both transient and permanent play.
- Include spaces for physical activities, imaginative play, and social interaction.

2. Diverse Play Types:

- Offer a variety of resources to support different play types as defined by Bob Hughes (2002).
- Ensure that free play is valued equally with structured activities, recognising the developmental benefits it provides.

3. Setting Boundaries:

- Involve children in setting boundaries to help them understand safety restrictions.
- Ensure that boundaries are clear, consistent, and support safe play environments.

4. Balancing Risk and Safety:

- Conduct risk-benefit assessments to manage the balance between allowing risky play and keeping children safe.
- Supervise play to ensure safety while encouraging exploration and adventure.

5. Encouraging Independent Play:

- Minimise adult intervention to promote independent play.
- Provide resources, including loose parts, to stimulate imagination and creativity.

6. Maximizing Play Opportunities:

- Regularly change and vary play spaces and natural environments to keep play experiences fresh and engaging.
- Support children in exploring different play settings and materials.

7. Fostering Social Interaction:

- Encourage cooperative play and social interaction through group activities and shared play spaces.
- Provide opportunities for children to work together, fostering teamwork and communication skills.

By following these procedures, we aim to create an environment where all children can thrive through play, developing their physical, social, and cognitive abilities in a safe and supportive setting.

Recruitment, Selection and Redundancy Policy

'SEPARATE STAFFING INFORMATION HELD IN STAFF HANDBOOK'

1.0 Principle

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

2.0 Statement of Intent

Wee Chicks believes that:

- All vacancies within the units will be advertised in either local facilities, newspaper, job center or recruitment agency on bank staff self employed basis.
- 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
- All bank staff will be given a written associates agreement which must be signed prior to commencing work.

3.0 Procedures

- The recruitment process will apply to bank staff 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 contract 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. Contracts 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 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 Associates handbook.
- Staff records will be held for as long as is deemed necessary by our insurers.

- Wee Chicks undertake to inform the Early Years Team from HSC Trust if any bank staff receive any new cautions, conventions or have any pending cases against them since the date of issue of the Trust Vetting. If this arises bank staff and volunteers are expected to inform their manager.

4.0 Legal Framework

Wee Chicks comply with the following legislation regarding recruitment, selection and redundancy:

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

Recycling Policy Updated 1/10/24

At Wee Chicks, we are committed to fostering environmental responsibility and sustainability within our centre. We believe that teaching children about recycling and caring for the environment is an important part of their development, and we aim to lead by example. Our recycling policy is designed to reduce waste, promote reusing materials, and encourage recycling wherever possible.

Key Principles:

1. **Reduce, Reuse, Recycle:** We actively reduce waste by reusing materials and ensuring that recyclable items are properly sorted and processed. All staff are expected to follow recycling guidelines to minimize our environmental footprint. We also use play resource for recycled material to use for our arts & crafts projects.
2. **Recycling Bins:** Clearly labeled recycling bins are placed throughout the centre (classrooms, kitchens, and office areas) for paper, plastic, glass, and metal. Staff, children, and visitors are encouraged to use the correct bins for recycling.
3. **Recycling Education:** Children will be taught about the importance of recycling as part of their daily activities, using fun, age-appropriate methods like stories, games, and hands-on recycling tasks to promote understanding.
4. **Reducing Waste in Activities:** Wherever possible, we will use recycled or recyclable materials for arts, crafts, and activities. We also aim to minimise the use of single-use plastics and disposable items in our operations.
5. **Food Waste:** Where appropriate, food waste will be separated and disposed of in compost bins, and children will be encouraged to reduce food waste by only taking what they can eat.
6. **Supplier Responsibility:** We aim to work with suppliers who share our commitment to sustainability by opting for products made from recycled materials or that come in environmentally friendly packaging.
7. **Ongoing Review:** Our recycling efforts will be regularly reviewed to ensure compliance with local recycling guidelines and to seek improvements in our waste management processes.

Responsibilities:

- **Staff:** All staff members are responsible for ensuring the correct disposal of materials and promoting recycling practices in the centre.
- **Children:** Children will be guided in recycling efforts as part of their learning. Age-appropriate activities will help them understand the process and benefits of recycling.

- **Parents/Guardians:** We encourage parents and guardians to support our recycling initiatives by reducing waste in packed lunches, using reusable containers, and reinforcing recycling practices at home.

Conclusion:

At Wee Chicks we believe that by working together, we can reduce our environmental impact and inspire the next generation to care for the planet. Our recycling policy is central to this goal and we encourage everyone in our community to participate actively in our recycling efforts.

Environmental Policy for Wee Chicks

In line with the Belfast City Council Business Pledge

At Wee Chicks, we recognise the importance of protecting our environment for future generations. As part of our commitment to the Belfast City Council Business Pledge, we aim to operate sustainably and responsibly, reducing our environmental impact through our daily practices, education, and community involvement. Our goal is to create a nurturing, eco-friendly environment for children while instilling environmental awareness from an early age.

