

Wee Chicks Policies & Procedures

**Créche,
Creche
School
Holiday**



**Pop Up
After
Club and
Camp.**

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Mission Statement and Statement of Intent

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:

Manager | 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. '24)

"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 paediatric 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.
- The 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 Sept 24)

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 Manager or the Manager will be available to contact by phone.

Accident and Injury Policy (Updated June '25)

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. A member of staff 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 room 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 a child is not taken directly to hospital following an accident or incident, but is later brought to hospital (e.g. 3–4 hours after or days) because of delayed symptoms, the following procedure should be followed:

(If the child attends hospital at any time as a result of an incident that occurred in your care, even with a delay).

You are still required to report it to the HSC Trust Early Years Team within 5 working days of the accident or when you become aware hospital treatment was needed.

Even if the child isn't taken to hospital immediately but later receives hospital treatment due to your setting's incident:

It still falls under RIDDOR if the treatment is for an injury caused by that incident. You must report it "without delay" (within 10 days) of becoming aware of it to the Health & Safety Executive NI

Parents also asked if they would like to make a complaint.

However, if the child is checked over but no hospital treatment is required (e.g. GP advice, no injury found):

- You should record the incident internally.
- No external reporting is needed unless:
- Safeguarding concerns arise, or there's a pattern or escalation of incidents.

Best Practice:

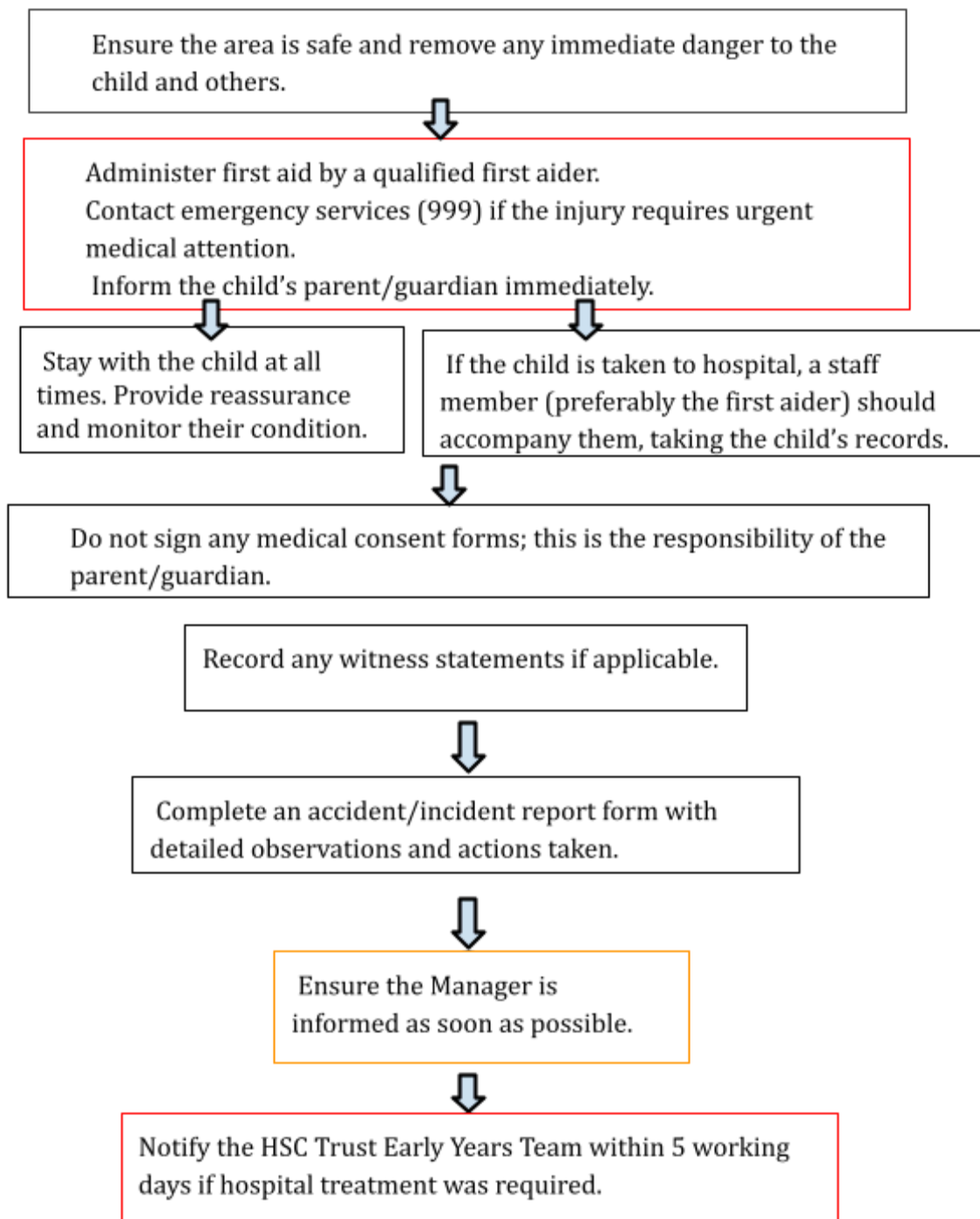
Keep clear records of:

- The accident report.
- Communication with parents.
- The timing of symptoms and any decision to seek medical help.

Phone the parent if a child has been sent to hospital due to a serious accident/incident. With all the correct policies and procedures you

Flow Chart: Staff Action in Event of a Serious Accident at Wee Chicks

This action plan outlines the step-by-step procedures to follow in the event of a serious accident involving a child at Wee Chicks.



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 assess 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 log 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 '24)

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. With 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 [Wee Chicks] 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 [Wee Chicks] 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 April 2026)

‘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, neglect, emotional harm and exploitation. 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:

<p>1.Neglect</p>	<p>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</p>
	<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; 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</p>
<p>2.Physical</p>	<p>The actual or likely physical injury to a child, or willful neglectful failure to prevent physical injury or suffering to a child</p>
	<p><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</p>
<p>3.Sexual</p>	<p>The actual or likely sexual exploitation of a child. The involvement of children and adolescents in sexual activities they do not comprehend.</p>
	<p><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;</p>

	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	<p>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> <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	<p>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> <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</p>

	embarrassment or fear.
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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 Director, Kelly molloy 07746169489 and Manager Joanne Mckinnon or Tracey Mcneill 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 the DCPO Kelly Molloy 07746169489 or Manager Joanne Mckinnon or Tracey Mcneill 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 Director, Kelly molloy 07746169489 and Manager Joanne Mckinnon or Tracey Mcneill 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)]

Flow Chart: Staff Action in Event of Indecent Exposure

The following steps outline what staff should do in the event of witnessing or being alerted to indecent exposure during a park outing

Immediately remove all children from the area. Stay calm and gather the group safely.



Call 999 to report the incident. Provide clear description, location, and time.



Reassure the children. Avoid giving unnecessary detail; remain calm and positive.



Inform the Designated Safeguarding Officer (DSO) at Wee Chicks. Kelly Molloy 07746169489 Manager Joanne McKinnon or Tracey Mcneill 07598247742



Record the incident in the safeguarding log. Include date, time, location, staff present, what was witnessed, and any action taken.



Notify parents. Be factual and sensitive in communications.

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 are 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 Feb 26

1.0 Policy Statement

At Wee Chicks, we are committed to providing high-quality, safe, nurturing and trauma-informed childcare.

We value open communication and believe that comments, suggestions and complaints support continuous improvement.

We are committed to:

- Working in partnership with parents/carers
- Respecting and valuing children's voices
- Listening and responding fairly and promptly
- Maintaining confidentiality
- Acting in line with the Minimum Standards for Childminding and Day Care for Children Under Age 12 (NI)

Parents/carers have the right to contact the Early Years Team at any stage of the complaints process.

2.0 Definitions

Comment – General feedback or suggestion.

Concern – An issue requiring clarification or discussion.

Complaint – An expression of dissatisfaction requiring investigation and formal response.

3.0 Procedure

Stage 1 – Informal Resolution

- A comments book is available in each unit for anonymous feedback.
- Parents/carers are encouraged to speak to:
 - The Unit Manager, or
 - The Supervisor in charge (if Manager unavailable).

Where possible, concerns will be resolved promptly and informally.

A written record of the discussion and outcome will be made and stored securely.

If resolved at this stage, no further action is required.

Stage 2 – Formal Complaint

If the issue is not resolved:

1. The complaint should be submitted in writing.
2. It will be acknowledged within 2 working days.
3. Investigation will begin within 5 working days.
4. An independent member of management (where appropriate) will investigate.
5. A full written outcome will be provided within 28 days.

If additional time is required, parents will be informed in writing.

4.0 Safeguarding

If a complaint relates to:

- Child protection
- Allegations against staff
- Safeguarding concerns

Wee Chicks will immediately follow our Safeguarding & Allegations Policy and inform the appropriate authorities.

5.0 If You Are Not Satisfied

If the complaint remains unresolved, parents/carers may contact:

Early Years Team

Everton Complex
585–587 Crumlin Road
Belfast BT14 7GB
Tel: (028) 9504 2811
Email: earlyyears@belfastrust.hscni.net

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

If the complaint concerns the Registered Person or Senior Management, it may be taken directly to the Early Years Team.

6.0 Record Keeping

- All complaints will be recorded in the Complaints Log.
- Records will be retained for a minimum of 2 years.
- A summary of complaints (without personal details) will be available to parents upon request.

7.0 Confidentiality

All complaints will be handled sensitively and confidentially in line with GDPR and data protection requirements.

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	
Child's 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 Feb 25

'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 Feb 2026

Reviewed: Feb 2026 km

Policy Statement

Wee Chicks is committed to working in partnership with parents and carers and recognises the importance of obtaining informed, written consent to ensure the safe, appropriate and lawful care of all children attending the setting.

Parental consent supports children's wellbeing, participation, safeguarding and access to appropriate care, experiences and learning opportunities while attending Wee Chicks.

1.0 Procedure

1.1 Enrolment Consent

All children attending Wee Chicks must have a completed enrolment form in place prior to starting. This form includes essential information and parental consents and forms part of the agreement between parents/carers and Wee Chicks.

1.2 General Consents at Enrolment

The enrolment form includes consent for routine and necessary aspects of care, which may include:

- Local walks and routine outings within the local area
- Attendance at Emergency Department in the event of illness or injury
- Administration of Calpol, in line with the Medication Policy
- Toileting support and intimate care
- Use of vehicles, where applicable
- Application of non-prescription creams such as sudocrem, arnica or sun cream
- Photographs and video for internal records, learning journals, displays and approved media or marketing purposes
- Permission for a child to sleep in a pram or buggy when outdoors or during outings, in line with Wee Chicks' Safe Sleep Policy and supervision procedures

All children sleeping in a pram or buggy will be positioned safely, monitored regularly and supervised at all times.

1.3 Additional and Specific Consents

Additional written consent will be obtained for:

- Planned outings or trips outside routine local walks (see Outings Policy)
- Any activity, experience or intervention not covered by the original enrolment consents
- Any change in a child's care needs or routine that requires specific parental permission

1.4 Reviewing and Withdrawing Consent

Parents and carers may review, update or withdraw consent at any time. Any changes must be provided in writing and will be recorded on the child's file and shared with relevant staff.

1.5 Emergency and Safeguarding Responsibilities

In an emergency, Wee Chicks staff will always act in the best interests of the child. Where immediate medical attention is required and parental consent cannot be obtained, appropriate action will be taken in line with safeguarding responsibilities and statutory guidance.

1.6 Record Keeping and Data Protection

All consent records are stored securely and managed in accordance with data protection and GDPR requirements. Consent information is reviewed regularly and as part of ongoing partnership working with parents and carers.

COSHH Policy April 26

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 is committed to protecting staff, children, and visitors from risks to their health arising from exposure to hazardous substances used within the setting, in accordance with the Control of Substances Hazardous to Health Regulations 2002.

We believe that:

- Employees should be aware of the hazards of the products they use and must always read and follow the manufacturer's instructions on labelling
 - All hazardous substances must be stored safely and securely at all times
 - Only approved and risk-assessed cleaning products are permitted for use within the setting
 - The use of hazardous substances will be minimised wherever possible to reduce risk
-

2.0 Procedures

2.1 Storage of Substances

- All cleaning products and hazardous substances must be stored in a designated cleaning cupboard which is kept locked at all times
 - Substances must remain in their original labelled containers and must not be decanted into unlabelled bottles
 - Hazardous substances must be stored away from food preparation areas and out of reach of children at all times
-

2.2 COSHH Risk Assessments & Data Sheets

- A COSHH risk assessment must be completed for all hazardous substances used within the setting
- Safety Data Sheets (SDS) must be kept for all products and stored in the COSHH file
- The COSHH file must be easily accessible to staff at all times
- Risk assessments must outline:

- The hazards of the substance
 - Who may be harmed (staff, children, visitors)
 - Control measures required
 - First aid measures
-

2.3 Safe Use of Substances

- Staff must read and follow all manufacturer instructions before using any product
 - Appropriate Personal Protective Equipment (PPE), such as gloves and aprons, must be worn where required
 - Cleaning products must be used in well-ventilated areas
 - Chemicals must never be mixed due to the risk of harmful reactions
 - Products must not be used near children unless safe and appropriate to do so
-

2.4 Training & Staff Responsibilities

- All staff will receive COSHH awareness training as part of their induction
 - Refresher training will be provided regularly
 - Staff are responsible for:
 - Using substances safely
 - Reporting any concerns, spillages, or incidents
 - Following all COSHH procedures
-

2.5 Spillages & Emergency Procedures

- All spillages must be dealt with immediately using appropriate control measures
 - In the event of exposure (e.g. skin contact, ingestion, eye contact), first aid procedures must be followed in line with the product Safety Data Sheet
 - Medical advice must be sought where necessary
 - All incidents must be recorded in line with Wee Chicks accident and incident procedures
-

2.6 Management Responsibilities

- COSHH substances are the responsibility of the Unit Manager
- The Unit Manager will ensure:
 - All COSHH risk assessments are completed and reviewed
 - Safety Data Sheets are up to date

- Staff are trained and compliant
 - Hazardous substances are used safely and, where possible, when children are not present
-

2.7 Monitoring & Review

- This policy will be reviewed annually or sooner if legislation or practice changes
- COSHH risk assessments will be reviewed regularly to ensure continued safety and compliance

Data Protection Policy (March 26)

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 within 40 days.

Signed: _____ PRINT: _____

Parent/Guardian of: _____

Address for Correspondence _____

Privacy Notice For Parents updated reviewed 4/3/2025

Written by: Manager

We 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 & support of your child's learning & development
- Support plans

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 We need about you and your child/ren

We hold information about you and your child/ren to allow us to comply with the Health & Social Care Trust and the Minimum Standards (2012 updated 2018). 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 –

<https://www.familysupportni.gov.uk/Support/215/policy-framework-in-which-childcare-providers-work>

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 Universal credits or any other government bodies that require this information.

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 our **Retention Policy** which we will share with you before your child/ren starts in our 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

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

We are required to inform you about how you can make a complaint relating to a data breach or if you think we are 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@belfastrust.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

Electronic devices security includes google security support which includes monthly password change, 2 step verification, regularly updated antivirus software when required and secure password manager using google (changed monthly). Ipal password with 1 admin user changed monthly.

Electronic equipment – We have 4 laptops, 2 desktops, 2 mobile phones, 5 tablets that the children use and remote users who access our drives which are used for business purposes.

Information is stored on the computer and accessed through the computer and Google Drive for 3 gmail accounts info@weechicks.com (Manager main user) weechicksevents@gmail.com (after schools & creche) weechicksoutreach@gmail.com used for Marketing PR and outreach

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

Our website contains links to other websites: We 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 – We use Google Mail and Ipal software to process emails and our email provider is Gmail and Complete Education Solutions. We keep a copy of your email address on the computer & software to allow us to process emails quickly

Ipal - we use Ipal to store all family information, bookings, invoices (go get paid for outstanding invoices), personal information allowing all parents and child details to be stored in the one location.