Key Objectives:

1. **Reduce Waste and Promote Recycling:**
 - We are committed to reducing waste by minimising the use of single-use plastics, opting for reusable items where possible, and actively promoting recycling throughout the centre.
 - Clear recycling bins for paper, plastic, and other recyclables are placed in all rooms, and children are taught to use them as part of their daily routine.
 - We reduce food waste by carefully planning meals and educating children on portion control and mindful consumption.
2. **Energy Efficiency:**
 - We strive to reduce energy consumption by using energy-efficient lighting, appliances, and heating systems.
 - Staff members are encouraged to turn off lights, computers, and equipment when not in use, and thermostats are regularly checked to avoid unnecessary heating or cooling.
 - We aim to reduce our carbon footprint by adopting greener alternatives wherever possible.
3. **Water Conservation:**
 - We promote water-saving practices such as using low-flow taps and teaching children about the importance of conserving water through activities and discussions.
 - We monitor water usage regularly and take action to address any wastage or leaks.
4. **Sustainable Sourcing and Procurement:**
 - We prioritise working with suppliers who share our commitment to sustainability and opt for environmentally friendly products, such as biodegradable cleaning products and eco-certified educational materials.
 - We aim to source local and organic food where possible to reduce food miles and support local businesses.
5. **Transportation:**
 - We encourage staff, parents, and children to use sustainable modes of transport, such as walking, cycling, car-sharing, or public transport, wherever feasible.
 - For trips and outings, we aim to use eco-friendly or shared transport options to minimise emissions.

6. Outdoor Learning and Nature Appreciation:
 - Outdoor play is an integral part of our curriculum, helping children connect with nature and understand the importance of protecting it.
 - We maintain outdoor areas with sustainable practices, such as planting native species, creating wildlife-friendly zones, and using organic gardening methods.
7. Environmental Education:
 - We integrate environmental education into our daily activities, teaching children about the importance of caring for the planet through recycling, composting, conserving energy, and protecting wildlife.
 - We engage with parents and guardians to share ideas and resources on how they can promote environmental sustainability at home.
8. Continuous Improvement:
 - We regularly review and update our environmental practices to ensure they remain effective and in line with best practices.
 - We stay informed on new environmental initiatives, policies, and technologies that can further enhance our commitment to sustainability.

Commitment to Compliance:

We are committed to complying with all relevant environmental legislation and guidelines, including those set forth by Belfast City Council. By aligning our environmental policy with the Business Pledge, we aim to contribute positively to Belfast's goal of becoming a more sustainable and environmentally responsible city.

Review and Accountability:

This policy will be reviewed annually to ensure its effectiveness and relevance. All staff are responsible for adhering to this policy, and we encourage input from employees, parents, and the wider community to continually improve our environmental impact.

Wee Chicks is proud to be part of the Belfast City Council Business Pledge, working together towards a greener, more sustainable future for the city and its residents.

Risk Assessment Policy

'Management of risks associated with the care of individual service users'

1.0 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 accidents which may occur and is in keeping with health and safety legislation outlined in the Health and Safety at Work Order 1998.

2.0 Statement of Intent

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.

3.0 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 the 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

1.0 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.

2.0 Statement of Intent

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

3.0 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 volunteer 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:

NHS Go Smoke Free | 0800 1690169

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 Mobile Phone Usage Policy

1.0 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.

2.0 Statement of Intent

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 is available.. Wee Chicks 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 has a reputation for 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.

3.0 Procedures

- 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.
- Bank Staff and volunteers must not post anything on to social networking sites such as 'Facebook' that could be construed to have any impact on Wee Chicks reputation.
- Bank Staff and volunteers should not be posting anything on to social networking sites that would offend any other member of staff, volunteer or parent using the creche.
- Bank Staff and volunteers should not be posting anything on to social networking sites anything like images, names ect of children or parents.
- We would request that from the date of signing the policy that bank 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 bank staff who work in the Wee Chicks Fitness in which we operate) who are already friends 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.
- Bank Staff and volunteers must not list Wee Chicks 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 Bank staff or volunteer involved will face disciplinary action, which could terminate contact. This policy links to our Associates handbook.

‘Settling In’ Policy

1.0 Principle

Through many years of experience we at Wee Chicks 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.

2.0 Statement of Intent

Wee Chicks 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 alongside 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.

3.0 Procedure

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

- Each child/children’s placement is booked at Wee Chicks online booking or in advanced with the member of staff that looks after the booking
- Whilst settling at Wee Chicks the unit supervisor will work alongside 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 parents 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 Well-Being Policy new policy Feb 24

1. Introduction

- Purpose: This policy aims to support the well-being of all staff members working in our childcare setting. It recognises the unique challenges faced by childcare professionals and commits to creating a supportive and healthy work environment.
- Scope: Applicable to all employees, including full-time, part-time, and temporary staff.

2. Work-Life Balance

- Flexible Working Arrangements: provide as per request flexible working hours and rotas to accommodate personal commitments and reduce stress where possible whilst taking the business needs also into consideration.
- Annual Leave: Clear guidelines on annual leave entitlements and the process for requesting leave. See staff handbook.

3. Mental and Emotional Well-Being

- Counseling and Support Services: Providing access to counseling services and mental health support, either in-house or through external providers.
- Stress Management: Suggestions of workshops and resources to help staff manage stress effectively.

4. Physical Health

- Health and Safety: Ensuring a safe working environment compliant with the UK's health and safety regulations.
- Physical Activity: Encouraging physical activity through daily activities with children.

5. Professional Development

- Training and Development: Ongoing training opportunities to enhance professional skills and personal growth.
- Career Advancement: Clear pathways for career progression within the organization.

6. Communication and Feedback

- Regular Check-ins: Scheduled one-to-one supervision session with Peers for personal and professional support.
- Feedback Mechanism: An anonymous feedback system to voice concerns and suggestions.

7. Recognition and Rewards

- Recognition: Regular acknowledgment of staff contributions, including awards or commendations.

8. Equality and Diversity

- Inclusive Environment: Promoting an inclusive workplace that respects diversity in all forms.
- Anti-Discrimination Policies: Strong stance against any form of discrimination or harassment.

9. Conflict Resolution: Conflict Management Procedures: Steps to address and resolve workplace conflicts in a fair and timely manner.

Staff Training and Development Policy

1.0 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. Previous experience has shown that training staff has a positive reflection on the quality of care within the setting.

2.0 Statement of Intent

Wee Chicks believes that:

- 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.

3.0 Procedure

- Wee Chicks 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 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 layout, time, date and venue.
- Regular supervision takes 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 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 setting.
- Staff are responsible for booking their stat training in advancement of expiring through child care partnership, and inform managers of date and time.
- All stat training and team meetings are paid.

Staff Well-being Policy Feb 24

Introduction

Wee Chicks is committed to promoting the health and well-being of all its staff members. We recognise that the well-being of our staff directly impacts the quality of care we provide to the children in our facility. Therefore, this policy outlines our commitment to supporting the physical, mental, and emotional well-being of our staff members.

Objectives

- To create a supportive and nurturing work environment for all staff members.
- To promote physical, mental, and emotional health among staff.
- To provide resources and support for staff members to maintain a healthy work-life balance.
- To ensure that staff feel valued, respected, and appreciated for their contributions.

Responsibilities

Management

- The management team is responsible for implementing and overseeing the staff well-being policy.
- They will ensure that adequate resources are allocated to support staff well-being initiatives.
- Management will lead by example in promoting a healthy work-life balance and prioritising staff well-being.

Staff Members:

- All staff members are responsible for prioritising their own well-being and seeking support when needed.
- Staff members should actively participate in well-being initiatives and provide feedback to improve the effectiveness of such programs.

Components of Staff Well-being

Physical Well-being:

- Wee Chicks will provide a safe and ergonomic work environment for all staff members.
- Regular breaks will be encouraged, and facilities for rest and relaxation will be provided.

- Staff will be sign posted to health and wellness resources, such as information on healthy eating, and preventive healthcare measures.

Mental and Emotional Well-being:

- Wee Chicks will sign post to confidential counselling services for staff members who may be experiencing stress, anxiety, or other mental health challenges.
- Regular supervision sessions and employee performance review will be conducted to assess staff morale and well-being.
- Opportunities for staff to participate in stress-relief activities, such as mindfulness sessions, personal development, will be provided.

Work-Life Balance:

- Wee Chicks will strive to offer flexible work schedules when possible to accommodate the personal needs of staff members.
- Staff will be encouraged to use their allocated annual leave and take time off when needed to rest and recharge.

Implementation

- The staff well-being policy will be communicated to all staff members upon their employment and reviewed annually.
- Feedback from staff members will be solicited regularly to evaluate the effectiveness of well-being initiatives and make improvements as needed.
- Management will monitor the overall well-being of staff members and intervene as necessary to address any concerns or issues that may arise.

Review and Revision

This policy will be reviewed annually by the management team to ensure that it remains relevant and effective. Any necessary revisions will be made based on feedback from staff members and changes in best practices for promoting staff well-being.

Toileting/Intimate Care Policy (updated Feb '24)

1.0 Principle

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

*All staff have the following checks: These checks will include:

Access NI Criminal Records Checks. I am aware that all convictions, including spent and pending, will be disclosed.

The Children's barred list under Article 6 of the Safeguarding Vulnerable Groups (NI) Order 2007.

Medical information from GP or other relevant doctor (medical form requires to be countersigned by GP and returned to the Early Years Team by the employer if issues arise).

The Trust Health and Social Services records, including Family and Child Care, Mental Health, Community Addiction, Family Consultation Services, Counselling Services.

Other Trust and/or Local Authority Health and Social Services Records.

2.0 Procedure

2.1 Nappy Changing

When changing nappies, the following procedure must be adhered to:

- Door to room and changing area must remain open whilst changing children
- Wash and dry your hands, put on an apron, gloves, and prepare the changing station with a nappy bag and the child's own nappies and wipes.
- Communication strategies, such as visual aids or specific verbal cues, will be utilised to facilitate understanding and cooperation during the changing process
- Lie the child down onto the changing station.
- Please ensure that if the child's vest or clothes are damp in any way that they are fully changed at this time.
- Any damp or soiled clothes should be double bagged and labelled with their name. They should then be placed in the child's bag/box for collection by the parent/guardian later.
- Once the child is changed the child is brought back to the room to enable the staff member to clean the space.
- Dispose of the nappy and wipes in the appropriate bins.
- Please ensure to place wet nappies in a single nappy bag and soiled nappies in a double bag.
- Wipe down the changing station with soapy water solution and if the child has had diarrhea ensure to clean the surfaces with the Milton solution or disinfectant
- Remove your apron and gloves and place them in the bin.
- Wash your hands ensuring that the hand washing guidelines are followed.

- You now ready to return to the room, remembering to fill in the nappy change in the child's daily record book.

**Children should be encouraged to become independent when toileting.

2.1 Damp/Soiled Clothes

- If the child's underwear or clothes are damp/soiled in any way as a result of a toileting accident, children will be given the opportunity to get changed immediately.
- Any damp or soiled clothes will be double bagged for collection by the parent/guardian. Children should wash their hands following use of the toilet.
- The appropriate hand washing guidelines should be followed and staff will assist where needed.
- We ask parents to ensure children are sent in with spare clothes, particularly during school holidays.
- If a child is soiled and we don't have an appropriate change of clothes, or we feel the child needs a complete wash which cannot be accommodated in the unit we will telephone the carer or parent to come immediately so the child isn't left distressed as a result of the accident.
- We will always act in a discreet manner in relation to toileting accidents.