WhatsApp – We use WhatsApp to send messages. We keep a copy of your mobile phone number in the phonebook on the room phone and also on Manager's phone to allow us to send you information and updates.

Text messages – We use GiffGaff as the mobile phone provider to send and receive text messages and phone calls. We keep a copy of your mobile phone number in the phonebook to allow us to send you texts.

Paper data processing

Paper documents relating to you and your child/ren are stored in locked filing cabinets. Some documentation is retained in the office to be shared with you and your child/ren on request.

Paper data includes:

Your child's learning and development information
Accident & Incidents & cause for concern forms
Documents for HMRC including invoices
Permission & Consent form
Safeguarding forms relating to your child's health and safety

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

The Privacy Notice is reviewed annually and as required.

Data Retention Policy updated Feb 26

1.0 Policy Statement

Wee Chicks Family Ltd is committed to protecting personal data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

We recognise our responsibility to ensure that personal data relating to children, families, staff, volunteers, and course participants is:

Collected lawfully and fairly

Used transparently and appropriately

Stored securely

Retained only for as long as necessary

Disposed of safely and confidentially

Wee Chicks Family Ltd acts as the Data Controller for all personal data processed within the organisation.

2.0 Lawful Basis for Processing

Personal data is processed under the following lawful bases:

Legal Obligation – to comply with safeguarding law, childcare regulations, HMRC requirements, and funding agreements.

Contract – to fulfil childcare and course service agreements.

Vital Interests – to protect the health and safety of children and individuals.

Legitimate Interests – for operational management and service improvement.

Consent – where required (e.g., marketing, photographs, non-essential communications).

Where consent is used as a lawful basis, it can be withdrawn at any time unless other legal grounds require continued retention.

3.0 Data Retention Principles

Wee Chicks retains personal data only for as long as necessary to:

Meet statutory and regulatory obligations

Fulfil contractual agreements

Safeguard children and vulnerable individuals

Protect against legal claims

Comply with funding conditions

At the end of the retention period, records are securely deleted or confidentially destroyed.

4.0 Categories of Data & Retention Periods

4.1 Safeguarding & Welfare Records

Includes:

Accident and incident reports

Injury and first aid records

Medication administration records

Safeguarding and child protection files

Risk assessments relating to individual children

Retention Periods:

Accident/incident/medical records: retained until the child reaches 21 years of age.

Child protection and safeguarding records: retained until the child reaches 30 years of age (in line with limitation periods and insurance requirements).

These records are retained to comply with safeguarding legislation and potential civil claim time limits.

4.2 Attendance & Contractual Records

Includes:

Parent-provider contracts

Registration forms

Attendance registers

Booking records

Retention Period:

6 years after the child leaves the setting.

This aligns with the standard limitation period for contractual claims.

4.3 Financial Records

Includes:

Invoices and receipts

Bank statements

Payment records

Payroll records

Pension records

HMRC submissions

Retention Period:

Minimum 6 years in accordance with HMRC requirements and financial regulations.

Where required for audit or funding purposes, records may be retained longer.

4.4 Funding Data

Includes:

Local Authority funding documentation

Grant claims

Monitoring returns

Participant tracking data

Retention Period:

In accordance with funding agreement terms, typically up to 3–7 years following project completion, unless otherwise specified.

Data is securely deleted or shredded after the required retention period.

4.5 Course Attendance Data

Includes:

Names and contact details

Attendance records

Evaluation forms

Participation tracking

Retention Period:

Up to 3 years after course completion unless funding or regulatory requirements require longer retention.

4.6 Personal Contact Information

Contact details (phone numbers, email addresses, emergency contacts) are retained:

For up to 3 years after the end of engagement

Unless required longer for safeguarding, legal, or funding compliance

After this period, contact data is securely deleted.

5.0 Data Security Measures

In accordance with Article 32 UK GDPR, Wee Chicks implements appropriate technical and organisational measures including:

Locked filing cabinets

Secure office access

Password-protected systems

Multi-factor authentication where possible

Encrypted cloud storage

Restricted staff access levels

Secure backup systems

Confidential waste disposal and shredding

Regular software updates and security patches

Access to personal data is limited strictly to authorised personnel.

6.0 Right to Erasure

Individuals have the right to request the erasure of personal data (“right to be forgotten”).

Requests will be assessed on a case-by-case basis.

However, erasure may not be possible where:

Data is required for safeguarding purposes

Retention is legally mandated

There is an ongoing legal or insurance matter

HMRC or funding regulations require continued storage

7.0 Closure or Retirement of the Setting

If Wee Chicks Family Ltd ceases operation:

All data will be retained for legally required periods

Records will remain securely stored

A designated data custodian will oversee compliance

Data will be securely destroyed once retention periods expire

8.0 Data Breach & Cyber Incident Response Procedure

Wee Chicks takes all data breaches seriously.

8.1 Identification & Containment

Upon discovering a breach:

Isolate affected systems

Change passwords

Disable compromised accounts

Disconnect infected devices

Secure physical files if relevant

8.2 Assessment

We will:

Identify what data was affected

Determine the number of individuals impacted

Assess risk level (low, medium, high)

Investigate cause (e.g., phishing, unauthorised access, human error)

8.3 Reporting

If personal data is compromised:

The ICO will be notified within 72 hours (if reportable).

Affected individuals will be informed where there is high risk.

Incidents involving criminal activity will be reported to PSNI or Action Fraud.

Cyber incidents may be reported to the National Cyber Security Centre (NCSC).

All breaches, whether reportable or not, will be recorded in the Wee Chicks Data Breach Log.

8.4 Investigation & Mitigation

We will:

Conduct internal investigation

Secure vulnerabilities

Restore systems from secure backups if required

Update procedures where necessary

Provide additional staff training if needed

9.0 Compliance & Governance

This policy is reviewed annually by senior management and the Board of Trustees.

A Data Breach Log is maintained.

Staff receive regular data protection training.

Compliance with UK GDPR and the Data Protection Act 2018 is monitored continuously.

10.0 Policy Review

This policy will be reviewed annually or sooner if:

Legislation changes

Regulatory guidance updates

Following a data breach

Following governance or Trust inspection recommendations

Diet, Nutrition and Menu Policy April 24

'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, we 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 room 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.

Damage to Staff Vehicles During Transport (new April 26)

1. Policy Statement

This childcare setting operates in accordance with the requirements of the Children (Northern Ireland) Order 1995 and is registered and inspected by the local Health and Social Care (HSC) Trust. We are committed to ensuring children's safety, wellbeing, and appropriate supervision at all times, including during transportation.

While all reasonable steps are taken to manage children's behaviour and minimise risks, there may be rare occasions where damage occurs to a staff member's personal property, including their vehicle.

2. Scope

This policy applies where:

- A child is being transported in a staff member's vehicle as part of agreed childcare provision (e.g. school runs, outings, emergencies)
- Prior written parental consent has been obtained
- The transport arrangement complies with insurance requirements and safety standards

3. Legal and Regulatory Context (Northern Ireland)

- Childcare providers must be registered with their local HSC Trust and meet required standards for safety and care (nidirect)
- Providers must ensure appropriate risk assessments, supervision, and safeguarding arrangements are in place
- Parents must be informed of transport arrangements and give consent for their child to travel in a staff member's vehicle (Sport Northern Ireland)
- Vehicles used for childcare purposes must be properly insured for transporting children

This policy forms part of the provider's wider risk management and behaviour management procedures.

4. Parental Responsibility for Damage

Parents/carers remain responsible for their child's behaviour while in our care.