2.2 Assistive Steps

Monitoring children as they climb steps is crucial to ensure their safety and well-being. Here are guidelines on how staff should monitor children using the steps and supportive equipment:

Initial Assessment:

- Before allowing a child to climb the steps, staff members should conduct an initial assessment of the child's physical capabilities, motor skills, and any potential safety concerns.
- Assess the child's comfort and confidence level with climbing steps and using supportive equipment.

Supervision:

- Staff members must provide direct supervision when a child is using steps or supportive equipment.
- Maintain a close proximity to the child to intervene quickly in case assistance is needed.

Clear Instructions:

- Clearly communicate step-by-step instructions to the child, using simple and age-appropriate language.
- Reinforce safety guidelines and encourage the child to ask for help if they feel uncertain or unsafe.

Encouragement and Positive Reinforcement:

- Offer positive reinforcement and encouragement as the child climbs the steps independently.
- Celebrate small achievements to boost the child's confidence and motivation.

Observation of Body Language:

- Pay close attention to the child's body language and facial expressions while climbing.
- Look for signs of discomfort, hesitation, or any indication that the child may need assistance.

Assistance as Needed:

- Be prepared to offer assistance if the child requests it or if staff members observe that the child is struggling.
- Provide a helping hand or adjust the supportive equipment to ensure the child's safety.

2.3 After-School Kids with Additional Needs:

- Parents of after-school children with additional needs will be notified of the organisation's toilet/nappy changing policy during the enrollment process.
- In the event of a nappy change or toileting requirement for an after-school child with additional needs, parents will be contacted immediately.
- Parents are required to arrive within 15 minutes to assist with the changing process, ensuring the child's comfort and dignity.

2.4 If a Child get locked in the disabled toilet

- If a child can not open the disabled toilet from the inside and they have locked the door from the inside
- Get a key from the room and insert the key into the diganional grove.
- Turn the key clockwise to open the lock.
- Reassure the child that the door will be open and tell them what you are doing as you are doing. If a child is scared the child should not be left on their own and another member of staff can get the key.
- Any normal key should fit into the groove.

Whistle Blowing Policy

1.0 Principle

Wee Chicks are committed to the highest standards of openness, integrity and accountability. Where an individual member of our bank staff, volunteer, parent or professional working closely with our organization discovers information they believe to be of serious malpractice or wrongdoing within Wee Chicks 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 bank staff has a concern they should feel a genuine freedom to be able to discuss it with a senior member of staff.

2.0 Statement of Intent

The Public Interest Disclosure Act 1998 gives legal protection to employees against being dismissed or penalized as a result of publicly disclosing certain serious concerns. Wee Chicks 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.

3.0 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 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.

4.0 Welfare Requirements

- 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.

5.0 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 offense 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 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.

6.0 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 victimizing 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
 Email: early_years@belfastrust.hscni.net

Wee Chicks 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.

Name	Designation	Telephone	Email
Kelly Molloy	Registered Owner /Managing Director	07746169489	Kellymolloy 10@gmail.com
Leonard Totton	Director	07989748460	Leonard.totton@infrastr ucture.ni.gov.uk
Tina Calder	Director	07982628911	tina@excaliburpress.co .uk
Paul Mallon	Director	07834900576	Paulmallon00@gmail.c om

Transportation Policy and Legal Requirements (updated Feb '24)

Wee Chicks takes the safety of children seriously and realises the responsibilities required when transporting children. We will ensure all legal requirements are met.

1.0 Transportation

1.1 Cars

- We will ensure that there is one seat per child.
- The vehicle will have a valid M.O.T. certificate.
- The vehicle will have a working fire extinguisher.
- The vehicle will carry a first aid kit.
- We will ensure that no side facing seats are used.
- The setting will be insured for liabilities to third parties, (which covers passengers in the vehicle for business use).
- The driver will hold a full license.
- We will obtain written permission from parents prior to transporting children.
- All transportation used by Wee Chicks will be covered for business use insurance.
- Car will have a dash cam. See CCTV policy

1.2 Mini Buses

- We will ensure that there is one seat per child.
- All seats will be equipped with appropriate seat belts.
- The vehicle will have a valid M.O.T. certificate and appropriate insurance.
- The vehicle will have a fire extinguisher and first aid kit.
- Section 19 (Local Authority driving permit) will be obtained if appropriate.
- The driver will hold a pre 1997 driving license with valid Category D1 authority, unless Section 2 applies. (Please see below).
- If there are four children or more then, at least one non-driving escort will be in the vehicle.
- We will obtain written permission from parents prior to transporting children.
- All transportation used by Wee Chicks will be covered for business use insurance.
- If a restraint is not available in a licensed taxi/private hire vehicle, the child may travel unrestrained.

2.0 Legal Requirements

In almost all cases, every child up to 135cms (4' 5") or the age of 12 (whichever is reached first) must use a child restraint and drivers may not carry children as passengers just in seat belts. Rear-facing baby seats MUST NOT be used in a seat protected by a front air-bag unless the airbag has been deactivated manually or automatically.

2.1 Medically Restricted License

In general, car licenses have to be renewed when drivers reach the age of 70 but younger drivers with restricted medical license will also be affected by the new rules when their licenses are renewed after 1 January 1998. If you have a medically restricted license you should note that entitlement to drive non commercial minibuses on a voluntary basis will NOT be subject to the higher standards until you reach the age of 70. The rules (listed at car license first obtained after 1 January 1997) will also apply to you. For more information please see the DVLA website.

Lone Worker Policy

Wee Chicks LTD is committed to the provision of a safe place of work for all staff, including senior managers, paid staff, volunteers and sessional workers, agency staff, students or anyone else working on behalf of Wee Chicks Fitness CIC/ Wee Chicks LTD.

In line with the updated requirements of the Early Years Register and the Childcare Register, it is no longer a requirement to have two members of staff on the premises at all times. However, all Safeguarding and Welfare requirements of both registers must be met to ensure compliance, regardless of the number of staff on the premises.

The Health and Safety Executive (HSE) defines lone workers as those who work by themselves without close or direct supervision. Wee Chicks LTD ensures lone workers are not exposed to any additional risks by firstly, clearly identifying lone workers, potential hazards and carrying out thorough risk assessments.

1.0 Purpose of Lone Worker Policy

The purpose of this policy is:

- To set out rules on lone working in line with the relevant legal framework.
- To provide guidance for lone workers to help understand the risks which they may face.
- To provide lone workers with practical advice and instruction on how to safely work alone.

2.0 Legal Framework

Wee Chicks LTD has a legal duty to look after the health, safety and welfare of its employees, including a duty of care to reduce the potential risks associated with lone working in childcare. These duties are set out in:

- The Health and Safety at Work Act 1974.
- The Management of Health and Safety at Work Regulations 1999.
- Safety Representatives Safety Committee Regulations 1977.

3.0 Considerations

The following should be considered before lone working:

- How will a lone worker manage emergency situations?

- Are there other people on the premises who are easily contactable in case of an emergency?
- How will a lone worker maintain supervision of all children, particularly when using toilets or during intimate care situations?
- How will lone workers be protected from allegations of abuse or neglect when alone with children?
- Will lone workers cope with a variety of tasks such as talking to parents and supervising activities whilst maintaining the safety and welfare of children?
- Does each lone worker have the essential training and/or skills for the role? (Please see section 4.1).
- Public liability insurance cover for lone workers.

4.0 Documentation

Wee Chicks ensures all lone workers are equipped with the following documentation to support and protect both staff and children:

- A lone working policy to enable staff to work alone whilst maintaining the safety and welfare of children and themselves.
- Written agreements from staff, managers and parents for periods of lone working.
- A risk assessment for lone working.

4.2 Essential Training/Skills for lone workers:

- First aid certificate
- Child Protection Training and Competency
- Food Hygiene Training
- Level 3 Qualification (if children are younger than school age).

Volunteer Policy reviewed 16/5/24

Wee Chicks recognise the benefits volunteers bring to our business and therefore, it is essential we present a model of good practice in volunteer management. In return, we hope to give volunteers invaluable experience, an opportunity to share their skills in a different environment and to undertake new and exciting experiences.

1.0 Purpose of Volunteer Policy

The purpose of this policy is:

- To provide Wee Chicks with a solid foundation on which to involve volunteers within the organisation. It does not constitute a binding contract.
- To bring consistency and purpose to how volunteers can help achieve the organisation's overall objectives.
- To define the roles of volunteers clearly.
- To involve a diverse range of people throughout the organisation.

2.0 Status of volunteers

A volunteer is not an employee and will not have a contract of employment with Wee Chicks. However, all volunteers must comply with all policies and procedures to ensure consistency, safety and quality of care for.

3.0 Application

Wee Chicks is an equal opportunity employer; all volunteers will be recruited in accordance with our equal opportunities policy. All volunteers are recruited proactively in accordance to the roles which need to be filled. Volunteers may also apply speculatively.

4.0 Interview

Applications are shortlisted and suitable candidates will be invited to attend an informal interview with the Managing of Wee Chicks. Written records of all interviews are kept. Additionally, any unsuccessful applications will be thanked for applying and encouraged to reapply for other volunteering opportunities within the organisation.

5.0 Eligibility

Wee Chicks is an equal opportunity employer and will consider anyone as a volunteer. Volunteers must demonstrate a commitment to the overall aims and objectives of Wee Chicks and will be placed accordingly to match their needs as a volunteer with the needs of the organisation. Individuals who have a conflict of interest regarding any aspect of the organisation will not be accepted as a volunteer.

6.0 Enhanced Disclosure and Barring Service (DBS) checks

Volunteers working with the children will have suitability checks conducted prior to work, including an enhanced DBS check and two written references.

Additional checks may also be completed if necessary (i.e. professional qualifications). Volunteers are always made aware of these checks in advance. If permission for any checks are refused, without valid reasoning, Wee Chicks has the right not to place the volunteer.

7.0 Confidentiality

Wee Chicks respects the volunteer's right to privacy and confidentiality. In turn, volunteers should not disclose any information regarding the organisation, staff, children and families as stated in the confidentiality policy.

7.1 Records

A system of records is maintained on all volunteers working with Wee Chicks. This includes dates, times, duties, evaluations of work performance etc. All volunteer records are treated with the same confidentiality as staff records.

8.0 Roles and Responsibilities

The Managing Director of Wee Chicks is responsible for ensuring all policies and procedures are implemented efficiently and effectively. All other staff members and volunteers are expected to facilitate this process.