Where a child intentionally or recklessly causes damage to a staff member's vehicle during authorised transportation, the parent/carer will be held responsible for the reasonable cost of repair or replacement, except where:

- The damage is clearly attributable to a failure in supervision or negligence by the provider
- The incident is deemed accidental and unavoidable despite appropriate supervision

5. Procedure in the Event of Damage

In line with HSC Trust expectations for record keeping and transparency:

1. The incident will be recorded in writing as soon as possible
2. Parents/carers will be informed promptly
3. Evidence (e.g. photographs, witness accounts) will be gathered
4. A repair quote or invoice will be provided
5. Costs will be discussed and agreed with parents/carers
6. Payment is expected within an agreed timeframe (or via an agreed payment plan if necessary)

6. Insurance

- Staff must ensure their vehicle insurance permits transporting children for childcare purposes
- Where an insurance claim is made, any policy excess or uninsured costs may be passed to the parent/carer where the child is responsible for the damage
- The childcare provider's public liability insurance does not typically cover damage caused by a child to a staff member's personal vehicle

7. Preventative Measures

To meet safeguarding and good practice expectations in Northern Ireland, the setting will:

- Obtain written parental consent for all transport arrangements
- Ensure appropriate child restraints and seatbelts are used (legal requirement) (Sport Northern Ireland)
- Avoid transporting children alone where possible and follow safer transport guidance
- Maintain appropriate supervision ratios and behaviour management strategies
- Carry out risk assessments for all transport activities

8. Agreement with Parents/Carers

By signing the childcare contract and transport consent forms, parents/carers acknowledge and agree to this policy, including potential financial responsibility for damage caused by their child.

9. Review

This policy will be reviewed annually

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 members open the back door, greet the parents and let 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) 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) A 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 Nov 24

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

The staff member will give the parents 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 April 26

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.

The safety and wellbeing of children, families, and staff is our highest priority. Decisions to close will always be made in line with health and safety guidance and in response to risks beyond our control.

2.0 Procedure

In the event of having to close our facility due to circumstances outside of our control, including but not limited to:

- Decisions taken by the venue owners/landlords
- Severe weather conditions (e.g. snow, ice, storms, flooding, extreme heat)
- Industrial action or transport disruption
- Contagious illness outbreaks or public health emergencies (e.g. pandemics)
- Utility failures (e.g. loss of heating, water, electricity)
- Unsafe building conditions or emergency repairs
- Staff shortages where safe ratios cannot be maintained
- Local authority or government guidance/advice
- Any other reasonable incident outside the direct control of the company

Fees cannot be refunded, nor can the company guarantee alternative childcare arrangements.

3.0 Communication

Where possible, Wee Chicks will:

- Inform parents/carers as soon as reasonably practicable
 - Use available communication channels (e.g. phone, email, WhatsApp, social media)
 - Provide updates on reopening as information becomes available
-

4.0 Prolonged Closures

Should any such incident continue for a prolonged period, we will make every effort to:

- Recover costs through our insurance policy (where applicable)
- Seek external support or funding where available

If successful, we will reimburse parents when funds are made available by insurers or funding bodies.

5.0 Fees and Financial Considerations

Wee Chicks seeks to make every effort to minimise costs for parents. However, in circumstances where closure is beyond our control and we continue to incur operational costs (including staff wages, rent, and overheads), our normal daily rates will apply.

6.0 Health & Safety Compliance

All decisions will be made in line with:

- UK Health & Safety legislation
- Early Years and childcare regulatory guidance
- Risk assessments specific to the situation

We will not operate where it is deemed unsafe to do so.

7.0 Liability

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

Epidemic Policy April 26

(TO INCLUDE SWINE FLU & COVID 19)
'Part of Infection, Prevention and Control'

1.0 Principle

Due to the presence of infectious illnesses within the UK, including Swine Flu, COVID-19 and E. coli, Wee Chicks maintains clear procedures to respond promptly to any epidemic or outbreak.

This policy is in place to protect the health, safety and wellbeing of all children, staff, volunteers, parents and visitors.

2.0 Statement of Intent

Wee Chicks recognises that guidance relating to infectious diseases may change. We are committed to following the most up-to-date advice from relevant authorities including:

- Health and Social Care Trust (HSC Trust)
- Public Health Agency (PHA) / UK Health Security Agency (UKHSA)

We will act quickly, responsibly and in line with official guidance to minimise risk and prevent spread.

3.0 Procedures

- Parents/carers must inform the Manager immediately if their child is diagnosed with, or suspected of having, an infectious or epidemic illness.
- Wee Chicks will contact the Health and Social Care Trust/Public Health Agency for guidance and follow all advice provided.
- Exclusion periods will be applied in line with current public health guidance.
- Attendance records, including time in/out and room movements, will be maintained to support track and trace if required.

- Enhanced hygiene and infection control measures will be implemented where necessary (e.g. handwashing, cleaning, ventilation).
- The Manager will regularly review updates from official health bodies to ensure current best practice is followed.
- Communication will be shared with parents and staff where required, while maintaining confidentiality.

This policy operates alongside our **Infection Control Policy** and **Illness and Medication Policy**.

Equal Opportunities Policy April 25

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.

3.2 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 March 24

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, a 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 of 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 April 26

1.0 Policy Statement

Wee Chicks complies with the **AccessNI Code of Practice** and relevant legislation including the Police Act 1997 and the Rehabilitation of Offenders (NI) Order 1978/1979 (as amended).

We are committed to **fair, consistent and non-discriminatory recruitment** and will not unfairly treat any applicant on the basis of a criminal record.

This policy is available to all applicants at the start of the recruitment process.

2.0 Equality & Inclusion

Wee Chicks promotes **equality of opportunity** and welcomes applications from individuals with criminal records.

Selection decisions are based on **skills, experience, qualifications and suitability for the role**, not on offending history alone.

3.0 Use of AccessNI Disclosures

- Disclosure checks will only be requested where **relevant and proportionate** to the role
 - Applicants will be informed early if a Disclosure is required
 - We will only ask about **“not protected” convictions**
-

4.0 Assessing Criminal Records

A criminal record will **not automatically prevent employment**.

Where information is disclosed, we will carry out a **fair and recorded risk assessment**, considering:

- Nature and seriousness of the offence
- Relevance to the role
- Time since the offence
- Pattern of behaviour

- Evidence of rehabilitation

Failure to disclose relevant information may result in withdrawal of an offer.

5.0 Safeguarding

As a childcare provider, Wee Chicks prioritises **the safety and wellbeing of children**.

- Roles may require **Enhanced AccessNI checks**
 - All decisions will reflect safeguarding responsibilities
-

6.0 Recruitment Practice

Wee Chicks ensures:

- Fair and consistent recruitment processes
- Trained staff handling Disclosure information
- Open and respectful discussions with applicants

We may discuss information shown on a Disclosure Certificate before making a final decision.

We can only discuss information shown on the Disclosure Certificate, not additional police information.

7.0 Data Protection

Disclosure information will be handled in line with **UK GDPR and Data Protection Act 2018**:

- Kept secure and confidential
 - Only accessed by authorised staff
 - Retained only as long as necessary
-

8.0 Key Statement

Having a criminal record will not necessarily prevent you from working with Wee Chicks.

Each case is considered individually, based on the role and circumstances.

9.0 Review

This policy will be reviewed regularly and updated in line with legislation.

Fire Drill Policy (updated Sep '24)

'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 April 26

1.0 Principle

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

We are committed to ensuring that all fundraising activities are **safe, inclusive, ethical, and appropriate for children**, and that they reflect our values as a childcare provider and social enterprise/charity.

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 to source sponsorship for each event we run.
- We will limit the charities we raise funds for and the number of fundraising activities throughout the year.

In addition, Wee Chicks will:

- Ensure all fundraising activities are **voluntary and inclusive**, with no pressure placed on children or families to contribute financially.
 - Ensure fundraising activities are **age-appropriate, safe, and respectful** of all children and families.
 - Comply with relevant UK guidance including the **Fundraising Regulator Code of Fundraising Practice**, safeguarding requirements, and data protection laws under **UK GDPR**.
 - Promote a culture of **kindness, empathy, and community engagement** through fundraising activities.
-

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 fundraiser in order to avoid competitiveness amongst the children.

Additional UK Good Practice Procedures

- **Risk Assessments:**
All fundraising activities will be risk assessed in line with our Health & Safety Policy to ensure the safety of children, staff, and visitors.
- **Safeguarding:**
All activities will be delivered in line with our Safeguarding and Child Protection Policy, ensuring children are protected at all times.
- **Parental Communication:**
Parents/carers will be informed in advance of any fundraising activities, including the purpose, chosen charity, and how funds will be used.
- **Voluntary Contributions:**
Participation in fundraising will always be optional. No child or family will be disadvantaged or excluded for non-participation.
- **Handling of Money:**
Any money raised will be handled transparently and securely in line with Wee Chicks financial procedures. Records of funds raised and donations made will be maintained.
- **Charity Selection:**
Where possible, charities will be verified and reputable. Consideration will be given to local charities and those aligned with Wee Chicks values and impact.