8.1 Induction:

All volunteers will receive initial induction training. This consists of a general introduction to the organisation, as well as orientation on the purposes and requirements of their own volunteering role.

8.1 Probation:

All volunteers are subject to an initial probation period of one month. At the end of this, the volunteer's suitability will be assessed for the role. Following on from this, volunteers may continue in their current role if suitable, be reassigned to a more suitable role, or be asked to leave.

8.2 Working Conditions:

Volunteers are treated equally and fairly, as full members of the Wee Chicks team. They are included in organisational functions and decision-making processes, where applicable as well as being provided with appropriate work sites, equipment and facilities where necessary.

8.3 Training:

Wee Chicks will provide all volunteers with the necessary training and support required for the role, including child protection and health and safety training in order to ensure all

volunteers are fully supported and can develop in their voluntary role. Volunteers may be invited to join staff meetings or additional training when needed.

Volunteers are actively encouraged to identify training courses, seminars, conferences etc. which would benefit them in their role, aiding personal development.

Approval to undertake such training free-of-charge must be given by the Wee Chicks Manager and this will only be done if sufficient funds are available. Priority is given to long standing volunteers and those who have received little or no training in the past.

8.4 Hours of work:

Working times are negotiated between the Wee Chicks Manager and the volunteer. Time commitment is not expected to match full-time, paid staff but volunteers are expected to follow the correct procedure regarding expected absenteeism, in order for arrangements to be made accordingly.

8.5 Policies and procedures:

Volunteers are expected to comply with all policies and procedures of Wee Chicks and adhere to its ethos; the induction process will include these. As representatives of the organisation, all volunteers are responsible for demonstrating a positive image of the organisation externally.

9.0 Supervision

9.1 Communication:

- Lines of communication should operate in both directions, formally and informally.
- Volunteers must have access to all appropriate information relevant to their assignments/job role.
- Volunteers must be consulted on all decisions that would substantially affect their working conditions.

9.2 Supervisors:

Each volunteer will have a designated supervisor, responsible for the day-to-day management of that volunteer.

9.3 Monitoring and Evaluation:

Wee Chicks supervision where the volunteer will be monitored and evaluated all volunteer involvement within the organisation on a regular basis in order to facilitate continuous improvement.

9.3.2 Dismissal:

Volunteers who do not adhere to the organisation's rules or who fail to perform their volunteer assignments satisfactorily may be subject to dismissal.

Grounds for dismissal include, but are not limited to, the following:

- Gross misconduct
- Being under the influence of drugs (including alcohol)
- Theft
- Misuse of equipment and/or materials
- Abuse of clients and/or co-workers
- Confidentiality breaches
- Failure to abide by Wee Chicks LTD policies and procedures
- Failure to complete duties to a satisfactory standard

10.0 Service Discretion

All voluntary service is at the discretion of Wee Chicks. Wee Chicks may, at any time, decide to terminate the volunteer's relationship with the organisation. As with volunteers, they may, at any time, terminate their own relationship with the organisation. Such decisions should be noted and communicated at the earliest opportunity, in a written document.

10.1 Exit interviews

If necessary, exit interviews will be held informally, with any volunteers who are leaving the organisation. Interviews are usually conducted with the volunteer's ex-supervisor and written records are kept regarding why the volunteer is leaving, how they found their experience and if they have any suggestions which may benefit the organisation going forward.

The offer of a personal reference for future employment is made to each volunteer.

11.0 Volunteer Support

Wee Chicks have designated personnel who will take the volunteer through their induction and provide them with support and advice throughout their voluntary experience.

Wee Chicks endeavours to offer any support necessary to encourage and empower volunteers to make a meaningful contribution and gain significant benefits from their voluntary work. Support forms part of the regular supervision sessions and gives volunteers a safe setting in which to express any concerns they may have.

12.0 Insurance

Insurance is provided by the Wee Chicks to ensure coverage for all volunteers working on behalf of the organisation.

13.0 Expenses

Wee Chicks will provide Volunteers with travel expenses traveling to and from Wee Chicks to their place of home. This will be either .45p per mile or the cost of bus travel.

This will be paid on a monthly basis and the Volunteer will fill out an expense form for travel expenses to be reimbursed.

Fraud and Disclosure Policy

This policy applies to all staff, including senior managers, paid staff, volunteers and sessional workers, agency staff, students or anyone else working on behalf of Wee Chicks Fitness CIC/ Wee Chicks LTD.

Fraud is a serious matter and we are committed to investigating all cases of suspected fraud. Any member of staff, regardless of their position or seniority, against whom prima facie evidence of fraud is found, will be subject to disciplinary procedures that may result in dismissal. Wee chicks Fitness CIC/Wee Chicks Ltd will normally involve the police and may seek redress via civil proceedings.

1.0 Purpose of Fraud and Disclosure Policy

The purpose of this policy is:

- To safeguard the proper use of our finances and resources - as of receipt of public funding and its role in representing chief officers in the third sector, Wee Chicks Fitness CIC/Wee Chicks Ltd have a particular responsibility to ensure that income and resources are used solely for the purposes intended.
- To outline the importance of fraud prevention.
- To demonstrate that we are committed to investigating all cases of suspected fraud and follow through with immediate disciplinary action if and when necessary.
- To further enhance systems, policies and procedures which deter acts of fraud.

2.0 Definitions of Fraud

For the purpose of this policy, fraud can be defined as dishonest, irregular or illegal acts which are characterised by a deliberate intent at concealment or false representation, resulting in the diversion of resources; whether or not for personal gain, for the benefit of an individual or a group of individuals, at a consequent loss to Wee Chicks Fitness CIC/ Wee Chicks LTD.

3.0 Prevention

As the aftermath of fraud is costly, time-consuming, disruptive, generally unpleasant and may lead to unwelcome adverse publicity, a major thrust of this Fraud and Disclosure Policy is prevention.

3.1 Leadership

All staff and committee members should ensure that their behaviour is demonstrably selfless, open and honestly, and should champion Wee chicks Fitness CIC/Wee Chicks Ltd policies on conflicts of interest, hospitality and gifts.

3.2 Management procedures

Fraud can be minimised through carefully designed and consistently operated management procedures, which deny opportunities for fraud. Staff must comply with and should receive training on Wee chicks Fitness CIC / Wee Chicks Ltd Financial procedures including policies on segregation of duties, data security and conflict of interest, and any other financial regulations. A continuous review of systems by internal audit may deter attempted fraud and should result in continuous improvements. The risk of fraud should be a factor in internal audit plans.

3.3 Staff appointments

Potential new members of staff must be screened prior to appointment, particularly for posts with financial responsibility. For example:

- Efforts should be made to seek references that should cover a reasonable, continuous period of at least three working years, and any gaps should be explained;
- Efforts should be made to seek references should cover character, in addition to academic or other achievement;
- Efforts should be made to seek an official employer's reference;
- doubts about the contents of the reference should be resolved before confirming the appointment; if this is done by telephone, a written record of the discussion should be kept; and
- essential qualifications should be checked before making an offer of employment, for example by requiring original certificates at the interview.

3.4 Cash

Management of cash should include the following:

- Segregation of duties - systems should prevent one person from receiving, recording and banking cash. Wherever possible, segregation of duties should continue during periods of leave or sickness absence.
- Reconciliation procedures - an independent record of cash received and banked may deter and detect fraud. Documents used in reconciliation processes, such as paying-in slips, should not be available to the officer responsible for banking.
- Receipts should be issued in return for cash received, to provide an audit trail.

3.5 Cheques

Cheques are often completed in ways which facilitate opportunist fraud. Cheques are sometimes intercepted by organised criminals who falsify payee and value details using sophisticated techniques. Debtors may also be told to make cheques payable to a private account, possibly using an account name which is similar to that of Wee chicks Fitness CIC / Wee Chicks Ltd.

The following preventative measures should be taken:

- Physical security - unused, completed and cancelled cheques should never be left unsecured. If cheques are destroyed, more than one officer should be present, and a record of the serial numbers should be maintained;
- Frequent bank reconciliations - some frauds have gone undetected for long periods because accounts have not been reconciled promptly, or because discrepancies have not been fully investigated;
- Segregation of duties;
- Use of bank account names which it is difficult to represent as personal names, to prevent the simple theft of cheques in the post and their conversion into cash;
- Clear instructions to debtors about correct payee details and the address to which cheques should be sent. The address should normally be the accounts department, not the department which has provided the goods or services;
- recording of all cash and cheques received; and
- Training in secure completion of cheques.

4.0 Detection

4.1 Checks and balances

Checks and balances will be designed into all relevant systems and applied consistently, including segregation of duties, reconciliation procedures, random checking of transactions, and review of management accounting information, including exception reports. Systems should identify transactions which have not followed normal procedures.

4.2 Behaviour patterns

Suspect patterns of behaviour among staff dealing with financial transactions should be investigated, for example living beyond apparent means, taking few holidays, regularly working alone out of normal hours and resistance to delegation. Any indication of addiction to drugs, alcohol or gambling should be addressed promptly, for the welfare of the individual and to minimise the risks to Wee chicks Fitness CIC / Wee Chicks Ltd.

4.3 Public Interest Disclosure Policy

Anyone suspecting fraud may use our Public Interest Disclosure Policy, which provides protection against reprisal for any such disclosure.

5.0 Fraud Response Procedure

5.1 Purpose

The purpose of Fraud Response Procedure is:

- To define authority levels.
- To define responsibilities for action and reporting lines in the event of suspected fraud or irregularity.

Those investigating a suspected fraud account should:

- Aim to prevent further loss.
- Liaise with Wee Chicks insurance company.
- Establish and secure substantial evidence necessary for criminal and disciplinary action.
- Take appropriate action against those responsible.
- Endeavour to recover any losses.
- Inform the police if and when necessary.
- Keep internal personnel and any outside organisations with a need to know suitably informed; on a confidential basis regarding the incident and the organisation's response.
- Deal with requests for references for employees disciplined or prosecuted for fraud
- Review the reasons for the incident, the measures taken to prevent a recurrence any action needed to strengthen future responses to fraud.

5.2 Initiating action

If any member of staff suspect fraud or irregularity in Wee chicks Fitness CIC/Wee Chicks Ltd, they should report it as soon as possible to the Managing Director or Treasurer. The person to whom the suspected incident is reported, should then ensure that it is made known, without delay, to the appropriate persons as outlined below:

- In the case of staff, other than the Managing Director, the Managing Director should be informed.

In the case of the Managing Director, the Treasurer should be informed.

Furthermore, a meeting should be held with the Board of Directors within 24 hours, with the intention of deciding on the initial response.

5.3 Management and Staff Responsibilities

5.3.1 Managers

As mentioned, Managers have the prime role in the prevention of fraud. In practice, fraud often occurs because of weaknesses in control – either control processes are absent, ineffective or not being complied with. Therefore, Managers should always be alert to the possibility that unusual events may be the symptoms of fraud or attempted fraud.