- **Data Protection (UK GDPR):**
Any personal data collected during fundraising (e.g., names, photos, donations) will be processed in line with our Data Protection Policy.
 - **Inclusivity & Accessibility:**
Activities will be designed to ensure all children can participate regardless of ability, background, or financial circumstances.
 - **Partnerships & External Fundraising:**
Any partnerships with external organisations or businesses will be reviewed by management to ensure they align with Wee Chicks' ethos and safeguarding standards.
-

4.0 Monitoring and Review

This policy will be reviewed annually or sooner if required to ensure it remains compliant with UK legislation and best practice.

Health & Safety Policy Feb 26

Part of Management of Risks Associated with the Care of Individual Service Users

1.0 Principle

Wee Chicks is committed to providing a healthy, safe, nurturing and trauma-informed environment for all children, staff, volunteers, parents, carers and professionals who attend or visit our setting.

We recognise that effective health and safety management forms an essential part of safeguarding and promoting children's wellbeing.

2.0 Statement of Intent

Wee Chicks believes that:

- All children have the right to be cared for in an environment that is safe, secure and supportive.
- Staff and volunteers have the right to work in a safe and healthy workplace.
- The organisation has a legal and moral duty to ensure, so far as is reasonably practicable, the health, safety and welfare of everyone on the premises.
- Health and safety is everyone's responsibility.
- Risk management is proactive, ongoing and embedded in daily practice.

We are committed to complying with:

- Health and Safety at Work (NI) legislation
- The Minimum Standards for Childminding and Day Care (NI)
- Environmental Health regulations
- Fire Safety legislation
- COSHH regulations
- Food Hygiene standards

3.0 Governance & Oversight

The Area Manager / Designated Health & Safety Lead holds overall responsibility for:

- Monitoring health and safety compliance
- Reviewing risk assessments
- Ensuring staff training is up to date
- Reporting serious incidents where required

- Maintaining accident and incident records
- Liaising with regulatory bodies

The Board of Directors maintains strategic oversight of health and safety governance.

4.0 Staff & Volunteer Welfare

Wee Chicks will, so far as is reasonably practicable, provide:

- A safe working environment
- Suitable rest facilities
- A minimum 30-minute unpaid lunch break (in line with legislation)
- Adequate toilet and handwashing facilities
- Safe food storage and preparation areas
- Employer's Liability Insurance
- First Aid provision at all times
- Fire detection and firefighting equipment (serviced regularly)
- Risk assessments for pregnant employees and new mothers
- Appropriate training, supervision and induction

Morning and afternoon breaks are discretionary and dependent on staffing ratios and safe supervision of children.

5.0 Duty of Care – Staff & Volunteers

All staff and volunteers must:

- Take reasonable care of their own health and safety
- Take reasonable care of colleagues and children
- Follow all policies and procedures
- Report hazards immediately to the Unit Supervisor

- Record accidents and incidents appropriately
- Inform management of any condition or medication that may affect their ability to safely carry out duties
- Maintain high standards of hygiene
- Follow infection prevention and control guidance
- Refrain from bullying, harassment, unsafe behaviour or practical jokes

All personal health information will be treated confidentially in line with GDPR and safeguarding procedures.

6.0 Childcare Environment Safety

Staff will ensure that facilities, equipment and resources are maintained in a condition that is safe and suitable for children.

6.1 Code of Practice

- Equipment is checked regularly and damaged items removed immediately
- Written records of defects and actions taken are maintained
- Electrical sockets, wires and leads are safely secured
- Heaters are guarded where necessary
- Doors and access points are secured appropriately
- Fire exits remain clear at all times
- Fire drills are carried out termly and recorded
- COSHH records are maintained for hazardous substances
- Cleaning materials are securely stored
- Spills are cleaned immediately
- Rooms are kept tidy and uncluttered
- Outdoor areas are risk assessed before use

- Sun Safe procedures are followed
- Children are supervised at all times
- Waste is disposed of daily
- Water temperature is thermostatically controlled
- Children are not permitted in food preparation areas

7.0 Infection Prevention & Control

Wee Chicks follows Public Health Agency guidance regarding illness and exclusion periods.

- Handwashing is promoted throughout the day
- Children wash hands on arrival, after toileting, before eating, and after messy play
- Staff model good hygiene practice
- PPE is used where appropriate
- Enhanced cleaning procedures are implemented during outbreaks

Parents must inform the setting of contagious illnesses.

8.0 Accident & Incident Reporting

- All accidents are recorded in the Accident Book
- Parents are informed the same day
- Serious incidents are escalated to senior management
- RIDDOR reporting is completed where required
- Patterns of incidents are monitored to inform risk reduction

9.0 Responsibilities of Parents, Carers & Visitors

Parents, carers and visitors must:

- Report any hazards or safety concerns

- Report accidents occurring on site
- Share relevant health information about their child
- Follow staff instructions and safety signage
- Supervise siblings appropriately
- Sign in and out of the building

No person will be permitted on the premises if:

- Under the influence of alcohol or drugs
- Behaving aggressively or abusively

Where necessary, individuals will be asked to leave and appropriate authorities contacted.

10.0 Environmental Responsibility

Wee Chicks aims to:

- Recycle waste where possible
- Minimise environmental impact
- Promote sustainability practices with children

11.0 Related Policies

Please refer to:

- Fire Safety Policy
- Risk Assessment Policy
- Outings Policy
- Safeguarding & Child Protection Policy
- Infection Control Policy
- Medication Policy

- Sun Safe Policy

ICT Policy April 26

Scope

This policy applies to all staff, volunteers, students, agency workers and anyone working on behalf of Wee Chicks.

1.0 Purpose

This policy ensures ICT is used:

- Safely and appropriately
 - To support children's learning and development
 - To enable effective communication and record keeping
 - In line with UK GDPR and safeguarding requirements
-

2.0 Legal Framework

We comply with relevant UK legislation including:

- Data Protection Act 2018 & UK GDPR
 - Computer Misuse Act 1990
 - Safeguarding legislation and guidance
 - Communications and online safety laws
-

3.0 Use of ICT

ICT is used daily to support:

- Children's learning through age-appropriate technology
- Observations, planning and assessment
- Communication with parents

Children have supervised access to devices such as tablets, cameras and computers and are taught to use them safely and respectfully.

Each room has access to at least one tablet.

4.0 Roles and Responsibilities

ICT Leader (Manager)

Responsible for:

- Online safety and policy implementation
- Staff training and awareness
- Managing incidents and concerns

Staff and Volunteers

Must:

- Follow this policy
 - Supervise children using ICT
 - Report concerns immediately
 - Use ICT professionally
-

5.0 Password Security

- Strong passwords must be used and kept confidential
 - Passwords must not be shared
 - Any breaches must be reported immediately
-

6.0 Online Communication

- Only official Wee Chicks email accounts should be used
- Communication must be professional and respectful
- Suspicious emails must not be opened and should be reported

Staff must not add parents on social media unless previously known.

6.1 Devices and Photography

- All devices are password protected
 - Photos/videos require written parental consent
 - Images are used only for observations and approved purposes
 - Data is stored securely
-

6.2 Internet Access

We ensure safe internet use through:

- Filtering systems
- Supervision
- Antivirus protection
- Secure systems

Any inappropriate content must be reported immediately.

6.3 Internet Safety

Children are supported to:

- Use age-appropriate content
- Understand online safety
- Avoid sharing personal information

All internet use is monitored.

7.0 Data Protection

We comply with UK GDPR by ensuring:

- Personal data is stored securely
- Access is restricted
- Information is not shared inappropriately

- Data breaches are reported immediately
-

8.0 Cyber Security

- Secure networks must be used
 - Devices must be password protected
 - Systems must be updated regularly
-

9.0 Monitoring and Review

- ICT use is regularly monitored
- Incidents are recorded and reviewed
- Policy is reviewed annually

Failure to comply may result in disciplinary action.

10.0 Safeguarding

Online safety is part of safeguarding. Any concerns must be reported immediately in line with the Child Protection Policy.

Illness and Medical Administration Policy (updated Oct 24)

'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, means 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 as 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 Oct 24

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 unit's premises, which could harm children or staff.
- As this is such a large part of the unit's 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 an 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 unit primarily uses the 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 Oct 25)

'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 Oct 25

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

© 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 April 26

1.0 Policy Statement

At Wee Chicks, the safety and wellbeing of every child is our priority. We take all reasonable steps to prevent children going missing and will act immediately if an incident occurs, following UK safeguarding guidance.

2.0 Definition

A missing child is any child whose whereabouts cannot be accounted for and who is not where they are expected to be, either on the premises or during an outing.

3.0 Procedures

Immediate Response

- Remain calm and begin an immediate search of the premises
 - Inform the **Manager and Safeguarding Lead (DSL)**
 - Carry out a headcount and check registers
 - Ensure all other children remain safely supervised
-

Search Procedure

- Check all rooms, outdoor areas, toilets, cupboards, and exits
 - Review CCTV where available
 - Identify when and where the child was last seen
-

Escalation

- If the child is not found quickly (within approx. **10 minutes or sooner if high risk**):
 - Contact **police (999)** immediately
 - Inform parents/carers

- Notify relevant safeguarding/regulatory bodies where required
-

Information for Police

- Child's name, age, and description
 - Clothing worn
 - Last known location/time
 - Any medical or additional needs
-

4.0 Record Keeping

- Record all details of the incident, actions taken, and outcome
 - Store securely in line with **UK GDPR and Data Protection Act 2018**
-

5.0 Review

- Conduct a staff debrief after the incident
 - Review risk assessments and procedures
 - Implement improvements or additional training if needed
-

6.0 Prevention

We will:

- Maintain correct staff ratios
 - Carry out regular headcounts
 - Secure doors, gates, and exits
 - Supervise children at all times, especially during transitions and outings
-

7.0 Confidentiality

All information will be kept confidential and shared only with relevant professionals.

8.0 Conclusion

Wee Chicks is committed to responding quickly and effectively to any missing child incident while continually improving practice to keep children safe.

Multimedia Policy April 26

‘INCLUDES PHOTOGRAPHY AND VIDEOGRAPHY’

This policy applies to all staff, including senior managers, paid staff, volunteers, students and anyone working on behalf of Wee Chicks.

Wee Chicks recognises that multimedia, including photography, videography and digital platforms, plays an important role in children’s learning and communication. However, we are committed to ensuring all use is safe, appropriate and in line with **UK safeguarding and data protection (UK GDPR & Data Protection Act 2018)**.

1.0 Purpose

The purpose of this policy is to:

- Define the safe use of photography, videography and multimedia across all services
 - Ensure children are protected from misuse of images or digital content
 - Ensure staff follow safe, professional and lawful practices
 - Support compliance with ICT, Safeguarding and Data Protection policies
-

2.0 Procedures

- Photographs/videos will **only be taken with prior written parental consent**
- Images are used for:
 - Learning and development records
 - Displays within the setting
 - Approved communication with parents
- Separate consent is required for **marketing, social media or press use**
- Individual photos may be shared with parents; group photos will not be retained longer than necessary
- **No images will be used in student portfolios or training materials**
- All images must be taken on **company devices only** – personal phones are strictly prohibited
- Images will be **securely stored and deleted in line with data retention guidelines**

3.0 Electronic Devices

Wee Chicks permits the use of:

- Digital cameras, tablets (iPads), and computers for educational purposes
- All devices are:
 - **Password protected**
 - Fitted with **child safety filters and restricted access**

Use of devices must always be:

- Supervised
- Age-appropriate
- In line with safeguarding procedures

Television and digital media use is limited and always age appropriate. Gaming consoles are not used within the setting.

4.0 Internet Access

Internet use is monitored and controlled in line with the ICT Policy.

4.1 Staff Use

- Staff may only access the internet for **work-related purposes** unless authorised
- Personal use is restricted to **break times only**
- Staff must not:
 - Contact parents using personal accounts
 - Share personal contact details
- All communication must go through **official Wee Chicks channels**

4.2 Children's Use

- Children may access **approved apps and websites only**
 - All access is:
 - Supervised
 - Filtered
 - Age-appropriate
-

5.0 Use of Photography

- Consent is obtained at registration and remains valid unless withdrawn in writing
- A record is kept of children **without consent**, and all staff are informed
- Images may be used for:
 - Observations and development tracking
 - Displays within the setting
 - Website/social media (with additional consent)

5.1 Marketing & Media Use

- Children will **never be identified by full name alongside images**
- If a name is used, no image will accompany it
- Additional consent will be obtained for:
 - Press/media coverage
 - External publications

All images are:

- Taken using Wee Chicks devices only
 - Stored securely
 - Used only for approved purposes
-

6.0 Social Media

All staff must:

- Act professionally and protect the reputation of Wee Chicks
- Not post or share:
 - Images of children
 - Information about children, families or staff
- Not discuss workplace matters on personal social media

Additional rules:

- No personal device photography within the setting
 - Social media use during working hours is prohibited (except breaks)
 - Staff must maintain **clear professional boundaries with parents online**
-

7.0 Data Protection & Safeguarding

Wee Chicks ensures:

- All multimedia use complies with:
 - **UK GDPR**
 - **Data Protection Act 2018**
 - **Safeguarding and Child Protection guidance**
- Images are:
 - Stored securely
 - Accessed only by authorised staff
 - Retained only as long as necessary

Any misuse of multimedia or breaches of this policy will be treated as a **serious safeguarding concern** and may result in disciplinary action.

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 April 26

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 1st April 2026

Service	Price
After School - Part Time (daily rate)	2pm collection = £22.00 3pm collection = £20.50
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 £4.95
Holidays - Full day (daily rate)	9am to 5.30pm = £41.53
Holidays - Full Week (Full time) Discounted	10% Discount
Creche	9.45am to 1pm £30.00 per week Sibling 10%discount

Holiday Camp prices

Service	Price (£)
Full School Day	9am to 3pm = £30.53
Early Drop Off (Includes Breakfast)	8.30 am to 9am = £4.95
Full day	9am to 5.30pm = £41.53
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.

Employers 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 has 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 Marc 24

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.

Fair Employment Policy April 25

1.0 Policy Statement

Wee Chicks is committed to the principles of fairness, transparency, and equality of opportunity in all aspects of employment. This policy outlines our approach to fair recruitment, selection, and redundancy practices, ensuring compliance with relevant legislation and alignment with our equal opportunities ethos.

2.0 Purpose and Scope

This policy ensures that employment decisions are made based on merit and suitability for the role, and that no employee or applicant is discriminated against on the basis of age, disability, gender, race, religion, sexual orientation, or any other protected characteristic.

This policy applies to all staff employed, engaged on a self-employed (bank staff) basis students & volunteers.

3.0 Recruitment and Selection

Wee Chicks is committed to an open and fair recruitment process that includes:

- Advertising all staff vacancies through appropriate channels such as local facilities, newspapers, job centres, or recruitment agencies, for staff.
- Requiring all applicants to complete an application form or submit a CV.
- Preparing job descriptions for all roles before recruitment.
- Having a minimum of two people on the shortlisting panel (interviews may be conducted with fewer people depending on circumstances).
- Shortlisting candidates based on merit. If candidates score equally, interviews will be arranged to further assess suitability.
- Conducting job-appropriate interview questions.
- Requesting references immediately following the interview.
- Making offers of engagement subject to satisfactory references and Access NI vetting.

4.0 Engagement and Onboarding

- All bank staff will receive and must sign a written Associate Agreement before beginning work.
- Wee Chicks covers the costs of Access NI checks and Health Declarations.
- Staff contracts will not commence until satisfactory vetting and references are received.
- All new staff will undergo induction training, which includes an overview of policies, procedures, and the Associate Handbook.
- Staff are required to sign to confirm they have read and understood these documents upon induction and annually thereafter.

5.0 Employment Practices

- All employees are entitled to equal pay and freedom from discrimination.
- Employment is subject to a probationary period.
- Annual appraisals will be carried out, with additional reviews if needed.
- Staff records will be retained in line with insurance and regulatory requirements.