All employees with managerial responsibility are also responsible for ensuring that an adequate system of internal control exists within their area of responsibility, appropriate to the risk involved and that those controls are properly operated and complied with.

5.3.2 All Staff

Staff should bring to Management's attention areas of weakness they identify in any procedures and perhaps suggest improvements to these procedures to reduce the possibility of fraud. Confidentiality will be respected.

Additionally, all staff are responsible for:

- Acting with propriety in the use of Wee Chicks resources.
- Acting appropriately in the given environment.
- Being alert to the possibility that unusual events or transactions could be indicators of fraud.
- Reporting details immediately to their manager.

6.0 Responsibility for Investigation

The Management Committee/Board of Directors will decide on the action to be taken. This will normally be an investigation led by the Managing Director or Auditor. The Board of Directors will agree to an allocation of funds for the investigation.

7.0 Prevention of Further Loss

Where initial investigation provides reasonable grounds for suspecting a member or members of staff or others of fraud, the project group will decide how to prevent further loss. This may require the suspension of the suspect or suspects, under the appropriate disciplinary procedure. It may be necessary to plan the timing of suspension to prevent suspects from destroying or removing evidence that may be needed to support disciplinary or criminal action.

In these circumstances, the suspect or suspects should be approached unannounced. They should be supervised at all times before leaving Wee chicks Fitness CIC/Wee Chicks Ltd premises. They should be allowed to collect personal property, under supervision but should not be able to remove any property belonging to Wee Chicks CIC/Wee Chicks Ltd or WOMEN'S TEC. Any security passes and keys to premises, offices and furniture should be returned.

8.0 Establishing and Securing Evidence

Wee chicks will follow disciplinary procedures against any member of staff who has committed fraud and will reserve the right to pursue this through the criminal courts.

Wee chicks will:

- Ensure that evidence requirements are met during any fraud investigation.
- Establish and maintain contact with the police.
- Ensure that staff involved in fraud investigations are familiar with and follow rules on the admissibility of documentary and other evidence in criminal proceedings.

9.0 Recovery of Losses

The Auditor will endeavor to ensure that the amount of any loss is quantified. Repayment of losses will be sought in all cases. Where the loss is substantial, legal advice should be obtained about the need to freeze the suspect's assets through the court, pending the conclusion of the investigation. Legal advice may be obtained about prospects for recovering losses through the civil court, where the perpetrator refuses repayment.

10.0 Final Report

On completion of an initial investigation, a written report, normally prepared by the Managing Director or Auditor, shall be submitted to the Board of Directors which contains the following:

- A description of the incident; including the value of any loss, the people involved, and the means of perpetrating the fraud.
- The measures taken to prevent any recurrence.
- Any action needed to strengthen future responses to fraud - with a follow-up report on whether the actions have been taken.
- Requirements for further or ongoing investigation.
- The final outcome will be reported to the complainant.

11.0 References for Employees Disciplined or Prosecuted for Fraud

Any request for a reference for a member of staff who has been disciplined or prosecuted for fraud must be referred to the Board of Directors.

12.0 Review of Fraud Response Plan

This plan will be reviewed for fitness of purpose on a three yearly basis. Any recommended change(s) will be reported to the Board of Directors for consideration and approval.

Conflict of Interest Policy

This policy applies to all staff, including senior managers, volunteers and committee members working on behalf of Wee Chicks. Wee Chicks aims to avoid any conflict of interest between the interests of Wee Chicks, on the one hand and personal, professional, and business interests on the other. This includes avoiding actual conflicts of interest as well as the perception of conflicts of interest.

1.0 Purpose of Conflict of Interest Policy

The purpose of this policy is to protect the integrity of Wee Chicks' decision-making process, enabling our stakeholders to have confidence in our organisation and to protect the integrity and reputation of volunteers, staff and committee members.

2.0 Reasons for Occurance

A conflict of interest in business can occur for many reasons and can be in the form of:

- Relational
- Financial
- Confidential

3.0 Common Examples

Common examples include:

- A committee member who is related to a member of staff and there is a decision to be taken on staff pay and/or conditions.
- When family members are hired and favoured over other candidates or workers.
- A committee member who is also on the committee of another organisation that is competing for the same funding.
- A committee member who has shares in a business that may be awarded a contract to do work or provide services for the organisation.
- When an employee has access to confidential information within your business and uses this information inappropriately (e.g. reveals it to competitors or uses it for a business of their own i.e. own personal gain).

4.0 Management of Conflicts of Interests

Wee Chicks is committed to working towards avoiding conflicts of interest in any form. However, sometimes conflict of interest is unavoidable in the workplace and therefore, it is important to ensure the appropriate procedures are in place to address such issues.

Furthermore, upon appointment, each committee member will make a full, written disclosure of interests such as relationships, and posts held, that could potentially result in a conflict of interest. This written disclosure will be kept on file and will be updated as and when appropriate.

In the course of meetings or activities, committee members will disclose any interests in a transaction or decision where there may be a conflict between the organisations best interests and the committee members' best interests or a conflict between the best interests of two organisations that the committee member is involved with.

After disclosure, I understand that I may be asked to leave the room for discussion and will not be able to take part in any vote or decision making that relates to the conflict of interest.

Any such disclosure and the subsequent actions taken will be noted in the minutes.

This policy is meant to supplement good judgement, and staff, volunteers and committee members should respect its spirit as well as its wording.