6.0 Reporting and Disclosures

- All staff must notify their manager if they receive new cautions, convictions, or become subject to legal proceedings following their initial vetting.
- Wee Chicks will inform the Early Years Team from the HSC Trust of any such disclosures.

7.0 Redundancy

- In the event of redundancy, fair and transparent procedures will be followed, with decisions based on operational requirements and staff suitability.

8.0 Legal Framework

This policy is informed by the following legislation:

1. Employment Relations (Northern Ireland) 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) 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 resources 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 Oct 25

'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.

Safe Sleep Policy

Reviewed: Feb 2026

Policy Statement

Wee Chicks is committed to promoting the safety, wellbeing and emotional regulation of all children while resting or sleeping in our care. We recognise that although Wee Chicks is not a full-day nursery and does not operate a dedicated sleep room, there may be occasions where a child requires rest or sleep to support their wellbeing, particularly due to tiredness or emotional dysregulation.

This policy outlines how Wee Chicks supports children to rest or sleep safely and appropriately when required.

1.0 Aims

We aim to:

- Support children's emotional and physical wellbeing
- Provide safe and responsive rest or sleep arrangements when needed
- Ensure children are supervised appropriately at all times
- Work in partnership with parents and carers

2.0 Rest and Sleep Arrangements

2.1

Wee Chicks does not operate a designated sleep room. Sleeping at the setting is not routine and will only occur where it is in the best interests of the child.

2.2

Rest and sleep arrangements may include:

- Travel cots, where appropriate

- A quiet, supervised cosy corner using soft furnishings such as bean bags for rest and regulation
- Prams or buggies when outdoors or during outings, with parental consent

2.3

All rest and sleep arrangements are risk assessed and set up to ensure children's safety and comfort.

3.0 Safe Rest and Sleep Practices

3.1

Children who require rest or sleep will be supported in a calm, responsive manner, in line with their age, developmental stage and individual needs.

3.2

Children placed to sleep will be:

- Positioned safely, with clear airways
- Appropriately dressed to avoid overheating
- Supported using safe sleep guidance at all times

3.3

Soft furnishings such as bean bags are used for **rest and regulation only** and not for unsupervised or prolonged sleep.

3.4

Children are visually supervised at all times and checked regularly while resting or sleeping.

4.0 Sleeping in Prams or Buggies

4.1

Occasionally, a child may fall asleep in a pram or buggy, particularly when outdoors, on outings, or when rest is required to support emotional regulation.

4.2

Sleeping in a pram or buggy will only take place:

- With written parental consent

- Where it is appropriate for the child's needs
- In line with Wee Chicks' supervision and risk assessment procedures

4.3

When a child is sleeping in a pram or buggy:

- The child will be positioned safely to ensure their airway remains clear
- Harnesses will be used correctly
- The pram or buggy will be parked securely and away from hazards
- Staff will carry out regular visual checks
- The child will remain supervised at all times

5.0 Emotional Regulation and Wellbeing

5.1

We recognise that children may require rest or sleep as part of emotional regulation, particularly following periods of distress, overstimulation or dysregulation.

5.2

Rest or sleep will be offered as a supportive strategy and not as a behaviour management tool.

5.3

Parents and carers will be informed if their child has slept or required extended rest during their session.

6.0 Staff Responsibilities

6.1

All staff are responsible for:

- Following this Safe Sleep Policy
- Supporting children's individual rest and regulation needs

- Supervising all resting or sleeping children
- Reporting any concerns immediately to management

6.2

Staff receive guidance on safe rest, sleep and emotional regulation strategies as part of induction and ongoing training.

7.0 Safeguarding and Emergencies

7.1

If a staff member has any concern about a child while resting or sleeping, the child will be checked immediately and appropriate action taken.

7.2

In an emergency, staff will follow Wee Chicks' safeguarding and emergency procedures and seek medical assistance where required.

7.3

The safety and wellbeing of the child will always take priority.

8.0 Record Keeping and Review

8.1

Any sleep or extended rest will be recorded and shared with parents/carers.

8.2

This policy is reviewed regularly and updated in line with guidance, practice and Minimum Standards.

Smoking Policy April 24

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

Aug 24

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 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 April 26

1.0 Principle

At Wee Chicks, we recognise that settling into a new environment is a key part of a child’s **Personal, Social and Emotional Development (PSED)**. We aim to support both children and parents to feel confident, secure and comfortable during this transition.

2.0 Statement of Intent

Wee Chicks believes that:

- Each child should be given time to explore and become familiar with their new environment.
- Children should feel safe, relaxed and develop a sense of belonging within the setting.
- Settling-in is important for both the child and parent/guardian.
- Parents are encouraged to share relevant information about their child’s needs, routines and preferences.
- Strong relationships between staff and families are essential to support children’s wellbeing.

We aim to provide a positive, supportive and inclusive settling-in experience for all children and families.

3.0 Procedure

- All placements are booked in advance via our booking system or with a staff member.
- A **gradual settling-in process** will be offered where possible, tailored to the child’s individual needs.
- Each child will be supported by a **key staff member/unit supervisor**, who will act as the main point of contact for parents.
- Parents are encouraged to stay for short periods initially to help their child feel secure.
- Staff will observe and respond to each child’s emotional needs, offering comfort and reassurance.
- It is normal for children to feel upset when separating from parents; staff will provide appropriate support to help them settle.
- If a child remains distressed and unable to settle, parents will be contacted and arrangements discussed in the child’s best interest.

- The settling-in process will be reviewed and adapted where necessary to support the child's wellbeing.
-

This policy ensures compliance with **UK EYFS requirements**, promoting children's emotional wellbeing, secure attachments, and partnership working with parents.

Staff Well-Being 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 Nov 24

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 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 and Intimate Care Policy

(Updated February 2024, Revised August 2025 km)

1.0 Principle

At Wee Chicks we believe that no child should be left unassisted in the case of a toileting accident. We are committed to ensuring that all children, including those with additional needs, are kept clean, dry, and comfortable at all times.

Staff take full responsibility for supporting children with toileting, nappy changing, and intimate care during their time in the setting. All procedures are carried out with sensitivity, safeguarding awareness, and respect for the child's dignity.

Staff checks and vetting include:

Access NI Criminal Records Check (all convictions, including spent and pending, 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).

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 Procedures

2.1 Nappy Changing

When changing nappies, the following procedure must be followed:

Door to the changing area must remain open.

Wash and dry hands, put on an apron and gloves, and prepare the changing station with the child's nappies and wipes.

Use communication strategies (visual aids, verbal cues) to reassure and support the child.

Lie the child on the changing station and ensure any damp/soiled clothes are fully changed.

For children aged 4 years and over, the disabled toilet and a floor-based changing mat will be used, as the standard changing unit may be too small or unsafe.

Bag damp/soiled clothes (double-bagged and labelled) and place in the child's box/bag for parents to collect.

Dispose of nappies/wipes appropriately: wet nappies in a single bag, soiled nappies in a double bag.

Clean the changing station with soapy water. If the child has diarrhoea, use Milton/disinfectant.

Remove apron and gloves, place in the bin, and wash hands following handwashing guidelines.

Record the change in the child's daily record sheet.

New Safeguards:

Nappies will be checked at least once every hour, and changed immediately if wet or soiled.

Checks will also take place before meals, outdoor play, and 30 minutes before home time.

All checks and changes will be documented in writing.

Where possible, change should take place in the presence or sight of another staff member for safeguarding with an open door policy.

Children are encouraged to develop independence in toileting whenever possible.

Any complaint relating to toileting or changing will trigger a review of records, individual staff reflection, and refresher guidance from the Manager

2.2 Damp/Soiled Clothes

Children engaged in water play may occasionally become damp. If clothing is slightly damp and the child remains comfortable, staff will monitor and allow play to continue. If clothing becomes noticeably wet or the child is uncomfortable, staff will change the child promptly. All changes will be noted in the child daily record as play related.

If a Child is Playing with Water

1. Slightly damp (splashing, small drips, sleeves wet, damp patch on trousers):

This is normal during play.

If the child is comfortable and happy, staff can allow them to continue playing.

Staff should encourage the child to dry off with a towel or roll up sleeves/trousers, and monitor if clothing becomes uncomfortable.

Parents should be informed at pick-up if clothing is damp but not changed (e.g. "He got a little wet at water play but didn't need changed").

2. Noticeably wet (clothing soaked through, trousers heavy, child looks uncomfortable):

Child should be changed promptly to prevent chilling, discomfort, or risk of skin irritation.

Staff should use spare clothes provided by parents, or emergency spares if necessary.

This should be recorded in the child's daily sheet as a play-related change.

3. Wet + outdoor play:

If outdoor play follows water play (e.g. going down slides or sitting on damp ground), staff should be extra cautious. Even slightly damp clothes may need changing to prevent the child becoming cold.

Where a child's clothing becomes damp or wet due to toileting accidents, waterplay, outdoor play or other activities, staff will ensure the child is changed promptly to maintain comfort, dignity, and hygiene.

If a child soiled their clothing, they will be changed as soon as this is identified. Spare clothes should be provided by parents/ carers; however, Wee Chicks will maintain an emergency supply of clothing to ensure children remain clean and comfortable at all times.

If emergency spares are used, parents will be notified and asked to replenish them.

Children will be supported to wash their hands after toileting, with staff assistance if required.

If a child requires a full wash that cannot be managed in the setting, parents will be contacted to collect the child promptly.

All accidents will be dealt with discreetly, respecting the child's dignity.

2.3 Assistive Steps & Supportive Equipment

Staff will assess each child's ability to use steps or supportive equipment safely when using the changing unit. If the child is too big they will use the changing mat on the floor of the disabled toilet.

Direct supervision must always be provided.

Clear, age-appropriate instructions will be given.

Positive reinforcement and encouragement will be used to promote confidence and independence.

Staff must observe body language for any signs of distress or difficulty and provide support as needed.

2.4 Children with Additional Needs (Including After-School Children)

Staff are responsible for supporting all children, including those with additional needs, with toileting and nappy changing.

Parents will no longer be required to attend the setting for toileting support.

For children aged 4 and over who require nappy changing, the disabled toilet and a floor-based changing mat will be used instead of the standard changing unit to ensure safety and dignity.

Parents will be notified of:

Times of nappy change, if it was wet or soiled if the child was changed due to water play..

When a child requires a full wash that cannot be managed within the setting.

Any patterns of concern regarding toileting.

This ensures children's comfort, dignity, and continuity of care during their time at Wee Chicks.

2.5 Disabled Toilet Lock Procedure

If a child locks themselves in the disabled toilet or the toilet :

Retrieve the key from the designated room.

Insert into the diagonal groove and turn clockwise.

Reassure the child while unlocking the door, explaining each step.

If the child is distressed, one staff member should remain talking to the child while another collects the key.

Any standard key should fit the groove.

3.0 Monitoring & Accountability

Nappy and toileting checks will take place at least once every hour, and specifically before snack, before lunch, before outdoor play, and before home time.

All checks and changes will be recorded in writing on the child's daily record sheet, signed by the staff member, and available for parents to review at collection.

If a child's clothing becomes wet due to water play, outdoor play, or spilled drinks, staff will change the child where necessary to maintain comfort. This will be noted in the child's daily record as a play-related change.

Children will never be sent home in wet or soiled clothing without parents being informed of the reason (toileting accident or play-related).

The manager will carry out spot checks throughout the day to ensure toileting and nappy changing records are accurate and up to date.

Any complaint relating to toileting or changing will be formally logged, investigated, and followed up with staff and parents. Staff involved will have an individual discussion with management, and a record of the discussion will be placed on file.

Staff will receive refresher guidance following any complaint or policy review to ensure consistency of practice.

Staff are responsible for ensuring that toileting/checking times are built into the daily routine and communicated clearly to all staff.

Whistle Blowing Policy Feb 2026

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 2018 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
Eri Antonakaki	Director	07523286551	eri.antonakaki@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 April 26

Wee Chicks LTD is committed to providing a safe working environment for all staff, including senior managers, paid staff, volunteers, agency staff, students and anyone working on behalf of Wee Chicks Fitness CIC / Wee Chicks LTD.

In line with the Early Years Register and Childcare Register, lone working is permitted where appropriate; however, all Safeguarding and Welfare Requirements must always be fully met, regardless of staffing levels.

The **Health and Safety Executive (HSE)** defines lone workers as those who work by themselves without close or direct supervision. Wee Chicks ensures lone workers are not exposed to additional risk through clear identification of lone working situations and completion of robust risk assessments.

1.0 Purpose

This policy aims to:

- Set out safe lone working practices in line with UK legislation
 - Support staff to understand risks associated with lone working
 - Provide clear guidance to ensure safety of both staff and children
-

2.0 Legal Framework

Wee Chicks complies with:

- Health and Safety at Work Act 1974
- Management of Health and Safety at Work Regulations 1999
- Safety Representatives and Safety Committees Regulations 1977

We maintain a duty of care to ensure the health, safety and welfare of all employees and children.

3.0 Key Considerations

Before lone working is permitted, the following must be assessed:

- Ability to respond to emergencies and access support
 - Safe supervision of children at all times, including toileting and intimate care
 - Protection of staff from allegations (e.g. maintaining visibility, recording practices)
 - Staff competence, training and confidence to manage the role alone
 - Ability to balance supervision, parent communication and activities safely
 - Insurance cover in place for lone working
-

4.0 Procedures & Documentation

Wee Chicks ensures:

- A written lone working risk assessment is completed and regularly reviewed
 - Clear agreements are in place between management, staff and parents
 - Lone workers follow safeguarding procedures at all times
 - Communication systems are in place (e.g. phone access, check-ins where required)
 - Incidents or concerns are recorded and reported immediately
-

4.1 Essential Training & Skills

All lone workers must have:

- Paediatric First Aid
 - Safeguarding / Child Protection training
 - Food Hygiene training (where applicable)
 - Level 3 qualification (required when working with children below school age)
-

5.0 Safeguarding Commitment

Lone working will only take place where it is safe, appropriate and in the best interests of children. Wee Chicks prioritises safeguarding at all times and will not permit lone working where risks cannot be adequately controlled.

Volunteer Policy reviewed 5/25

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. If working over lunch a £5 lunch allowance.

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

Financial Management, Fraud and Disclosure Policy April 25

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.

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 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 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.

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 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 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.

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.

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 suspects fraud or irregularity in Wee Chicks, 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. 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 April 26

This policy applies to all staff, 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 the organisation and any personal, professional or business interests. This includes both actual conflicts and the perception of conflicts.

1.0 Purpose

The purpose of this policy is to:

- Protect the integrity of Wee Chicks' decision-making
 - Maintain trust and confidence from stakeholders
 - Safeguard the reputation of staff, volunteers and committee members
-

2.0 Types of Conflict

Conflicts of interest may arise in the following forms:

- **Relational** – family or personal relationships
 - **Financial** – personal gain, contracts or funding interests
 - **Confidential** – misuse of sensitive information
-

3.0 Examples

Examples include:

- Committee members involved in decisions affecting relatives (e.g. pay or recruitment)
- Favouritism in hiring or treatment of family/friends
- Membership of competing organisations seeking the same funding
- Financial interests in companies supplying goods/services to Wee Chicks

- Misuse of confidential information for personal gain
-

4.0 Managing Conflicts of Interest

Wee Chicks is committed to identifying and managing conflicts appropriately in line with UK governance standards.

- All committee members must complete a **written declaration of interests** on appointment and update it as required
 - Any conflict must be **declared at the earliest opportunity**
 - Individuals must **not take part in discussions or decisions** where a conflict exists and may be asked to leave the room
 - All disclosures and actions taken will be **recorded in meeting minutes**
 - A **register of interests** will be maintained and reviewed regularly
-

5.0 Responsibilities

All staff, volunteers and committee members must:

- Act in the best interests of Wee Chicks
 - Be open and transparent about any potential conflicts
 - Respect confidentiality at all times
 - Follow this policy and use professional judgement
-

This policy supports good governance and should be followed in both spirit and practice to ensure fairness, transparency and accountability.